




SA Pharmacy

Reconciliation Action Plan

February 2024 – February 2026



Acknowledgement of Country



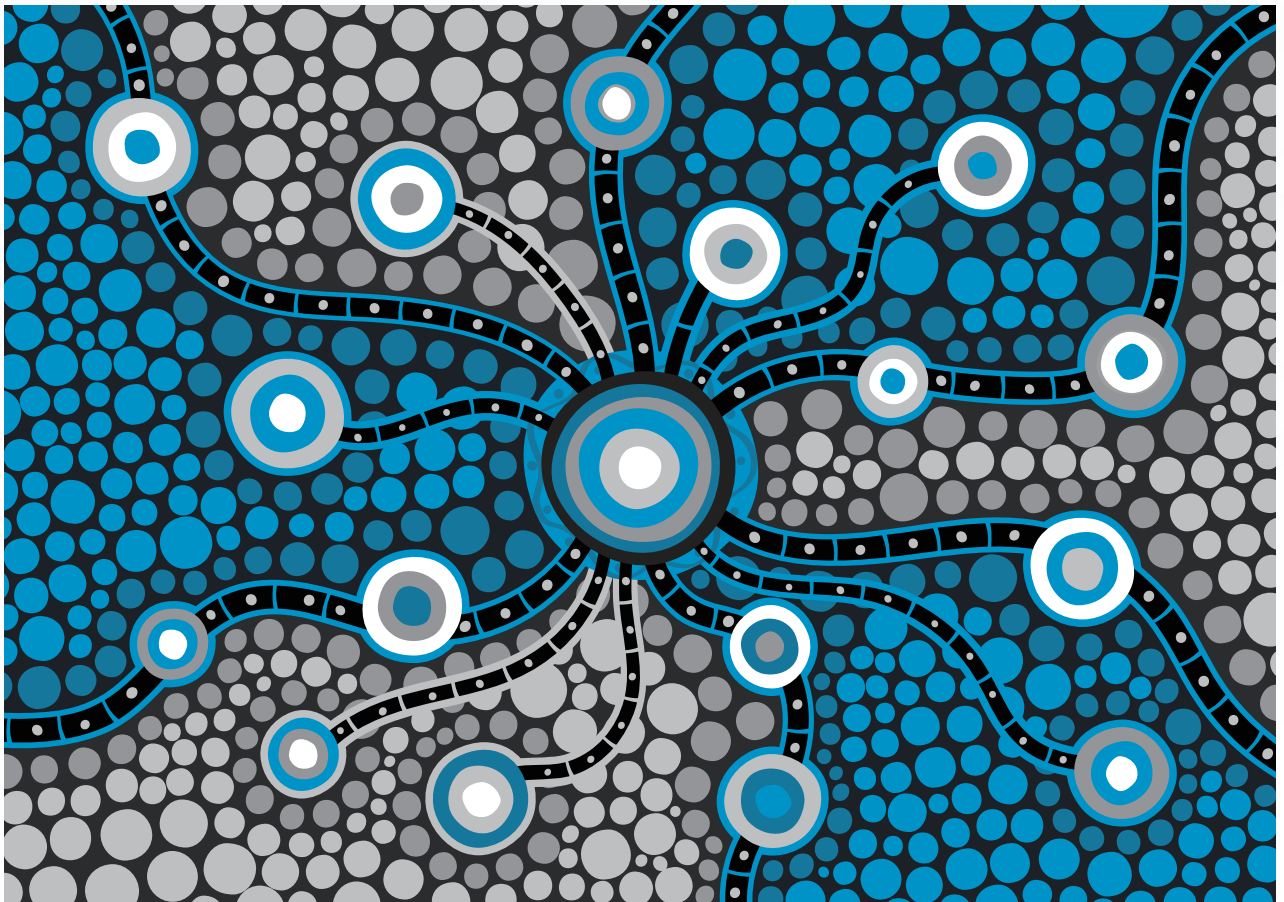
SA Pharmacy acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea, waters and community. We recognise the history of Aboriginal and Torres Strait Islander peoples' vast knowledge in native plants and their uses, and that Culture and Country provide medicines and healing. They were our first pharmacists. We pay our respects to their Elders past, present and emerging, and extend that respect to all Aboriginal people today.

SA Pharmacy has developed a personalised Acknowledgment of Country in consultation with Aboriginal and Torres Strait Islander people and Aboriginal Health, Department for Health and Wellbeing. The artwork designed by Jordan Lovegrove depicts medicine leaves with the SA Pharmacy Closing the Gap artwork in the background. It represents the recognition of the history of Aboriginal and Torres Strait Islander people's vast knowledge in native plants and their uses, and that Culture and Country provide medicines and healing. It also acknowledges Aboriginal and Torres Strait Islander peoples as our first pharmacists.

Meet the artist



Jordan Lovegrove is a Ngarrindjeri man who has been creating Aboriginal art over the past 11 years. Jordan's mob (Ngarrindjeri) is from the Riverland area of South Australia around the Coorong, lower Murray River - Murray Bridge, Raukkan. He grew up in Adelaide and enjoys visiting his family in Murray Bridge often. A creative at heart, Jordan also works as a Graphic Designer, creating a range of brands, artwork, RAPs and digital media for a variety of clients from all over Australia.



This artwork by Ngarrindjeri artist Jordan Lovegrove, depicts SA Pharmacy's relationship with South Australian hospitals, the many Out-of-Hospital based services we provide and our commitment to supporting improved health outcomes for Aboriginal and Torres Strait Islander people. SA Pharmacy is represented by the large central meeting place and the South Australian metropolitan and rural public hospitals by the smaller meeting places.

We provide clinically led, cost efficient, professional pharmacy services to the hospitals, shown by the pathways leading between them. The pathways going beyond the hospitals represent our range of Out-of-Hospital based services through Drug and Alcohol Services SA, SA Ambulance Services and SA Prison Health Service. Our commitment to improving access to medicines for Aboriginal and Torres Strait Islander people, is shown by the dotted patterns throughout the artwork. Jordan's artwork is displayed in SA Pharmacy services across the state.



Thank you to Robert Taylor, a Kurna man who provided a Welcome to Country at the launch of the SA Pharmacy Aboriginal Health Strategic Plan

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Message from Reconciliation Australia Chief Executive Officer **Karen Mundine**



Reconciliation Australia commends SA Pharmacy on the formal endorsement of its inaugural Innovate Reconciliation Action Plan (RAP).

Commencing an Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build strong foundations and relationships, ensuring sustainable, thoughtful, and impactful RAP outcomes into the future.

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

This Innovate RAP is both an opportunity and an invitation for SA Pharmacy to expand its understanding of its core strengths and deepen its relationship with its community, staff, and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, SA Pharmacy will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.

An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments. The RAP program's framework of relationships, respect, and opportunities emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

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

Implementing an Innovate RAP signals SA Pharmacy's readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations SA Pharmacy on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

Message from SA Pharmacy Executive Director and General Manager **Richard Marotti & Abigail Parry**



We are delighted to share with you a significant milestone in our journey towards our vision of Best Care for Aboriginal and Torres Strait Islander people accessing SA Pharmacy services through Quality Use of Medicines.

This RAP provides a framework to support all pillars of our SA Pharmacy Aboriginal Health Strategic Plan 2023 – 2027+ and our continued focus on reconciliation. SA Pharmacy recognises that Aboriginal and Torres Strait Islander health and wellbeing is more than physical health; it embodies the cultural, social, emotional and spiritual needs of the family and community. With this in mind, we embrace the spirit of reconciliation, and are committed to positive health outcomes for Aboriginal and Torres Strait Islander people and communities.

Our RAP acknowledges our dedication to learn from and collaborate with Aboriginal and Torres Strait Islander people through partnerships built on truth, respect, trust and understanding. The actions contained in this RAP demonstrate our ongoing commitment for meaningful relationships with Aboriginal and Torres Strait Islander communities, ensuring our reconciliation efforts are relevant to the community we serve. It requires us to be responsive, responsible and accountable for our activities.

We invite each and every one of you to join us on this transformative journey, embracing new ways of working, as we commit to our individual and collective responsibilities, and we look forward to seeing the positive impact of our collective efforts.

Richard Marotti
A/Executive Director
SA Pharmacy

Abigail Parry
A/General Manager
SA Pharmacy

Message from SA Pharmacy Aboriginal Health / RAP Working Group Chair **Cheyne Sullivan**



On behalf of our SA Pharmacy Aboriginal Health / RAP Working Group, I am delighted to deliver our Innovate RAP to continue our journey towards reconciliation.

I acknowledge the contribution of the members of the working group as well as the Aboriginal and non-Aboriginal lived experience voices in the preparation of this document, who have generously provided their knowledge and guidance.

With a focus on relationships, respect, opportunities and governance, our RAP turns our reconciliation commitment into actions for meaningful change. It charts a course for us to work side by side with Aboriginal and Torres Strait Islander people, where understanding, healing and unity prevail.

Reconciliation is a shared journey and I am looking forward to working alongside our patients, staff and stakeholders to implement our RAP together. As we continue this journey, let's remember that every action, every effort and each act of respect contributes to a collective movement towards reconciliation. I encourage each of you to embrace this journey with an open heart. Together, let's honour the past, empower the present, and leave purposeful footsteps towards a reconciled future.

Cheyne Sullivan

SA Pharmacy Aboriginal Health Lead





We are committed
to reconciliation

ATM

Pharmacy





About SA Pharmacy

SA Pharmacy's vision is Best care for South Australians through Quality Use of Medicines. Working together we deliver safe, effective and innovative pharmacy services to improve the health outcomes of South Australians. Our vision is supported through our ICARE values of Integrity, Compassion, Accountability, Respect and Excellence. Our core value is compassion. Compassion for communities, patients, co-workers, and partners to guide the quality of our work.



Our sites, services, and workforce

SA Pharmacy provides clinically led, cost-efficient, professional pharmacy services to 21 of South Australia's metropolitan public hospitals and at country hospitals with on-site pharmacy departments and associated outreach sites. In addition we provide a range of Out-of-Hospital based services through the Drug and Alcohol Services SA, SA Ambulance Service and SA Prison Health Services. Our services operate on the traditional lands of many nations.

SA Pharmacy employs a diverse workforce of approximately 800 staff which includes pharmacists, allied health assistants, medical scientists and administrative staff. As of November 2023, we have 5 staff who identify as Aboriginal and / or Torres Strait Islander people working within SA Pharmacy. We are working towards achieving a 3% target of Aboriginal and Torres Strait Islander people within the SA Pharmacy workforce.

Our Reconciliation Journey to date

SA Pharmacy Aboriginal Health Strategic Plan 2023 – 2027+

SA Pharmacy is committed to driving system level reform to improve health outcomes for Aboriginal and Torres Strait Islander people through provision of culturally safe healthcare. To support this, SA Pharmacy released its inaugural Aboriginal Health Strategic Plan 2023 – 2027+ on National Close the Gap Day, 16th March 2023.

The Strategy is focused on Reconciliation, Workforce, Leadership, Cultural Capability and Collaboration. Priorities and initiatives are guided by four strategic pillars;

1. **Purpose** – We will create a highly engaged workforce culture to empower our people to be connected to purpose
2. **People** – We will work towards achieving a 3% target of Aboriginal and Torres Strait Islander people within the SA Pharmacy workforce
3. **Partnerships** – We will strengthen our relationships with Aboriginal and Torres Strait Islander people and system leaders
4. **Performance** – We will develop strategies and systems to ensure all Aboriginal and Torres Strait Islander people accessing SA Pharmacy services receive effective, high quality and culturally responsive services

A number of key initiatives have already been undertaken including development of an SA Pharmacy personalised Acknowledgement of Country, an Aboriginal Health Newsletter that is published quarterly across SA Pharmacy, dedicated Aboriginal Health internet and intranet pages and a dedicated Aboriginal and Torres Strait Islander peoples Medicines Information resource page.

A gap analysis and action plan against the 6 defined safety and quality priorities for Aboriginal and Torres Strait Islander people from the National Safety and Quality Health Service Standards has been developed and is used to guide service improvement to improve health outcomes for Aboriginal and Torres Strait Islander people.





Supporting cultural capability

Our Strategic Plan aims to identify, prioritise and support our ongoing commitment towards supporting a culturally capable workforce who provide a culturally safe and responsive environment that is inclusive and welcoming of all cultures, including Aboriginal and Torres Strait Islander peoples. Online Cultural Safety and Awareness training is mandated for all staff and attendance at face-to-face cultural awareness workshops is mandated for all management. SA Pharmacy works closely with education providers in developing strategies and practical actions to grow and strengthen the Aboriginal and Torres Strait Islander workforce and is developing an SA Pharmacy Aboriginal Workforce Strategy.

Cultural Safety and Awareness Training Reflection

“Since attending the Cultural awareness training I have had daily opportunities for reflection about information that was provided and how I view myself and those around me.

I thought of myself as knowledgeable and continuing to be open to learning, however I had not been given the opportunity to learn from Aboriginal and Torres Strait Islander peoples and had not had access to their teachings and wisdom. I have a better understanding of their connection to Country, Culture and the adversity they face that I myself have never experienced.

Being shown thought-provoking information, images and the experiences of our First Nations People has changed the way I see our past and has opened my eyes to the future.”
– LaToya Randell, Senior Technician,
Service Coordinator

In January 2023, a cultural reflection tool was completed across SA Pharmacy services and an action plan has been developed to assist SA Pharmacy in ongoing reflective practice to support continuous quality and practice improvements in cultural responsiveness.

A calendar of significant dates and events for Aboriginal and Torres Strait Islander peoples has been created and communicated across SA Pharmacy, including individual calls for action to contribute towards reconciliation. During National Reconciliation Week (NRW) 2023, SA Pharmacy staff reflected on *What does Reconciliation mean to me and my day to day work in SA Pharmacy?*

Maintaining an open mind and not making assumptions about anyone's Aboriginal and / or Torres Strait Islander status

Accurately documenting CTG status in iPharmacy and ensuring medicines are charged for appropriately

Respect and care for... Keeping in mind the needs of Aboriginal and Torres Strait Islander people... tailoring our care to them

My work is all about respecting patient's as individual people, and their right to exercise autonomy. For me, reconciliation means doing the work to enable Aboriginal people to share the same level of empowerment that others (including me!) take for granted

What Reconciliation mean to me day to day SA Pharmacy

Making an effort to call-out / address / discuss assumptions or racial prejudice where it arises

Finding ways of improving health and wellbeing of Aboriginal and Torres Strait Islander people and working closely with them

Respect for all cultural differences, but also recognition of similarities too

Having an Acknowledgement of Country in significant meetings or communications

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are

Making the
pharmacy a more
welcoming place for
Aboriginal patients e.g.
signs in language

Acknowledging
that hospitals may
not be thought of as
safe places for my
Aboriginal patients

Reversing
disadvantage

Acknowledging
the gap between
health care for
Aboriginal and non-
Aboriginal Australians
and that more work is
required to close
this gap

does
liation
e and my
work in
macy?

Acknowledging past
wrongs and the damage
this has caused, working
together to create a way
forward

Asking
“Are you
of Aboriginal
or Torres Strait
Islander Origin?” of
ALL patients at
the dispensary
counter

Health equity across
cultures and finding
appropriate medicines
information leaflets
according to patient
background

Ensuring that we are
listening to Aboriginal
voices and that the
services provided by the
Pharmacy Department
are meeting their health
needs

Supporting medicines access for Aboriginal and Torres Strait Islander people

SA Pharmacy assists Aboriginal and Torres Strait Islander people with the cost of medicines, when being discharged from hospital or attending an outpatient clinic at most SA public hospitals through the SA Health Closing the Gap Medicines Access Program.

For all eligible Aboriginal and Torres Strait Islander people, there is also no charge for medicine postage, medicine devices, and medicine packing on discharge. Since implementation in 2017, the Program has supported medicines access to over 12,000 people and dispensed over 57,000 medicines to Aboriginal and Torres Strait Islander people.. In 2021, SA Pharmacy was awarded the SA Health Award for Excellence and Innovation in Aboriginal Health for the Program.

The program is supported by a number of resources including patient fact sheets and posters that have been developed in consultation with Aboriginal and Torres Strait Islander people.

Beyond the Gap

Since 2022, SA Pharmacy has partnered with the Aboriginal Health Directorate, Department for Health and Wellbeing on a collaborative project called Beyond the Gap: Towards Best Practice Pharmaceutical Care for Aboriginal people.

The project has a vision of Continuity of Medicines Management for all Aboriginal people. SA Pharmacy and Aboriginal Health are collaborating to ensure the existing effort of public and private pharmacy services and prescribers across SA to achieve Continuity of Medicines Management for Aboriginal and Torres Strait Islander patients is strengthened across the whole health system, through a combination of practical support and innovations.

Are you Aboriginal or Torres Strait Islander?

You could receive
help with the costs
of your medicines.

Ask staff to find out more.



Government of South Australia
SA Health



Our RAP

We are developing a RAP to continue our ongoing commitment to build on our reconciliation journey. This RAP formalises our commitment to work in partnership with Aboriginal and Torres Strait Islander peoples.

While all SA Pharmacy staff are expected to champion and implement the actions within this RAP, a governance structure is in place to oversee implementation and foster support from across the organisation. The SA Pharmacy Aboriginal Health / RAP Working Group was established in August 2022 to provide leadership and governance in the delivery of SA Pharmacy services to Aboriginal and Torres Strait Islander people. The Working Group meets every two months and is chaired by an Aboriginal person and includes membership across all of our services. We are working through appointing an Aboriginal and / or Torres Strait Islander Lived Experience member to the group.

Our Working Group of 16 members includes three Aboriginal and / or Torres Strait Islander members

- Aboriginal Health Lead (Chair)
- Senior Project Officer Aboriginal Health (Executive Officer)
- General Manager (Executive Sponsor)
- Workforce Lead
- Training and Research Lead
- Southern Adelaide Local Health Network representative
- Northern Adelaide Local Health Network representative
- Central Adelaide Local Health Network representative
- Women's and Children's Health Network representative
- Regional Local Health Network representatives
- Out-of-Hospital based services representative
- Principal Project Pharmacist
- Technician representative
- Beyond the Gap Project pharmacists

Our engagement included completion of an SA Pharmacy Cultural Reflection Tool that was completed by almost 50 staff across all services, feedback from Aboriginal and non-Aboriginal lived experience representatives and consultation with the following groups:

- Aboriginal and Torres Strait Islander staff
- Senior leadership
- SA Pharmacy Aboriginal Health / RAP Working Group

Our partnerships

SA Pharmacy has an Aboriginal Health Lead who is an Aboriginal person, and the Beyond the Gap Aboriginal Health Project Team that includes Aboriginal people.

Some of our key relationships and partnerships include:

- SA Health Aboriginal Health Directorate, Department for Health and Wellbeing
- Society of Hospital Pharmacists Australia (SHPA) Reconciliation Action Plan Steering Committee
- SA Aboriginal Consortium Executive Group, SA Health and Medical Research Institute (SAHMRI)
- SA Health Senior Officers Group Aboriginal Health (SOGAH)
- Central Adelaide Local Health Network (CALHN) Yaitya marnintyarla kangka (Aboriginal Priority Care Committee)
- CALHN Aboriginal Stakeholders Reference Group
- CALHN RAP Implementation Working Group, RAP Events Group and Reconciliation Cup Group
- SA Health Aboriginal Workforce Network (SHAWN)
- University of South Australia
- Flinders and Upper North Local Health Network Aboriginal Experts by Experience Register
- Ochre Dawn Creative Industries
- SA Health Aboriginal Workforce
- Nharla photography

SA Pharmacy intends to strengthen and develop our partnerships to continue to support improved health outcomes for Aboriginal and Torres Strait Islander people and a reconciled South Australian community.



Relationships



SA Pharmacy acknowledges that when we work, share and learn together, laying strong foundations to build relationships built on truth, respect, trust, listening and understanding, we can create real and lasting change. We will strengthen engagement and foster meaningful relationships with Aboriginal and Torres Strait Islander communities to guide us in advancing reconciliation and achieving health equity.

Focus area: This aligns to Strategic Pillar 3 of our Aboriginal Health Strategic Plan: Partnerships: We will strengthen our relationships with Aboriginal and Torres Strait Islander people and system leaders

Action	Deliverables	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	1.1 Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	March 2024	Aboriginal Health Lead
	1.2 Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	Dec 2024	Aboriginal Health Lead
	1.3 Establish relationships with Aboriginal and Torres Strait Islander people through participation in SA Pharmacy led research.	Dec 2024	Teaching, Training and Research Lead
2. Build relationships through celebrating National Reconciliation Week (NRW).	2.1 Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024 May 2025	Aboriginal Health Lead
	2.2 RAP Working Group members to participate in an external NRW event.	27 May- 3 June, 2024, 2025	Senior Project Officer, Aboriginal Health
	2.3 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, 2025	General Manager
	2.4 Organise at least one NRW event each year.	27 May- 3 June, 2024, 2025	Senior Project Officer, Aboriginal Health
	2.5 Register all our NRW events on Reconciliation Australia's NRW website .	May 2024 May 2025	Senior Project Officer, Aboriginal Health
	2.6 Communicate and implement strategies for all staff to attend and participate in internal and external NRW activities, ensuring support from senior leadership is visible and participation is encouraged.	April 2024 April 2025	General Manager
3. Promote reconciliation through our sphere of influence.	3.1 Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	April 2024	Aboriginal Health Lead
	3.2 Communicate our commitment to reconciliation publicly.	March 2024	General Manager
	3.3 Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	March 2024	Aboriginal Health Lead
	3.4 Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	April 2024	Aboriginal Health Lead
4. Promote positive race relations through anti-discrimination strategies.	4.1 Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Dec 2024	Workforce Lead
	4.2 Develop, implement, and communicate an anti-discrimination policy for our organisation.	Jan 2025	Workforce Lead
	4.3 Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	March 2025	Workforce Lead
	4.4 Educate senior leaders on the effects of racism.	May 2025	Workforce Lead
	4.5 Develop a toolkit of resources to communicate the effects of racism on the health and wellbeing of Aboriginal and Torres Strait Islander patients, staff and communities and the wider health care system.	June 2025	Teaching, Training and Research Lead



Respect



SA Pharmacy acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea, waters and community. We recognise the history of Aboriginal and Torres Strait Islander peoples' vast knowledge in native plants and their uses, and that Culture and Country provide medicines and healing. They were our first pharmacists. SA Pharmacy acknowledges that Aboriginal health means not just the physical wellbeing of an individual but refers to the social, emotional and cultural wellbeing of the whole Community. We acknowledge that there is no single Aboriginal culture, language, community and customs.

Focus area: This aligns to Strategic Pillar 1 of our Aboriginal Health Strategic Plan: Purpose: We will create a highly engaged workforce culture to empower our people to be connected to purpose.

Action	Deliverables	Timeline	Responsibility
5 Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	5.1 Conduct a review of cultural learning needs within our organisation.	April 2024	Aboriginal Health Lead
	5.2 Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	May 2024	Aboriginal Health Lead
	5.3 Develop, implement, and communicate a cultural learning strategy document for our staff.	Dec 2024	Aboriginal Health Lead
	5.4 Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	Dec 2024	Aboriginal Health Lead
	5.5 Review orientation program to include recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights.	April 2024	Teaching, Training and Research Lead
	5.6 Organise face-to-face cultural awareness training for SA Pharmacy staff twice yearly.	March 2024 August 2024 March 2025 August 2025	Senior Project Officer, Aboriginal Health
	5.7 'Cultural learnings' standing agenda item added to all SA Pharmacy Committee and Working Group meetings.	Feb 2024	General Manager
6 Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	6.1 Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	March 2024	Aboriginal Health Lead
	6.2 Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	Oct 2024	Aboriginal Health Lead
	6.3 Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	March 2024 March 2025 May 2024 May 2025	Senior Project Officer, Aboriginal Health
	6.4 Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	Feb 2024	Aboriginal Health Lead
	6.5 Audit meeting agenda resource templates to ensure Acknowledgement of Country is included.	Oct 2024	Senior Project Officer, Aboriginal Health
7 Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	7.1 RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2024, 2025	Senior Project Officer, Aboriginal Health
	7.2 Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	May 2024, 2025	Workforce Lead
	7.3 Promote and encourage participation in external NAIDOC events to all staff.	First week in July 2024, 2025	General Manager
	7.4 Provide resources to all staff about NAIDOC Week and communicate the significance of this week.	June 2024 June 2025	Senior Project Officer, Aboriginal Health
8 Increase cultural visibility, safety and appropriateness across SA Pharmacy sites for Aboriginal and Torres Strait Islander people.	8.1 Consult and collaborate with Aboriginal Traditional Owners, community and stakeholders to seek feedback regarding welcoming and culturally safe environments across SA Pharmacy sites for Aboriginal and Torres Strait Islander people.	Oct 2024	Aboriginal Health Lead Senior Project Officer, Aboriginal Health
	8.2 Develop SA Pharmacy Aboriginal Health Strategic Plan posters for display in all patient-facing areas that display our commitment to improving health outcomes for Aboriginal and Torres Strait Islander people.	Feb 2024	Aboriginal Health Lead



Opportunities



We are committed to growing, supporting and strengthening the SA Pharmacy Aboriginal and Torres Strait Islander workforce through education, training, skills and leadership opportunities. We acknowledge that this is vital to ensure our services are more responsive, appropriate and inclusive. We recognise that there are opportunities for meaningful employment, increasing supplier diversity and access to growth and development pathways.

Focus area: This aligns to Strategic Pillar 2 of our Aboriginal Health Strategic Plan: People: We will work towards achieving a 3% target of Aboriginal and/or Torres Strait Islander people within the SA Pharmacy workforce.

Action	Deliverables	Timeline	Responsibility
9 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	9.1 Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March 2024	Workforce Lead
	9.2 Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	March 2024	Workforce Lead
	9.3 Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	Oct 2024	Workforce Lead
	9.4 Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	Oct 2024 Oct 2025	Workforce Lead
	9.5 Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	Oct 2024	Workforce Lead
	9.6 Establish identified Aboriginal and Torres Strait Islander employment roles.	Dec 2024	Workforce Lead
10 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	10.1 Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	Oct 2025	Formulary and Procurement Lead
	10.2 Investigate Supply Nation membership.	March 2024	Aboriginal Health Lead
	10.3 Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	June 2024 June 2025	Formulary and Procurement Lead
	10.4 Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	June 2025	Formulary and Procurement Lead
	10.5 Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	June 2025	Formulary and Procurement Lead
11 Consider the health impact of any improvement or remodelling of the organisation and / or service delivery on Aboriginal and Torres Strait Islander people.	11.1 Review compliance with the SA Health Aboriginal Health Impact Statement Policy Directive to consider Aboriginal health impact on decisions made within SA Pharmacy.	June 2024	Aboriginal Health Lead
	11.2 Inclusion of Aboriginal Health Impact Statement consideration on SA Pharmacy Executive Management Team Briefing Notes template.	June 2024	General Manager



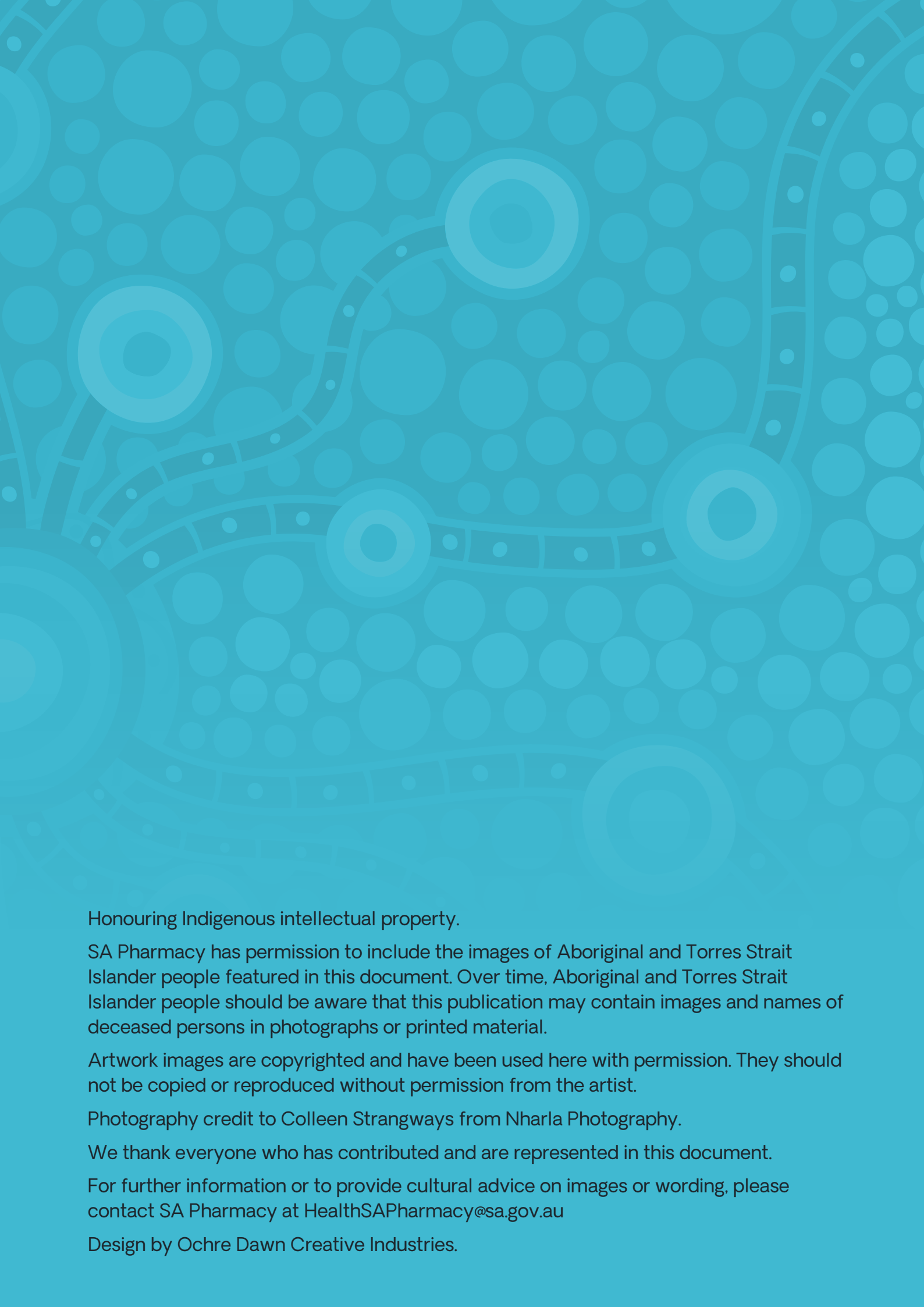
Governance



SA Pharmacy has developed a governance framework whereby we draw together in a cohesive process, the key planning and performance responsibilities of SA Pharmacy to deliver a patient-centric, clinically-led integrated service. SA Pharmacy is committed to advancing reconciliation through good cultural, strategic and clinical governance. We will be transparent with our progress and outcomes and ensure that effective and sustainable decision-making, due diligence, reporting and accountability are embedded into the implementation of our reconciliation commitments.

Focus area: This aligns to all pillars of our Aboriginal Health Strategic Plan and supports accountability to our community.

Action	Deliverables	Timeline	Responsibility
12 Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	12.1 Maintain Aboriginal and Torres Strait Islander representation on the RWG.	March 2024 March 2025	Aboriginal Health Lead
	12.2 Establish and apply a Terms of Reference for the RWG.	March 2024	Aboriginal Health Lead
	12.3 Meet at least four times per year to drive and monitor RAP implementation.	March, May, July, Sep 2024 March, May, July, Sep 2025	Aboriginal Health Lead
13 Provide appropriate support for effective implementation of RAP commitments.	13.1 Define resource needs for RAP implementation.	March 2024	Aboriginal Health Lead
	13.2 Engage our senior leaders and other staff in the delivery of RAP commitments.	March 2024 March 2025	General Manager
	13.3 Define and maintain appropriate systems to track, measure and report on RAP commitments.	Feb 2024	Senior Project Officer, Aboriginal Health
	13.4 Appoint and maintain an internal RAP Champion from senior management.	March 2024	General Manager
14 Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	14.1 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 2024 June 2025	Senior Project Officer, Aboriginal Health
	14.2 Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	August 2024 August 2025	Senior Project Officer, Aboriginal Health
	14.3 Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2024 30 September 2025	Aboriginal Health Lead
	14.4 Report RAP progress to all staff and senior leaders quarterly.	March 2024, 2025 June 2024, 2025 September 2024, 2025 December 2024, 2025	Aboriginal Health Lead
	14.5 Publicly report our RAP achievements, challenges and learnings, annually.	October 2024 October 2025	Aboriginal Health Lead
	14.6 Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	April 2024	Senior Project Officer, Aboriginal Health
	14.7 Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	October 2025	Aboriginal Health Lead
	15.1 Register via Reconciliation Australia's website to begin developing our next RAP.	May 2025	Senior Project Officer, Aboriginal Health
15 Continue our reconciliation journey by developing our next RAP.			



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SA Pharmacy has permission to include the images of Aboriginal and Torres Strait Islander people featured in this document. Over time, Aboriginal and Torres Strait Islander people should be aware that this publication may contain images and names of deceased persons in photographs or printed material.

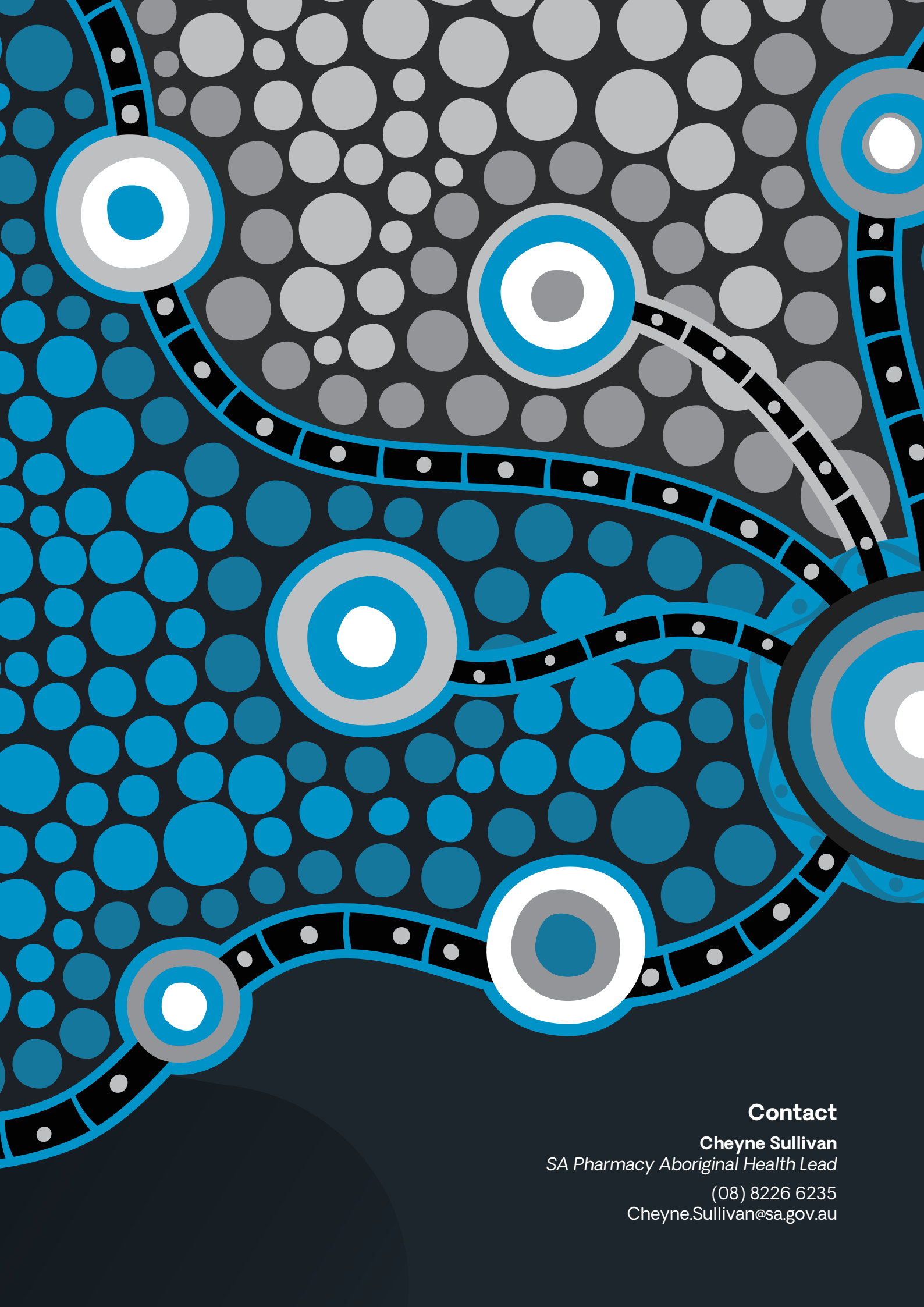
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We thank everyone who has contributed and are represented in this document.

For further information or to provide cultural advice on images or wording, please contact SA Pharmacy at HealthSAPharmacy@sa.gov.au

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