



The Pharmacy
Guild of Australia



RECONCILIATION
ACTION PLAN

REFLECT

***The Pharmacy Guild of Australia
Reconciliation Action Plan***

Reflect

October 2021 – October 2022



Acknowledgement

The Pharmacy Guild of Australia acknowledges Traditional Custodians of Country throughout Australia and recognises the continuing connection to lands, waters and communities. We pay our respects to Aboriginal and Torres Strait Islander cultures; and to Elders past, present and emerging.

About the Artwork and the Artist

To celebrate and launch our Reflect RAP, The Pharmacy Guild of Australia commissioned Aboriginal artist Maggie-Jean Douglas, to create a piece of art to reflect the work of The Pharmacy Guild of Australia and our Reconciliation journey.

Vast Healing

This artwork created for The Pharmacy Guild of Australia tells a story of the healing journey that the organisation is on, toward reconciliation.

This piece incorporates how important it is to have a sense of community when healing. There are multiple symbols within the artwork to show this element. These symbols are also a show of the community of The Pharmacy Guild of Australia and the communities they work with to support where needed with western medicine. Included in the artwork are bush medicines such as bush wattle, eucalyptus and witchetty grubs. There are also various berries and animal tracks included to represent food/resources and a representation of healthy living and a healthy environment.

The colours used in the artwork are bright and vibrant because this creates a hopefulness and happiness when looking at the artwork. Throughout the artwork there are gaps between colours with dots reaching across the blank spaces. This is to represent the vastness of Australia as a country.

I hope people are able to resonate with the reconciliation meaning behind this artwork. I loved creating another meaningful artwork for The Pharmacy Guild of Australia.

"To me the blank spaces represent the rest of our story/journey, we have more to give and discover and the blank space provides us the area to do so."

Melanie Sykes-Bridge, Pharmacy Business and Career Manager

Artist story

My name is Maggie. I'm a proud Gubbi Gubbi/Kabi Kabi woman from South East Queensland. I feel grateful to have the opportunity to create contemporary artworks that tell stories and give representation to important steps toward reconciliation such as this.

Creating Indigenous artworks gives me a strong connection to my culture. I've been an artist for three years and feel grateful every day to share my culture with others in this way. It is an honour to be able to tell stories in this way and I hope that my creations give joy and connection to those who view them.



From the National President



To launch The Pharmacy Guild of Australia Queensland Branch Reflect Reconciliation Action Plan (RAP) was an honour. To launch the National Secretariat's Reflect RAP is a privilege and this, The Pharmacy Guild of Australia's first RAP, confirms our commitment to reconciliation and promoting positive change for Australia's First Nations peoples.

The Guild is the national peak organisation representing, and supporting, community pharmacy in its role of delivering quality health outcomes for all Australians, and community pharmacies are essential primary health care providers and experts in the optimum therapeutic use of medicines, medicines management and related services.

With an extensive and widespread network of more than 5,900 community pharmacies in metropolitan, rural and remote Australia, community pharmacies are an important contact point for individuals in the health system. With over 462 million individual patient visits annually, their accessibility and patient relationships is crucial in delivery of primary health care, disease prevention and health promotion services, providing a triage and referral gateway to other health care providers and treatments.

Working with Aboriginal and Torres Strait Islander health care services, community pharmacies play a vital role in improving health outcomes for Aboriginal and Torres Strait Islander peoples and communities.

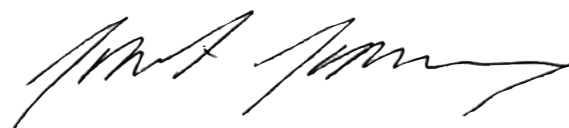
Community pharmacy help to Close the Gap (CTG) through participation in Aboriginal and Torres Strait Islander programs such as the Indigenous Dose Administration Aids Program, CTG Pharmaceutical Benefits Scheme and the Indigenous Health Services Pharmacy Support Program. We encourage community pharmacies to positively engage with their Aboriginal and Torres Strait communities and apply culturally safe practices through learning, development and training support programs.

The Guild is committed to maintaining existing strong relationships with National Aboriginal and Torres Strait Islander peak organisations including the National Aboriginal Community Controlled Health Organisation, Indigenous Allied Health Australia and the Close the Gap Campaign Steering Committee, as well as building new ones as part of our RAP.

It is a proven fact that the best health comes for first nations peoples are realised when community-controlled health organisations and community pharmacies work together. The community pharmacy outreach model has been proven to result in better quality use of medicines than any other model that is being trialled.

I am pleased that the Guild's National Council is supportive of the activities outlined in this Reconciliation Action Plan.

Adjunct Professor Trent Twomey



National President

From our Executive Director



The Pharmacy Guild of Australia aspires to be an organisation where Aboriginal and Torres Strait Islander peoples, their heritage, culture, and spirituality are valued and respected. We also aim to be a champion for improved health and wellness outcomes for all Australians and are a fierce advocate for the difference community pharmacy can achieve to Close the Gap on health inequalities for Aboriginal and Torres Strait Islander peoples. I am therefore very proud to introduce The Pharmacy Guild of Australia's very first Reflect Reconciliation Action Plan (RAP).

I am passionate about reconciliation and so it has been a joy to get involved and work with our committed staff at the National Secretariat office, through the development of our inaugural RAP.

While this is only the start of our reconciliation journey, there are some activities that have been a priority for many years and which have now been further strengthened by the Guild's new National Council elected in March 2021. Our National Council has been actively working to implement its core beliefs as documented in the Guild's Centenary Strategic Plan. At the top of those beliefs is access to medicines and community pharmacy services for Aboriginal and Torres Strait Islander peoples.

We have set ourselves high aspirations as outlined in our RAP commitments and our staff have been introduced to activities that seek to increase their cultural awareness and knowledge. This RAP formalises this engagement and ensures we maintain momentum to build upon our strong foundation. For National Reconciliation Week 2021, we asked our staff to tell us what reconciliation meant to them and you will find their responses in this RAP.

I applaud the Queensland Branch of the Guild who first launched their Reflect RAP in 2019 and I wholeheartedly encourage our other State and Territory Branches to adopt this RAP for themselves and participate in reconciliation activities to help build and strengthen relationships with State and Territory level Aboriginal and Torres Strait Islander organisations and agencies and to promote reconciliation in their regions.

We believe that our journey in developing and implementing this RAP will also inspire our community pharmacy members and already we have seen our members seeking guidance about getting involved in reconciliation and developing their own RAPs.

Finally, I would like to thank John Briggs, in his role as our Cultural Advisor, for supporting and advising us through our RAP development, our National Council for their endorsement of our RAP and its activities, and also our RAP Working Group for their enthusiasm, participation and commitment to developing this RAP.

I encourage all of our members, employees, and stakeholders to support the initiatives and commitments we have identified in this document and I look forward to seeing how our first RAP will shape and influence our work and the national imperative for reconciliation.

Suzanne Greenwood



Executive Director and RAP Champion

From the CEO, Reconciliation Australia

Reconciliation Australia welcomes the Pharmacy Guild of Australia to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

The Pharmacy Guild of Australia joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with over 2.3 million people now working or studying in an organisation with a RAP.

The four RAP types - Reflect, Innovate, Stretch and Elevate - allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables The Pharmacy Guild of Australia to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Pharmacy Guild of Australia, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine

Chief Executive Officer

Reconciliation Australia



From John Briggs, Cultural Advisor to The Pharmacy Guild of Australia and proud Yorta Yorta and Gunai/Kurnai man

My association with the Pharmacy Guild of Australia's National Secretariat began in June 2019 when I facilitated cultural awareness training for their National Council and Senior Management Team. Training of their National staff took place in December 2019.

Last year I was interviewed for the Pharmacy Business and Career Network Podcast series where I talked about "Reconciliation – What has it got to do with me?" and have delivered workshops at the Guild's annual pharmacy conference APP in 2020 (online) and in 2021.

This year I was delighted to launch the APP2021 conference, performing an Acknowledgement of Country and playing the didgeridoo at the opening address.

I have been associated with the Reconciliation Action Plan Working Groups at the Guild's Queensland Branch in 2019 and now with the National Secretariat office.

One of the clear messages that I have been giving is that Indigenous business is everyone's business and doing something is better than nothing.

We need to inspire people to have a go because it's unhelpful to say something is tokenistic, which puts fear into people, affecting their confidence, into doing nothing because it's safe. We need courage to be leaders to say, "you know what, you might have got that wrong but that's okay, what can we do to improve?" It's called a learning opportunity.

Our community pharmacists can be leaders and connect with their local Indigenous communities, to get outside of their pharmacies and build relationships, attend community meetings, discuss your role, develop a community profile and learn about the community – where's your Aboriginal Medical Service and health workers, Aboriginal Legal Services, housing companies, Indigenous Liaison Officers in schools? – these are all wonderful ways to connect with our Indigenous communities.

It's important to build these relationships before forming partnerships which leads to co-design.

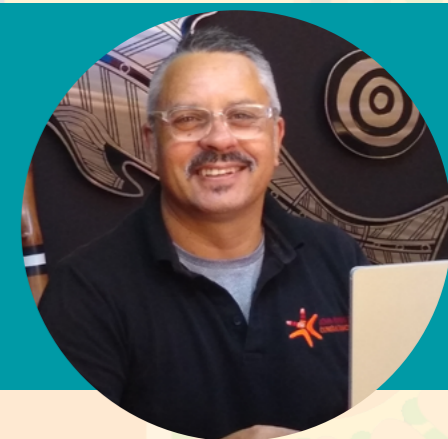
Be brave and take the first step.

Best wishes

John Briggs

Managing Director

JB Consultancy



From Wadi Wadi woman, Rochelle Burdge, People, Culture and Operations Director: Her Story



I started working with the Guild in 2007 after five years in community pharmacy working as a Pharmacy Assistant. This was the first time I spent working in a corporate environment.

I have had a layered career with the Guild at the National Secretariat office over the years with each role instilling strong operational and administration links. My first role was as an Administrative Assistant managing all incoming and outgoing correspondence including faxes (remember those) and minor office duties. From there I progressed into a Senior Administration Officer role in 2008 managing reception, an Executive Assistant role in 2009, and became the Office Manager from 2010 to 2014.

When I first started at the Guild, there was no dedicated Human Resources (HR) function and it wasn't until 2008 that the first HR Manager was appointed. As soon as I got a taste of the HR world, I knew I was all in. In my Office Manager role, I was able to dedicate some time to the HR Manager. This quickly morphed into a full-time HR Officer role and HR became a team of two. Further promotions in 2017 as HR Advisor, 2018 as People and Culture Advisor followed before assuming leadership responsibilities as National Manager of People and Culture in late 2018, which has morphed into the People, Culture and Operations Director of today.

I like to think that I grew both professionally and personally alongside the Guild which was growing and evolving during this time - from little things, big things grew.

In terms of my Aboriginal heritage, I started to discover more about my family history when my maternal grandfather, an orphan at age 5, wanted to learn more about his family history and heritage. So, aged in his mid-70s by this stage, he set out to explore his family history. It was at this time, about 10 years ago, that the family learnt about their Aboriginal heritage and legacy.

It's interesting to witness the reactions of my family over time – some of us have embraced our history with a thirst to know more, some are indifferent, and others find it very hard to adjust to as it conflicts with their upbringing and what they thought they knew.

Growing up on Botany Bay in Sydney, my Australian history knowledge consisted of Captain Cook, the First Fleet and a teeny bit about the people that were here before. My learning and understanding about culture and history really took off when I attended a workshop presentation delivered by John Briggs. This presentation was my first experience of cultural awareness training which totally shattered any pre-conceptions I had and lit a fire in me to learn more about our history.

What is important for me now is this building of awareness, ongoing training, maintaining momentum, having actions and seeing action, even small ones that are fundamental to setting our expectations.

Rochelle Burdge

People Culture and Operations Director, RAP Champion

Our Business

Formed in 1928, The Pharmacy Guild of Australia (the Guild) is a peak national employer organisation, which represents community pharmacies.

The core role of the Guild is to represent the interests of Members in industrial matters in the Fair Work Commission and state jurisdictions as well as providing local member support and advice regarding workplace relations matters.

The majority of the proprietors of community pharmacies around Australia are direct Members of the Guild, with most of the remainder affiliated through the services that are provided by the Guild and its companies.

The Guild is governed by a National Council and Branch Committees in every State and Territory.

We own a number of successful companies, including the Guild Group (insurance, superannuation, legal, health care industry software solutions) and Gold Cross (products and services). Additionally, the Guild is part owner of FRED IT (dispensing, point-of-sale, prescription exchange).

There are over 5,900 community pharmacies equitably distributed around Australia.

Community pharmacies are the most frequently accessed and most accessible health destination in Australia, with over 462 million individual patient visits annually and the vast majority of pharmacies open after-hours, including weekends.

Each year, community pharmacies dispense a total of over 354 million prescriptions (including private scripts), with a value of \$12.4 billion and sales of over-the-counter products to the value of \$6.5 billion.

Australia's community pharmacies employ over 90,000 staff directly, including approximately 35,000 registered pharmacists. Pharmacists are one of the most trusted professions in Australia along with nurses and doctors. Public opinion surveys have shown that 84% of adults trust the advice they receive from pharmacists.

With the Guild's network of Branches and community pharmacies, the Guild has the capacity and the reach to work with Aboriginal and Torres Strait Islanders, communities and organisations to deliver better health outcomes particularly with respect to medicines, medicines access and medication management and advice. Our reach extends globally, with our active participation in the World Pharmacy Council.

The National Secretariat currently employs 70 staff. Of these, currently only one team member identifies as an Aboriginal and Torres Strait Islander person.

Our Beliefs

We believe in:

- Access to medicines and community pharmacy services for all Australians including Aboriginal and Torres Strait Islander people and older Australians
- Equity of health care standards across regional, rural, remote and metropolitan communities
- Diversity and inclusion
- Patient choice
- Quality and safety for patients and health consumers
- Compassion and community
- Professional practice

Our Vision

To embed community pharmacy as a key element in Australia's primary health infrastructure.

Our Mission

To enable community pharmacy to serve the needs and preferences of patients and health consumers across Australia using pharmacy's unique role in medication management and safety.

Our Reconciliation Action Plan

This, our first Reconciliation Action Plan, reflects the Guild's efforts to contribute to reconciliation. As a peak body representing primary health care professionals we are committed to:

- building and encouraging relationships between Aboriginal and Torres Strait Islander peoples, communities, organisations, and the broader Australian community;
- fostering and embedding respect for the world's longest surviving cultures and communities; and
- developing opportunities within the Guild, its membership and its services to improve health outcomes with Aboriginal and Torres Strait Islander peoples and communities.

Conducting our business to meet financial, social and environmental responsibilities in an aligned way is, at its core, simply about having a set of common values and behaviours that underpin our everyday activities that incorporate transparency, fairness and integrity in all stakeholder engagement, the treatment of our people, our attitudes to and treatment of our members, and our links into the community. The Guild is committed to supporting the Australian community and our focus is to enhance community wellbeing by participating in worthwhile projects and causes at both a local and national level. This is guided by our belief that all Australians, including Aboriginal and Torres Strait Islander peoples and older Australians, have a right to equity and access to medicines and community pharmacy services.

Improving the health of Aboriginal and Torres Strait Islander communities is a high priority for the Guild. We are committed to supporting high quality, culturally safe and appropriate pharmacy services, and to the development and application of Quality Use of Medicines (QUM) strategies in community pharmacies providing services to Aboriginal and Torres Strait Islander communities. We are committed to working closely with our members, Aboriginal and Torres Strait Islander organisations, communities, and with all levels of Government in Australia, to develop and improve health care services and health infrastructure for Aboriginal and Torres Strait Islander peoples.

Improving Aboriginal and Torres Strait Islander health is not just about improving the physical well-being of an individual. It is about working towards the social, emotional and cultural well-being of the whole community, to enable each individual to achieve their full potential as a human being.

We are working and communicating regularly with Aboriginal and Torres Strait Islander peoples, including Guild members (pharmacy owners) and their pharmacy staff, Aboriginal and Torres Strait Islander organisations and community groups, and through these relationships we have forged strong partnerships. Our collaborations have highlighted our need to increase our cultural awareness and understanding to work more effectively with Aboriginal and Torres Strait Islander peoples and communities.

By developing a Reconciliation Action Plan, we make public our dedication to these commitments and be measured in our efforts to meet them, and formalises our commitment to reconciliation.

Our journey towards establishing a Reconciliation Action Plan initially began in 2016. In October 2019, the Queensland Branch of the Guild launched their Reflect RAP. Our National Council and Senior Management team underwent cultural awareness training in June 2019 and 30 National Secretariat staff received training in December 2019, delivered by our Cultural Advisor – John Briggs entitled, "Reconciliation – What's it got to do with me?"

The Pharmacy Guild's National Secretariat staff have been encouraged to participate in numerous activities to further their knowledge, enhance their understanding of, and to celebrate Aboriginal and Torres Strait Islander cultures. National Secretariat staff participated in National Reconciliation Week 2020 activities and were encouraged to join, due to COVID-19 restrictions, in their own Reconciliation Walks, and to share images that reflected a connection to Country such as flora, fauna and place names. An online film screening of *In My Blood It Runs*, followed by a Q&A session with the film's producers, was also attended by Guild staff. For National Reconciliation Week 2021, Maiawali woman, Roslyn Hull, Curator and Manager of National Capital Authority attractions, took Guild staff through a guided walk of Reconciliation Place in Canberra. Staff recognised the importance of understanding the shared history of Indigenous and non-Indigenous Australians.

For NAIDOC week 2019, Guild staff toured the Australian Museum of Democracy and learnt about Indigenous experiences of democracy and in 2020 we were honoured to have members of the ACT Reconciliation Council deliver a presentation to staff about the meaning of Reconciliation, and identifying First Nations' peoples, cultures, knowledge, histories and experiences. This year staff visited the National Museum of Australia to see the First Australians exhibition.

In 2020, Guild representatives also attended Australia's first National Aboriginal Press Club event where the audience was addressed by Senator Patrick Dodson, Shadow Assistant Minister for Reconciliation and Shadow Assistant Minister for Constitutional Recognition of Indigenous Australians. This year we were fortunate to attend Fiona Cornforth's, CEO of the Healing Foundation, release of the *Make Healing Happen: It's Time to Act* report, to achieve real and lasting healing for Stolen Generations survivors and deliver and promote intergenerational healing. Representatives from the Guild's Reconciliation Action Plan Working Group also attended an address by Dr Kelvin Kong, the first Indigenous Australian surgeon.

In 2020 and 2021, Yorta Yorta and Gunai man, John Briggs presented the Indigenous Wellness Forum at the Guild's annual Australian Pharmacy Professional (APP) Conference, delivering the Acknowledgement of Country this year. One of the keynote speakers at the Rural Pharmacy Forum was Associate Professor Dr Faye McMillan, the first registered Aboriginal pharmacist.



Guild staff participating in a guided tour of Reconciliation Place, Canberra

In December 2019, expressions of interest were sought from staff of the National Secretariat to nominate to form a Reconciliation Action Plan Working Group. Membership includes representatives from all business groups and levels, Branch representatives, a member of staff who identifies as an Aboriginal and/or Torres Strait Islander person, and John Briggs as our Cultural Advisor. Members of the Reconciliation Action Plan Working Group are:

- John Briggs, Cultural Advisor – a proud Yorta Yorta and Gunai man
- Suzanne Greenwood, Executive Director (RAP Champion)
- Rochelle Burdge, People Culture and Operations Director (RAP Champion) – a proud Wadi Wadi woman
- Khin Win May, Policy and Regulations Director
- Claire Bekema, Senior Pharmacist Clinical Governance and Workforce
- Monique Mackrill, Branch Director, Tasmania Branch
- Kathy Milligan, HR and Performance Manager, Queensland Branch
- Kimberley Brady, Communications Officer
- Elliot Cooper, Policy Officer
- Louise Monge, Public Relations and Events Manager
- Tara Steel, Branch and Member Engagement Director
- David Wedgwood, Workplace Relations Advisor
- Richard Kingsford, Rural and Indigenous Policy Officer

Our Partnerships and Current Activities

Community Partnerships

NACCHO



The National Aboriginal Community Controlled Health Organisation (NACCHO) and the Guild have a signed Memorandum of Understanding (MOU) committing the organisations to work together proactively, in conjunction with their respective members, to develop and implement policies and pharmacy programs and trials that work towards Closing the Gap.

The Guild has collaborated with NACCHO on several projects, programs and position statements including a position paper in 2012 related to improving access to Pharmaceutical Benefits Schedule medicines for Aboriginal and Torres Strait Islander peoples through the Section 100 Remote Aboriginal Health Services Program and a position paper seeking commitment to Indigenous Pharmacy Programs reform in May 2019. Most recently, they have made joint statements regarding implementation of the Seventh Community Pharmacy Agreement (7CPA) Indigenous programs.

The Guild and NACCHO have partnered with Griffith University to evaluate the feasibility of a culturally responsive, individualised medication review service delivered collaboratively by community pharmacists and Aboriginal and Torres Strait Islander health services (both Aboriginal Community Controlled Health Services and government Indigenous Health Services). The Indigenous Medication Review Service (IMeRSe) Feasibility Study involves nine Aboriginal Health Services and over 500 patients from Queensland, New South Wales and the Northern Territory. Cultural awareness training was delivered to 23 pharmacies across urban, rural and remote New South Wales, Queensland and Northern Territory.

CTG Steering Committee



The Guild has been a member of the Close the Gap Steering Committee since 2013 and has worked with Australia's peak Aboriginal and Torres Strait Islander organisations to achieve equality on health and life expectancy for Aboriginal and Torres Strait peoples. In July 2020 the Guild supported the Close the Gap Campaign's letter to Ministers proposing for an effective health warning on alcohol labels with an aim to reduce Foetal Alcohol Spectrum Disorder.

IAHA HealthFusion Challenge



For several years the Guild provided sponsorship for Aboriginal and Torres Strait Islander pharmacy students to attend the annual Indigenous Allied Health Australia HealthFusion Team Challenge, an extracurricular competition for Aboriginal and Torres Strait Islander university students from various health professions to demonstrate their expertise, teamwork and collaboration as they develop a management plan in response to a complex case study.

Our Activities

Community Pharmacy Agreements

Every five years, since 1991, the Guild and the Commonwealth Department of Health negotiate the Community Pharmacy Agreement (CPA). The CPA governs how pharmacies supply and dispense medicines listed on the Pharmaceutical Benefits Scheme. It demonstrates the Government's ongoing commitment to supporting Australian patients through community pharmacy.

The 7CPA, signed in June 2020, will see improvement for Aboriginal and Torres Strait Islander communities through community pharmacies with the delivery of Aboriginal and Torres Strait Islander programs and initiatives. We have worked in collaboration, cooperation and partnership with NACCHO to improve access to medicines and medication management, particularly those living in rural and remote areas, and key features of the 7CPA include:

- expanding patient access to Dose Administration Aids (DAAs) by doubling the base cap for pharmacies providing the service and providing uncapped access for Aboriginal and Torres Strait Islander peoples; and
- new funding to enhance the Closing the Gap PBS Co-payment measure for Aboriginal and Torres Strait Islander peoples.

Acknowledgement of Country

Since 2012, the Guild has had an established guideline that ensures our officials integrate a First Nations acknowledgement into proceedings at key Guild events and conferences. Incorporating welcome and acknowledgement protocols into official meetings and events recognises Aboriginal and Torres Strait Islander peoples as the First Australians and Custodians of their land. It promotes an awareness of the past and ongoing connection to place of Aboriginal and Torres Strait Islander Australians.

Quality Care Pharmacy Program – Cultural Safety

The Guild founded and developed the Quality Care Pharmacy Program (QCPP) in 1997. QCPP is a quality management system and provides a minimum quality framework for community pharmacies – assessed against the AS85000: Quality Care Community Pharmacy Standard.

Enabling continuous improvement that supports the delivery of quality, safe and consistent care to the community is inherent within the QCPP framework which has recently undergone reform to allow for increased flexibility and innovation in the pharmacy. The Quality Care 2020 (QC2020) requirements mark a major innovation, including integration of a Clinical Governance Framework. Clinical governance principles include partnering with Indigenous peoples, communities and organisations to design and deliver services that prioritise and address the health needs and outcomes for Aboriginal and Torres Strait Islander peoples. Embedded within Domain 2 – Consumer-Centred Care is Sub-domain 3: Cultural Safety. Community pharmacies are required to provide a culturally safe environment and prioritise the health needs of Aboriginal and Torres Strait Islanders peoples. They are to develop and implement a cultural awareness policy and ensure staff have cultural awareness education and training.

Internal Activities and Initiatives

Guild staff and National Council have attended Cultural Awareness training during 2019. We have developed a RAP Working Group to progress development of our Reflect RAP. We encourage staff to participate in National Reconciliation Week and NAIDOC week activities, including a virtual trivia event during COVID-19 that 'assessed' our knowledge of Aboriginal and Torres Strait Islander national and local histories and cultures.



Relationships

Action	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	March 2022	Rural & Indigenous Policy Officer
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2022	Rural & Indigenous Policy Officer
Build relationships through celebrating National Reconciliation Week (NRW)	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May/June 2022	Rural & Indigenous Policy Officer
	RAP Working Group members to participate in an external NRW event.	May/June 2022	RAP Working Group
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May/June 2022	Executive Director
	Host events during NRW at National Secretariat including activities such as: <ul style="list-style-type: none"> • Reconciliation Walks, Heritage Trails, Guided Learning on Country Walks. • Feed Your Mind Sessions – a Guild series of webinars that can highlight topics such as the history of NRW or invite significant Aboriginal and Torres Strait Islander speakers to share their professional and/or personal experiences. • Extend an invitation to local Aboriginal and Torres Strait Islander peoples to share their Reconciliation experience or stories, especially related to access to medicines/pharmacy. 	May/June 2022	Rural & Indigenous Policy Officer

Promote reconciliation through our sphere of influence	Communicate our commitment to reconciliation to all staff.	January 2022	Executive Director
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	May 2022	Rural & Indigenous Policy Officer
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	May 2022	Rural & Indigenous Policy Officer
	Include Reconciliation Action Plan information and resources on our intranet, established on SharePoint and complemented by Microsoft Teams, to include items such as culturally significant dates, examples of NRW and NAIDOC Week activities, and links to local events and activities.	March 2022	Rural & Indigenous Policy Officer
	Include the Reconciliation Action Plan as a regular agenda item for staff meetings following National Council meetings, including acknowledgment of milestones as achieved.	March & September 2022	Executive Director
Organise a celebration to launch our Reconciliation Action Plan.	November 2021	Rural & Indigenous Policy Officer	
Promote positive race relations through anti-discrimination strategies	Research best practice and policies in areas of race relations and anti-discrimination.	June 2022	People, Culture & Operations Director
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.	August 2022	People, Culture & Operations Director
Build internal and external relationships	Encourage the involvement of staff in Reconciliation Action Plan based activities and actively seek feedback regarding these activities using a survey tool to gauge increased awareness, assess outcomes and provide evidence for future plans.	December 2021 - ongoing	Rural & Indigenous Policy Officer
	Build capacity of State and Territory Branches with a view to work with their ACCHO counterparts and formalise partnerships with signing a Memorandum of Understanding outlining their commitment to work in partnership, to build ongoing relationships and seek potential partnership programs.	May 2022	Executive Director

Engage with and develop relationships with key stakeholders in the implementation of our Reconciliation Action Plan	Develop and implement an internal and external communications plan to raise awareness, encourage engagement, and support partnership organisation programs amongst industry stakeholders, members and government contracts and Branches utilising existing Guild marketing channels including:	December 2021 - ongoing	Rural & Indigenous Policy Officer
	<ul style="list-style-type: none"> • Forefront • President's Message • Community Pharmacy Matters • Early Career Pharmacist • NAPSA ePlacebo • Social Media • Branch Newsletters 		
	Support ACT Reconciliation Council by participating, where possible, in activities and events organised by the Council and encourage staff to participate. Promote the Council's campaigns internally on our Intranet and externally, if suitable, through other channels.	December 2021 - ongoing	Rural & Indigenous Policy Officer
	Support Guild Branches to join their respective State Reconciliation agencies, participate in activities and events, and promote campaigns internally and externally.	April 2022	Rural & Indigenous Policy Officer

Respect

Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	January 2022	Rural & Indigenous Policy Officer
	Research possible artefacts and resources to have displayed or available in National Secretariat office including message sticks, flags, a plaque to acknowledge the Traditional Custodians of the land, displays including the Apology and/or the Tindale Map, an Acknowledgement of Country on Guild resources including website, email banners.	November 2021	Rural & Indigenous Policy Officer
	Conduct a review of cultural learning needs within our organisation.	November 2021	Rural & Indigenous Policy Officer
	Continue to develop increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation (including the RAP itself) through:	February 2022	Rural & Indigenous Policy Officer
	<ul style="list-style-type: none"> • Creation and promotion of a resource library • Employee learning and induction, including an online learning module • Survey employees to assess ongoing learning and awareness needs 		
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	Develop an understanding of the local Traditional Custodians of the lands and waters within our organisation's operational area.	December 2021	Rural & Indigenous Policy Officer
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	November 2021	Rural & Indigenous Policy Officer
	Develop an internal network for staff interested in developing a deeper understanding of working, communicating and engaging with Aboriginal and Torres Strait Islander people.	December 2021	Rural & Indigenous Policy Officer
	Encourage Acknowledgment of Country and/or Welcome to Country are occurring at all Guild organised meetings and events and include it on the Guild's agenda template. The Guild has an Acknowledgement of Country at Key Guild Events and Conferences policy. This needs to be reviewed and updated if required and to raise awareness of its application to all Guild staff and representatives.	November 2021	Executive Officer Rural & Indigenous Policy Officer
	Develop a Guide to using respectful and inclusive language and terminology.	May 2022	Rural & Indigenous Policy Officer
	Provide flexibility for Aboriginal and Torres Strait Islander employees and other branch staff to attend cultural and community events.	May 2022	People, Culture & Operations Director
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2022	Rural & Indigenous Policy Officer
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2022	Rural & Indigenous Policy Officer
	RAP Working Group to participate in an external NAIDOC Week event.	July 2022	RAP Working Group
Recognise Aboriginal and Torres Strait Islander peoples and dates of significance as part of our core business operations	Celebrate/recognise Aboriginal and Torres Strait Islander dates of significance. Develop an annual calendar of dates and events.	August 2022	Rural & Indigenous Policy Officer
	Include images and reference to Aboriginal and Torres Strait Islander peoples in marketing campaigns, if appropriate.	December 2021	Branch & Member Engagement Team



Opportunities

Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation	May 2022	Rural & Indigenous Policy Officer
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities	May 2022	People, Culture & Operations Director
	Review recruitment practices to remove barriers and encourage the participation of Aboriginal and Torres Strait Islander people	May 2022	People, Culture & Operations Director
	Investigate financial based award, i.e. sponsorship or scholarship opportunities for an Aboriginal and Torres Strait Islander pharmacy student, intern, pharmacist or pharmacy assistant	February 2022	Rural & Indigenous Policy Officer
	Investigate Aboriginal and Torres Strait Islander employment pathways within community pharmacy (e.g. traineeships or internships) and highlight to members as appropriate, including possible funding options to assist with recruitment/employment costs	March 2022 - ongoing	Rural & Indigenous Policy Officer Senior Pharmacist Clinical Governance & Workforce
	Consider the content of marketing material for Guild based/promoted Aboriginal and Torres Strait Islander programs and engage with an Aboriginal or Torres Strait Islander artist for input and artwork	December 2021 - ongoing	Branch & Member Engagement Team
	When scheduling professional development events for pharmacy staff at Guild conferences give consideration to the events being open and accessible for all people by identifying any potential barriers to inclusion	December 2021 - ongoing	Rural & Indigenous Policy Officer

Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses	April 2022	Rural & Indigenous Policy Officer
	Investigate Supply Nation membership	April 2022	Rural & Indigenous Policy Officer
	Support Aboriginal and Torres Strait Islander organisations and venues for training and member events organised by the Guild such as offering an exhibitor stand at Australian Pharmacy Professional (APP) to an Aboriginal and Torres Strait Islander organisation	April 2022	Rural & Indigenous Policy Officer
	Develop a list of Aboriginal and Torres Strait Islander contacts, businesses and suppliers approved as per procurement policy	April 2022	Rural & Indigenous Policy Officer
Consider ongoing opportunities to further build on our vision for Reconciliation	Investigate an internal Aboriginal and Torres Strait Islander professional mentoring network for community pharmacists and pharmacy assistants	June 2022	Rural & Indigenous Policy Officer

Governance

Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP	Form a RWG to govern RAP implementation. Members to be drawn from all business groups and levels, Branch representatives, a member of staff who identifies as an Aboriginal and/or Torres Strait Islander, and a Cultural Advisor	November 2021	Rural & Indigenous Policy Officer
	Draft a Terms of Reference for the RWG	November 2021	Rural & Indigenous Policy Officer
	Establish Aboriginal and Torres Strait Islander representation on the RWG	November 2021	Rural & Indigenous Policy Officer
Provide appropriate support for effective implementation of RAP commitments	Define resource needs for RAP implementation	November 2021	Rural & Indigenous Policy Officer
	Engage senior leaders in the delivery of RAP commitments	March 2022	Executive Director
	Define appropriate systems and capability to track, measure and report on RAP commitments	November 2021	Rural & Indigenous Policy Officer
	Include Reconciliation Action Plan and associated policies and procedures in Quality Assurance documentation procedures	November 2021	Rural & Indigenous Policy Officer
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia	30 September, 2022	Rural & Indigenous Policy Officer
	Provide 6 monthly reports to Community Pharmacies for Rural and Indigenous Australia (CPRIA) Sub-committee and National Council regarding the implementation and progress of our Reconciliation Action Plan	March & September 2022	Executive Director
	Include RAP achievements, challenges and learnings in the Guild's Annual Report	August 2022	Rural & Indigenous Policy Officer
Continue our reconciliation journey by developing our next RAP	Register via Reconciliation Australia's website to begin developing our next RAP	Commencing May 2022	Rural & Indigenous Policy Officer

Contact details for public enquiries about our Reconciliation Action Plan:

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To me, Reconciliation means an openness and self-awareness to understand. To seek and receive knowledge that challenges what I thought I always knew about Indigenous culture and connection to Country.

An education awareness and respect of our Australian history for current and future generations and embracing and celebrating indigenous culture and connection to country.

Building relationships, respect and trust between the wider Australian community and Aboriginal and Torres Strait Islander peoples for a better future.

Acknowledgement, Learning, understanding, awareness, reflection, community, kindness, education, participation, and hope.

Reconciliation for me is about connection and appreciating the ancient cultures of our land and all of us treasuring our natural landscape and wildlife.

Openness and acknowledgement

Reconciliation means understanding and acknowledgement of the deep history and traditions of Indigenous people and their culture, and for an openness to share and to heal. It means coming together, in a spirit of respect.

Amplify Indigenous Voices

Coming from overseas the journey of reconciliation has been about understanding, awareness and the path to acknowledging we all must work toward equality. The importance of respect, empathy and acceptance will continue to be something that is a journey for us all and although difficult, I believe we all must recognise the significant steps forward we are taking in our time.

RESPECT

Reconciliation is about reconciling the false claim of terra nullius; the unknown history of dispossession, frontier wars and massacres; the harm caused as a result of removing children from their families; and ending racism, discrimination and injustice.

To me, it is about learning as I don't know much about Indigenous culture but Reconciliation has opened my eyes to want to understand.

Building future together.

Reconciliation is about acknowledging that there is deep rift in our nation's past which persists today in many forms including disparity in incarceration rates, wealth and health outcomes, deaths in custody, racism overt or harboured, and at the same time prioritization of one culture over another, in concepts of land ownership and more. It's about engaging with sometimes difficult histories and concepts with openness and making genuine and ongoing efforts to improve this situation; to move forward in a positive way for all persons in this Country.

To me, reconciliation means confronting past wrongs in our history and intentionally deciding what kind of country we want to become.

Parity in health, education and social outcomes. Removal of structural inequities that result in an over representation of our Indigenous peoples in incarceration and deaths in custody. Constitutional change. Love.

What does Reconciliation mean to you?

#MoreThanAWord