

REFLECT



Reconciliation Action Plan November 2023 – December 2024



The Society of Hospital
Pharmacists of Australia
shpa.org.au



Acknowledgment of Country

We acknowledge the Wurundjeri, Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land on which we meet and work.

We thank their Elders, past and present, and thank the Elders of the lands on which our members meet, work and live.

We celebrate Aboriginal and Torres Strait Islander peoples as the first pharmacists of Australia, bush medicine practitioners and doctors who practised on this land.

About the artist

The artwork used throughout was created by Chrystel, an Aboriginal woman from the Wiradjuri Nation now living on the land of the Girai wurrung people, Eastern Maar, in rural Victoria.

The story of SHPA's Reconciliation Action Plan highlights the values of community, collaboration and yindyamarra, a Wiradjuri term that encompasses respect, honour and responsibility.

These values are also important for smoking ceremonies which serve as a way of welcoming people into the community and holding meaningful conversations.

Chrystel's artwork, *Smoking Ceremony*, visually tells this story. The piece features a bundle of decorated Eucalyptus leaves emerging from a smoky background. The bundle is surrounded by more symbols of community, communication and respect, all of which reinforce the importance of the values of yindyamarra.

A statement from Reconciliation Australia's CEO

Reconciliation Australia welcomes The Society of Hospital Pharmacists of Australia to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

The Society of Hospital Pharmacists of Australia joins a network of more than 2,500 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 close to 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 Society of Hospital Pharmacists 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 The Society of Hospital Pharmacists 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

Welcome

The release of our Reconciliation Action Plan (RAP) marks an important moment of accountability for our organisation.

It is a statement of intent to listen, to learn and to act as we respectfully and collaboratively strengthen our organisation's reconciliation journey.

In this first year, our *Reflect* RAP is foundational, framing how we will listen as a staff group to build and uphold a culturally safe workplace, and to ensure we are all advocates for change through relationships, respect, opportunities and governance.

This frame is important, as we ensure meaningful change is embedded at the heart of our organisation, first. In future years, it will expand to encompass our members, their professional peers and all patients in their care.

Throughout our journey, we will maintain unwavering focus on improving positive health outcomes for Aboriginal and Torres Strait Islander peoples, which is at the core of our mission.

On behalf of our members and the organisation, thank you to the key voices who helped shape this plan, including members of the Aboriginal and Torres Strait Islander Health Leadership Committee, SHPA RAP Steering Committee, SHPA RAP Working Group and Secretariat staff.

– SHPA Board Directors 2022-23



Our business

The Society of Hospital Pharmacists of Australia (SHPA) is the national peak body representing more than 6,100 pharmacists, pharmacist interns, students, technicians and associate members working across Australia's hospital and healthcare system.

SHPA supports and advocates for pharmacists and technicians working in hospitals and other healthcare settings. With a staff group of 30, based in Naarm, SHPA supports practitioners to meet medication and related service needs, so that optimal health and economic outcomes are achieved for individual Australians, for the community as a whole and for healthcare facilities.

While the number of Aboriginal and Torres Strait Islander staff is currently not known, we will work within this RAP to determine culturally appropriate ways to understand this.

Our RAP

SHPA is an organisation that speaks up for: members, their peers, the broader profession and the patients in their care. We gather evidence, seek consensus and provide advice through written and spoken words.

Our Reconciliation Action Plan is different; through its actions and intentions, we will listen.

In year one we will listen as a staff group, building the foundations of knowledge and respect required to progress our organisation's reconciliation journey.

Our progress toward this plan has also been one of listening, curating a unique governance model unlike other programs or projects, based on formal and informal conversations.



Our people

SHPA's Reconciliation Action Plan (RAP) details a series of foundational actions the organisation will take towards reconciliation between Aboriginal and Torres Strait Islander peoples and the broader community.

The SHPA RAP Steering Committee was created to inform and monitor SHPA's RAP implementation through collaboration, communication and positive relationships, supported operationally by the SHPA RAP Working Group.

SHPA RAP Steering Committee

Deirdre Criddle (Chair), based in Whadjuk, Nyoongar Nation

Cheyne Sullivan*, Barkindji based on Kurna Country

Susan Welch based on Gadigal Country, Eora Nation

Susan Loeser, based on Kurna Country

Susan Trevillian, based in Bpangerang, Waveroo Nation

Kristin Michaels, based in Naarm, Wurundjeri, Woi-wurrung, Kulin Nation

Nick Sharp-Paul, based in Naarm, Wurundjeri, Woi-wurrung, Kulin Nation

SHPA RAP Working Group

Nick Sharp-Paul[^], based in Naarm, Wurundjeri, Woi-wurrung, Kulin Nation

Alana Hopkins, based in Naarm, Wurundjeri, Woi-wurrung, Kulin Nation

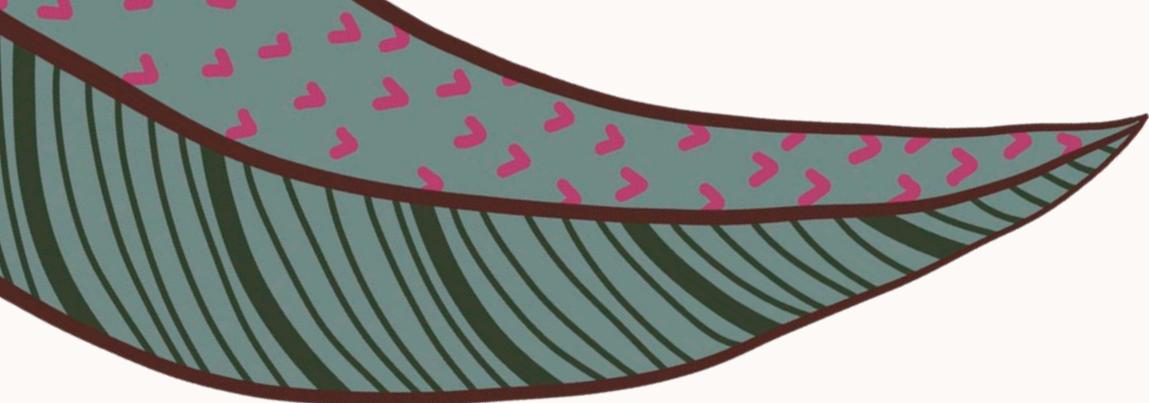
Melanie McMillan, based in Naarm, Wurundjeri, Woi-wurrung, Kulin Nation

Yee Mellor, based in Naarm, Wurundjeri, Woi-wurrung, Kulin Nation

Suzanne Newman, based in Naarm, Wurundjeri, Woi-wurrung, Kulin Nation

Emily Opray, based in Naarm, Wurundjeri, Woi-wurrung, Kulin Nation

[^]Chief Operating Officer and SHPA RAP Champion



Our current activities and relationships

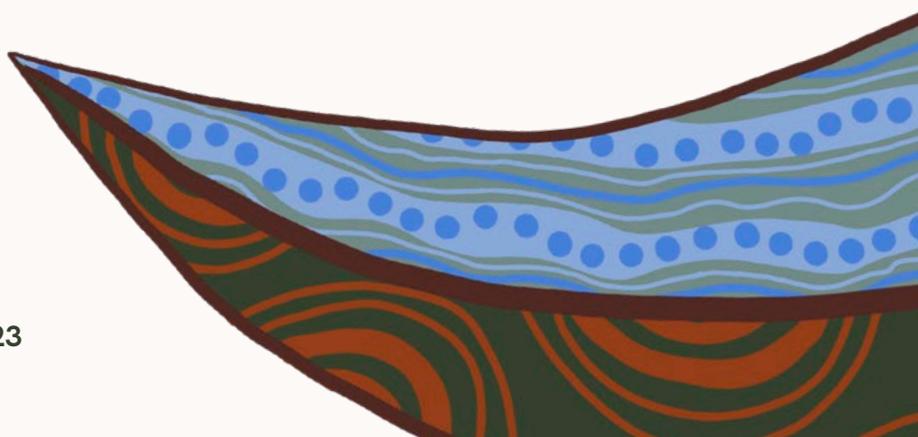
SHPA is a progressive organisation fulfilling its mission of advancing pharmacy practice for the optimal care of all people within the Australian health system, as well as advancing Australia's pharmacy workforce.

For many years SHPA has advocated for better, culturally safe support of Aboriginal and Torres Strait Islander health and wellbeing through revisions to state, territory and national policy, and integrated reconciliation initiatives into all aspects of organisational activity, including:

- Voicing support for the *Uluru Statement from the Heart* (2018)
- Providing the Culturally Safe and Responsive Practice introductory workshop to the Indigenous Allied Health Australia (IAHA) Cultural Responsiveness Framework, held at MM2018, Darwin (2018)
- Establishing the Aboriginal and Torres Strait Islander Health Specialty Practice stream (2019)
- Embedding Acknowledgment of Country protocols into all member meetings (2020)
- Integrating cultural tours of country into Medicines Management, SHPA's annual National Conference (Yugambeh Country, 2019)
- Offering education to all members supporting culturally safe practice in pharmacy (2022)
- Leading advocacy to expand the Closing the Gap Pharmaceutical Benefits Scheme (PBS) Co-payment Measure to include public hospitals (ongoing)
- Partnering with the National Aboriginal Community Controlled Health Organisation (NACCHO; ongoing)

In our staff group and through all our activities, we commit to ensuring that reconciliation truly comes to life through this plan, in a meaningful and transparent way.

We pledge to hold each other accountable, share responsibility and celebrate progress, within an SHPA that is a positive force for change.





Relationships

Action	Deliverable	Timeline	Responsibility
1 Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations	Strengthen policy and advocacy relationship with NACCHO through increased shared policy positions.	May 2024	Head of Policy and Advocacy, Chief Executive
	Build relationship with IAHA and strengthen cultural safety training, face-to-face when possible	Dec 2023	Head of Education
	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	Feb 2024	Chief Operating Officer
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Dec 2023	Chief Operating Officer
2 Build relationships through celebrating national dates of significance (such as National Reconciliation Week)	Celebrate/commemorate Aboriginal and/or Torres Strait Islander dates of significance.	August 2024	Member Experience Manager
	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	Chief Operating Officer
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2024	Chief Operating Officer
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2024	Chief Operating Officer
3 Promote reconciliation through sphere of influence	Partner with local community to conduct tours of Country for SHPA staff when the staff group relocates to new office space in Naarm	Dec 2023	Chief Operating Officer
	Consult local community to respectfully name gathering spaces and meeting rooms in new office space	Dec 2023	Chief Operating Officer
	Communicate commitment to RAP to SHPA staff	Nov 2023	Chief Operating Officer

Action	Deliverable	Timeline	Responsibility
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Dec 2023	Chief Executive
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Dec 2023	Chief Executive
4 Promote positive race relations through anti-discrimination strategies	Ensure IAHA cultural responsiveness training has been completed, understood and put into practice by all staff	Mar 2024	People and Projects Lead
	Research best practice and policies in areas of race relations and anti-discrimination.	Feb 2024	People and Projects Lead
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Feb 2024	People and Projects Lead



Respect

Action	Deliverable	Timeline	Responsibility
5 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.	Jan 2024	Chief Operating Officer
	Conduct a review of cultural learning needs within our organisation.	Dec 2023	Chief Operating Officer
6 Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	Embed Acknowledgment of Country protocols into all SPHA internal meetings	Jan 2024	Chief Executive
	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	Dec 2023	Chief Operating Officer

Action	Deliverable	Timeline	Responsibility
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Dec 2023	Chief Executive
	Embed Acknowledgment of Country into SHPA staff email	Jan 2024	Member Experience Manager
	Include traditional First Nations location name in new office address	Jan 2024	Member Experience Manager
7 Support Aboriginal and Torres Strait Islander Health Leadership Committee to provide advice to SHPA on improving Indigenous health	Communicate that all SHPA work values and facilitates First Nations voices to be heard	Feb 2024	Member Projects Manager
	Communicate that projects, particularly those specifically involving Aboriginal or Torres Strait Islander peoples, should be co-designed	Feb 2024	Member Projects Manager
8 Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating dates of significance	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2024	Chief Executive
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2024	People and Projects Lead
	RAP Working Group to participate in an external NAIDOC Week event.	First week of July 2024	Chief Operating Officer



Opportunities

Action	Deliverable	Timeline	Responsibility
9 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Dec 2023	People and Projects Lead
	Investigate values held by Aboriginal and Torres Strait Islander people in employment	Feb 2024	People and Projects Lead
	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	Feb 2024	People and Project Lead
	Clearly state encouragement for Aboriginal and Torres Strait Islander people to apply for SHPA national and state/territory governance roles	Feb 2024	People and Projects Lead
10 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Engage an Indigenous supplier for design of the icon for Aboriginal and Torres Strait Islander Health stream	Dec 2023	Member Project Manager
	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	Feb 2024	Chief Executive
	Investigate Supply Nation membership.	Feb 2024	People and Projects Lead



Governance

Action	Deliverable	Timeline	Responsibility
11 Establish and maintain an effective RAP Working Group to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	Feb 2024	Chief Executive
	Review and Update Terms of Reference for the RWG.	Feb 2024	Chief Operating Officer
	Maintain and strengthen Aboriginal and Torres Strait Islander representation on the RWG.	Feb 2024	Chief Operating Officer
12 Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	Dec 2023	Chief Operating Officer
	Engage senior leaders in the delivery of RAP commitments.	Dec 2023	Chief Executive
	Maintain a senior leader to champion our RAP internally.	Feb 2024	Chief Operating Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Dec 2023	Chief Operating Officer
13 Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	Ensure RAP updates are shared through all internal SHPA channels via fortnightly RAPWG meetings and monthly SHPA staff meetings	Feb 2024	Chief Operating Officer
	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June (Annually)	Chief Operating Officer
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	1 Aug - Annually	Chief Operating Officer
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 Sep - Annually	Chief Operating Officer
14 Continue reconciliation journey by developing next RAP.	Register with Reconciliation Australia to begin developing our next RAP	May 2024	Chief Operating Officer



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