



Reflect Reconciliation Plan

1 August 2022 to 31 July 2023



RECONCILIATION
ACTION PLAN

REFLECT

Cover Artwork Explanation

Ngurr (Side by Side)

The big blue circle in the centre represents the Queensland Injectors Health Network (QIHN) base/home. The 'U' shape symbols represent all the workers and their skills/knowledge that make up the QIHN workforce.

The white circles represent the different communities that QIHN has worked with and made connections with and continues to do so.



The blue line that leads out from the centre through the white circles with the blue and white 'U' shape symbols represents the pathway that QIHN takes to help their clients in the way of *health and wellbeing, family, drug use and recovery, counselling, building relationship skills, and communication.*

The circles on the edges of the painting represent the families of the clients and their communities, it shows the strength and resilience of the peoples involved to help clients to achieve good health and improve social and emotional wellbeing.

The emu footprints represent our ancestors traveling with us, helping us, and guiding us in the right direction in all areas of our life.

This painting is about everyone coming together side by side working together for a healthy positive future.

Artist, Wayne Martin
Nurambang Cultural Education and Aboriginal Art

Wayne Martin is a proud Wiradjuri/Mardigan/Kooma man. Wayne's family originates from Cunnamulla in South West Queensland on Kunja Country. His mother's Country is Mardigan Country, in Quilpie. He also has family connections in Lightning Ridge on Yuwaalaraay Country, his grandmother's Country is along the Lachlan and Murrumbidgee Rivers on Wiradjuri Country. Wayne's family moved around a lot through Queensland and New South Wales when he was growing up. He has done a lot of travel throughout his life. As a teenager, Wayne's uncle, also named Wayne, started teaching him about Aboriginal Cultures and Lore. Along his cultural journey, he met a lot of strong cultural men which is what inspired his art, showcases dreaming stories and connections to Mother Earth. Wayne loves to share his cultures with everyone, and painting has allowed him to do that. He wants to be able to give peoples a piece of his journey, his cultural knowledge, and experiences.

Find more at: www.ngurambangoriginalart.com

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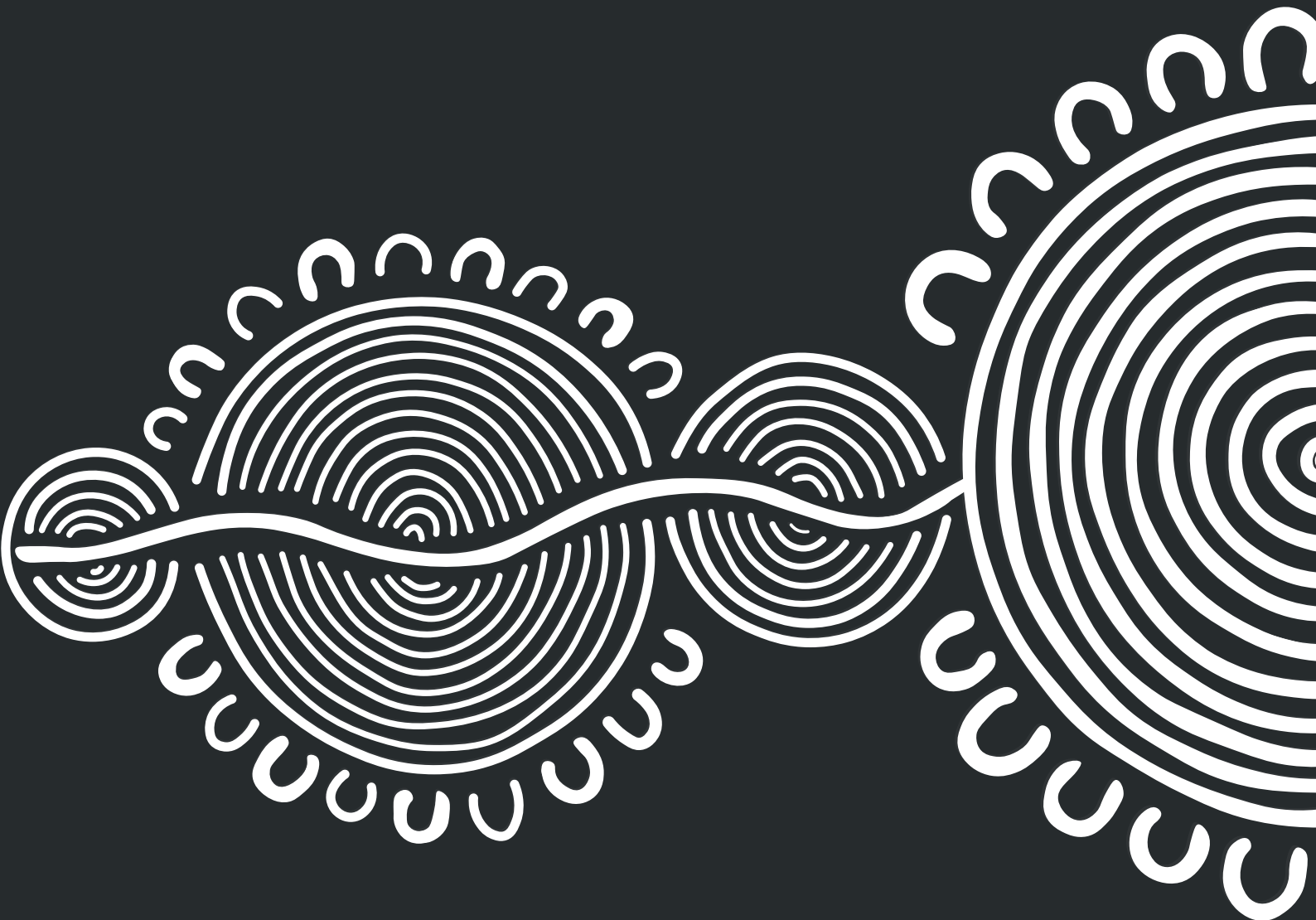
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Acknowledgment of Country

QulHN acknowledges the Traditional Custodians of the land on which we work and pays respect to Elders, past, present, and future. QulHN also acknowledges and respects the continuation of Cultural, Spiritual, Educational and Health practices of Aboriginal and Torres Strait Islander peoples.

We acknowledge Aboriginal and Torres Strait Islander peoples' strength, resilience, and capacity in response to the impacts of colonisation. QulHN is committed to contributing to a reconciled Australia.

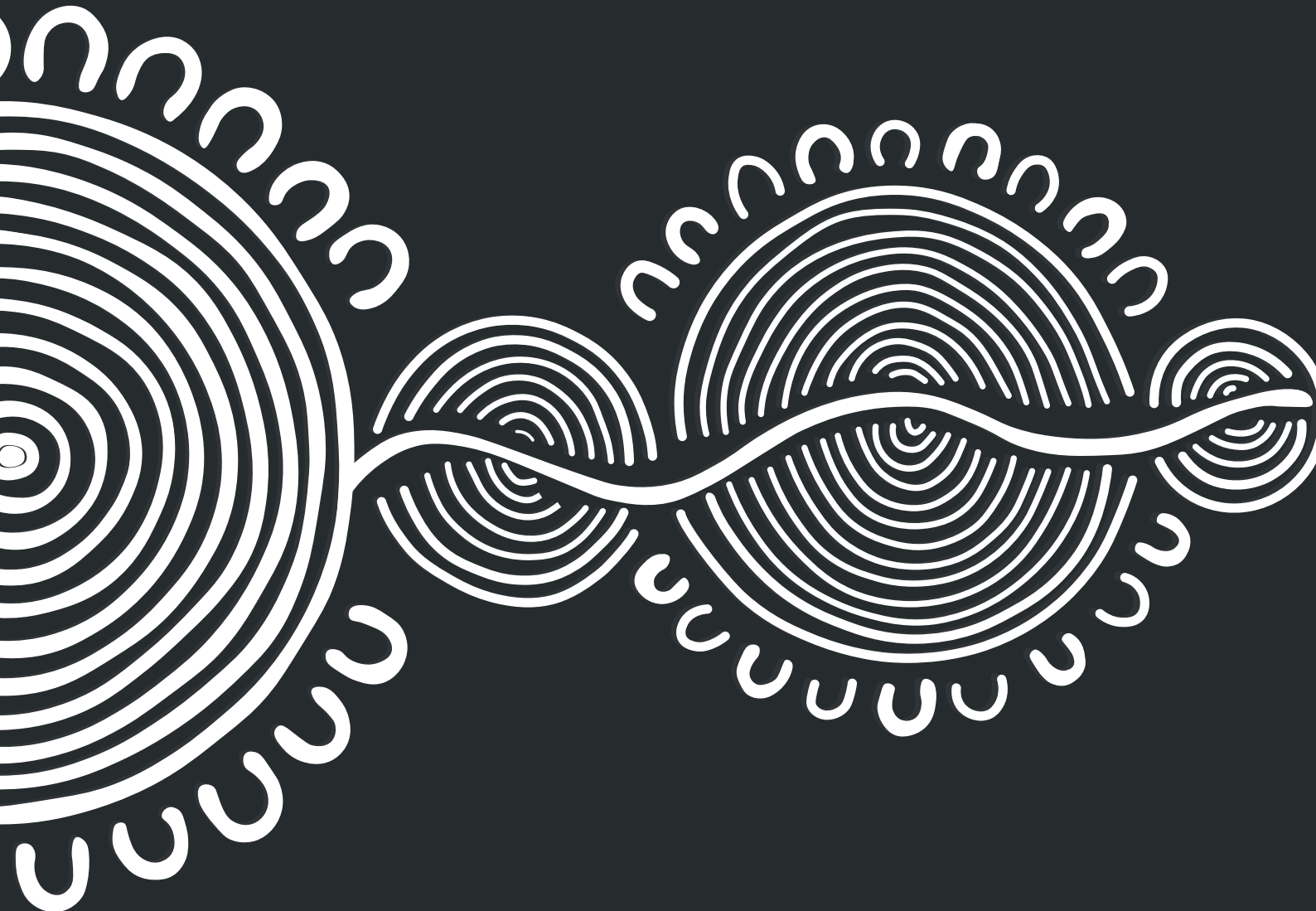


Statement of Inclusion



QuiHN recognises the strength, resilience, survival, and solidarity of peoples who use drugs and remembers those of the drug using community who are no longer with us.

QuiHN values are underpinned by a social justice framework that respects diversity and difference and we are committed to providing fully inclusive, professional, and non-judgmental services to peoples of all cultures, languages, capacities, sexual orientations, gender identities and/or expressions.



Message from the President



At QuIHN, we pay our respects and thank the Traditional Custodians of the many Nations we work, live, and play on. We thank the Traditional Custodians for the care of the land, the waters, and environments, we honour their connection to Country, to the land and cultures. We value the wisdom shared by knowledge holders to better walk together, as allies, in delivering the highest quality, fit for purpose services when and where they are required.

We recognise the continued impact of past policies and directives that have had a dire impact on the intergenerational trauma, and we recognise the strength and resilience of Aboriginal and Torres Strait Islander peoples and communities.

We understand the need for, and thank, Aboriginal and Torres Strait Islander leaders, for their strategic visioning, knowledge, expertise, and the generosity in sharing the wisdom to strengthen equitable access to the services that QuIHN provides.

When we look to the future, we are excited to further embody a culture of improving the way our services are delivered. At QuIHN, we are proud to walk next to Aboriginal and Torres Strait Islander brothers and sisters as we drive an anti-racism strategy across our health system.

We look forward to further enhancing our connections with Aboriginal and Torres Strait Islander peoples, communities and Aboriginal and Torres Strait Islander Community Controlled Health Services to strengthen the systems that make health and wellbeing services, like QuIHN, where peoples feel safe to access.

We acknowledge health is more than absence of disease and embodies the physical, psychological, spiritual connection to land, cultures, and peoples. By launching our 'Reflect RAP' we are acting on our commitment to continuing to improve the way in which we deliver services with Aboriginal and Torres Strait Islander peoples.

Sincerely,

A handwritten signature in black ink that reads "Lauren Trask". The signature is fluid and cursive.

Lauren Trask
QuIHN President

Message from the CEO



QuiHN has chosen to develop a Reflect RAP. Through our Reflect RAP we have outlined our commitment to a range of practical actions across the domains of Respect, Relationships, Opportunities, and Governance to drive our contribution to reconciliation both internally and externally in the communities in which we operate.

We believe this is incredibly important. Through this we believe we can contribute to the reconciliation of the nation. We share in Reconciliation Australia's vision for a just, equitable, and reconciled Australia.

We acknowledge and pay respect to the past, present, and future Traditional Owners and Elders of all Aboriginal and Torres Strait Islander Nations and to the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.

We acknowledge the important role Aboriginal and Torres Strait Islander peoples continue to play within the health services sector, by providing Aboriginal Community Controlled Health services that are culturally appropriate and culturally safe. We also acknowledge the role they play in partnership with the health care sector in continued efforts in Closing The Gap.

As a health service we recognise the harm and destruction colonisation has had on Aboriginal and Torres Strait Islander peoples and we aim to be inclusive and welcoming to Aboriginal and Torres Strait Islander communities.

Standing in solidarity,

Geoffrey Davey
Chief Executive Officer

CEO Statement – Reconciliation Australia



Reconciliation Australia welcomes Queensland Health Injectors Network Ltd to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Queensland Health Injectors Network Ltd joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with 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 Queensland Health Injectors Network Ltd 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 Queensland Health Injectors Network Ltd, 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

Our Business



QuiHN Ltd is a non-government and not-for-profit charity providing a range of specialist social and medical services relating to alcohol and other drug (AOD) use and mental health (MH).

We provide programs across a continuum of care comprising of harm reduction programs (e.g., disease prevention, testing and treatment services, health promotion, and education programs), therapeutic programs (e.g., non-residential AOD rehabilitation services), and primary medical care (e.g., General Practice, nursing, and advanced nursing services).

QuiHN works from a harm minimisation framework with a particular focus on harm reduction (e.g., reducing harms associated with drugs) and demand reduction (e.g., reducing demand for drugs), which form the basis of Australia's National Strategy since 1985.

QuiHN employs over 100 staff members, with an audit conducted at the end of 2021 showing approximately 2% of our workforce identify as either Aboriginal and/or Torres Strait Islander people.

QuiHN operates across several Queensland regions, including:

- Brisbane, traditional Country of the Turrbal and Jagera/Yuggera peoples.
- Gold Coast, traditional Country of the Kombumerri / Bundjalung peoples.
- Townsville, traditional Country of the Bindal and Wulgurukaba peoples.
- Redlands, traditional Country of the Quandamooka peoples.
- Sunshine Coast, traditional Country of the Gubbi Gubbi / Kabi Kabi / Jinibara peoples.
- Cairns, traditional Country of the Yirrganydji / Gimuy-walubarra Yidi / Yidingi / Djabakai peoples.
- Mackay, traditional Country of the Yuwibara peoples.
- Mt Isa, traditional Country of the Kalkadoon peoples.

We recognise the continuing significance of the 1989 National Aboriginal Health Strategy (NAHS)¹ and the important influence of the National Aboriginal and Torres Strait Islander Health Plan 2021 – 2031 in working with Aboriginal and Torres Strait Islander peoples to achieve better health outcomes.² The NAHS outlined that health to Aboriginal peoples is a matter of determining all aspects of their life, including control over their physical environment, of dignity, of community self-esteem, and of justice. It is not merely a matter of the provision of doctors, hospitals, medicines or the absence of disease and incapacity. The key objectives identified in the 1989 NAHS included building community control of Aboriginal health services, increasing Aboriginal and Torres Strait Islander participation in the health workforce, reforming the health system, and increasing funding to Aboriginal and Torres Strait Islander health services.

The foundations of the 1989 NAHS and principles that underpin it are still relevant today. The National Aboriginal and Torres Strait Islander Health Plan 2021 – 2031 recognises the importance of an embedded holistic perspective of Aboriginal and Torres Strait Islander health and the important influence of social determinants of health, and the strengths of culture as protective influence on physical, social, spiritual, and emotional wellbeing.³ QuiHN believe that through the RAP process we can continue our journey to increase Aboriginal and Torres Strait Islander peoples participation in our health services and workforces and ensure a holistic approach to the provision of our services.

We recognise the importance and the resilience of Aboriginal and Torres Strait Islander cultures and customs as a source of strength and pride and as the foundations for good social and emotional wellbeing.⁴ As a health service we strive to achieve a state where every individual can achieve their full potential and aim to contribute to bringing about total wellbeing of the communities with which we work. Social and emotional wellbeing is a protective factor against adverse life events while racism, stigma, environmental adversity, and social disadvantage constitute significant ongoing stressors having negative impacts on health and wellbeing.

⁵ We recognise the continuing significance of the Uluru Statement from the Heart which calls for constitutional and structural change to address systemic problems affecting Aboriginal and Torres Strait Islander communities.⁶ We share in the belief that Aboriginal and Torres Strait Islander sovereignty can shine through as a fuller expression of Australia's nationhood.

¹ National Aboriginal Health Strategy Working Party (1989) 'A National Aboriginal Health Strategy', Australian Government, Canberra, March 1989.

² Australian Government, Department of Health (2021) 'National Aboriginal and Torres Strait Islander Health Plan 2021 – 2031', Publication #: DT0002195, Australian Government, Canberra.

³ Ibid,

⁴ Opcit National Aboriginal Health Strategy Working Party (1989).

⁵ National Aboriginal and Torres Strait Islander Leadership in Mental Health 2015 'Gayaa Dhuwi (Proud Spirit) Declaration, National Mental Health Commission, August 2015.

⁶ Referendum Council (2017) 'Uluru Statement from the Heart' (National Constitution Convention, 26 May 2017).



Why we exist

We work with individuals, their families, and communities across Queensland experiencing and/or at risk of harms associated with the use of substances to advance the dignity, health, and wellbeing of marginalised or excluded populations.

Our unique and defining differences

We are founded by the communities for which we exist and serve, and we are governed through a Peer-led approach and framework.

QuIHN was born from a community mobilising response to HIV and later Hepatitis C, and in response to community stigmatisation and marginalisation of Peoples Who Inject Drugs (PWIDs). QuIHN was a result of a merger between three separate community-based organisations, including: Queensland Injectors Voice for Advocacy and Action (QuIVAA); Sunshine Coast Intravenous AIDS Association (SCIVAA); and the Gold Coast based Drug Users Network of Education Services (DUNES). Of these three organisations, the primary founding body, QuIVAA Inc, and is active today in drug advocacy and in the governance of QuIHN Ltd.

QuIVAA Inc. is the Peak Peer Body which represents the interests of peoples who use drugs in Queensland. Instigated and led by the peoples, for the peoples, during the HIV/AIDS crisis of the 1980s, against a backdrop of discrimination and punitive government policies towards peoples who inject drugs, sex workers and the LGBTQIA+ community.

Born from the core principles of human rights, QuIVAA Inc started out as a voice for the marginalised, evolving into an advocate group for non-discrimination, and equality for peoples who use drugs.

QuIVAA Inc gained Government approval to become a formal incorporation in 1990, and for the last 30 years QuIVAA's harm reduction and systemic advocacy framework has been guided by a board of lived experience peers, many of them valued, founding members, and expanded its purpose to include all peoples who use drugs (PWUD's). In 2006, QuIVAA's groundwork led to the establishment of the Queensland Injectors Health Network Ltd. (QuIHN), an evidence-based service delivery subsidiary, supported by QuIVAA's overarching governance.

QuIVAA continues to prioritise the lived experience of peoples who use/used drugs in all levels of QuIVAA activity, provides opportunities for consumer led input into the programs and services of QuIHN and in Queensland and Nationwide policy development and strategic responses to drug use.

Our Vision

QuIHN's vision is for a world where all peoples who use substances can reach their full potential and the health and wellbeing outcomes of our communities is maximised.

Our Purpose

Regardless of where peoples are at in their journey, our services are provided with respect, non-judgement, self-agency and through this we create a sense of belonging and safety.

Through our services we strive to contribute to the elimination of drug overdoses, hepatitis C incidence is eliminated, physical and mental health and wellbeing increased, quality of life improved, and individual potential realised.

Our Values

We embrace difference and diversity and are committed to accepting everyone regardless of cultures, sexuality, disability, gender, age, and life circumstances.

We believe in equity and fairness and that peoples should have choices which allow for *self-determination* and enable self-reliance.

We are committed to respect for self and others, our approach will remain inclusive and accepting. We value the peoples with whom we work and respond with positive regard, dignity, and courtesy.

We are committed to remaining *consumer focused* through engagement and participation; our organisation is owned by the communities for which it exists.

We believe in *transparency and accountability* in our work, we commit to genuine authenticity and individual, organisational, and public accountability.

Strategic Objectives

Our strategic objectives support this RAP by assisting QulHN to:

Evolve our services by considering Aboriginal and Torres Strait Islander perspectives and needs in our service responses.

Extend accessibility to ensure Aboriginal and Torres Strait Islander peoples can freely access our services through culturally appropriate and safe approaches.

Enhance our capacity by creating a strategic framework to allow our organisation to contribute to the reconciliation of the nation through the practical actions and deliverables outlined in this RAP.

Ensure sustainability by creating the structural foundations to allow our organisation to continue our commitment to successive RAP's in our future journey.





Why QulHN Ltd is developing our RAP?

QulHN's Reconciliation Action Plan (RAP) provides a framework for our organisation to support the national reconciliation movement and it is a strategic document that supports and sits alongside our business plans. We believe this is incredibly important. Through this we believe we can contribute to the reconciliation of the nation. We share in Reconciliation Australia's vision for a just, equitable, and reconciled Australia. QulHN's values are underpinned by a social justice framework, and we believe in equity of health outcomes and access to health services for Aboriginal and Torres Strait Islander peoples.

QulHN has a long history of working in partnership with the Aboriginal Community Controlled Health sector and other services that service Aboriginal and Torres Strait Islander Queenslanders. We acknowledge the wisdom, respect, and reciprocity of relationships with Aboriginal and Torres Strait Islander leaders. Our work shares many intersections.

Our RAP provides an opportunity for our organisation to reaffirm our shared commitment to reconciliation and 'getting it right' through practical but respectful steps and activities consistent with each stage of our reconciliation journey.

In the lead up to the documentation of our RAP, QulHN has engaged in a range of activities to inform our journey. Such activities have included:

- Internal conversations across our management team and a decision to engage Professor David Hollinsworth and Mr Henry Neill to help guide us in a meaningful RAP journey. David has worked with Aboriginal and Torres Strait Islander people since 1968 as both an activist and an academic and is published widely on Aboriginal history and politics, Indigenous health, and on representations of Aboriginality. David brought this background and his educational specialty to assist our RAP WG. Henry identifies as an Indigenous Australian South Sea Islander who has family ties to the Torres Straits and many Aboriginal Communities throughout Qld. His father is of English/Irish Heritage. He has previously been a School Teacher with over 25 years in Classroom Teaching and in Educational Administration especially in Aboriginal and Torres Strait Islander affairs. He has had previous experience in the Health area with Medicare Locals, and Primary Health Networks. Henry has also had a great deal of experience providing Cultural Education to a varied audience.
- The development of our Reconciliation Action Plan (RAP) Working Group (WG) Terms of Reference (ToR) and the formation of the RAP WG members.
- Invitation of Aboriginal and Torres Strait Islander representatives on our RAP WG as well as external Aboriginal and Torres Strait Islander stakeholders to engage on our RAP journey.
- The development of our *Which Way* internal RAP communication newsletter using regular educational messages, and updates documented and communicated across our staff teams using video. *Which Way* is our main means of promoting our RAP activities to staff, keeping staff updated on RAP business, and educating the workforce through sharing of stories and other information.
- A desktop audit of historical projects, partnerships, events, and activities that have helped build our cultural capabilities.
- Organisational Staff Survey to gain a deeper understanding about staff knowledge and understanding about reconciliation.
- Site audits across each of our regional locations to help identify unique needs of communities within our operating.
- Individual staff interviews across a selection of key staff to help further inform practical actions to feed into our RAP and encourage reflective dialogue about the importance of reconciliation across the organisation.

Through our staff surveys and other work, we have identified our collective strengths in working with Aboriginal and Torres Strait Islander clients. Such collective strengths included:

- Curiosity to learn of our staff.
- Respectful, non-judgemental, and compassionate approach of our staff.
- Awareness of cultural safety and unique needs of communities within our operating areas.
- Our client centred approach of self-determination.
- Awareness of trauma informed practice and its application to trauma brought about by colonisation.
- The role of our individual staff and their information relationships with local Aboriginal and Torres Strait Islander services, communities, and individuals in guiding our work around alcohol and other drug use.
- Our shared values, our consistency, our peer-led approaches, and a strong collective desire for encouragement of reflective practice and diversity.

Through our RAP we believe this represents an opportunity to strengthen our relationships with communities and Aboriginal and Torres Strait Islander services and achieving greater visibility with the communities we serve.

Through our staff surveys and other work, we identified several gaps and areas we can improve. For instance, there is a need for more specific harm reduction focused cultural safety training, and more opportunity to learn about local regional histories and local Aboriginal and Torres Strait Islanders communities. It also showed us what we didn't know in terms of inconsistency across various parts of the organisation in levels of understanding, knowledge, and awareness of the value of reconciliation and the positive impacts for Aboriginal and Torres Strait Islander health, spiritual, emotional, and social well-being. While there were gaps, this work also showed several progressive areas of our work and staff with in-depth knowledge and understanding.

The Chief Executive Officer serves as our RAP Champion internally within the organisation who is responsible for driving and championing internal engagement and awareness of the RAP.

RAP Working Group

To coordinate our commitment to reconciliation, an internal RAP Working Group (WG) was formed in 2021. The purpose of the RAP WG is to:

- promote a whole-of-organisation approach to the RAP.
- ensure the RAP does not sit with a single team.
- ensure the responsibility for implementing the RAP does not fall to Aboriginal and Torres Strait Islander staff. Reconciliation is everyone's responsibility.
- raise the profile of reconciliation as an organisational priority internally and externally.
- lead by example by actioning the commitments in the RAP.
- Report to regions the progress of the RAP and ensure communications and input from regions back to the RAP WG.

The RAP WG includes Aboriginal and Torres Strait Islander representation drawn from both internal and external to the organisation who help to:

- ensure the RAP is guided by Aboriginal and Torres Strait Islander knowledge and perspectives.
- ensure Aboriginal and Torres Strait Islander peoples are involved in decision-making.
- build a culturally appropriate approach to RAP development, implementation, and reporting.
- assist the RAP WG and organisation work through areas that can be complex or sensitive.
- To help guide the RAP.
- The RAP WG has Aboriginal and Torres Strait Islander representation through its members.

The RAP WG also welcomes involvement of external partners to:

- actively participate in reviewing RAP WG business, provide ideas, review, and comment on RAP documents; and,
- from time to time to contribute and/or help support RAP deliverables.

The RAP WG are responsible for collectively advocating for activities towards reconciliation across the organisation and to break down stereotypes and discrimination without prejudice towards the true spirit of reconciliation. Through the RAP WG does this in several ways:

- Development of this RAP within the context of our organisation's core business.
- Engage all QuIHN staff in a collaborative and consultative process to help staff to learn and understand the value of reconciliation.
- Help solve RAP implementation issues and consult across our relevant business units to find solutions.
- Support, measure, and report against the implementation of our RAP
- To drive the development of future successive RAPs.

The RAP WG commenced with a Reflect RAP to help achieve a sustainable whole of organisation approach to reconciliation to embed reconciliation principles within our organisational systems and cultures.

Which Way, Our RAP Staff Video Newsletter

Our RAP WG helped in the development of our *Which Way* internal communication newsletter. *Which Way* uses video to regularly communicate to our staff RAP educational messages, and RAP WG updates. *Which Way* is intended to engage the whole of organisation in a meaningful way and encourage reflective dialogue about the importance of reconciliation in all our work, not just service delivery and program teams who directly support Aboriginal and Torres Strait Islander clients.



Previous and existing partnerships and activities

Through our work we have been involved in a range of key events, projects, partnerships, and activities focused on Aboriginal and Torres Strait Islander communities. Such events, projects, partnerships, and activities are outlined below.

Between 2008 and 2010 QulHN received federal funding from the Office for Aboriginal and Torres Strait Islander Health (OATSIH) to undertake an internal cultural capability project. The aim of the project was to develop resources and provide training to our workforce on culturally sensitive ways to assist and engage Aboriginal and Torres Strait Islander peoples with substance use issues. Two Indigenous Project Officers were employed to undertake the project and resulted in an organisational training and learning needs analysis, development of relationships and partnerships with external stakeholder services, and delivery of an internally facing training package. As part of the project the organisation also engaged in the OATSIH Risk profiling and assessment process.

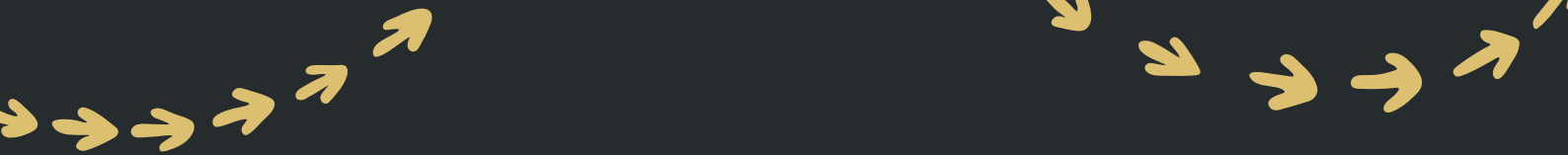
In 2012 the organisation had two Directors join through their own interests who brought experience in working with the Community Controlled Health Organisations. One of these Directors was the organisations first Aboriginal Director. In 2012 the organisation also published its first Aboriginal and Torres Strait Islander focused Issue (Volume 8). This issue of Tracks was undertaken in partnership with our OATSIH funded project.

In 2015 QulHN undertook to review its MAISE Dual Diagnosis Group Program led by the Cairns Therapeutic Program Manager in conjunction with a reference group consisting of several Cairns based Aboriginal and Torres Strait Islander clients. The review helped ensure this group program remained appropriate and relevant to the needs of Aboriginal and Torres Strait Islander clients. In the same period QulHN became an approved service provider for the North Coast Aboriginal Corporation for Community Health (NCACCH) and was included on the referrer's list. QulHN also documented its Cultural Capability Statement for clients accessing our Cairns based services. QulHN has also worked across our local regions to develop our partnerships with local Indigenous Health services to help meet the needs of Aboriginal and Torres Strait Islanders seeking support for alcohol and other drug use.

Between 2017 and present QulHN has continued to work in partnership with the Institute for Urban Indigenous Health (UIH) in the co-delivery and co-facilitation of the Applied Suicide Intervention Skills Training (ASIST) to staff and volunteers of both organisations. This is an evidence based two-day training program with both organisations having been trained in implementation of the program. The training is co-facilitated by a qualified ASIST trainer from each organisation and is a great opportunity for direct service delivery staff from both organisations to learn from each other and develop relationships that support smoother referral pathways.

During 2017 and 2020 QulHN also worked in partnership with the Queensland Aboriginal and Islander Health Council (QAIHC) to develop a dual diagnosis training program for the Social and Emotional Wellbeing (SEWB) workforce. This training program was a two-day interactive workshop designed to give participants information and skills for working with peoples affected by substance use and mental health concerns. This work also supported relationships for smoother referral pathways between services. The training program was delivered to a total seventy-five SEWB staff from across the Community Controlled Health workforce. A shortened version was also delivered twice to a total of thirty SEWB Managers. In November 2018 this training was co-presented as a shortened version in conjunction with staff from Queensland Aboriginal and Islanders Health Council (QAIHC) at the *5th National Indigenous Drug and Alcohol Conference (NIDAC)*. The NIDAC training was attended by sixty SEWB workers from across Australia. In 2018 QulHN staff attended and assisted to co-facilitate a series of seminars aimed to deliver information from historians and Aboriginal and Torres Strait Islanders communities to educate the community on various topics from pre-colonisation through to self-determination. Solutions and actions were discussed, and networks developed between presenters, health and community workers and community members.

In 2019 QulHN joined the Gold Coast based Aboriginal and Torres Strait Islander Integrated Panel (ATSIP). The purpose of ATSIP is to provide strategic direction and leadership to ensure a sound partnership framework to assist in delivering a seamless transition of wellbeing for Aboriginal and Torres Strait Islander clients and their families experiencing complex mental health and AOD issues. In the same year, 2019, QulHN published its Acknowledgement of Country protocols for all formal meetings. In 2019 QulHN also commissioned the Nurr (side-by-side) artworks by Wayne Martin of Ngarabangaboringalart reflecting our important work. In 2019 all Harm Reduction and Therapeutic staff attended the Insight Culturally Secure AOD Practice Training series.



In 2019 QuIHN began undertaking, in partnership with Townsville Aboriginal and Islander Health Services (TAIHS), outreach to Ferdy's Haven located on Palm Island. This partnership arrangement was aimed at providing monthly education and training to staff and residents of the rehabilitation service and later expanded to include Hep C Point of Care Testing (PoCT).

Between 2019 and 2021, QuIHN employed its first Indigenous Peer Worker position funded through a Ramsay Foundation grant targeting Hepatitis C elimination. The Indigenous Peer Worker role was focused on Hepatitis C care linkage among Aboriginal and Torres Strait Islander clients.

In late 2020, QuIHN undertook to provide all staff with cultural competency training delivered in partnership with Professor David Hollinsworth. This training provided both basic and advanced level content and was attended by the majority of QuIHN's staff.

Between 2021 and 2022 QuIHN worked in partnership with the University of Queensland (UQ), School of Public Health (SPH), Queensland Aboriginal and Islander Health Council (QAIHC), and Youthlink (Cairns) in the Aboriginal and Torres Strait Islander Needle and Syringe Program (NSP) Research Project. This project has a focus on the high blood borne virus and sexually transmitted infection rates for Aboriginal and Torres Strait Islander peoples alongside high prevalence of injecting drug use in the context of culturally appropriate NSP delivery and the application of PoCT for HCV, syphilis, HBV, and HIV in such settings. The research seeks to enhance harm reduction services for Indigenous peoples who inject drugs (PWIDs). Project findings are intended to inform best-practice culturally sensitive resources, aimed at reducing access barriers for Indigenous PWIDs.

QuIHN's programs have a long history of consistently high access by Aboriginal and/or Torres Strait Islander clients, for example in our:

- Harm Reduction Hepatitis C Treatment and Management Program (TMP) an average of 16-18% of the total number of clients
- Harm Reduction Needle and Syringe Program an average of 8-10 % of the total number of clients
- Therapeutic Program an average of 16% of the total number of clients
- In our Better Access Medical (General Practice) Clinic between 5% of the total number of patients.

QuIHN Townsville experience the highest percentage (22%) of People Who Inject Drugs (PWID's) who identify as Aboriginal and/or Torres Strait Islander people via their Needle and Syringe Program (NSP), followed by QuIHN Brisbane with approx. 17.5% of NSP Occasions of Service (OS) during the first quarter 2021/22. QuIHN Sunshine coast, Burleigh and Southport all saw below 7% of peoples accessing the NSP who identify as Aboriginal and/or Torres Strait Islander people. Mount Isa Qld Corrective Services Program is over 85%. The average among the other QCS sites (Mackay, Townsville, Cairns Region) is 30%. QuIHN Cairns Therapeutic experience the highest percentage (19%) who identify as Aboriginal and/or Torres Strait Islander peoples accessing for counselling, during the 20/21 year followed by QuIHN Redlands and the Moreton Bay Region (14%). QuIHN Brisbane (11%), Sunshine Coast (11%), Gold Coast (9%) provided counselling to those who identify as Aboriginal and/or Torres Strait Islander peoples during the same period.

Our Reconciliation Action Plan (RAP)



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 regions that we can engage with on our reconciliation journey. | January 2023 | Chief Executive Officer |
| | <ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and services. | June 2023 | RAP Working Group Chair |
| | <ul style="list-style-type: none"> Support and facilitate opportunities for our staff to engage and learn more about Aboriginal and Torres Strait Islander health services and organisations across our regions. | May 2023 | Head of Services |
| | <ul style="list-style-type: none"> Explore opportunities to help facilitate and support better service linkages and support for culturally safe harm reduction education and practice between QuIHN and Aboriginal Community Controlled Health Organisations (ACCHO) and their peaks | January 2023 | RAP Working Group Chair and Head of Services |
| 2. Build relationships through celebrating National Reconciliation Week (NRW). | <ul style="list-style-type: none"> Promote Reconciliation Australia's NRW across regions, including resources and reconciliation materials to all our staff. | 27 May 2023 | RAP Working Group Chair |
| | <ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. | 27 May to 3 June 2023 | RAP Working Group Chair |
| | <ul style="list-style-type: none"> Encourage and support our staff and senior leaders to participate in at least one external event to recognise and celebrate NRW | May 2023 | Chief Executive Officer and RAP Working Group Chair |

| Action | Deliverable | Timeline | Responsibility |
|--|--|------------------------------------|---|
| 3. Promote reconciliation through our sphere of influence. | <ul style="list-style-type: none"> Continue to communicate our commitment to reconciliation to all QuiHN staff. | August 2022 | RAP Working Group Chair |
| | <ul style="list-style-type: none"> Identify external stakeholders and other like-minded organisations that we can engage and collaborate with on our reconciliation journey. | August 2022 | RAP Working Group Chair |
| | <ul style="list-style-type: none"> Include Aboriginal and Torres Strait Islander content (e.g., 10% content quotas annually) in Tracks Magazine Publication and across our social media channels. | January 2023 | Tracks Editorial Committee Chair & Digital Engagement Officer |
| | <ul style="list-style-type: none"> Explore organisational membership of Reconciliation Queensland Incorporated (RQI) to support the state-based reconciliation movement. | August 2022 | Chief Executive Officer |
| | <ul style="list-style-type: none"> Publish our endorsed RAP on our website and through our Social media channels. | August 2022 | Chief Executive Officer |
| | <ul style="list-style-type: none"> Circulate materials to our staff on the significance of Sorry Day to learn about shared histories, cultures and how we can contribute to achieving reconciliation in Australia. | May 2023 | RAP Working Chair |
| | <ul style="list-style-type: none"> Promote the observance of the National Apology to the Stolen Generations to promote understanding of past government policies of forced child removal and assimilation on Aboriginal and Torres Strait Islander peoples. | August 2022 | RAP Working Chair |
| | <ul style="list-style-type: none"> Promote Reconciliation Australia's Share Our Pride resource and communicate to encourage all our peoples to explore how they can individually contribute to reconciliation. | May 2023 | Human Resources Manager |
| 4. Promote positive race relations through anti-discrimination strategies. | <ul style="list-style-type: none"> Display our commitment to reconciliation and our RAP in public areas of our regional offices | December 2022 | Facilities Coordinator |
| | <ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination | January 2023 | Human Resources Manager |
| | <ul style="list-style-type: none"> Provide appropriate anti-racism training at induction and annually for our staff. | January 2023 | Human Resources Manager |
| | <ul style="list-style-type: none"> Conduct a review of Human Resources policies and procedures to identify existing anti-discrimination provisions and address future needs. | June 2023 | Human Resources Manager and Quality Manager |
| <ul style="list-style-type: none"> Conduct an audit and review of our client admission and other key service processes to ensure they are culturally appropriate and safe for Aboriginal and Torres Strait Islanders peoples. | July 2023 | Head of Services & Quality Manager | |



| Action | Deliverable | Timeline | Responsibility |
|--|---|----------------|--|
| <p>5.</p> <p>Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.</p> | <ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within our organisation. | April 2023 | Chief Executive Officer |
| | <ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation and identify appropriate training. | September 2022 | Head of Services and Human Resources Manager |
| | <ul style="list-style-type: none"> Document and provide appropriate Aboriginal and Torres Strait Islander cultural awareness training at induction. | November 2022 | Human Resources Manager and Head of Services |
| | <ul style="list-style-type: none"> Review our Performance Development Review (PDR) and supervision system and ensure we implement strategies to increase self-reflection across roles and develop greater understanding of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning. | January 2023 | Human Resources Manager |
| <p>6.</p> <p>Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</p> | <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. | April 2023 | RAP Working Group Chair |
| | <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. | April 2023 | RAP Working Group Chair |
| | <ul style="list-style-type: none"> Display acknowledgements in our regional offices that acknowledge the local Traditional Owners or Custodians of the lands and waters. | August 2022 | Facilities Coordinator |
| | <ul style="list-style-type: none"> Continue to include Acknowledgement of Country at the start of all Board meetings, other significant formal meetings, presentations, and all other meetings. | August 2022 | RAP Working Group Chair |
| | <ul style="list-style-type: none"> Include invitation to Traditional Custodians to perform a Welcome to Country at QulHN Days. | February 2023 | Chief Executive Officer |
| | <ul style="list-style-type: none"> Update our websites and Social Media to acknowledge the local Traditional Owners or Custodians of the lands and waters. | August 2022 | Chief Executive Officer and Digital Engagement Officer |
| <p>7.</p> <p>Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</p> | <ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning and purpose of NAIDOC Week. | June 2023 | RAP Working Group Chair |
| | <ul style="list-style-type: none"> RAP Working Group to participate in and encourage and support participation in external NAIDOC Week events. | July 2023 | RAP Working Group Chair |
| | <ul style="list-style-type: none"> Review our Human Resources Policy to ensure we can reduce barriers and support staff to participate in NAIDOC Week related events. | August 2022 | Human Resources Manager |



OPPORTUNITIES

| Action | Deliverable | Timeline | Responsibility |
|--|---|----------------|---|
| 8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development. | <ul style="list-style-type: none">Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. | April 2023 | Chief Executive Officer and Human Resources Manager |
| | <ul style="list-style-type: none">Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. | December 2022 | Chief Executive Officer and Human Resources Manager |
| | <ul style="list-style-type: none">Allocate funding for Aboriginal and Torres Strait Islander client representation roles on our client advisory groups. | August 2022 | Client Engagement Officer and Head of Services |
| 9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes. | <ul style="list-style-type: none">Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. | September 2022 | Chief Executive Officer and Quality Manager |
| | <ul style="list-style-type: none">Investigate Supply Nation membership. | August 2022 | Chief Executive Officer |
| | <ul style="list-style-type: none">Explore opportunity to use commissioned art incorporated into our QuiHN branded clothing. | February 2023 | RAP Working Group Chair |



| Action | Deliverable | Timeline | Responsibility |
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| 10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP. | • Maintain our RAP Working Group to govern the RAP implementation. | June 2023 | RAP Working Group Chair |
| | • Maintain and review our RAP WG Terms of Reference. | June 2023 | RAP Working Group Chair |
| | • Maintain Aboriginal and Torres Strait Islander representation on the RAP WG. | June 2023 | RAP Working Group Chair |
| 11. Provide appropriate support for effective implementation of RAP commitments. | • Maintain a Senior Leader in the role of the RAP Champion to champion our RAP internally. | August 2022 | Chief Executive Officer |
| | • Define resource needs for the RAP implementation. | August 2022 | Chief Executive Officer |
| | • Continue to have a Director from our Board participate as a member of our RAP WG. | November 2022 | QuIHN President of Board |
| | • Engage senior leaders in the delivery of RAP commitments. | August 2022 | Chief Executive Officer |
| | • Define appropriate systems and capability to track, measure, evaluate and report on RAP commitments. | August 2022 | Chief Executive Officer |
| | • Involve Aboriginal and Torres Strait Islander stakeholders in providing feedback about how our RAP progresses against our overarching goals. | July 2023 | RAP Working Group Chair |
| | • Review our Business Plans to ensure they support and reflect our RAP priorities. | August 2022 | Chief Executive Officer and Head of Services |
| | • Include a standing agenda item in key meetings to update staff on RAP business. | August 2022 | RAP Working Group Chair |



| Action | Deliverable | Timeline | Responsibility |
|---|---|-------------------|-------------------------|
| 12. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally. | • Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. | 30 September 2022 | Chief Executive Officer |
| | • Publish our progress against the RAP in our Annual Reports and make available via our website. | November 2022 | Chief Executive 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 2023 | RAP Working Group Chair |
| | • Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire | August 2023 | RAP Working Group Chair |
| 13. Continue our reconciliation journey by developing our next RAP. | • Register via Reconciliation Australia's website to begin developing our next RAP. | April 2023 | Chief Executive Officer |



Reflect Reconciliation Plan

1 August 2022 to 31 July 2023

For further information about our RAP contact:

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