

REFLECT RECONCILIATION ACTION PLAN

NOVEMBER 2020 - MAY 2022



RECONCILIATION
ACTION PLAN

REFLECT



cate'schemist

Convenient Health Solutions



ARTWORK: HEALTH IS LIFE BY SHARON PHINEASA

“BEING A DESCENDANT OF THE AIT-KOEDAL (CROCODILE) AND DHOEYBAW (WILD YAM) CLANS OF SAIBAI ISLAND IN THE TOP WESTERN TORRES STRAITS, IGNITES WITHIN ME A DEEP, ENDLESS SENSE OF LOVE AND RESPECT FOR MY TRIBAL ANCESTRY AND CULTURAL HERITAGE. THIS DRIVES ME TO CREATE WORKS OF ART THAT IS THE PRESERVATION OF THESE IMPORTANT ASPECTS OF MY ANCESTRAL HERITAGE.

I AM VERY PASSIONATE ABOUT PRESERVING CULTURE THROUGH ARTISTIC EXPRESSION. AGAIN, IT IGNITES WITHIN ME A STRONG CONTINUAL DESIRE TO HONOUR THE MEMORY OF MY ANCESTORS.

I HAVE BEEN BLESSED TO DO SO IN MY OWN SPECIAL WAY. ALTHOUGH MY ARTWORK IS A FUSION OF TRADITIONAL AND CONTEMPORARY INFLUENCES, I DO STRIVE TO MAINTAIN MY OWN INDIVIDUAL STYLE AND ORIGINALITY.

THROUGH DOING SO, I HOPE TO BE ABLE TO REFLECT ANOTHER UNIQUE FACET OF TORRES STRAIT ISLANDER ART. THE ANCESTORS HAVE BEEN GONE FOR MANY GENERATIONS, HOWEVER, THROUGH THE MEANS OF STORYTELLING AND OTHER IMPORTANT MEANS OF PRESERVATION AND IN MY CASE – THROUGH ARTISTIC EXPRESSION, THEIR VOICES CONTINUE TO SPEAK FORTH FROM THE DUST - BRINGING TO OUR REMEMBRANCE THE RICH CULTURE, HERITAGE AND INVALUABLE TEACHINGS THEY HAVE LEFT FOR GENERATIONS TO TAKE HEED TO AND FOLLOW...”

SHARON PHINEASA

Mother Nature gives us everything we need to survive. We are taught knowledge and wisdom that has been passed down through the ages. This knowledge and memories are encoded in our DNA and is carried with us from generation to generation.

“Health Is Life” – Health encompasses so much more than what we put into our bodies...it’s about everything we do.

Healthy lifestyles includes having a healthy mind, body & spirit. Most of how our ancestors lived was in harmony with these aspects; gardening, hunting and gathering, sourcing food from the land and sea in their due seasons, transference of knowledge through song and dance; yarning circles and family gatherings. The spiritual belief of higher beings and creators, including heavenly and earthly spirits, has developed our deep sense of respect and connectedness to our land, culture, totems and customs. We knew how to read the stars and navigate our way forward. All of these combined elements contributed to our survival and sustained our health and wellbeing.

The youth of today must look back and gain from the lessons taught by our elders, to reflect and connect with stories, patterns and formulas for healthy living. We only have to ask, listen and learn...

Torres Strait Islander song and dance. The island drum is called a “burubur” (Kala Kawaw Ya dialect in the Top Western Island group).

Moon phases indicate the right seasons and times to hunt traditional foods. Ancestors observed breeding cycles to ensure that there were still plentiful supplies for the natural order of life.

The yam wrapped around the support stick is symbolic of the nurturing and support that is provided to ensure the roots to grow strong and bear fruit beneath the surface. In order for this growth to be abundantly fruitful, the vine needs to be trained around the stick, upward as the roots mature. This analogy is often used in Torres Strait Islander teachings to communicate the concept of being supported in one’s growth in order to produce a fruitful, productive life.

The boy represents us as we learn and grow. The learning takes place in a garden which references the practical application of teachings and shows the abundance of natural remedies and “bush medicines” which were used for a myriad of purposes.

In Mother Nature’s skirt there are designs which depicts cells; the building blocks of life.

We are encouraged to seek ways to obtain good health and wellbeing by learning from our elders and from contemporary resources.



OUR BUSINESS

Cates Chemists are locally owned and operated community pharmacies in Townsville, conveniently located in 3 locations: Garbutt, Hyde Park and TAIHS. We provide services to the local suburbs around town and provide a weekly outreach service to Charters Towers. In the Townsville area we only have one head office that is located in the Townsville city; however, all three stores can offer access to head office tasks. Our Mission is to provide Convenient Health Solutions, making health easier for customers, help them to solve problems and navigate a complex health system. Our Vision is 'all about health'. Cates Chemist aim to be sought out by patients, customers, and other health professionals because we know ALL about health.

Caring for patients, customers, families, carers, our employees, supporting medical and allied health professionals and community initiatives. Our core business is to care by providing quality health goods and services, and through our Cate's Chemist Community Care Program, we can support initiatives in health charities, education, sport, volunteer organisations, and the environment.

The broad range of services provided across the three community pharmacies include (but are not limited to the following): Sleep Apnoea, Equipment Hire, Medication Packing, Vaccinations, Pharmacist Consultations (i.e. Medication counselling, MedsCheck, Diabetes MedsCheck, Medication Profiling, MedsIndex, Medical Certificates, Home Medicines Review), Blood Pressure monitoring and Script minder Services.

Cates Chemist currently employs upwards of 30 staff members and in announcing the development of a Reflect Reconciliation Action Plan, we asked if any current employees identified as Aboriginal and/or Torres Strait Islander people and if they would like to be involved. We currently have 1 staff member respond to indicate that they identify as an Aboriginal and Torres Strait Islander person but have also implemented additional questions for future employees to ask if they identify as Aboriginal and/or Torres Strait Islander peoples.



OUR RAP

Cates Chemist is already strongly committed to our connection with the community but desire to further support and develop our relationships with Aboriginal and Torres Strait Islander peoples and organisations in our community. Specifically, we would like to strengthen our relationship with the Bindal and Wulgurukaba people, the Traditional Custodians of the land in the Townsville region.

With our drive to change and support primary health care to improve individual and community health, we recognise the importance of inclusivity and culturally appropriate approaches to our core business activities. We plan to further build on relationships and earn trust by creating greater understanding and respect of Aboriginal and Torres Strait Islander people's cultures, right and experiences.

In December 2019, Cates Chemist committed to the formal establishment of a Reconciliation Action Plan, driven by our RAP champion; Cates Chemist General Manager; Paul Willis. All staff members have since been made aware of this development through regular updates on the team site as well as in regular internal staff meetings.

It is through this journey of developing our Reflect Reconciliation Action Plan, that we strive to build a culturally aware workforce which can demonstrate cultural competence into everyday business, with goals to reduce the barrier in accessing health, health education and employment opportunities in the pharmacy industry for Aboriginal and Torres Strait Islander peoples and organisations.

The endorsed Reflect Reconciliation Action Plan and information regarding updates will be promoted on the businesses website and blog posts. All staff have been invited and will continue to be involved in the implementation of the Reflect Reconciliation Action Plan and its activities, seeking their ongoing input and feedback.



OUR PARTNERSHIPS/CURRENT ACTIVITIES

Cates Chemist's play an important role in providing convenient health solutions for all customers, and this is done by working with local doctors' clinics, health workers, and other services to identify gaps and develop solutions to customers health requirements. Our goals and strategies guide us to commission primary health care services that meet local health needs.

In 2006, we sustained support to the Townsville Aboriginal and Islanders Health services (TAIHS) as their major community pharmacy supporter, creating a relationship to reduce barriers and ensure Aboriginal and Torres Strait Islander patients have access to high quality primary pharmacy health care services. In May 2017, Cates Chemist followed these efforts and became the largest community pharmacy provider to Aboriginal and Torres Strait Islander peoples in the Townsville region.

In September 2018, Cates Chemist decided to use an Acknowledgment of Country on signature blocks and on our public website. It was then October 2018 in which we realised and supported TAIHS long held ambition (since 1970) and opened a pharmacy within their clinic. Since that date we support Quality use of Medicines in Aboriginal and Torres Strait Islander communities by chairing the Medication Management Meetings at TAIHS.

Following these achievements, Cates Chemist in November ran an art competition to select and purchase the original piece 'Health is Life' by Sharon Phineasa. This purchased original has been reproduced to wrap a wall of our pharmacy at the Townsville Aboriginal and Islanders Health Service. We continue to educate and inform ourselves by research and consultations and have been able to over many years support several TAIHS Aboriginal and Torres Strait Islander people's health promotions (such as TAIHS women of wisdom Children's Christmas party in 2018 & 2019) by donation and participation.

Cates Chemist strive to continually work on relationships with TAIHS and more recently the National Aboriginal Community Controlled Health Organisation (NACCHO), and to support this, in November of 2019, we attended and presented on the quality use of medicines at the NACCHO Conference in Darwin. Our most recent activity was promoting National Reconciliation Week in 2019 on our social media platforms. We studied the meaning behind our art piece 'Health is life' and encouraged our staff and community to participate in local events such as Acknowledging Country, having a yarn, research and learning or organising a Welcome to Country to support Aboriginal and Torres Strait Islander cultures.

We recognise that there is always room for improvement and that our journey needs to be informed by a clear and measurable plan, and so Cates Chemist plans to be transparent about our commitment and transparent in our journey of developing a Reconciliation Action Plan.

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 2020	General Manager
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations 	December 2020	General Manager
	<ul style="list-style-type: none"> Identify contacts for relevant local cultural groups (Komet Torres Strait Islander Art and Culture Group and Wulgurukaba Walkabout Dance group) 	June 2021	General Manager
	<ul style="list-style-type: none"> Identify and Map out (in a diagram) the relationships between Cates Chemist (all stores) and QHealth, Palm Island Community Company (PICC), Palm Island Aboriginal Community Control Health Organisation (PIACCHO), Joyce Palmer Health Service (JPHS), Palm Island Primary Health Care Centre (PIPHCC), Palm Island Hospital Pharmacy, Palm Island Community pharmacy, Townsville Renal Clinic and TAIHS. 	May 2021	Hyde Park Manager
	<ul style="list-style-type: none"> Determine names and points of contact for Bindal and Wulgurukaba and neighbouring peoples 	May 2021	General Manager
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. 	April 2021	Operations Manager
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 May-3 June, 2021	Operations Manager
	<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	Marketing Manager
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	December 2020	Principle Manager
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	December 2020	General Manager
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	January 2021	General Manager

	<ul style="list-style-type: none"> Establish and develop activities that are culturally appropriate but can be used in promotion for pharmacy related events 	March 2021	Operations Manager
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. 	August 2021	Sales Manager
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	July 2021	General Manager

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.	<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. 	December 2020	General Manager
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	February 2021	Training Manager
	<ul style="list-style-type: none"> Identify local traditional foods that can be celebrate/incorporated into culturally appropriate events 	April 2021	Operations Manager
	<ul style="list-style-type: none"> Identify local traditional medicines that can be celebrate/incorporated into culturally appropriate events 	April 2021	Operations Manager
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. 	February 2021	General Manager
	<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. 	February 2021	Training Manager
	<ul style="list-style-type: none"> Identify the land our pharmacies and homes built on and understand the local areas of significance and/or important landmarks 	December 2020	General Manager
	<ul style="list-style-type: none"> Identify times and places for relevant local customs and ceremonies and whether outside parties are encouraged to join or private to only community/members (i.e. smoking ceremonies) 	April 2021	Garbutt Retail Assistant
	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	July 2021	Marketing Manager
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	July 2021	Operations Manager
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event 	July 2021	Operations Manager
	<ul style="list-style-type: none"> Identify local artist to co-create a meaningful artwork with employees 	June 2021	General Manager
8. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by including and celebrating relevant artistic designs and symbols in and around the workplace	<ul style="list-style-type: none"> Include designs into the business logos, website, social media posts and/or other marketing material 	September 2021	Marketing Manager

OPPORTUNITIES



Action	Deliverable	Timeline	Responsibility
9. 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. 	September 2021	Sales 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 2021	<i>General Manager</i>
10. 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. 	August 2021	Sales Manager
	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	September 2021	Sales Manager
11. Increase options for Healthcare access and Medication supply to Palm Island population	<ul style="list-style-type: none"> Visit Palm Island, maximising QHealth agreement provisions in which packed medications are already being supplied to Palm Island patients 	July 2021	Hyde Park Manager



GOVERNANCE



Action	Deliverable	Timeline	Responsibility
12. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Form a RWG to govern RAP implementation. 	December 2020	General Manager
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG. 	August 2021	General Manager
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	August 2021	General Manager
13. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	December 2020	Operations Manager
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	November 2020	Operations Manager
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	January 2021	General Manager
14. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	30 September 2021	Operations Manager
15. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	September 2021	Operations Manager



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RAP CONTACT DETAILS

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