



The Pharmacy
Guild of Australia



RECONCILIATION
ACTION PLAN

REFLECT

Reconciliation Action Plan

October 2019 – September 2020

Acknowledgement

The Pharmacy Guild of Australia, Queensland Branch affirms that Aboriginal People and Torres Strait Islander People are the Indigenous People of Australia. We acknowledge and pay respect to the past and future Traditional Custodians and Elders of this nation. We also recognize those whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future Elders and leaders.

Artwork

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



About the Artist | Maggie- Jean Douglas

I'm a descendent of the Gubbi Gubbi people in the south east regions of Queensland, and grew up on Goreng Goreng land a short distance further north. Appreciating Indigenous art is something that is highly valued within my family, we were always taught that it was a way our people were able to share their stories between generations and now, with people of different cultures.

My cultural heritage is something I'm extremely proud of and to be able to express myself through this medium means a lot to me. Telling my own stories and the stories of others is something I find deeply valuable because of the impact it can have.

My ultimate goal when painting is to create works that people are able to understand and feel, not just see. I believe this to be one of the most valuable elements of art.

When considering what I wanted this artwork to be about, I wanted to include symbolism for the work that pharmacies do with communities. I've included community points, both big and small, to represent this.

The two branches stretched across the artwork represent how vast the land in Australia is, and to show that there is natural resources for healing in all places across Australia.

When healing in Indigenous culture, the process is very much about coming back into yourself and healing spiritually as well as physical healing. This has a lot to do with having a connection to the land. This is why I've included parts of water in the artwork, again to represent different parts of Australia.



From the President

The Pharmacy Guild of Australia is the peak body representing and promoting the value of the role of community pharmacy in the Australian health care system. There are 1,140 community pharmacies across Queensland, employing over 20,000 staff who deliver 90 million occasions of service each year.

Nine pharmacies in Queensland supply PBS medicines via the Remote Area Aboriginal Health Services (RAAHS) Program under Section 100 of the National Health Act 1953.

Community pharmacies are a vital part of our national health system with the potential to make an even bigger contribution to the health of all Australians. Our Reflect Reconciliation Action Plan provides a pathway to improve the ways in which we connect, recognize and provide positive health outcomes to Aboriginal and Torres Strait Islander Peoples.

On behalf of the Pharmacy Guild of Australia Queensland Branch, it is a privilege to present our Reflect Reconciliation Action Plan, October 2019 – September 2020.

Adjunct Professor Trent Twomey

Queensland Branch President
Senior National Vice President



From the Branch Director

At the Pharmacy Guild of Australia, Queensland Branch, we have the desire to increase our knowledge and awareness of all people that we engage with, in business and in the community.

I would like to take this opportunity to thank and pay tribute to our past Branch Director Robyn Ede, for her commitment to the various community stakeholder groups we work with, and for driving the development of the organisation's first Reconciliation Action Plan.

Our Reconciliation Action Plan will support the wider community, by developing closer relationships with Aboriginal and Torres Strait Islander peoples and organisations; and where possible assist in the delivery of better health outcomes, by investigating opportunities to work with Aboriginal and Torres Strait Islander peoples or organisations to improve the services we provide.

We are at the very beginning of our journey. In many of our regular daily functions we are working and communicating with Aboriginal and Torres Strait Islander peoples, including Guild members (pharmacy owners) and their pharmacy staff, as well as members of the general public. Through our current and previous activities working with various organisations and community groups, including Aboriginal and Torres Strait Islander groups, we have forged strong partnerships. These activities have highlighted our need to increase our cultural awareness and understanding to work more effectively with Aboriginal and Torres Strait Islander peoples and communities.

We believe that our journey in developing and implementing our Reconciliation Action Plan will have a wider impact as we share our learnings with other areas of The Pharmacy Guild of Australia, our members and their staff and communities.

Our commitments are detailed in the actions of this plan, and we hold ourselves accountable for every commitment. We have formed an initial Working Group who will be supported by our Branch Committee and an external Cultural Advisor, to undertake the activities highlighted as part of our Reconciliation Action Plan.

As Branch Director, I am please to contribute to a better Australia.

Gerard Benedet

A handwritten signature in black ink that reads "Gerard Benedet". The signature is written in a cursive, flowing style.

Branch Director

Our Business

The Pharmacy Guild of Australia is a national employers' organisation with over 90 years of experience.

The Pharmacy Guild of Australia is the peak body representing and promoting the value of the role of community pharmacy in the Australian health care system. Community pharmacies are a vital part of our national health system with the potential to make an even bigger contribution to the health of all Australians.

We seek to serve the interests of our members and to support community pharmacy in its role in delivering quality health outcomes for all Australians. The Guild has a federated membership structure, with a branch in every state and territory in Australia. Queensland is a large and diverse branch, responsible for managing and implementing a number of national programs, events and conferences, as well as local, community based initiatives. The Queensland operational divisions include Education & Workplace Relations, Pharmacist Education and Programs, Professional Services, Marketing & Communications, Events, and Accounts & Administration. The Queensland Branch provides a wide range of services to our members and the pharmacy industry including:

- Continuing Professional Development training and accreditation services
- Promotion of the National Ask Your Pharmacist consumer campaign and the Find A Pharmacy website
- Australian Pharmacy Professional Conference and Trade Exhibition
- Pharmacy Assistant National Conference
- Pharmacy Connect Conference (in conjunction with The Pharmacy Guild of Australia, NSW Branch)
- Pharmacy Assistant of the Year Award
- Promotion and support of Health Advice Plus Program
- Industrial Relations Support
- Promotion and support of GuildEd (online learning platform for Pharmacists and Pharmacy Assistants)
- National Intern Training Program (for Pharmacists) and National Intern of the Year Award
- Guild Merchandise
- Pharmacy Assistant Training
- Pharmacy Business Support including Quality Care Pharmacy Program, Community Pharmacy Agreement, Professional Service implementation and delivery, Telemedicine, GuildCare and Pharmaceutical Benefits Scheme queries

- Pharmacy Needle & Syringe Program
- National Vaccination Course for Pharmacists
- Corporate Vaccination Program
- Provision of communications and member resources

The Queensland Branch currently employs 60 team members, in full-time, part-time and casual roles. Our team are employed in positions in the areas of administration, finance, membership, marketing and communications, event management, network administration, workplace training and assessment, education, professional development, professional services, community pharmacy business and professional practice support, industrial relations and human resources. The Branch Committee consists of 12 elected officials (member pharmacy owners) based in and representing all areas of Queensland. We are an equal opportunity employer and welcome diverse thinking and processes.

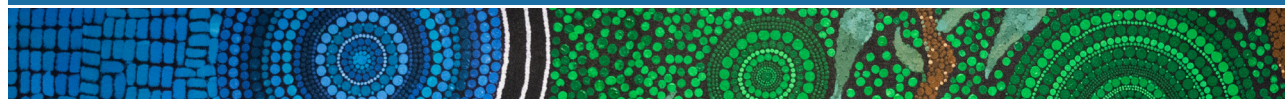
In November 2018 we announced to all staff the development of the Reconciliation Action Plan and asked if any current employees identified as Aboriginal or Torres Strait Islander peoples and if they would like to be involved in the Reconciliation Action Plan development and implementation process. We had no current staff respond to indicate they identify as Aboriginal and/or Torres Strait Islander peoples. Our employment documents have been updated to include an additional question asking new employees if they identify as Aboriginal and/or Torres Strait Islander peoples.

We are the Queensland Branch of The Pharmacy Guild of Australia, covering all areas of Queensland, including Thursday Island. The Queensland Branch of the Guild also has functions and programs that we operate on a national basis.

The Queensland Branch has one office location at Spring Hill in Brisbane. The Pharmacy Guild of Australia, National Secretariat office is in Canberra and each state and territory also has a branch office. In total the wider organisation has 9 offices.

Our Reconciliation Action Plan

We currently have a very diverse team and outlook regarding our connection with the community, but have the desire to increase our knowledge and awareness of all people that we engage with in business and in the community. Our aim is to support the wider community by developing closer relationships with Aboriginal and Torres Strait Islander peoples and organisations and where possible assist in the delivery of better health outcomes, by investigating opportunities to work with Aboriginal and Torres Strait Islander peoples or organisations.



We are at the very beginning of our reconciliation journey. During 2017 our senior management team made the decision to investigate the process and work towards developing a Reconciliation Action Plan for our organisation. In many of our regular daily functions we are working and communicating with Aboriginal and Torres Strait Islander peoples, including Guild members (pharmacy owners) and their pharmacy staff, as well as members of the general public. Through our current and previous activities working with various organisations and community groups, including Aboriginal and Torres Strait Islander groups, we have forged strong partnerships. These activities have highlighted our need to increase our cultural awareness and understanding to work more effectively with Aboriginal and Torres Strait Islander peoples and communities. We believe that our journey in developing and implementing our Reconciliation Action Plan will have a wider impact as we share our learnings with other areas of The Pharmacy Guild of Australia and our members, pharmacy owners and their staff and communities.

We have formed an initial Working Group who will be supported by the Branch Director and Senior Management Team. The Working Group was formed by nominations from Senior Managers and acceptance by the staff involved and will be chaired by the Human Resources and Quality Coordinator. All staff are aware of the development of the Reconciliation Action Plan which has been discussed during Branch staff meetings and communicated through our regular internal staff newsletter and we will develop an area on our Intranet to include the endorsed Reconciliation Action Plan and information regarding updates on its progress and ongoing activities the organisation is involved in. All staff have been invited to be involved in the implementation of the Reconciliation Action Plan and its activities, seeking their ongoing input and feedback.

The Working Group is made up of staff from various divisions and levels of the organisation. To support the implementation of our plan, our Reconciliation Action Plan Working Group will be expanded to include an elected official from our Branch Committee and an external Cultural Advisor.

Our Partnerships & Current Activities

Community Partnerships

- As part of our constant support of community pharmacy owners, managers and staff, we have strong relationships with Primary Health Networks who work in areas across the state to identify gaps in health care including implementing initiatives to increase access for Aboriginal and Torres Strait Islander peoples to regular health care.
- In 2018, the annual Australian Pharmacy Professional (APP) Conference, run by The Pharmacy Guild of Australia, Queensland Branch and attended by over 6500 delegates from all over Australia included a Welcome to Country by the Aboriginal Centre for the Performing Arts. This will be included in future APP Conferences.
- The Education Division of the branch has delivered training and assessment services to 122 Aboriginal and/or Torres Strait Islander students over the past 5 years and 22 currently across Queensland.
- 3 Aboriginal or Torres Strait Islander students have enrolled and completed the National Intern Training Program since 2017.
- QUMAX – Quality Use of Medicines Maximised for Aboriginal and Torres Strait Islander Peoples
This ongoing program is one of a suite of programs that aim to improve quality use of medicines and culturally appropriate services for Aboriginal and Torres Strait Islander consumers. The QUMAX Program aims to remove barriers for the Quality Use of Medicines (QUM) by Aboriginal and Torres Strait Islander peoples and improve QUM through a range of support services provided by participating Aboriginal Community Controlled Health Organisations (ACCHOs) and community pharmacies in rural and urban Australia.
The Queensland Branch previously employed a QUMAX facilitator. Currently the Business Support Team promote this program.
- Aboriginal and Torres Strait Islander Pharmacy Assistant Traineeship Scheme (ATSIPATS)
This ongoing scheme highlights the importance of Indigenous Pharmacy Assistants in improving access to community pharmacy services available to Aboriginal and Torres Strait Islander peoples. The scheme supports the pharmacy workforce by encouraging Aboriginal and Torres Strait Islander peoples to enter pharmacy assistant roles as a career or pathway to pharmacy. It also aims to increase the number of Aboriginal and Torres Strait Islander pharmacy assistants in community pharmacy. Incentive allowances are available to community pharmacies to encourage employment and training for Aboriginal and Torres Strait Islander peoples in a pharmacy assistant role. The funding for this scheme is part of the 6CPA (Community Pharmacy Agreement) through the federal government and the Guilds role is to process applications and payment of funding when eligibility is met and to also promote awareness of the scheme to pharmacy owners and potential employers.

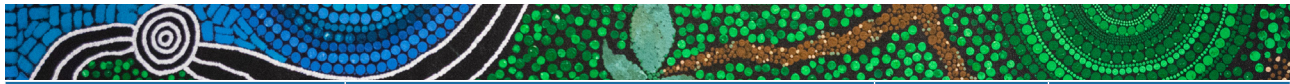
- Drug and Alcohol Treatment Services Workforce Development March – June 2018
The Pharmacy Guild of Australia, Queensland Branch delivered drug and alcohol treatment related education to community pharmacy staff in the Darling Downs and West Moreton region (Ipswich, Toowoomba and Goondiwindi). The sessions were funded by Darling Downs and West Moreton Primary Health Network (DDWMPHN) and delivered in partnership with Queensland Injectors Health Network (QIHN). Topics covered included drug and alcohol awareness, cycles of addiction, harm minimisation, drug information and trends, de-escalation techniques, referral pathways, and brief interventions.
A total of 40 pharmacy staff attended the sessions from 17 different pharmacies. The Indigenous-specific component of the funding agreement required the Service Provider to deliver education to participants who identify as Aboriginal and/or Torres Strait Islander peoples (minimum of 2 attendees at each session) or participants who deliver services directly to Aboriginal and Torres Strait Islander peoples in the DDWMPHN region.
Feedback from the 40 participants indicated that 97.5% (39 out of 40 attendees) are currently delivering services directly to Aboriginal and Torres Strait Islander population through their community pharmacy. This highlighted that community pharmacies are well-placed to support Aboriginal and Torres Strait Islander patients to access high quality care.
- Aboriginal and Torres Strait Islander MedsCheck Awareness Program 2013 - 2014
The Pharmacy Guild of Australia, Queensland Branch delivered education to community pharmacy staff in the Darling Downs and West Moreton region (Ipswich, Toowoomba and Goondiwindi). The sessions were funded by Darling Downs South West Queensland (DDSWQ) Medicare Local. The educational program was designed to increase the skills and knowledge in pharmacy staff to increase the uptake of MedsChecks for Aboriginal and Torres Strait Islander peoples, which then delivered better health outcomes for those who participated.

Internal Activities and Initiatives

- On multiple occasions, most recently in October 2019 the organisation has conducted Cultural Awareness training workshops facilitated by external providers for Queensland Guild staff.
- We are an equal opportunity employer and have the following policies which are the responsibility of all team members to follow:
 - Discrimination and Sexual Harassment Policy
 - Workplace Harassment/Bullying Policy
 - Equal Employment Opportunity Policy



Relationships



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Promote positive race relations through anti-discrimination strategies	Research best practice and policies in areas of race relations and anti-discrimination.	October 2019	Human Resources & Quality Coordinator
	Complete a review of current HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2019	Human Resources & Quality Coordinator
Maintain an effective Reconciliation Action Plan Working Group to drive governance of the Reconciliation Action Plan	Review the membership of our Reconciliation Action Plan Working Group (RAPWG) to include an external cultural advisor and a Branch Committee member to ensure the group remains operational to support the implementation of our Reconciliation Action Plan.	October 2019	Human Resources & Quality Coordinator
	Review the terms of reference for the Reconciliation Action Plan Working Group annually and update as necessary.	January 2020	Human Resources & Quality Coordinator
	Deliver six-monthly reports to the Branch Committee.	February & August 2020	Branch Director
	Invite a significant Aboriginal and Torres Strait Islander community member to Senior Management Team, Branch Committee and staff meetings to connect and share advice on Reconciliation.	December 2019	Human Resources & Quality Coordinator
Build internal and external relationships	Develop a list of Aboriginal and Torres Strait Islander People, communities and organisations within our local area or sphere of influence that we could approach to connect with on our Reconciliation journey.	December 2019	Human Resources & Quality Coordinator
	Develop a list of Reconciliation Action Plan organisations and other like-minded organisations that we could approach to connect with on our Reconciliation journey.	December 2019	Human Resources & Quality Coordinator

	Liaise with Senior Management Team to include appropriate Aboriginal and Torres Strait Islander contacts/ groups in stakeholder engagement strategy in order to build ongoing relationships and seek potential partnership programs.	December 2019	Human Resources & Quality Coordinator
	Encourage the involvement of staff in Reconciliation Action Plan based activities and actively seek feedback regarding these activities.	December 2019	Human Resources & Quality Coordinator
Participate in and celebrate National Reconciliation Week (NRW)	Encourage our staff to attend a National Reconciliation Week event, particularly within the health sphere.	May/June 2020	Branch Director
	Ensure members of our Reconciliation Action Plan Working Group participate in an external community event to recognise and celebrate National Reconciliation Week.	May/June 2020	Branch Director
	Circulate Reconciliation Australia's National Reconciliation Week resources and reconciliation materials to our staff, post on Intranet and mention at staff meetings.	May/June 2020	Branch Director
	Investigate holding a National Reconciliation Week event internally in the Branch.	May/June 2020	Branch Director
Promote reconciliation through our sphere of influence	Develop and implement a communications plan to raise awareness amongst all staff across the organisation about our Reconciliation Action Plan commitments and to engage and inform staff of their responsibilities with the plan	November 2019	Marketing & Communications Manager
	Include Reconciliation Action Plan information and resources on our Intranet.	October 2019	Marketing & Communications Manager
	Include the Reconciliation Action Plan as a regular agenda item for monthly staff meetings, including acknowledgment of milestones as achieved.	October 2019	Marketing & Communications Manager
	Promote Guild, Branch and employees involvement in Reconciliation Action Plan based events through social media.	November 2019	Marketing & Communications Manager
	Encourage and support the development of a whole of organisation Pharmacy Guild of Australia Reconciliation Action Plan.	July 2020	Marketing & Communications Manager

	Encourage and support banner groups and other stakeholders to develop and implement a Reconciliation Action Plan.	July 2020	Marketing & Communications Manager
	Organise a celebration at a staff meeting to launch our Reconciliation Action Plan.	October 2019	Marketing & Communications Manager
Engage with and develop relationships with key stakeholders in the implementation of our Reconciliation Action Plan	Identify how we can build partnerships with Aboriginal and Torres Strait Islander peoples and both local and regional organisations and identify how the Guild can provide support and promote their services and achievements.	December 2019	Human Resources & Quality Coordinator
	Develop and implement an external communications plan to raise awareness and engagement amongst industry stakeholders, members and government contracts.	November 2019	Marketing & Communications Manager
	Investigate opportunities to raise awareness of and support partnership organisation programs through existing Guild marketing channels.	November 2019	Marketing & Communications Manager
	Support Reconciliation Queensland by joining as a corporate member. Subscribe to be informed of events, news and campaigns. Participate in events where possible and promote Reconciliation Queensland campaigns internally on our Intranet and externally if suitable through other channels.	October 2019	Human Resources & Quality Coordinator
	Share the journey and information regarding development and implementation of our Reconciliation Action Plan to our members via branch newsletters, including details of how they could develop their own Reconciliation Action Plan, or become involved in activities and initiatives introduced by the branch. Include information from members/pharmacies regarding their positive news stories.	November 2019	Marketing & Communications Manager



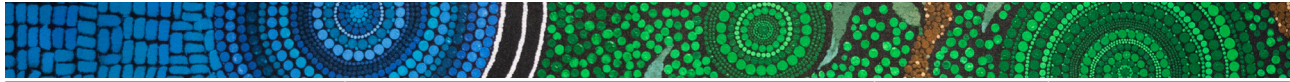
Respect

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Investigate Aboriginal and Torres Strait Islander cultural learning and development	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	December 2019	Human Resources & Quality Coordinator
	Continue to develop increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation.	August 2020	Human Resources & Quality Coordinator
	Communicate and encourage staff to use Reconciliation Australia's Share Our Pride online tool.	December 2019	Marketing & Communications Manager
	Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.	December 2019	Human Resources & Quality Coordinator
	Conduct a review of cultural awareness training needs within our organisation.	December 2019	Human Resources & Quality Coordinator
	Following the review incorporate cultural awareness training, including an overview of the RAP and achievements within our organisation, as part of the induction process for new employees and revisit annually for all staff.	December 2019	Human Resources & Quality Coordinator
	Assess the increase in cultural awareness by conducting a survey prior to and after the cultural awareness training activity.	December 2019	Human Resources & Quality Coordinator
Participate in and celebrate NAIDOC Week	Raise awareness and share information amongst our staff of the meaning of NAIDOC (National Aborigines & Islanders Day Observance Committee) Week which includes information about local Aboriginal and Torres Strait Islander People and communities.	July 2020	Human Resources & Quality Coordinator

	Introduce our staff to NAIDOC Week by promoting community events in our local area.	July 2020	Human Resources & Quality Coordinator
	Ensure our Reconciliation Action Plan Working Group participates in an external NAIDOC Week event.	July 2020	Human Resources & Quality Coordinator
Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	Explore who the Traditional Owners are of the lands and waters in our local area and the history of the area.	October 2019	Marketing & Communications Manager
	Scope and develop a list of local Traditional Owners of the lands and waters within our organisations sphere of influence.	October 2019	Marketing & Communications Manager
	Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgment of Country and Welcome to Country protocols (including any local cultural protocols).	December 2019	Human Resources & Quality Coordinator
	Introduce Acknowledgment of Country or Welcome to Country at <u>all</u> Guild organised meetings and events.	October 2019	Branch Director
	Provide flexibility for Aboriginal and Torres Strait Islander employees and other branch staff to attend cultural and community events.	October 2019	Human Resources & Quality Coordinator
	Include Acknowledgment of Country and reference to the Reconciliation Action Plan in all printed collateral as appropriate.	October 2019	Marketing & Communications Manager
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.	March 2020	Marketing & Communications Manager
	Include images and reference to Aboriginal and Torres Strait Islander People in marketing campaigns if appropriate.	January 2020	Marketing & Communications Manager
	Research possible ideas to include in Qld Guild building renovations e.g. in garden area, choice of plants, message sticks, flags, sitting rocks or a plaque to acknowledge the Traditional Owners of the land.	October 2019	Marketing & Communications Manager



Opportunities



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Investigate Aboriginal and Torres Strait Islander employment and training opportunities	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	November 2019	Human Resources & Quality Coordinator
	Review Human Resources and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	October 2019	Human Resources & Quality Coordinator
	Develop procedures to encourage Aboriginal and Torres Strait Islander peoples to apply for employment within our organisation, including wording of recruitment advertisements and advertising via Aboriginal and Torres Strait Islander based media outlets.	November 2019	Human Resources & Quality Coordinator
	Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities.	January 2020	Human Resources & Quality Coordinator
	Investigate financial based award i.e. sponsorship or scholarship opportunities for an Aboriginal and Torres Strait Islander pharmacy student, intern, pharmacy or pharmacy assistant.	December 2019	Marketing & Communications Manager
	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.	January 2020	Training Manager
	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.	January 2020	Marketing & Communications Manager

	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.	March 2020	Events Manager
Investigate Aboriginal and Torres Strait Islander supplier diversity	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	October 2019	Accounts & Administration Manager
	Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses.	October 2019	Accounts & Administration Manager
	During review of the procurement policy consider including requirement to obtain quotes from suppliers through Supply Nation certified or other identified Aboriginal and Torres Strait Islander owned businesses.	October 2019	Accounts & Administration Manager
	Support Aboriginal and Torres Strait Islander organisations and venues for training and member events organised by the Guild.	January 2020	Accounts & Administration Manager
	Offer an exhibitor stand at Australian Pharmacy Professional (APP) to an Aboriginal and Torres Strait Islander organisation.	March 2020	Events Manager
	Develop a list of Aboriginal and Torres Strait Islander contacts, businesses and suppliers approved as per procurement policy.	January 2020	Accounts & Administration Manager
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.	April 2020	Branch Director
	Consider alternate education delivery methods for current and future education programs and events which can be applied in the urban, rural and remote settings.	April 2020	Branch Director
	Seek to develop ways of enhancing and improving the services provided by community pharmacies to meet the needs of Aboriginal and Torres Strait Islander People e.g. opportunities within Close The Gap initiatives.	April 2020	Branch Director



Governance & Tracking Progress

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Provide appropriate support for effective implementation of Reconciliation Action Plan commitments	Define resource needs and budget for Reconciliation Action Plan development and implementation	October 2020	Branch Director
	Define systems and capability needs to track, measure and report on Reconciliation Action Plan activities.	October 2019	Marketing & Communications Manager
	Include Reconciliation Action Plan and associated policies and procedures in Quality Assurance documentation procedures.	October 2019	Human Resources & Quality Coordinator
	Include a standard agenda item for Senior Management Team meetings reporting on the delivery of Reconciliation Action Plan outcomes.	October 2019	Branch Director
	Provide 6 monthly reports to Branch Committee regarding the implementation and progress of our Reconciliation Action Plan	February & August 2020	Branch Director
	Complete the annual Reconciliation Action Plan Impact Measurement Questionnaire and submit to Reconciliation Australia.	September 2020	Branch Director
Continue our reconciliation journey by developing our next Reconciliation Action Plan	Register via Reconciliation Australia's website to begin developing our next Reconciliation Action Plan.	June 2020	Human Resources & Quality Coordinator



**The Pharmacy
Guild of Australia**

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**RECONCILIATION
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REFLECT