

RECONCILIATION ACTION PLAN

MAY 2021 – JUNE 2022



ACKNOWLEDGEMENT

At the Pharmaceutical Society of Australia, we recognise Aboriginal and Torres Strait Islander peoples as the First Peoples of this nation.

We recognise that Aboriginal and Torres Strait Islander history and cultures are inseparable from Australia's collective history and culture and are something we can all be proud of and celebrate.

We acknowledge Elders past, present and emerging as the Traditional Custodians of the land on which we live and work.

We are proud that we live in the country with the world's oldest continuous living cultures, and we are playing our part to support Indigenous people to keep these cultures alive and vibrant.





**Associate Professor
Chris Freeman**
National President
The Pharmaceutical Society
of Australia

MESSAGE FROM THE PRESIDENT

This Reconciliation Action Plan (RAP) signifies an important milestone for the Pharmaceutical Society of Australia (PSA). PSA has a long history of working with pharmacists, partners and stakeholders to promote the quality use of medicines and medicines safety with Aboriginal and Torres Strait Islander people. PSA's RAP will build on current reconciliation initiatives within PSA and marks the beginning of our strategy to drive reconciliation through the organisation through awareness and action. As the peak body representing pharmacists, Australia's most accessible health workforce, PSA is ideally placed to increase the awareness and adoption of practices that enhance the delivery of culturally safe pharmaceutical care for Aboriginal and Torres Strait Islander peoples.

Our Reflect RAP provides a strategic framework that will ensure PSA is culturally safe workplace and welcoming for everyone, irrespective of their cultural heritage.

The first stage in this plan, Reflect, will help the PSA gauge where we currently stand in regards to reconciliation. In doing so, we will ascertain the areas that we perform well in and those which require development. By the conclusion of Reflect, we will have direction on how to influence positive cultural change across the organisation.

PSA's recent Medicine Safety Rural and Remote Care Report highlighted the rate of potentially preventable hospitalisations for Aboriginal and Torres Strait Islander people is about three times higher than non-indigenous people. It highlighted that pharmacy services integration is uncommon in Aboriginal Community Controlled Health Organisations (ACCHOs) and that 53% of the Indigenous Australian participants in a regional Australian study were affected by suboptimal prescribing, polypharmacy and inappropriate or under-prescribing. PSA continues to advocate for funding embedded pharmacists in ACCHOs, improved medicines adherence and to address polypharmacy and other quality use of medicine issues.

As PSA walks the path to reconciliation, we are committed to creating a culturally safe and inclusive environment for our Aboriginal and Torres Strait Islander staff, members, and stakeholders.

HEALTH AND RECONCILIATION – WORKING GROUP:

Purpose:

PSA acknowledges that engagement can only be achieved through coordination at both national and state level. Given this, PSA has formed a RAP working group that will oversee the progress of Reflect. PSA believes that enhancing our peoples' understanding of local Aboriginal and Torres Strait Islander communities will enable them to engage in a culturally-appropriate manner.

National RAP Working Group:

PSA's national RAP working group has included:

Chief Executive Officer	Mark Kinsela
State Manager, SA/NT	Helen Stone
State Manager, WA	Christianne White and Mayli Foong
Senior Pharmacist, Consulting	Hannah Loller
Senior Pharmacist, Consulting	Megan Tremlett
Senior Pharmacist, Consulting	Jarrod McMaugh
Head of HR & Governance	Penny Brenchley
Engagement Coordinator	Trudy Seymour





ABOUT OUR RAP ARTIST



Allan Sumner

Born in 1975, Allan is a descendent of the Ngarrindjeri people who come from the lower Murray and the lakes of the Murray River along the Coorong of South Australia. He is also descendent of the Kaurna people from the Adelaide plains region and the Yankunytjatjara people from central Australia. In addition to being an established musician, Allan is also an accomplished visual artist and graphic designer. Through the love of his heritage, he facilitates cultural tours and is a popular provider of workshops in schools and community groups where he teaches Aboriginal arts and culture. He has also had extensive experience working in the health sector as an Aboriginal Health Professional. Allan has taken a passionate interest in Dreaming Stories, spending valuable time with his Elders. Retracing ancient art forms, Allan communicates the stories, passed down from generation to generation, through his contemporary art pieces.

“Kumangka Purruna” Together towards health

‘The two systems of traditional and western medicine need not clash. Within the context of primary health care, they can blend together in beneficial harmony, using the best features of each system, and compensating for certain weaknesses in each.’

Artwork represents the healthy function of our body through both traditional bush medicines and modern medicines. The thick blue which runs down the centre represents life-giving water sustaining the body, the outer lines represent the healthy vascular system and the bright coloured swirls represent healthy cells throughout the body. Lastly, the hands surrounding the outer artwork represent the significance of a good support system for ongoing health through medicines from traditional healers and modern-day health professionals.

OUR BUSINESS

About PSA

PSA is the only Australian Government-recognised peak national professional pharmacy organisation representing all of Australia's 34,000 pharmacists working in all sectors and across all locations.

PSA is committed to supporting pharmacists in helping Australians to access quality, safe, equitable, efficient and effective health care. PSA believes the expertise of pharmacists can be better utilised to address the health care needs of all Australians.

PSA works to identify, unlock and advance opportunities for pharmacists to realise their full potential, to be appropriately recognised and fairly remunerated.

PSA has a strong and engaged membership base that provides high-quality health care and are the custodians for safe and effective medicine use for the Australian community.

PSA leads and supports innovative and evidence-based healthcare service delivery by pharmacists. PSA provides high-quality practitioner development and practice support to pharmacists and is the custodian of the professional practice standards and guidelines to ensure quality and integrity in the practice of pharmacy.

PSA employs approximately 100 people across Australia. PSA acknowledges only 0.3% of AHPRA registered pharmacists identify as Aboriginal and/or Torres Strait Islander people, one of the lowest of all registered health professions. PSA is a member of the International Pharmaceutical Federation (FIP), the global body representing pharmacy, pharmaceutical sciences and pharmaceutical education.





Our RAP

PSA recognises the need to raise the awareness and understanding of the health of Aboriginal and Torres Strait Islander people amongst pharmacists and pharmacy staff. The PSA encourages pharmacists to develop relationships with Aboriginal and Torres Strait Islander people and communities in their local area to optimise health benefits to community members.

The Reflect RAP will be submitted to Reconciliation Australia and will be used as a basis for understanding where we are as an organisation in commencing the development of an Innovate RAP. The actions of the Reflect RAP are largely internally facing and will be actioned by relevant PSA teams, with support from members of the RAP Working Group (RAP WG). The RAP Champion for PSA is the CEO, Mr Mark Kinsela, supported by members of the Senior Leadership team and Senior Pharmacists.



Our partnerships/current activities

PSA and its members are involved in many programs and projects that support Aboriginal and Torres Strait Islander health:

- Published guide to providing pharmacy services to Aboriginal and Torres Strait Islander people;
- Scope of practice Integrating Pharmacists into Aboriginal Community Controlled Health Services (IPAC) - This pioneering project aimed to improve chronic disease management by embedding pharmacists within Aboriginal Health Services. PSA continues to advocate for funding for ACCHO Practice Pharmacists;
- Workforce expansion – i.e. through RTO/Skills/university programs/job programs;
- Promoting quality use of medicines (QUM) in Aboriginal and Torres Strait Islander communities;
- 7th Community Pharmacy Agreement (7CPA) Aboriginal and Torres Strait Islander programs including Quality Use of Medicines Maximised for Aboriginal and Torres Strait Islander People (QUMAX); Aboriginal and Torres Strait Islander Pharmacy Scholarship Scheme, Aboriginal and Torres Strait Islander Pharmacy Assistant Traineeship Scheme; section 100 pharmacy support allowance; Indigenous Dose Administration Aid program.
- AHPRA regulated health professions are committed to embedding cultural safety into the health system. The Pharmacy Board of Australia has endorsed the strategy. PSA has reviewed Registered Training Organisation (RTO) courses and revised content to embed learning aspects such as cultural mindfulness - communicating effectively with Aboriginal and Torres Strait Islander patients to ease the transition between healthcare settings, particularly with helping patients access and manage their medications, and improve adherence and health outcomes.
- PSA SA project pharmacists, embedded in GP practices, Aboriginal Health Service and Aged Care, are required to attend face to face cultural awareness training where available in their region, or online if no accessible face to face training.



RELATIONSHIPS

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	December 2021	General Manager, Policy and Program Delivery, State and Territory Managers
	<ul style="list-style-type: none"> Maintain & enhance PSA's relationship with NACCHO as the representative body for Aboriginal Community Controlled Health Organisations, signified by the development and signing of an MOU. 	December 2021	Senior Pharmacists- Consulting; Chief Executive Officer
	<ul style="list-style-type: none"> Develop a plan with NACCHO to define roles and responsibilities in progressing awareness of <i>"Integrating Pharmacists within Aboriginal Community Controlled Health Services to Improve Chronic Disease Management"</i> (IPAC) study, research outcomes and advocacy for funds to implement integrated models of pharmaceutical care within the Community Controlled Health Sector. 	February 2022	Senior Pharmacists- Consulting
	<ul style="list-style-type: none"> Document key representatives of Aboriginal and Torres Strait Islander organisations where existing relationships exist 	October 2021	State & Territory Manager SA/NT in consultation with General Managers
	<ul style="list-style-type: none"> Refine Terms of Reference for and align the existing NACCHO and PSA Aboriginal Health Service (AHS) Pharmacist leadership group with the PSA emerging Community of Specialty Interest (CSI) program. Explore cross organisation collaboration with existing CSIs to share knowledge and experience about Aboriginal and Torres Strait Islander health 	November 2021	CEO
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	September 2021	Senior Pharmacists- Consulting
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. Update for 2021 NRW theme, "More than a word. Reconciliation takes action" 	May 2021, May 2022	Media & Public Affairs Advisor
	<ul style="list-style-type: none"> Deliver the PSA cultural safety webinar to all members. Panel chaired by senior Aboriginal Pharmacist leader with theme aligned with NRW. 	May 2021	Senior Pharmacists- Consulting
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 May- 3 June, 2021, 2022	State & Territory Manager SA/NT; Senior Pharmacists - Consulting
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	27 May- 3 June, 2021, 2022	Media & Public Affairs Advisor



RELATIONSHIPS

Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. RAP tab on PSA intranet to build awareness and library of literacy within PSA Develop communication plan for reconciliation actions Regular staff updates through Media & Public Affairs Advisor and CEO 	May 2021	Media & Public Affairs Advisor; Digital Services; State & Territory Manager SA/NT; Senior Pharmacists - Consulting
	<ul style="list-style-type: none"> Provide members with the means to identify as Aboriginal and/or Torres Strait Islander people on their membership details. 	December 2021	Manager- Digital
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	August 2021	State & Territory Manager SA/NT; Senior Pharmacists – Consulting; General Managers and CEO
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	August 2021	State & Territory Manager SA/NT; Senior Pharmacists – Consulting; General Managers and CEO
	<ul style="list-style-type: none"> PSA to send at least one representative to NACCHO annual conference and offer one speaker to address relevant QUM issues 	November 2021	Senior Pharmacists – Consulting;
	<ul style="list-style-type: none"> Maintain relationships with key politicians to influence government policy in our sphere of influence in particular in line with PSA commissioned reports on Medicines Safety; Rural and Remote Care; Aged Care; as well as Community Pharmacy Agreements and Medication Management matters for Aboriginal and Torres Strait Islander people. 	June 2022	Chief Executive Officer
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	June 2021	Head - HR & Governance
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. Ensure HR policies in place and adhered to: anti-discrimination, provision of cultural leave for Aboriginal and Torres Strait Islander staff. 	May 2021	Head - HR & Governance



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.	September 2021	State & Territory Manager SA/NT; Senior Pharmacists – Consulting;
	• Commit to delivery of cultural safety & cultural responsiveness training for all existing PSA employees & then add this to our induction process moving forward	September 2021	Head - HR & Governance
	• Commit to cultural learning as part of the expectation of Branch Committee, ECPWG and other PSA committees and working groups	July 2021	Governance & Policy Advisor
	• Commit to delivering at least one workshop/session at PSA21 related to QUM in Aboriginal and Torres Strait Islander health.	July 2021	Manager Events and CEO
	• Continue to support the publication and development of the PSA “Guide to Providing Pharmacy Services to Aboriginal and Torres Strait Islander people”. The Guide supports awareness of training and development opportunities for Aboriginal and Torres Strait Islander people	July 2021	Manager - Knowledge Development
	• Launch desktop revised version of PSA “Guide to Providing Pharmacy Services to Aboriginal and Torres Strait Islander people” and seek funding to ensure full update.	June 2022	Manager - Knowledge Development and General Manager -Policy & Program Delivery
	• Conduct a review of cultural learning needs within our organisation.	June 2021	Head - HR & Governance
	• Include cultural safety and cultural responsiveness training as a compulsory component of entry-level pharmacist training. Select training which has been approved and/or delivered by organisations representing Aboriginal or Torres Strait Islander people	October 2021	Manager -Training Delivery
	• Include reference to cultural competency in Practice Standards for all pharmacists	June 2022	Manager - Knowledge Development
	• Include cultural responsiveness workshops in national conference programs, & map CPD with clear learning objectives to competency standards. Strive to have content delivered by Aboriginal or Torres Strait Islander people where possible	July 2021, June 2022	Manager - Events
	• Acknowledge existing resources which may assist including “ <i>Cultural Responsiveness in Action: An IAHA Framework</i> ”, developed by IAHA (funded by the Aust Govt Dept of Health) in response to a need for practical strategies to build cultural safety using strengths-based and action-oriented approaches. This framework provides guidance around what we need to know, be and do in order to be culturally responsive. Ref: https://iaha.com.au/policy/cultural-safety/	February 2022	Manager - Knowledge Development Manager -Training Delivery



RESPECT

Action	Deliverable	Timeline	Responsibility
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. 	August 2021	State and Territory Managers
	<ul style="list-style-type: none"> Review policy re use of Acknowledgement of Country for Board meetings, Branch Committee meetings, internal meetings eg all staff, all member events and courses offered through PSA Registered Training Organisation (RTO) including immunisation training, intern training program (ITP), Mental Health First Aid Training (MHFA) and other paid education. 	May 2021	State & Territory Manager SA/NT;
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	July 2021	State and Territory Managers
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	July 2021	Media & Public Affairs Advisor
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	Jun 2021	Media & Public Affairs Advisor
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	First week in July, 2021	State & Territory Manager SA/NT; Senior Pharmacists – Consulting; CEO



OPPORTUNITIES

Action	Deliverable	Timeline	Responsibility
8. 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.	August 2021	HR & Governance & RAP WG
	• Review HR and recruitment to ensure no barriers for recruitment and retention of Aboriginal and Torres Strait Islander employees.	June 2021	Head - HR & Governance
	• Investigate opportunities to support Aboriginal and Torres Strait Islander students to pursue pharmacy as a career	December 2021	State & Territory Manager SA/NT; Senior Pharmacists – Consulting;
	• Investigate advertising employment opportunities in Aboriginal and Torres Strait Islander media	July 2021	Head - HR & Governance
	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	June 2021	Head - HR & Governance
	• As an organisation, continue to strongly advocate for Aboriginal and Torres Strait Islander Specific Programs such as the scholarship & traineeship schemes currently available under the 7CPA	June 2022	General Manager - Policy & Program Delivery, State & Territory Managers
	• As an organisation, support, develop and mentor Aboriginal and Torres Strait Islander pharmacists	June 2022	State & Territory Managers
9. 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.	December 2021	Chief Financial Officer
	• Encourage staff to consider supporting Aboriginal and Torres Strait Islander owned businesses with their personal consumer needs	June 2022	Media & Public Affairs Advisor
	• Commission artwork to be used across PSA RTO workbooks – ITP, immunisation and education offerings. Licence to use on PSA submissions with potential to overlay on PSA corporate branding where appropriate	June 2022	State & Territory Manager SA/NT; Senior Pharmacists – Consulting;
	• Investigate Supply Nation membership.	July 2021	State & Territory Manager SA/NT; Senior Pharmacists – Consulting;



GOVERNANCE

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	• Form a RWG to govern RAP implementation.	May 2021	State & Territory Manager SA/NT; Senior Pharmacists – Consulting;
	• Draft a Terms of Reference for the RWG.	May 2021	State & Territory Manager SA/NT; Senior Pharmacists – Consulting;
	• Establish Aboriginal and Torres Strait Islander representation on the RWG.	August 2021	CEO, Senior Pharmacists – Consulting;
11. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	June 2021	Chief Financial Officer, State & Territory Manager SA/NT; Senior Pharmacists – Consulting; CEO
	• Engage senior leaders in the delivery of RAP commitments.	June 2021	General Managers
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	June 2021	Chief Financial Officer, State & Territory Manager SA/NT; Senior Pharmacists – Consulting; CEO
	• Ensure RAP principles are embedded in • Policy and Program Delivery • Membership and Commercial Delivery • Education and Training Delivery • Knowledge Development	• Operations Feb 2021	CEO, General Managers
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	• Participate in the Workplace RAP barometer	April 2022	Chief Financial Officer, State & Territory Manager SA/NT; Senior Pharmacists – Consulting; CEO
	• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, 2021	State & Territory Manager SA/NT;
13. Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia's website to begin developing our next RAP.	June 2022	State & Territory Manager SA/NT;

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