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Reconciliation Action Plan Progress Report (2012-13)

This report provides detail on progress against the State Library of Queensland's inaugural [Reconciliation Action Plan](#).

Relationships

State Library builds productive, trusting and sustainable relationships and partnerships between staff, Aboriginal people, Torres Strait Islander people and all Queenslanders.

Action	Target	Actual Progress	Lessons Learned
1. Establish a State Library of Queensland (SLQ) Reconciliation Action Plan (RAP) Working Group to lead implementation of RAP	<ul style="list-style-type: none"> RAP Working Group established Quarterly RAP Working Group meetings held RAP Working Group provides regular updates to Executive Team and IAG 	<ul style="list-style-type: none"> RAP Working Group established 2011 Terms of Reference reviewed and revised May 2012 Monthly meetings held throughout 2013 Quarterly updates to Executive Team and IAG 	
2. SLQ commitment to the support of reconciliation is evident through our library services and programs	<ul style="list-style-type: none"> Commitment to reconciliation in Strategic Plan 2012–16 Evidence of two-way exchange is clear in all SLQ services and programs for Aboriginal and Torres Strait Islander peoples Continued support for, contribution to and promotion of the <i>National Policy Framework for Indigenous Library Services</i> in collaboration with the National & State Libraries Australasia (NSLA) Indigenous Library Services and Collections Working Group 	<ul style="list-style-type: none"> Completed (strategy 15) Executive Manager <i>kuril dhagun</i> is the SLQ representative for the National and State Libraries Australasia (NSLA) Indigenous Working Group 	
3. Participate in and contribute to major Aboriginal and Torres Strait Islander cultural events such as National Sorry Day, Reconciliation Week and NAIDOC Week	<ul style="list-style-type: none"> Host and participate in events to celebrate and acknowledge significant cultural calendar events 	<ul style="list-style-type: none"> RAP Working Group organised Reconciliation Week Staff Morning Tea, well attended by staff across SLQ RAP Working Group members attended <i>kuril dhagun Reconcili-Action</i> event RAP Working Group members volunteered at NAIDOC Family Fun Day at Musgrave Park July 2012 	

Action	Target	Actual Progress	Lessons Learned
4. Support the ongoing delivery of <i>kuril dhagun</i> exhibitions and public programs	<ul style="list-style-type: none"> Deliver <i>kuril dhagun</i> public programs: A Night by the Fire, Yarnin' Time, BLINK: black ink, Black History Month events, Loris Williams' annual event, Murri Claus, Survival Day, Reconciliation Week 2013, and exhibitions – <i>State of Emergency (2012)</i> and <i>Deadly Brothers (2013)</i> 	<ul style="list-style-type: none"> <i>kuril dhagun</i> delivered each of these programs <i>kuril dhagun</i> also delivered digital workshops as part of <i>Telling Country</i> and <i>Deadly Stories</i> with six communities and public libraries 	
5. Work with and support IKC Councils and communities	<ul style="list-style-type: none"> Support IKC Coordinators and communities through field visits and regular communication by phone, Skype and other social media tools Source external funding to continue to provide Literacy through the Arts programs in IKC communities, such as <i>Culture Love</i> Develop participatory community development framework to deliver programs with IKC communities Develop Service Level Agreements with IKC Councils 	<ul style="list-style-type: none"> Cairns office continued work with and support for IKC Councils, coordinators and communities throughout 2012-13, through onsite visits and weekly communication via phone, Skype and other forms of social media Four <i>Culture Love</i> school holiday programs were delivered in 2012-13, with funding provided through Arts Queensland and SLQ The participatory IKC community development framework will continue to be developed throughout 2013-14, working with IKC Council and communities New Service Level Agreements due December 2013 	Social media is a powerful communication tool in communities.
6. Partner with State and Commonwealth agencies to support the sustainability of the IKC network	<ul style="list-style-type: none"> Source funding opportunities and in-kind support from relevant agencies Look at opportunities through Council of Australian Governments (COAG) agenda 	<ul style="list-style-type: none"> SLQ Cairns continued to source external funding opportunities for the IKCs Support has been given to the following funding submissions in 2012-13: <ul style="list-style-type: none"> Arts Queensland grants <i>Culture Love</i> program – Iama, Poruma, Umagico, Boigu, Aurukun and Hope Vale SLQ <i>Next Horizon</i> grant - Woorabinda Aboriginal Shire Council and Lockhart River Aboriginal Shire Council Telstra Foundation <i>Everyone Connected</i> grant - Regional Organisation of Councils of Cape York (ROCCY) for iPad hubs at Seisia and New Mapoon DATSIMA Combatting Petrol Sniffing Strategy - Aurukun Multimedia project Office for the Arts Indigenous Languages Support funding - Northern Peninsula Area Regional Council development of digital and multi-media resources grant 	
7. Continue to roll out the four year implementation of the National Partnership Agreement on Remote Indigenous Public Internet Access (NPA RIPIA)	<ul style="list-style-type: none"> Deliver RIPIA as per agreement 	<ul style="list-style-type: none"> SLQ has been working with and supporting 20 sites (15 IKC and five non IKC sites) In 2012-13 Computer/ iPad training has been delivered to each site with over 400 participants in total In May 2013 an Intensive Information and Communication Technology Workshop was delivered in Cairns to 27 staff from Remote Indigenous Public 	Commonwealth government has funding in the next budget to build on the success of the Remote Indigenous Public Internet Access project.

Action	Target	Actual Progress	Lessons Learned
		Internet Access sites	The next stage will have a slightly different focus and no longer be a National Partnership Agreement.
8. Purchase relevant collections for IKCs and Rural Libraries Queensland	<ul style="list-style-type: none"> Consult with IKC Coordinators to ensure relevant content is purchased Number of exchanges to IKCs and Rural Libraries Queensland 	<ul style="list-style-type: none"> This is an ongoing exercise as communities become more involved with the IKCs 204 exchanges to Rural Libraries Queensland, 20 exchanges to IKCs 	
9. Develop and promote Reconciliation Book Club sets for public libraries	<ul style="list-style-type: none"> The number of loans for 2012–13 The number of Book Club sets distributed to public libraries and IKCs 	<ul style="list-style-type: none"> Number of loans -521, an increase by 11 sets from previous year 2011-2012 Book club sets distributed – 521, an increase by 11 sets from previous year 2011-2012 	
10. Support the provision of collections for IKC networks through acquisition and description of collections	<ul style="list-style-type: none"> Collections acquired and processed to timeframes Serial renewals processed to timeframes 	<ul style="list-style-type: none"> Integration of services for Indigenous communities through the Public Library Development branch with the Cairns office enabling closer alignment of services offered via IKCs in remote communities, and services for urban and regional Indigenous communities via the network of public libraries throughout Queensland. 	This initiative responds to a stated need for closer integration between public libraries and IKCs from the Indigenous Advisory Group.
11. Improve access to Indigenous content through the use of AIATSIS thesauri terms via One Search	<ul style="list-style-type: none"> Number of catalogue records updated 	<ul style="list-style-type: none"> Ongoing: AIATSIS Thesauri terms have been used in subject descriptors. Over 1,500 items have been 'tagged' with AIATSIS Language Codes. 	There is a need to raise awareness of 'tagging' and other search tools for community language research.
12. Develop Content Guidelines for collecting Aboriginal and Torres Strait Islander content for long term preservation and access through John Oxley Library	<ul style="list-style-type: none"> Guidelines completed 	<ul style="list-style-type: none"> Content guidelines progressed through Content Working Group 	The broader John Oxley Library collecting guidelines needed to incorporate Indigenous content and collecting Aboriginal and Torres Strait Islander material is everyone's concern.
13. Drive and deliver the major exhibition: <i>Transforming Tindale</i> , which includes public programs including learning opportunities	<ul style="list-style-type: none"> Deliver exhibition: <i>Transforming Tindale</i> Deliver exhibition associated events: <i>The Norman Tindale Legacy Symposium</i> and <i>Deepen the Conversation: Transforming Tindale</i> Design and deliver learning notes and school tours 	<ul style="list-style-type: none"> Exhibition presented with successful public programming Total number of exhibition visitors: 6964 Total events visitors: 586 Total school visits: 363 91.2% of visitors would recommend this exhibition to family & friends From July 2013, <i>Transforming Tindale</i> is scheduled to 	Embrace risk management approach to use and display collections.

Action	Target	Actual Progress	Lessons Learned
14. Support the ongoing delivery of travelling exhibitions	<ul style="list-style-type: none"> • Design and deliver <i>Transforming Tindale</i> travelling exhibition to tour regionally • Deliver travelling exhibition: <i>Laura: Festival in focus</i> 	<p>show in regional libraries as a traveling exhibition</p> <ul style="list-style-type: none"> • Transforming Tindale travelling Exhibition is on schedule to tour from July 2013 • The Laura exhibition featured in Mackay City Library from 7 Feb – 1 Feb 2013, and in Logan City Library from 1 – 31 July 2013 • 4784 visitors viewed Laura exhibition in Mackay • 23,250 visitors to Logan exhibition 	
15. Collaborate with Indigenous staff and programs – exchanging skills and knowledge to increase understanding and lead to better program outcomes	<ul style="list-style-type: none"> • Develop <i>Indigenous Voices</i> eNews, blog and What's On publication category • Develop IKC blog • 50% of SLQ Indigenous staff skilled and published one post on <i>Indigenous Voices</i> blog • 5% increase in subscribers to <i>Indigenous Voices</i> eNews • <i>black&write!</i> Editors skilled in program promotion 	<ul style="list-style-type: none"> • <i>Indigenous Voices</i> eNews published monthly, blog posts made on a regular basis, <i>Indigenous Voices</i> section added to <i>What's On</i>, published quarterly • IKC blog development in progress 	

Respect

State Library ensures all our people services and programs are respectful of Aboriginal and Torres Strait Islander cultures, traditions and achievements. We create an organisational culture that is welcoming, inclusive and respects Aboriginal people and Torres Strait Islander people.

Action	Measurable Target	Actual Progress	Lessons Learned
1. Acknowledge Traditional Owners and Elders at SLQ events	<ul style="list-style-type: none"> Invite Traditional Owner or Elder to give Welcome to Country at signature and key events Include Acknowledgement of Country at all SLQ events 	<ul style="list-style-type: none"> Welcome to Country by a Traditional Owner or Elder understood to be completed at most signature and key events Acknowledgement of Country understood to be included at all SLQ events 	Complex to report on in a measurable way, as Communications staff not always present at each SLQ event. The SLQ style guide supplies information for all staff in this area.
2. Investigate and develop appropriate acknowledgement of Traditional Owners at SLQ sites	<ul style="list-style-type: none"> Acknowledgement on welcome signage at SLQ South Bank Acknowledgement on SLQ websites Acknowledgement in <i>What's On</i> publication Acknowledgement in SLQ South Bank map 	<ul style="list-style-type: none"> Installed Nov 2012 In progress In progress Completed Dec 2012 	
3. Ensure all staff use appropriate language when addressing Aboriginal people and Torres Strait Islander people in all forms of communication	<ul style="list-style-type: none"> A Communications Protocol for staff completed and implemented, and is included in the SLQ Style Guide 	<ul style="list-style-type: none"> Indigenous Style Guide group and meeting set up Information supplied to all staff in SLQ Style guide 	Anecdotally there appears to be more use of <i>Aboriginal peoples</i> and <i>Torres Strait Islander peoples</i> rather than <i>Indigenous</i> .
4. Provide Cultural Awareness training and competency building for all SLQ staff to ensure support of Aboriginal people and Torres Strait Islander people access to SLQ collections, services and programs	<ul style="list-style-type: none"> 100% employee participation in SLQ cultural capability and awareness program 	<ul style="list-style-type: none"> 123 staff members attended two-hour Indigenous Cultural Awareness Workshop with Tom Kirk in June 2013 More sessions booked for October 2013 	Staff response overwhelmingly positive. Staff members want more in-depth and SLQ/ team relevant training. Also need Torres Strait Islander specific opportunities.
5. Continue to consult and advise the Indigenous Advisory Group	<ul style="list-style-type: none"> Updates and information provided to Indigenous Advisory Group at each meeting Indigenous Advisory Group consulted as required 	<ul style="list-style-type: none"> Written and verbal updates given by State Librarian at each Indigenous Advisory Group meeting Indigenous Advisory Group members consulted for input outcomes of Indigenous Advisory Group meetings reported back to Library Board meetings 	

Action	Measurable Target	Actual Progress	Lessons Learned
6. Review and promote Protocols for Aboriginal and Torres Strait Islander collections	<ul style="list-style-type: none"> Promote and implement protocols for Aboriginal and Torres Strait Islander collections 	<ul style="list-style-type: none"> Progressing online display of Indigenous images from the Collection in conjunction with the Cairns office and community Digitization of key language resources e.g. Archibald Meston papers in response to community demand and interest 	
7. Community Created Content – utilise <i>kuril dhagun</i> as a vehicle for collaboration and content development with Aboriginal and Torres Strait Islander Queenslanders	<ul style="list-style-type: none"> Increased interest from community for legal deposits and strong community support for collections 	<ul style="list-style-type: none"> Created content in partnership with community via the exhibitions program Ongoing discussions with Queensland Memory in relation to the collection of content 	
8. Provide Indigenous Family History Research Service	<ul style="list-style-type: none"> Professional development opportunities provided for staff to be skilled up to assist Aboriginal and Torres Strait Islander clients research their family history 	<ul style="list-style-type: none"> Visitor Experience Front of House staff attended Cultural Awareness training Staff continue to build knowledge base by handling Aboriginal and Torres Strait Islander Family history enquiries Processes for accessing Indigenous Family History resources refined and streamlined including simplifying Tindale Request Forms Discussions are underway with DATSIMA Community and Personal Histories team regarding a staff placement at SLQ to allow for knowledge transfer between organisations Des Crump (Indigenous Languages Researcher) provided training in Indigenous Language resources at SLQ Visitor Experience is working with <i>kuril dhagun</i> to facilitate <i>kuril dhagun</i> staff assisting with Indigenous Family History enquiries 	
9. Deliver online learning programs via Department of Education, Training and Employment <i>OneChannel</i> platform on Indigenous Perspectives to support implementation of Australian Curriculum	<ul style="list-style-type: none"> Number of programs delivered and number of participants in online learning programs 	<ul style="list-style-type: none"> <i>OneChannel</i> Indigenous Perspective PD training conducted on 16th October with 11 participants with an additional 7 views Feedback was 100% positive 	
10. Incorporate Indigenous content in stories produced by the <i>CitizenJ</i> project	<ul style="list-style-type: none"> Published and shared content through <i>CitizenJ</i> 	<ul style="list-style-type: none"> Indigenous intern Alban Vinevel engaged with project and contributed content Six stories published exploring specific Indigenous issues 	

Action	Measurable Target	Actual Progress	Lessons Learned
		<ul style="list-style-type: none"> Ten digital stories prepared with Australian South Sea Islander community members 	
11. Incorporate Aboriginal and Torres Strait Islander content in the John Oxley Library and Australian Library of Art blogs	<ul style="list-style-type: none"> Published and shared content through blogs and engagement of Indigenous guest bloggers 	<ul style="list-style-type: none"> Regular contributions to the Torres News Regular stories on <i>John Oxley Library</i> blog and <i>Australian Library of Art</i> blog – 14 Indigenous related blog stories written this financial year Indigenous Language Residents contributed Guest Blog posts to the JOL Blog 	Raise awareness of JOL Blog through State Library networks.
12. Sharing stories of our Aboriginal and Torres Strait Islander staff	<ul style="list-style-type: none"> One staff story shared every quarter in staff eNewsletter <i>inTouch</i>, SLiQnet, staff briefing, and/or Yammer 	<ul style="list-style-type: none"> Three staff stories shared in <i>inTouch</i> since Jan 2013, which included success stories and new staff member profile Yammer and informal staff events also used to share stories 	
13. Promote the RAP and publish on the SLQ website	<ul style="list-style-type: none"> RAP published on SLQ website RAP is included in induction program for new staff Celebrate and report achievements at staff briefing sessions and through <i>inTouch</i> 	<ul style="list-style-type: none"> RAP available on SLQ website and intranet RAP incorporated into State Librarian's induction sessions, and hard copy to inductees RAP development promoted through <i>inTouch</i>, special launch event and Yammer Promoted publicly through social media and SLQ eNewsletters Working Group representative received Staff Recognition Award for work on the RAP 	

Opportunities

State Library develops culturally appropriate services, programs and policies that meet the needs of Aboriginal people and Torres Strait Islander people throughout Queensland. Through the implementation of State Library's Aboriginal and Torres Strait Islander Workforce Strategy 2012–16, we provide employment opportunities for Aboriginal people and Torres Strait Islander people across all work units.

Action	Measurable Target	Actual Progress	Lessons Learned
1. Implement SLQ Aboriginal and Torres Strait Islander Workforce Strategy 2012–16 and investigate opportunities to increase Aboriginal and Torres Strait Islander employment opportunities	<ul style="list-style-type: none"> Implementation of Aboriginal and Torres Strait Islander Workforce Strategy Increase in representation within SLQ workforce from current 3.8% to 5% representation by 2016 	<ul style="list-style-type: none"> Permanent appointment of Executive Manager, <i>kuril dhagun</i> Representation increased from 3.75% of workforce as of 30 September 2012, to 5.17% of workforce by June 30 2013 	
2. Establish an Indigenous Internship program supported by external funding sources	<ul style="list-style-type: none"> Pilot program with one intern in 2013–14 Full program of 5 interns per year implemented in 2014–16 	<ul style="list-style-type: none"> Research completed toward this initiative and currently drafting program scope to be finalised in November 2013 prior to implementation in 2013/14 	
3. Continue employment opportunities for Indigenous artists, creators and producers within the <i>kuril dhagun</i> public program	<ul style="list-style-type: none"> 100% Indigenous employment in <i>kuril dhagun</i> – including contract / casual 	<ul style="list-style-type: none"> 100% Indigenous employment in <i>kuril dhagun</i> – including contract/ casual achieved 2012-2013 	
4. Engage Indigenous design intern to work closely with Design Team on production of RAP document, developing skills and opportunities	<ul style="list-style-type: none"> RAP document designed by Indigenous design intern, mentored by Design Team 	<ul style="list-style-type: none"> RAP document designed by Indigenous design intern Freya Carmichael 	Need an additional Mac workstation in Communications Team to support future internships.
5. Establish an annual Indigenous Leadership Development grant supported by external funding sources	<ul style="list-style-type: none"> Pilot program with one Indigenous SLQ staff member in 2013–14 Pilot program with one non-Indigenous staff member in 2014–15 	<ul style="list-style-type: none"> First Indigenous Leadership Grant awarded (\$2000) for staff member to participate in Indigenous Languages Study Tour Great response to this new initiative, with five Indigenous SLQ staff submitting applications 	High profile, well regarded individuals participated on judging panel, with the award promoted and announced during Reconciliation Week. Award has raised awareness and provided improved professional development opportunities for SLQ staff.

Action	Measurable Target	Actual Progress	Lessons Learned
6. Facilitate training and professional development opportunities for IKC coordinators and communities	<ul style="list-style-type: none"> Deliver annual IKC Coordinators' workshop Workshops on building local studies collections delivered to IKC Coordinators 	<ul style="list-style-type: none"> Annual IKC Coordinators Workshop delivered in Cairns July 2012 QM delivered Building local studies collection training at IKC Coordinators Workshop 	The workshop provided opportunities for two way learning and the fostering of new connections to further the reach of the IKC network.
7. Provide opportunities for local community members to gain access to new technology and learning opportunities as part of the professional development program delivered regionally through public libraries	<ul style="list-style-type: none"> Deliver program in Cunnamulla Deliver program in Cooktown 	<ul style="list-style-type: none"> Aboriginal Community members attended the program in Cunnamulla and Cooktown Cooktown program included an early literacy program to children at the Hopevale IKC 	
8. Provide training session for the Queensland Local Studies Group on the importance of local historical/contemporary Indigenous collecting in their local area	<ul style="list-style-type: none"> Number of Queensland Local Studies Group members trained Number of services/activities created by working with community, delivered through public libraries 	<ul style="list-style-type: none"> Training took place in March 2013 Session topic was <i>Working with the Australian South Sea Islander Community and Commemorations in 2013</i>, led by Imelda Miller, Assistant Curator, Torres Strait Islander and Pacific Indigenous Studies, Queensland Museum 	This session topic was intended to link with cultural precinct partnership event in August 2013.
9. Redesign and enhance the existing online <i>Welcome Toolkit</i> for Queensland public libraries	<ul style="list-style-type: none"> <i>Welcome Toolkit</i> redesigned with new resources and information Public libraries and IKCs share ideas, projects and activities through toolkit 	<ul style="list-style-type: none"> <i>Welcome Toolkit</i> Working Group included public library Indigenous representatives Graphic design completed by Indigenous designer Launched in NAIDOC week 2013 for public libraries to promote and share with community 	Working group made up of Indigenous public library and SLQ staff was an effective way to source and deliver relevant content and design, as well as welcoming look and feel.
10. Explore the idea setting up a community reference group to provide input into our program for 0–8 and 9–16 year olds	<ul style="list-style-type: none"> Community-led theme or program during School Holiday programs in 2013 	<ul style="list-style-type: none"> Community reference group established for 9-17 year olds and two meetings to date Feedback that current programming is accessible 	
11. Deliver Indigenous language research and discovery workshops at SLQ and in regional locations as part of the Indigenous Language Project	<ul style="list-style-type: none"> Deliver one Brisbane based workshop and four regional workshops in collaboration with Indigenous Language Centres, IKCs and public libraries 	<ul style="list-style-type: none"> Six workshops delivered – Northern Peninsula Area, Cairns, Rockhampton and Brisbane. 92 Workshop Participants 90+ Languages researched 	Remoteness of language groups and funding make it difficult to meet the needs of communities.
12. Continue to engage Indigenous	<ul style="list-style-type: none"> Secure funding to continue Indigenous 	<ul style="list-style-type: none"> Submission for Indigenous Language Support 	There is a need to

Action	Measurable Target	Actual Progress	Lessons Learned
Language Researcher to deliver SLQ Indigenous Language Project	Language Project and employment of Indigenous Language Researcher	2013-2016 – successful application confirmed August, 2013 <ul style="list-style-type: none"> Underfunding for the Triennial period has required further negotiation to continue employment of Indigenous Languages Researcher on a 0.5FTE basis. 	explore additional funding opportunities to address the unmet needs in supporting community language revival.
13. Provide an opportunity for an Indigenous Research Fellowship in 2013	<ul style="list-style-type: none"> Fellow appointed 	<ul style="list-style-type: none"> Two Indigenous Language Residencies completed in May 2013. 	Residency program will be continued in 2014.
14. Mobile Media Project – Provide digital literacy training skills for young Indigenous people in regional Queensland	<ul style="list-style-type: none"> Deliver program in Rockhampton (proposed) 	<ul style="list-style-type: none"> Mobile Media Lab Program delivered successfully, with a number of Indigenous young people from Darumbal Community Youth Service Darumbal will continue to use the equipment which is being housed with the Rockhampton Regional Library 	
15. Conduct professional development sessions for Queensland teachers focused on access to Indigenous collections, language resources etc.	<ul style="list-style-type: none"> Deliver relevant professional development sessions to support educators with appropriate resources to support the teaching of indigenous perspectives 	<ul style="list-style-type: none"> <i>OneChannel</i> Indigenous Perspective PD training conducted on 16th October with 11 participants with an additional 7 views Feedback was 100% positive 	
16. Collaborate with Cairns team to develop IKC friendly modules within the Looking @2.0 project to support digital literacy training throughout the IKC network	<ul style="list-style-type: none"> Looking @2.0 programs delivered in IKCs Program responsive to the feedback and needs in each community 	<ul style="list-style-type: none"> L&P Learning Coordinator met with Cairns team in Nov 2012 to integrate the needs of the IKCs into the project plan and modules Looking @ 2.0 launched on 15 July 2013 	

Accountability

State Library will promote and implement RAP across our organisation and with external stakeholders We will review and report on the progress of our RAP on an annual basis

Action	Measurable Target	Actual Progress	Lessons Learned
1. Review and report on the progress of the RAP	<ul style="list-style-type: none"> Provide an annual review and report to Library Board of Queensland, IAG, Executive Team and Reconciliation Australia 	<ul style="list-style-type: none"> Library Board report due by October 2013 and subsequent delivery to Reconciliation Australia 2013/2014 RAP developed earlier to coincide with SLQ planning cycles, Reconciliation Australia requirements and other deadlines 	
2. Celebrate achievements and respond to lessons learnt from RAP implementation	<ul style="list-style-type: none"> Acknowledge staff contributions and celebrate RAP achievements at staff briefing sessions and through internal communications 	<ul style="list-style-type: none"> Staff contribution acknowledged through RAP representative receiving a Staff Recognition Award 	SLQ values the recognition of staff and celebration of RAP Working Group achievements.
3. RAP 2013–14 is included in 2013–2014 planning process	<ul style="list-style-type: none"> RAP 2013–14 included in planning process 	<ul style="list-style-type: none"> RAP actions included in the 2013-14 Operational Plan 	