



Reconciliation Action Plan

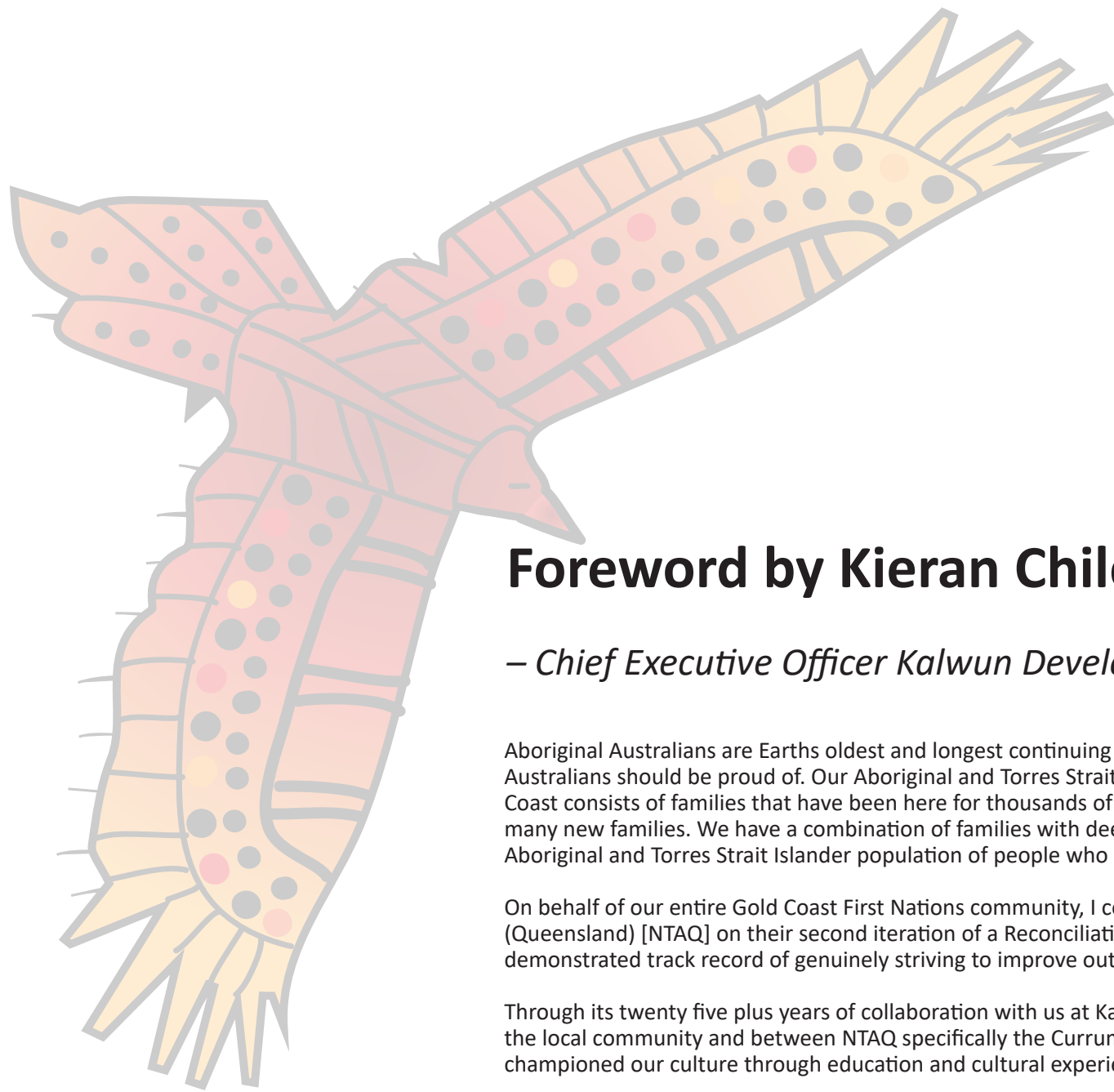
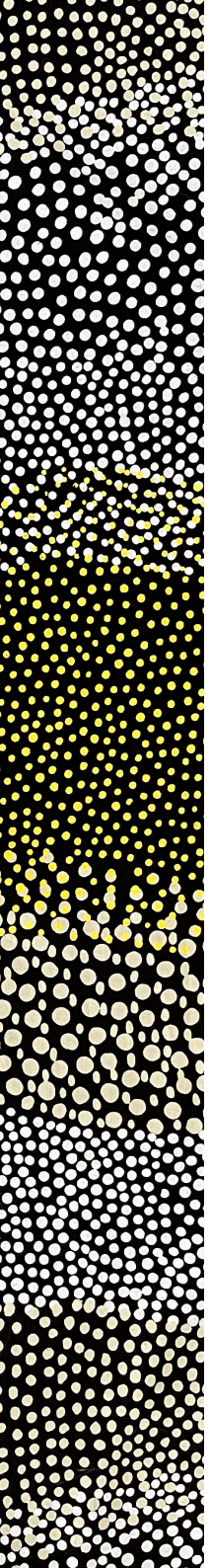
May 2023 – 2025



NATIONAL TRUST
Queensland



RECONCILIATION
ACTION PLAN
INNOVATE



Foreword by Kieran Chilcott

– *Chief Executive Officer Kalwun Development Corporation*

Aboriginal Australians are Earth's oldest and longest continuing civilisation. This is something that all Australians should be proud of. Our Aboriginal and Torres Strait Islander community here on the Gold Coast consists of families that have been here for thousands of years, some for many generations but also many new families. We have a combination of families with deep connections to the land and a transient Aboriginal and Torres Strait Islander population of people who call 'our place' home.

On behalf of our entire Gold Coast First Nations community, I commend the National Trust of Australia (Queensland) [NTAQ] on their second iteration of a Reconciliation Action Plan (RAP). NTAQ have a demonstrated track record of genuinely striving to improve outcomes for First Nations people.

Through its twenty five plus years of collaboration with us at Kalwun Development Corporation and the local community and between NTAQ specifically the Currumbin Wildlife Sanctuary (CWS), have championed our culture through education and cultural experiences over the decades.

We thank NTAQ for your formal statement of commitment to reconciliation. Your actions have spoken louder than any words, and we are all very excited to take this reconciliation journey to the next level.



Terminology

Throughout this RAP, the term “First Nations peoples” is used to refer to the original peoples of the sovereign nations and language groups that have lived on the Australian continent for over 65,000 years.

NTAQ has chosen to use “First Nations peoples” as our preferred terminology to acknowledge and honour the diverse cultures, traditions, and identities of these nations and language groups. This term recognises the ongoing cultural, spiritual, and historical connections of First Nations peoples to their lands, waters, and communities.

While “Aboriginal and Torres Strait Islander peoples” is still widely used and accepted in Australia, we believe that “First Nations peoples” is a term that further reflects the diversity and complexity of First Nations cultures and identities.

NTAQ acknowledges that language is constantly evolving, and we are committed to ongoing consultation with First Nations communities and individuals to ensure that our terminology is respectful, inclusive, and culturally appropriate.

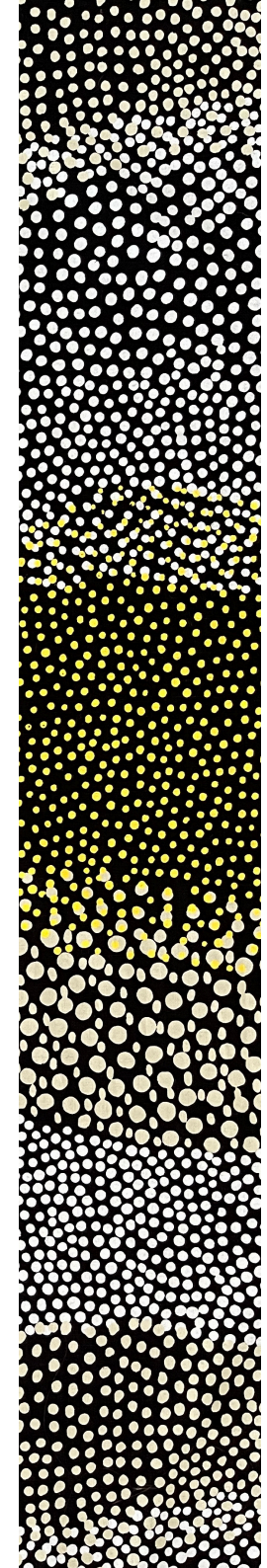
It is important to note that “Indigenous” is a term that is widely used and accepted in Australia and other parts of the world to describe the original inhabitants of a land. However, some First Nations peoples and communities may prefer other terms, such as “First Nations”, “First Peoples”, or their specific nation or language group name. Therefore, it’s important to consult with the specific communities and individuals to ensure that terminology is respectful and appropriate in their context.



National Trust of Australia
(Queensland) respects and
honours the Traditional
Custodians of Country
throughout Queensland.
NTAQ acknowledges the
stories, traditions and living
cultures of First Nations
peoples across the many
traditional lands and language
groups of Queensland. We
thank them for caring for
Country, the lands, waters,
and wildlife since time
immemorial.



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Message from Reconciliation Australia CEO, Karen Mundine



Reconciliation Australia commends NTAQ on the formal endorsement of its second Innovate RAP.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

With close to 3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. NTAQ continues to be part of a strong network of more than 2,200 corporate, government, and not-for-profit organisations that have taken goodwill and transformed it into action.

The 4 RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways. An Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build the strong foundations and relationships that ensure sustainable, thoughtful, and impactful RAP outcomes into the future.

An integral part of building these foundations is reflecting on and cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that NTAQ will continuously draw upon to create RAP commitments rooted in experience and maturity. These learnings extend to NTAQ using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders.

The RAP program's emphasis on relationships, respect, and opportunities gives organisations a framework from which to foster connections with First Nations peoples rooted in mutual collaboration and trust.

This Innovate RAP is an opportunity for NTAQ to strengthen these relationships, gain crucial experience, and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, NTAQ will ensure shared and cooperative success in the long-term. Gaining experience and reflecting on pertinent learnings will ensure the sustainability of NTAQ future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey.

Congratulations NTAQ on your second Innovate RAP and I look forward to following your ongoing reconciliation journey.



RECONCILIATION
ACTION PLAN

INNOVATE

Message from our Chief Executive Officer, Jayme Cuttriss



It gives me great pleasure to be launching our second Innovate RAP at NTAQ. NTAQ has our state headquarters based at CWS. We are an environmental charity that respects First Nations peoples' connections to land, water, wildlife, and environments. We seek learning experiences through this deep understanding and appreciation of our planet. National Trust is committed to storytelling and promotion of First Nations cultures through our special places and programs.

Last year, in 2022, NTAQ celebrated 75 years of our iconic Currumbin Wildlife Sanctuary. The Sanctuary has been committed to and recognised for, highlighting First Nations cultures through tourism experiences and performances for many decades. Our NTAQ properties throughout Queensland provide the platform to educate and to engage our visitors with First Nations cultures. This year, in 2023 we aim to continue to build on our reconciliation journey, through launching new initiatives in our RAP, with meaningful outcomes state-wide.

We recently renamed our Cooktown property from James Cook Museum to Cooktown Museum after significant community consultation. We wanted to tell the extraordinary story of the region where the first act of reconciliation was recorded. We also collaborated with Guugu Yimithirr Elders to acknowledge Reconciliation Rocks on the Queensland State Heritage Register. The Cooktown Museum now tells the dual narrative of this very special place in our history.

Establishing and delivering on our RAP goals is a commitment embraced and celebrated through our organisation. As an Innovate RAP organisation, NTAQ is committing to advancing and refining our approach to reconciliation and cultural understanding in our workplaces. We encourage innovation across our organisation and commit to developing and strengthening strong partnerships to bring our strategies on our reconciliation journey to life. This plan has been designed to strengthen our relationships with all First Nations peoples and communities and educate our teams on the importance of reconciliation. We strongly believe this plan aligns with our role to be respectful educators and storytellers. We aim for this RAP to provide our people, our partners and our guests with a greater understanding and celebration of the oldest living cultures in the world.

Message from our **RAP Champion,** **Travis Couch**



It is with a shared sense of pride, enthusiasm, and commitment that I write this forward within NTAQ's second RAP as General Manager of CWS.

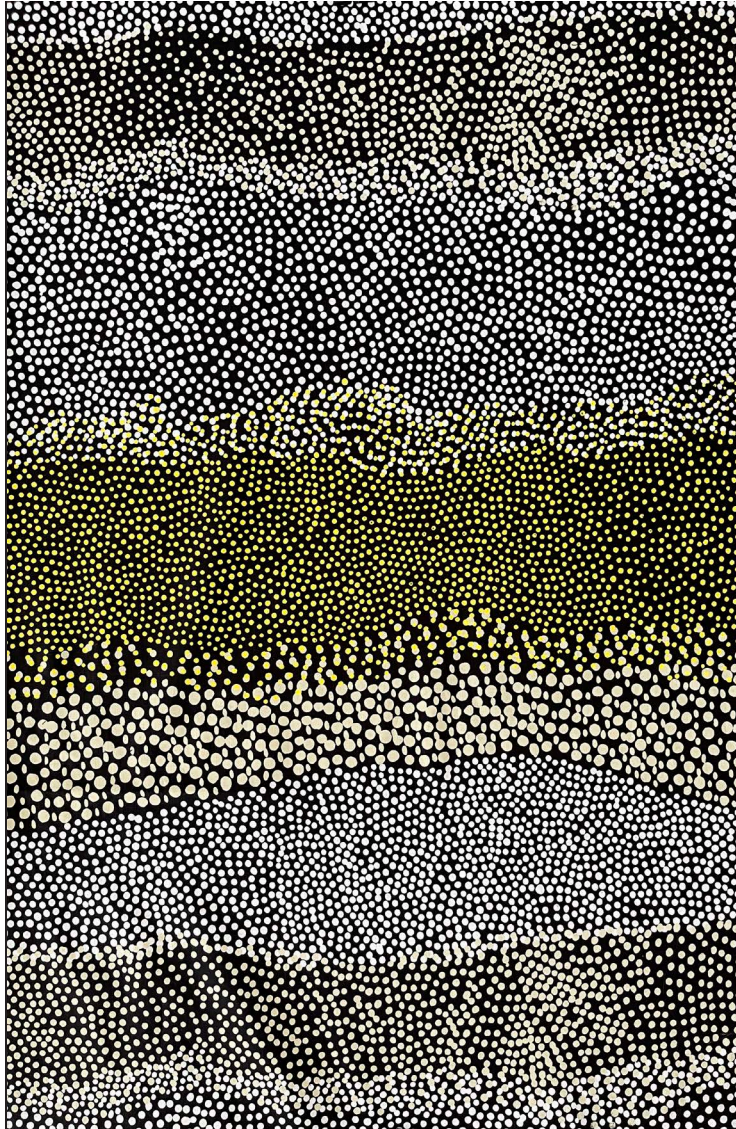
At NTAQ, paying respect to First Nations cultures and traditions is an integral part of our organisations mission and we are fortunate to have forged strong community relationships over many years. Despite our progress thus far, we continue to learn, educate our teams and thousands of guests who visit our properties each year with the overarching resolve to move forward on our reconciliation journey.

On a personal level, since moving to the Gold Coast some 10 years ago, I have been incredibly privileged to have had the opportunity to work alongside Traditional Custodians from across the region as well as First Nations peoples from other traditional lands. I am most grateful to the community leaders who have supported me on my cultural learning journey thus far. In my role in championing this RAP across NTAQ alongside my RAP Ambassador Group colleagues I look forward to sharing and building upon these learnings under the guidance of Elders and cultural leaders.

Caring for Country, wildlife and the environment that we are caretakers of is critical to the success of our organisation, our planet, and future generations. This RAP is a key mechanism to guide us on that journey alongside the communities that we work with across Queensland.

I would like to thank the RAP Ambassador Group and the many community and team members that have contributed to this Plan. It is an exciting time for our entire organisation at NTAQ and I am very much looking forward to the next chapter in our reconciliation journey.

Grace Rosendale



“My name is Grace Rosendale and I come from Hopevale. I am part of the Guugu Yimithirr Nation, which is made up of 13 clan groups. I come from the Binhthi Warra clan group, which is located in the Upper Mclvor River area”

Grace Rosendale was born in Woorabinda after her family was interned there during the World War 2. Grace is a senior elder of the Binhthi Warra clan.

As one of the last fluent language speakers of Guugu Yimithirr, Grace uses her artwork to ensure inter-generational sharing takes place between community Elders and Youth.

Grace belongs to the Gamba Gamba group (senior women) at the Hopevale Art & Culture Centre. Artworks by the Gamba draw on traditional Guugu Yimithirr Warra culture and contemporary and mission time histories. The women hold deep cultural knowledge of family kinship systems, sacred sites, esoteric characters, and totems and are passionate about recording language and traditional stories to preserve and hand down to the younger generations.

Artwork - *Gutti*

Grace Rosendale’s artwork *Gutti* is the story of Binhthi Warra clan group sacred healing grounds.

Grace explains, “My artwork has taken a great effect on me because it makes me think of my homelands. Its flora, fauna and landscapes are my greatest inspiration.”

“My Dad was a part of a group of men that were sent to Mclvor River Station. They were sent to repair the fences that surrounded the mission vegetable farm. The neighbouring station had cattle that were destroying the fences. One of the men in that group had later informed my family that one day, my dad had all of a sudden fallen very ill.”

“Before the men left for work that morning. Dad had asked the men if they could take him up to Gutti as he wanted to be left in the water. So, the men did as he wished.”

“On their return to camp that evening they were all in awe that dad was at the camp and no longer ill!”

“Being of the Binhthi Warra clan group, Gutti holds a special place in my heart, because it is a part of my traditional Country. Gutti is a sacred site.”

Artist Profile

Luther Cora



Luther Cora is a proud Yugambeh/Bundjalung man from the Gold Coast. Luther has been storytelling for over 30 years and is enthusiastic about performing and presenting his culture through dance and song. Luther has been involved in national and international major events, including the 2018 Commonwealth Games Opening Ceremony. He also directed the performance piece 'Gathering' as part of the Commonwealth Games Festival 2018. This was the bringing together of different Aboriginal dance groups from remote areas across Queensland.

Luther is a well accomplished artist, having designed football code jerseys and boots for First Nations rounds and other aspects of the game. Luther has both his photographic and digital art on display at various exhibitions throughout Australia and was most recently awarded the People's Choice Award in the 2022 National Photographic Portrait Prize.

Luther regularly presents his culture through musical performance with his family, sharing the stories of the Yugambeh Language Region. He is a well-known and respected member of the Gold Coast community where he resides with his wife Ivanka and five children, Khadesia, Hezekiah, Tayvonne, Tedashii and Jahquon.

Artwork - *Coming Together Caring for Country*

Luther Cora has been a long-time collaborator and partner of National Trust and is proud to share his new artwork for NTAQ's second RAP.

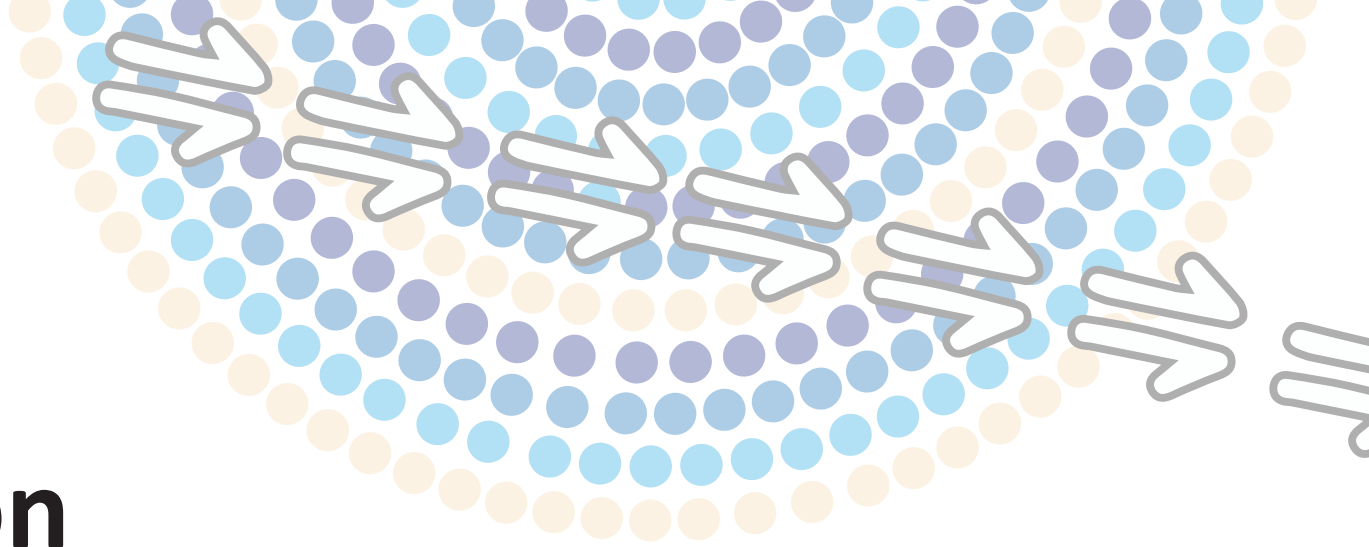
"This artwork tells the story of National Trust and all its different properties all over Queensland. It shows the local Aboriginal and Torres Strait Islander communities working with the National Trust and its properties."

The 'U' shaped motifs represent the people in each individual community gathered around a camp. This represents each of NTAQ's properties and the communities brought together through conservation. The dots throughout the piece represent the knowledge and spirits of each place, intertwining and uniting through NTAQ's shared mission in conservation. The totems of Mibunn (Wedge-tailed eagle), Yungan (Dugong), Banjilann (Butterfly), and Binggihng (Turtle), represent the diversity of ecosystems and Country that NTAQ's properties reside. Kangaroo and emu tracks can be seen throughout the artwork, representing the NTAQ's journey in reconciliation.

The centrepiece of the gum leaf is an image used broadly throughout NTAQ to represent the organisations mission and as a symbol of conservation for natural environments and heritage.



NTAQ is a unique, for-purpose, not-for-profit, charity organisation that is committed to the protection and conservation of our environmental and cultural heritage. Our corporate headquarters in Currumbin is located on Kombumerri Country, part of the wider Yugambah Language region. Where the saltwater meets the rainforest.



Our Organisation

At NTAQ, our Charitable Purpose is to: “To promote and advance the conservation, protection and understanding of Australia’s natural and cultural heritage, including the heritage of First Nations people, for public benefit and education.”

Our Mission is to conserve and advance our natural and cultural heritage for future generations.

We aim to be leaders in Heritage and Conservation. We feel an obligation to work in a space that enables sick and injured wildlife, threatened species and habitats to thrive. We are committed to ensuring our natural heritage is preserved including the wildlife that we coexist with. We are committed to being leaders in heritage because we understand that lessons can be learned from the past. We envisage a nation that embraces our First Nations cultures to be a proud part of our Australian history and we will use our heritage tourism sites to share this appreciation.

NTAQ are the custodians of 15 properties from Currumbin to Cooktown. This includes Currumbin Wildlife Sanctuary which has been in existence for over 75 years as one of Gold Coast’s most iconic tourism attractions and one of Australia’s most unique wildlife experiences. Currumbin Wildlife Sanctuary is open to visitors from across the globe and plays a significant role in community. The Sanctuary is loved by the local community including school groups that learn about conservation and sustainability, wildlife, and First Nations culture. NTAQ also manages eucalypt plantations and a Koala Rehabilitation Facility, as well as one of the world’s busiest wildlife Hospitals that treats, rehabilitates, and releases wildlife that need our care. The Hospital has also expanded to include research programs that ensure we better understand the cause and prevention of serious illness in native species, including our iconic koala, which is now officially on the endangered species list.

In Currumbin Valley, NTAQ operates Garima Conservation Reserve for the purpose of land regeneration and conservation efforts. Garima will also play a key role as an On-Country education center, where dual narrative interpretation and authentic Yugambah Region Traditional Knowledge will be showcased and shared with the next generation of young Australians. ‘Garima’ means to “respect or care for” in local Yugambah language, and we are immensely proud to be caretakers of this rainforest habitat.

NTAQ has heritage sites all the way up the Queensland coast to the Cape York Peninsula, where we proudly operate Cooktown Museum, the regional museum that has been reimagined to tell the dual-narrative stories of Cooktown. We continue our work with communities in Cooktown and respect this utterly unique region of our nation. At Cooktown Museum, we proudly share the story of a Guugu Yimithiir Elder who broke his spear and presented it to Lieutenant James Cook as an act of peace and reconciliation. This story is one that every Australian should know, demonstrating the importance of reconciliation for First Nations peoples since the first encounters with colonisers.



NTAQ celebrates diversity and proudly gives an opportunity for First Nations peoples to tell the stories of connections with land, waters, and wildlife. We respect the deep knowledge of how to care for our land and appreciate that there are many learnings that can come from this. We acknowledge that we must respect and care for the land on which we walk.



Our Values

Authentic

We show genuine passion for our people, guests, places, and our causes. We are storytellers.

Responsible

We manage our organisation responsibility for a sustainable future.

Respectful

We show respect to our teams, our guests, and our organisational partners. We celebrate fun and diversity. We help each other succeed.

Trusted

We are trustworthy and value honesty. We make ethical decisions and partner with like-minded organisations to advance these causes.

Innovative

We empower our team to be creative and openly encourage ideas without fear of failure. We value efficiency across our organisation.

Our People

Our current work team is made up of nearly 1,000 people from Currumbin to Cooktown. We have over over 300 employees, 650 volunteers and over 100 trainees. Across NTAQ, there are 12 First Nations staff members employed. Our Wings of Success culture program guides our way of working and focusing the team on being Welcoming, Fun, Efficient and Safe. This incorporates the overarching theme of respect and celebration of diversity of our work teams, partners, and guests.



Who is involved

From our Board of Directors to all our staff, volunteers, and guests, NTAQ is committed to diversity and inclusion initiatives are embraced in all brands and areas of the business. NTAQ is proud to endorse Travis Couch, General Manager of CWS, as the Reconciliation Action Plan (RAP) Champion. Furthermore, NTAQ has implemented a RAP Ambassador Group led by Lindsay Davies, NTAQ's First Nations Engagement Lead, which includes two staff members who identify as Aboriginal and/or Torres Strait Islander people along with other team members and advocates, who are enthusiastic about supporting the implementation of reconciliation initiatives. The RAP Ambassador Group has been founded to drive reconciliation and positive change throughout NTAQ by promoting respect, understanding, and recognition of the histories, cultures, and contributions of First Nations peoples and communities.

The members of the RAP Ambassador Group include:

Travis Couch

General Manager of CWS

Lindsay Davies

First Nations Engagement Lead (NTAQ)

Stanley McCabe

Ground Services Supervisor (CWS)

Michael Vella

Wildlife Supervisor (CWS)

Jeska Valk

Graphic Artist (CWS)

Sue Wood

People and Culture Coordinator (NTAQ)

Vicci Pearce

Learning and Development Coordinator (NTAQ)

Eileen Fogarty

Duty Volunteer (CWS)

Nathan Harmer

Wildlife Officer/presenter (CWS)

Scout Owens

Koala Habitat Handler (CWS)

Wendy Welch

Wild Encounters Host (CWS)

In a first for the organisation, Lindsay Davies has been appointed as the First Nations Engagement Lead of NTAQ. Lindsay is a proud Kooma man and is enthusiastic about driving NTAQ's reconciliation through education and community engagement. This position will oversee the implementation of the Reconciliation Action Plan, working companywide to create authentic and meaningful opportunities for staff, guests, and local First Nations communities to engage with NTAQ's reconciliation journey.





Our Vision for Reconciliation

Our vision for reconciliation is to celebrate and respect the First Nations peoples stories and connection to land, waterways, and wildlife. We hope for a day when all Australians and international visitors take pride in understanding and acknowledging and respecting First Nations cultures, the oldest living cultures in the world.

We hope to demonstrate the deep connections First Nations peoples have with the environment. We will encourage our guests, our supporters, our partners, and our team to consciously choose respect and reconciliation through a deeper understanding of culture.

Our Reconciliation Action Plan

Our Reconciliation Action Plan is a declaration of our commitment to sharing First Nations cultures, bringing us a step closer to modern day reconciliation. We recognise that reconciliation is not a finite position, but a journey where every step accounts for change.

Through this RAP, NTAQ hopes to share with its audiences and visitors an understanding of the importance of reconciliation in Australia and the learning of the connection that the Traditional Custodians have with the land, waterways, and wildlife. The care of Country demonstrated by First Nations peoples should be acknowledged along with their continuing connection to all dynamic elements of the environment. NTAQ celebrates cultural diversity, and we aim to have a deeper understanding of First Nations cultures. Through our properties, programs, and content, NTAQ hopes to provide platforms for cultural understanding and function as storytellers to a wide group of people that visit our sites annually. As storytellers, we at NTAQ understand that our roles incorporate equally being a truth teller and a story enabler of First Nations histories and cultures. We recognise that reconciliation and understanding starts with education. Through our commitment to educating people of all ages, but especially the future generation, we hope to celebrate and empower First Nations peoples, cultures, and perspectives, state-wide.

NTAQ's First RAP highlighted multiple key learnings and challenges that reflect our reconciliation journey thus far. An initial challenge of our first RAP was resourcing and appropriate management of the RAP Working Group (now RAP Ambassador Group). This under resourcing created an ineffective network of staff and participants resulting in delayed initiatives and inability to follow through on deliverables to the desired extent. To address this, the representation and role of the RAP Ambassador Group has been altered, promoting the RAP Ambassador Group and NTAQ's reconciliation journey broadly through our staff networks. Furthermore, community engagement and the authentic empowering and embedding of local First Nations perspectives was also a key learning from our first RAP, accentuating the need for opportunities and direct initiatives that impact and include local First Nations peoples and cultures throughout our business. This prompted the creation of the First Nations Engagement Lead role as a full-time position. This role allows for effective governance and monitoring of the RAP Ambassador Group and the roll out of key deliverables and actions, whilst also empowering community through consultation and engagement. Additionally, our first RAP also highlighted the need to support First Nations employment, training programs, and the creation of community-based initiatives that allow for industry recognised qualifications. This has resulted in the direct focus of First Nations peoples workplace development, school-based and community training programs, and First Nations employee retention in our second RAP. A challenge arose on our reconciliation journey when it came to companywide incorporation and buy in, created a jagged and ununited approach to deliverables and targets across our workforce. This has been targeted through the creation of mandatory all staff cultural training programs, which has been built to increase cultural competency and cultural security across NTAQ employees. Supporting this program will be state-wide engagement initiatives, ensuring all members of our diverse workforce will have access and be a part of NTAQ's collective reconciliation journey and second RAP. With these significant changes, and the objectives outline in this document, NTAQ is prepared and excited to be continuing our journey towards reconciliation.



OUR BAMA BAMA
WILDLIFE
SANCTUARY
THE GREAT AUSTRALIAN

CWS Team Member Stanley McCabe

Case Study

Stanley McCabe

A leader amongst our team at CWS, Stanley McCabe is a proud Aboriginal man who shares his culture, knowledges, and history to educate and advocate for First Nations peoples and cultures.

Stan is a Nunukul man from Minjerrabah (North Stradbroke Island). He has been employed at CWS for 5 years, currently in the role of Ground Services Supervisor.

“My connection to my Aboriginality is strong, from a spiritual and cultural perspective. I look beyond the surface, creating an understanding of how my culture plays a significant role in my experience of self-discovery. I listen to the wisdom of Country, and I’m guided by my ancestors, spirits, and my Elders on this continual journey of self-discovery.”

“This has brought me to my current position at CWS. Working as the Ground Services Supervisor has allowed me to support and continue to provide a natural environment for the animals and visitors. This has been a natural progression, adding clarity and depth to my foundation understanding of Country. I have been able to embrace the cultural story passed on from the Elders that were around me in my youth, and share their stories, wisdom, and knowledges.”

“Working at CWS has allowed me to be surrounded by flora and fauna within a hidden paradise. From looking and interacting with the animals that cross my path, to the elements and Country guiding me to see the messages hidden behind the beauty of creation, I embrace my Aboriginality and continue to live my culture through my work.”

This approach has led to Stan directly enhancing the visitor experience at CWS through effective and comprehensive management of ground services projects and processes, empowered through his Aboriginality.

Stan has impacted his fellow team members by embracing his culture and connection to Country through sharing his and his family’s stories. “I have been able to share my knowledge and stories with fellow employees, in a subtle way, allowing them to see things from my perspective, opening their eyes to the natural way of seeing. Sharing stories of my experiences helps to shine a light on being connected to Country and my Culture.”

NTAQ strives to remove barriers for all staff members, especially when it comes to team members embracing diverse cultural heritage. “There have been no obstacles to sharing or embracing my culture. All team members are very welcoming and encourage further understanding, they listen and want to learn from my knowledge and experiences. I’m always happy to share my perspectives, to help promote and keep my culture alive. Being true to myself, my spirit, and my culture allows me to live in harmony with every experience.”

NTAQ is committed to building a workplace culture that celebrates and embraces diversity, including the cultural heritage and knowledge of our First Nations team members. We recognise the vital importance of reconciliation and the role that organisations must play in creating a more just and equitable society. By supporting team members like Stan and fostering a culture of respect and understanding, we are taking meaningful steps towards creating a more inclusive and culturally safe workplace for all. NTAQ is proud to be a culturally safe and competent workplace. As a business, we endeavor to empower our First Nations staff members to embrace their culture and heritage in their day-to-day practices.



1994

CWS welcomed its first Aboriginal culture show – Nunukul Kunjeil.

2010

CWS engages Aboriginal and Torres Strait Islander School based trainees to participate in a yearlong training program.

2013

The Yugambah Aboriginal Dance show was re-launched.



2018

Reconciliation Rocks – NTAQ work in collaboration with local communities to apply to the Queensland State Heritage Register.

NTAQ created a reimagination of James Cooktown Museum – a place for Cooktown to tell the First Nations story of the First Recorded Act of Reconciliation.

NTAQ launches the first Innovate RAP in August 2018. Invited guests celebrated the launch of this significant plan for our organisation.

NTAQ attend First Nations Procurement Conference.

NTAQ commit to selling only authentic merchandise through their retail outlets across the State.

2008

Eco Tourism Australia *Respecting Our Culture* accreditation.

2011-2013

Development of Yungawah dinner and show experience.

2014

Commencement of First Nations Culture education sessions at CWS.

First Nations Wildlife on Wheels launched to schools as an incursion program.

A relationship with Kalwun Development Corporation was formalised.

2018

James Cook Museum – hold community consultation sessions to masterplan the visitor experience including the new Bama Dream exhibit and Waterways exhibit.

Currumbin Wildlife Hospital collaborates with Commonwealth Games Gold Coast Foundation to support Borobi and promote culture through the sale of merchandise.

NTAQ works with Deadly Futures program through the Preston Campbell Foundation to deliver cultural learning experiences for youth at CWS.

Banaam cultural training commenced for all team members.



2019

NTAQ senior leaders join the NAIDOC Walk from Coolangatta to Tweed Heads with Kalwun Development Corporation.

NTAQ senior managers attend cultural session and walk of Jellurgal (Burleigh Headland) at Jellurgal Aboriginal Cultural Centre.

CWS creates Welcome to Country Experience in partnership with Swell sculpture Festival and artist Ivan Lovett with unique sculpture of Luther Cora displayed to welcome guests.



2020

The NTAQ application for recognition of Reconciliation Rocks in Cooktown was reviewed. Reconciliation Rocks added to the State Heritage Register.

2021

Yugambah language wayfinding developed for CWS in dual language in collaboration with Relative Creative.

Yarning circle built at CWS.

CWS works with Kalwun Development Corporation to install a Yarning Circle in the Coomera Health Services Centre.

NTAQ works with Relative Creative and Guugu Yimithirr Elders to create the Bama Room in Cooktown Museum. This project enabled truth telling of the Guugu Yimithirr people's histories and established a platform for continual conversations and knowledge sharing in Cooktown.

2022

Rejuvenation of the 'Twilight Tour' program to be a First Nations geared program highlighting local and broader First Nations perspectives at CWS. The program has grown over the past 12 months from a school holiday only program to a weekend program, operating every weekend and fulltime over school holidays.

Appointment of new position 'First Nations Engagement Lead.' Position to lead RAP and driving authentic representation of Aboriginal and Torres Strait Islander peoples and perspectives across all NTAQ properties.

2019

Creation and Procurement of Luther Cora merchandise range and is now sold nationally through a distributor.

First Nations peoples involvement in development of the CWS Masterplan.

NTAQ sponsors Cooktown Discovery Festival, a festival showcasing the dual narrative of Gungardie (Cooktown).

Cooktown Museum works with Hopevale Art and Cultural Centre to sell art and cross promote the centre to tourists.

2021

NTAQ renames James Cook Museum to Cooktown Museum to better tell the dual narrative of the stories of this special place.



NTAQ acquires 27-hectare property and names the site Garima Conservation Reserve, meaning "to respect, to care for" in Yugambah language. Property was named in collaboration with the Yugambah Language Museum.

2022

Addition of First Nations education session to CWS Wild Adventures school holiday program, educating students on a variety of Traditional knowledges and cultural practices.

The creation of the CWS Bush Tucker Garden at the Southern Beaches Community Garden in Tugun. This garden is a bushfood and medicine garden used for community engagement and education purposes.

Our Partners

NTAQ values the power of partnerships. We also highlight cultural connections through our business events, products, educational programs, and activities. Community consultation is additionally highly valued through the authentic portraying of First Nations stories and perspectives at CWS and Cooktown Museum.

We recognise that NTAQ has a strong part to play in communicating these remarkable First Nations stories, but that they are not our stories to tell. We pride ourselves on being authentic and so respectfully seek consultation, support, and acceptance for our ideas before we introduce them to our guests.



The Banaam team utilises a distinctive approach to transmit their cultural wisdom and share contextualized cultural skills that have been passed down to them over their lifetimes.

Banaam's Applied Cultural Intelligence training is indispensable for individuals seeking a deeper understanding of Aboriginal culture, and it is crucial for any organization aiming to engage effectively with Aboriginal communities.

Banaam's mission is to empower and unite organizations, teams, and individuals by employing cultural principles that have successfully guided Aboriginal societies for thousands of years.

Derived from the Bundjalung language, "Banaam" translates to "strong, younger brother." According to Bundjalung culture, Banaam assumes a supportive role to the elder brother (referred to as "Gogaun") to assist them in fulfilling their responsibilities.

For over four years, the Banaam team has collaborated with NTAQ.

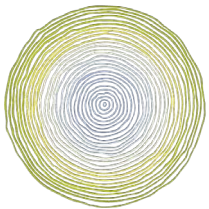
To deliver their educational sessions, the Banaam team utilizes CWS.

Moreover, senior management at NTAQ has also participated in the training, and there are plans to explore wider implementation and incorporation for all staff in the future.



Relative Creative design communication strategies, services, places, experiences, and events that help people think, talk, and mobilise sustainable futures. This work intersects strategic foresight and future thinking, decolonial thinking, sustainable transitions and design. Relative Creative collaborate with all levels of government, businesses, organisations, and institutes that care for a viable future.

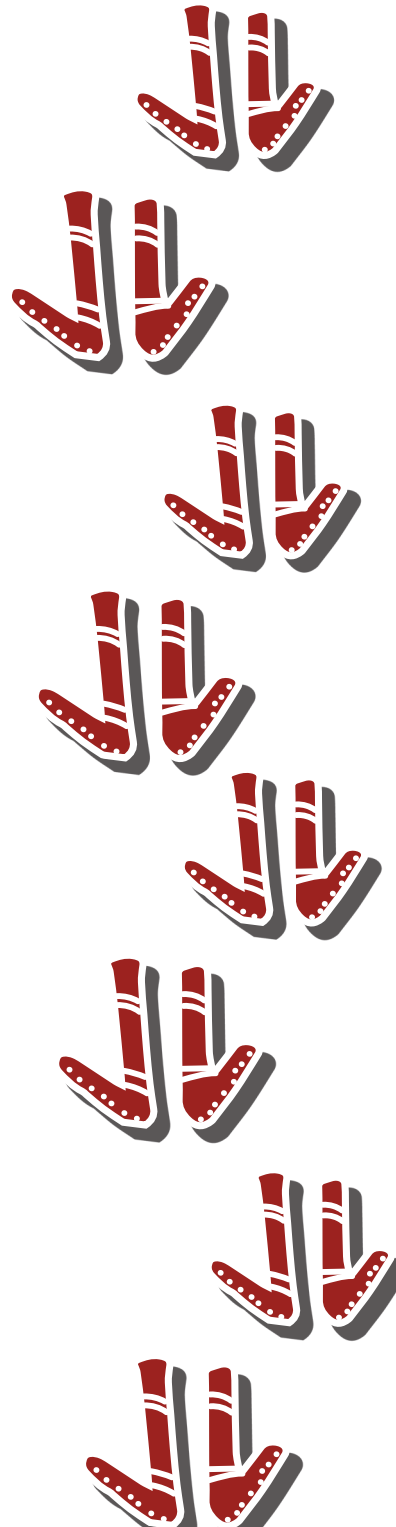
Relative Creative Director and Founder, Tristan Shultz, is a proud Gamilaroi man. He has worked closely with NTAQ over multiple projects including the creation of Yugambeh language signage and way finders for CWS, the formation of brand identity and visitor experience at Garima Conservation Reserve, as well as the design of two dual-narrative exhibitions at Cooktown Museum in collaboration with the Guugu Yimidhirr people.



ECO TOURISM AUSTRALIA

Ecotourism Australia – Respecting our Culture Accreditation
Designed by Aboriginal Tourism Australia (ATA) and administered by Ecotourism Australia since October 2002, Respecting Our Country (ROC) is a tourism industry development tool which embraces national accreditation standards, making sure tourism experiences meet customer expectations in a professional and sustainable way, while encouraging the industry to operate with respect for First Nations cultural heritage.

ROC certified tourism operators are committed to protecting cultural authenticity and integrity, developing sound business practices, environmental protection and acknowledging First Nations peoples' spiritual connection to Country. CWS is proud to hold the ROC accreditation since 2008, with future ambitions to acquire ROC accreditation across all NTAQ properties.



Kalwun Development Corporation was founded in 1994. Kalwun is an Aboriginal and Torres Strait Islander community-controlled organisation and has proven to be a highly reputable and professional company within South-East Queensland. Kalwun delivers and facilitates access to health services, community care services, and child and family support services for Aboriginal and Torres Strait Islander peoples. Kalwun also owns and manages Jellurgal Aboriginal Cultural Centre, which offers guided tours of Jellurgal (Burleigh Headland), cultural services such as Welcome to Country ceremonies and dance performances as well as the sale of Aboriginal artwork, gifts, and souvenirs. Jellurgal Aboriginal Cultural Centre fulfils Kalwun's moral responsibility to preserve, promote and share Aboriginal culture.

The name Kalwun comes from the Yugambeh name for the rainforest lyrebird, a bird of deep significance for original inhabitants of the area. The bird still lives in the Gold Coast hinterland and national parks. Its name and picture are retained by the Group as a symbol of respect for the ancestral base of the community of the Kalwun service area.

NTAQ values the long-standing relationship with Kalwun Development Corporation and work side by side with Jellurgal Aboriginal Cultural Centre to deliver a daily cultural show at CWS. This relationship spans 9 years and we are proud that visitors from all over the world get to experience culture through this daily performance.

ACTION PLAN

Relationships

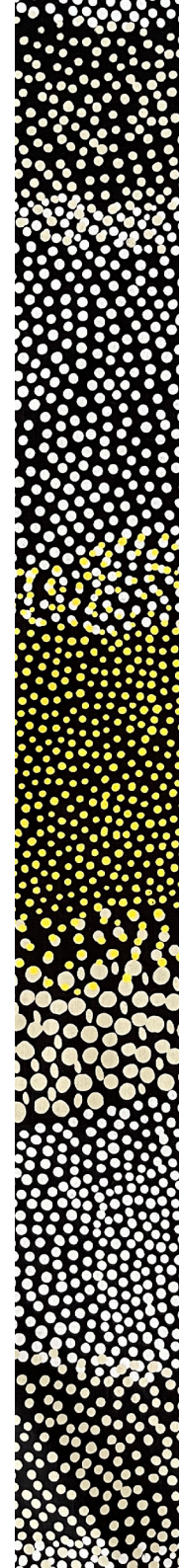
Building relationships is a cornerstone principal of NTAQ. Across our properties, we build relationships between peoples, cultures, Country, and histories. We use our position as storytellers and story enablers to share experiences, build greater cultural heritage, and create opportunities for authentic engagement with First Nations peoples perspectives.

Focus area

Nurture Existing Relationships and Build New Relationships

Build new and enhance existing partnerships with First Nations peoples, organisations, businesses, and communities to increase education, awareness, and recognition of First Nations cultures and perspectives across all NTAQ properties.

Action	Deliverable	Timeline	Responsibility
1 Establish and maintain mutually beneficial relationships with First Nations stakeholders and organisations.	<ul style="list-style-type: none"> Develop guiding principles for future engagement with First Nations peoples, cultures, and perspectives by meeting with local First Nations stakeholders and organisations such as: <ul style="list-style-type: none"> Kalwun Development Corporation Yugambah Region Aboriginal Corporation Alliance 	June 2023	First Nations Engagement Lead
	<ul style="list-style-type: none"> Develop an engagement frame work through the RAP Ambassador Group and implement through Senior Leadership to allow for effective and safe engagement with First Nations stakeholders and organisations. 	August 2023	Chief Executive Officer
	<ul style="list-style-type: none"> Utilise community consultation to understand the needs of First Nations peoples and communities to aid in the authentic portraying of stories and truth telling within our properties through: <ul style="list-style-type: none"> Community forums Stakeholder engagement 	December 2023	Head of Heritage and Environmental Services
2 Build relationships through celebrating National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Circulate Reconciliation Australia’s NRW resources and reconciliation materials to our team through communication channels such as NTAQ newsletters, emails, meetings, and posters. 	20 May - 3 June 2023, 2024	Head of People and Culture
	<ul style="list-style-type: none"> RAP Ambassador Group members to participate in an external NRW event. 	27 May- 3 June 2023, 2024	Chief Executive Officer
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW by publishing local NRW external events to staff communication channels. 	27 May- 3 June 2023, 2024	General Manager of CWS
	<ul style="list-style-type: none"> Organise at least one NRW event each year including all our Aboriginal and Torres Strait Islander stakeholders, staff, and community. 	27 May- 3 June 2023, 2024	First Nations Engagement Lead
	<ul style="list-style-type: none"> Register all our NRW events on Reconciliation Australia’s NRW website. 	May 2023- 2025	First Nations Engagement Lead



Action	Deliverable	Timeline	Responsibility
3 Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Implement strategies to engage our staff in reconciliation through initiatives located online including: <ul style="list-style-type: none"> Online training Monthly reconciliation initiative promotion in NTAQ member newsletter Effective sharing of fellow RAP businesses resources. 	June 2024	Head of Community and Training Programs
	<ul style="list-style-type: none"> Communicate our commitment to reconciliation publicly by publishing our RAP and sharing both internally with our staff, volunteers, and guests, and externally with the public and local community. 	May 2023	Chief Executive Officer
	<ul style="list-style-type: none"> Explore and implement opportunities to positively influence our external stakeholders to drive reconciliation outcomes such as: <ul style="list-style-type: none"> Partnership programs Stakeholder highlights 	May 2023, 2024, 2025	Head of Community and Training Programs
	<ul style="list-style-type: none"> Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation. 	July 2024	First Nations Engagement Lead
	<ul style="list-style-type: none"> Incorporate reconciliation pathways into induction ceremonies. 	May 2023	Head of People and Culture
	<ul style="list-style-type: none"> Publish and note pathways for effective support to First Nations staff. 	January 2024	Head of People and Culture
	4 Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Conduct a yearly review and update of HR policies to identify existing anti-discrimination provisions, and future needs. 	September 2023
<ul style="list-style-type: none"> Engage with First Nations staff and advisors to consult on our anti-discrimination policy through the establishment of a First Nations Anti-Discrimination Advisory Board. 		September 2023	Head of People and Culture
<ul style="list-style-type: none"> Develop an Anti-Discrimination Framework through liaising and refining with RAP Ambassador Group, implementation through informed senior leadership rollout, and communicate our new policy through appropriate staff channels. 		October 2023	Head of People and Culture
<ul style="list-style-type: none"> Educate senior leaders on the effects of racism through additional racism-specialised First Nations Cultural Training. 		July 2024	First Nations Engagement Lead
<ul style="list-style-type: none"> Use inclusivity and equality driven anti-discrimination policy and programs to create a welcoming environment for all First Nations employees and stakeholders. 		August 2024	Head of Community and Training Programs

Action

5 Develop relationships with First Nations organisations and individuals in the delivery of our education programs.

Deliverable

- Review existing education programs in collaboration with external First Nations stakeholders to identify cultural sensitivities and areas for greater implementation of First Nations knowledges and perspectives.
- Engage with local Registered Aboriginal Councils or Traditional Custodian Groups in the development and refinement of education programs.
- Enter partnership agreements with local Registered Aboriginal Councils or Traditional Custodian Groups to allow for the authentic inclusion of First Nations perspectives, histories, heritage, and culture in education programs.
- Facilitate On Country teaching through partnerships with Registered Aboriginal Councils or Traditional Custodian Groups allowing for Traditional Custodians to share their knowledges of Country throughout our properties.

Timeline

August 2023

October 2023

December 2023

February 2025

Responsibility

CWS Education Manager

CWS Education Manager

Head of Life Sciences

Head of Life Sciences

Respect

Respect is a core value of NTAQ and is an integral part of our identity. This is demonstrated through our commitment to authentically enable First Nations stories and histories throughout our properties. As a trusted organisation in the sharing of knowledge, it is our role to ensure the stories we share are done so in a respectful and truthful manner, promoting reconciliation in the process.

Focus area

Cultural Collaboration and Authentic Sharing

The stories shared across our properties are vessels for cultural immersion and understanding of First Nations perspectives. Respect for the origins, peoples, and cultures of these stories allows for authentic and genuine understanding and communication of First Nations knowledges and perspectives.

Action

6 Increase understanding, value and recognition of First Nations cultures, histories, knowledge, and rights through cultural learning.

Deliverable

- Review First Nations cultural learning needs within our organisation through collaboration of the RAP Ambassador Group.
- Consult local Traditional Custodians and Aboriginal and Torres Strait Islander advisors to inform our First Nations Cultural Staff Education Strategy to advise both internal (staff) and external (schools, corporate, etc.) education programs.

Timeline

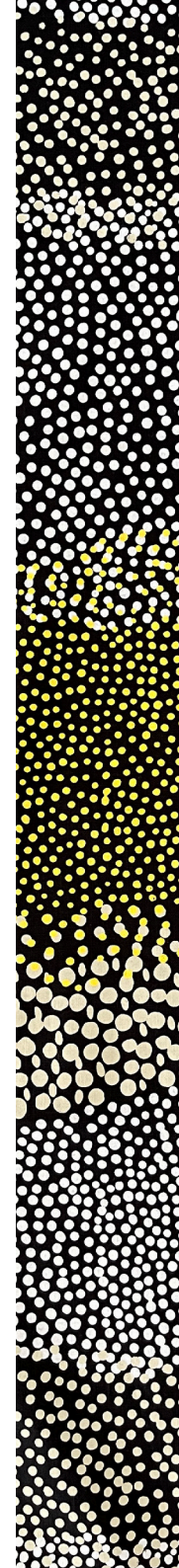
November 2023, 2024

September 2023

Responsibility

General Manager of CWS

First Nations Engagement Lead



Action	Deliverable	Timeline	Responsibility
6 Increase understanding, value and recognition of First Nations cultures, histories, knowledge, and rights through cultural learning.	<ul style="list-style-type: none"> Develop a First Nations Cultural Staff Education Strategy through the RAP Ambassador Group. Communicate, and implement the First Nations Cultural Staff Education Strategy through publishing and educating senior leadership. 	January 2024	First Nations Engagement Lead
	<ul style="list-style-type: none"> Provide opportunities for all staff to participate in formal and structured First Nations Cultural Staff Education sessions. 	May 2023	Chief Executive Officer
7 Demonstrate respect to First Nations peoples by observing First Nations cultural protocols.	<ul style="list-style-type: none"> Increase staff understanding of the purpose and significance behind First Nations cultural protocols, including Acknowledgement of Country and Welcome to Country, and how to personalise an Acknowledgement of Country in company induction processes. 	May 2023	Head of Community and Training Programs
	<ul style="list-style-type: none"> Develop, implement, and communicate a First Nations Cultural Protocol Framework, including protocols for Welcome to Country and Acknowledgement of Country, in addition to other culturally significant protocols. 	June 2023	First Nations Engagement Lead
	<ul style="list-style-type: none"> Invite a local Traditional Custodian to provide a Welcome to Country or other appropriate cultural protocol at noteworthy events each year such as: <ul style="list-style-type: none"> Annual General Meeting. Internal and external events (eg. Gala, fundraising events etc.) 	August 2023	Chief Executive Officer
	<ul style="list-style-type: none"> Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings, and at any point of formal public engagement through incorporation of Acknowledgement of Country cards. 	July 2023	General Manager of CWS
8 Build respect for First Nations cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> RAP Ambassador Group to participate in external NAIDOC Week event. 	First week in July 2023, 2024	Chief Executive Officer
	<ul style="list-style-type: none"> Review People and Culture policies and procedures to remove barriers to staff participating in NAIDOC Week. 	March 2024	Head of People and Culture
	<ul style="list-style-type: none"> Promote and encourage participation from staff and volunteers in external and/or internal NAIDOC events to all staff. 	First week in July 2023, 2024	Head of People and Culture
	<ul style="list-style-type: none"> Provide opportunities for First Nations staff and volunteers to participate in community celebration of NAIDOC Week through the alleviation of regular duties. 	June 2023	General Manager of CWS
	<ul style="list-style-type: none"> Provide opportunities for First Nations staff and volunteers to lead and organise NAIDOC Week events. 	June 2024	General Manager of CWS

Opportunities

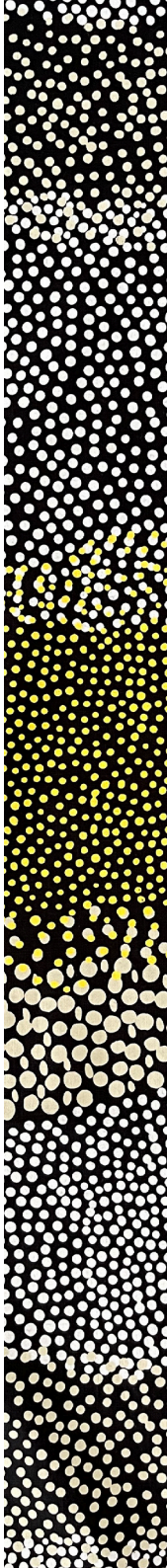
As an organisation in tourism, it is our responsibility and obligation to share, promote, and facilitate the stories of the Traditional Custodians of the lands on which our properties reside. This obligation extends to First Nations employment, recruitment, and retention pathways, along with authentic selling and distribution of First Nations products and merchandise.

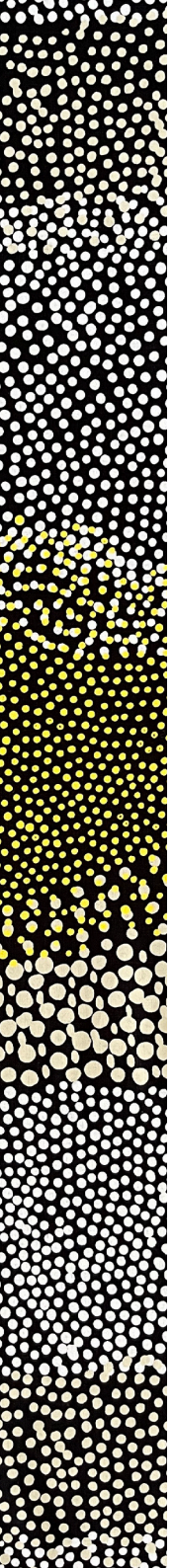
Focus area

Employment and Engagement

NTAQ operates on a diverse range of Country, and as storytellers, the representation of diverse individual perspectives is essential in our organisation. Focusing on employment and engagement of First Nations peoples ensures that NTAQ can effectively embark on an authentic decolonising and holistically restorative reconciliation journey.

Action	Deliverable	Timeline	Responsibility
9 Improve employment outcomes by increasing First Nations recruitment, retention, and professional development.	<ul style="list-style-type: none"> Build understanding of current First Nations staffing to inform future employment and professional development opportunities using company employment data. 	January 2024	Head of People and Culture
	<ul style="list-style-type: none"> Engage with First Nations staff to consult on our recruitment, retention, and professional development strategy. 	March 2024	Head of People and Culture
	<ul style="list-style-type: none"> Develop and implement a First Nations recruitment, retention, and professional development strategy through collaboration with RAP Ambassador Group and People and Culture team. 	April 2024	Head of People and Culture
	<ul style="list-style-type: none"> Advertise job vacancies to effectively reach First Nations stakeholders through connections and relationships with likeminded First Nations businesses and recruitment pathways. 	September 2024	Head of People and Culture
	<ul style="list-style-type: none"> Review People and Culture recruitment procedures and policies to remove barriers to First Nations participation in our workplace. 	December 2024	Head of People and Culture
10 Increase First Nations supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop and implement a First Nations procurement strategy. 	September 2023	Head of Sales and Marketing
	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	September 2023	CWS Retail and Photography Manager





Action	Deliverable	Timeline	Responsibility
10 Increase First Nations supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop, celebrate, and involve our staff in opportunities for procurement of goods and services from First Nations businesses e.g. <ul style="list-style-type: none"> Celebrating local First Nations businesses in our newsletter Publicising the acquisition of new First Nations suppliers 	October 2023	Head of Sales and Marketing
	<ul style="list-style-type: none"> Review and update procurement practices to remove barriers to procuring goods and services from First Nations businesses. 	November 2023	Head of Sales and Marketing
	<ul style="list-style-type: none"> Nurture our existing relationships and create opportunity for more commercial relationships with First Nations businesses through: <ul style="list-style-type: none"> Attending First Nations business fairs, conferences, and community events. Actively investigating pathways for commercial relationships. Use Queensland First Nations Business Directory, Black Business Finder, and Supply Nation when investigating new suppliers. 	December 2023	CWS Retail and Photography Manager
11 Build opportunities for First Nations communities to share and embed their stories and cultural heritage.	<ul style="list-style-type: none"> Consult with First Nations stakeholders and community groups to explore community-based projects for support and endorsement from NTAQ across all properties. 	December 2023	Head of Heritage and Environmental Services
	<ul style="list-style-type: none"> Consult Traditional Custodians and local First Nations community members in the planning and delivery of dual-narrative truth telling across existing and new education programs and property activations throughout all NTAQ properties. 	January 2024, 2025	Head of Heritage and Environmental Services

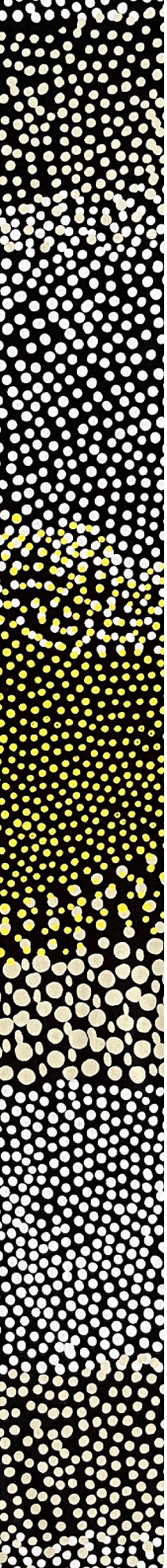


Governance

Governance of our RAP is vital to gauge success and assess impact within our organisation and the community. This will be achieved through organisational reflection and key stakeholder liaison alongside engagement with Reconciliation Australia.

Action	Deliverable	Timeline	Responsibility
12 Establish and maintain an effective RAP Ambassador Group to drive governance of the RAP.	<ul style="list-style-type: none"> Maintain First Nations representation on the RAP Ambassador Group. 	February, May, August, November, 2023- 2025	Chief Executive Officer
	<ul style="list-style-type: none"> Establish and apply a Terms of Reference that directs the vision and purpose of the RAP Ambassador Group. 	May 2023	First Nations Engagement Lead
	<ul style="list-style-type: none"> Meet at least four times per year to drive and monitor RAP implementation. 	February, May, August, November, 2023- 2025	General Manager of CWS
13 Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	June 2023	First Nations Engagement Lead
	<ul style="list-style-type: none"> Engage our Executive team and other staff in the authentic delivery of RAP commitments through departmental workshops. 	June 2023	Chief Executive Officer
	<ul style="list-style-type: none"> Define and maintain appropriate systems to track, measure and report on RAP commitments quarterly. 	October 2023	First Nations Engagement Lead
	<ul style="list-style-type: none"> Maintain an internal RAP Champion from senior management. 	May 2023	Chief Executive Officer
	<ul style="list-style-type: none"> Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss important RAP correspondence. 	June annually	First Nations Engagement Lead





Action

14 Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.

Deliverable

- Contact Reconciliation Australia to request our unique link to access the online RAP Impact Measurement Questionnaire.
- Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.
- Report RAP progress quarterly to all staff and senior leaders through internal newsletters and publications.
- Publicly report our RAP achievements, challenges, and learnings, annually.
- Participate in Reconciliation Australia’s biennial Workplace RAP Barometer.
- Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.

Timeline

1 August annually
 30 September, annually
 February, May, August, November, 2023- 2025
 July 2023- 2025
 September 2023, 2024
 May 2024

Responsibility

First Nations Engagement Lead
 First Nations Engagement Lead
 Chief Executive Officer
 Chief Executive Officer
 First Nations Engagement Lead
 First Nations Engagement Lead
 First Nations Engagement Lead

15 Continue our reconciliation journey by developing our next RAP.

- Register via Reconciliation Australia’s website to begin developing our next RAP.

November 2024

First Nations Engagement Lead





CONTACT DETAILS

Lindsay Davies

First Nations Engagement Lead

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National Trust of Australia (Queensland) acknowledges that reconciliation is a journey. We will continue to grow our knowledge of First Nations cultures so that we can become ambassadors for change and for respect, so we can proudly promote and celebrate the oldest living cultures in the world.

“CARE FOR COUNTRY”

The term “Caring for Country” reflects the importance that First Nations peoples place on traditional land management of lands and waters, as well as the greater interconnected relationships that all living and spiritual beings have with Country.