



Innovate Reconciliation Action Plan

August 2022 - July 2024

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PCQ First Nations Artwork

'Different Stages' is a commissioned artwork for Palliative Care Queensland by Casey Coolwell-Fisher. It is a powerful visual story unique to Palliative Care Queensland. Casey is a Quandamooka woman with traditional ties to Minjerribah (North Stradbroke Island). This artwork incorporates both Aboriginal and Torres Strait Islander cultures.

Different Stages

by Casey Coolwell-Fisher

Everyone goes through different stages of life.

This artwork represents the many different stages our life takes, stories of our lives being retold and acknowledged through family and community sitting around yarning.

The many different stages our life takes, are shown in the inner motif patterns.

The footprints we leave behind are represented in the dots throughout.

Our stories of our lives being retold and acknowledged are depicted through the community sitting around the yarning circle.

Our Aboriginal and Torres Strait Islander communities are represented throughout this artwork in the form of motifs and colours.



Acknowledgement of Country

Palliative Care Queensland (PCQ) acknowledges the Traditional Custodians of the lands and seas on which we live and work, and pays respect to Elders past, present and emerging.

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A message from Palliative Care Queensland's CEO

The team at Palliative Care Queensland (PCQ) and I are pleased to present our first Reconciliation Action Plan. It has been a journey of connection, growth and education for us all; bringing together a united plan for change.

Queensland has a rich heritage of First Nations people. From the people of the Yugambah language region in the south, to the Torres Strait Islander people in the north and the traditional custodians Wangkangurru-Yarluyandi people in the west. We recognise and pay respect to all their elders: past, present and future, and acknowledge the significance and value of their stories, history and wisdom.



With such a vast and diverse group of Aboriginal and Torres Strait Islander peoples within Queensland, it has been a personal aspiration of mine to work towards improving their palliative care options and creating opportunities for deep connection. As CEO of PCQ, I remain committed to our vision of developing and strengthening relationships with Aboriginal and Torres Strait Islander peoples, engaging staff and stakeholders, in reconciliation.

We are building our capacity for connection through Aboriginal and Torres Strait Islander representatives who are passionate about palliative care, having either worked in the sector, been members of PCQ or are current members. We are also establishing a network of relationships with Aboriginal and Torres Strait Islander stakeholders and organisations, to help guide our work. We aim to create more opportunities for Aboriginal and Torres Strait Islander peoples to participate in our work, including employment, procurement and with our services and programs.

Our mission is to influence, foster and promote quality palliative care for all Queenslanders. We recognise the cultural and spiritual significance the place of dying and death has in the lives of many Aboriginal and Torres Strait Islander peoples and how past experiences can deepen the impact of loss and grief for their families and communities. PCQ is committed to listening and responding to these experiences, through a relationship of trust and a shared understanding.

A key PCQ value is respect. It is immensely important to me, that all staff and volunteers treat others with dignity, courtesy and respect. Our differences in the workplace, among our members, stakeholders and the broader community, become our strength. They provide the opportunity to educate ourselves and ensure our actions are respectful and with a view to reconciliation. Together, we strive to be an organisation that supports inclusivity, implementing practices of cultural awareness and cross-cultural communication.

It has been a great accomplishment formalising our plan towards reconciliation and we will continue to monitor and report on our progress. I acknowledge the privilege and responsibility I have been given, leading PCQ, as we launch our Reconciliation Action Plan. I am confident that the changes we will make, will not only have a significant progressive impact on the lives of Aboriginal and Torres Strait Islanders, but impact all Queenslanders, as we strengthen our ties toward reconciliation and close the equality gap for all.

Adjunct Associate Professor Shyla Mills

Chief Executive Officer

Palliative Care Queensland

A message from Reconciliation Australia

Reconciliation Australia commends Palliative Care Queensland on the formal endorsement of its inaugural Innovate Reconciliation Action Plan (RAP).

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



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

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

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

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

With close to 3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Palliative Care Queensland is part of a strong network of more than 1,100 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

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

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

Congratulations Palliative Care Queensland on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine

Chief Executive Officer

Reconciliation Australia

Our Vision for Reconciliation



Guided by our values of **trust, honesty, integrity, respect, compassion, empathy and zeal**, Palliative Care Queensland's vision for reconciliation is that we live in a Queensland that **accepts and acknowledges our shared history** and embedded in our shared journey forward is an **acknowledgement and respect for Australia's First Peoples**.

We believe that the way we care for our dying is a significant indicator of the values of our society.

We recognise that the place of passing is culturally and spiritually significant and 'returning to Country' at the end of life is often important for Aboriginal and Torres Strait Islander peoples.

We recognise that all Aboriginal and Torres Strait Islander communities in Queensland have experiences of serious illness, dying, death and grief, and that for an individual, their family and their community, the impact of serious illness, dying, death and grief is often compounded by historical traumas.

PCQ's mission is to **influence, foster and promote quality palliative care for all Queenslanders**. We advocate, educate and support a Queensland where people are able to **live every day until their last**; are able to **have a dignified death, regardless of illness, age, culture or location**; and have access to a **supportive social network at the end stage of life**, and the choice of **holistic, quality and culturally appropriate palliative care**.

Our Organisation

PCQ is a leading charity and independent peak body representing palliative care providers, people experiencing a serious illness, dying, death and grief, as well as those with an interest in palliative care in Queensland.

PCQ represents its members as the peak body and leading voice for the palliative care community in Queensland. We work for our members in promoting and supporting quality palliative care for everyone, everywhere.

Established in 1988, we are an incorporated association and registered charity that is supported by local and state government, membership, funding stakeholders, donations and other community groups and associations. As part of the Palliative Care Australia federation, we work with other states and territories to influence national policy and initiatives representing our members to the highest levels of government to achieve our principal roles.

Our Belief

The way we care for our dying is a significant indicator of the values of our society

Our Mission

To influence, foster and promote quality palliative care for all Queenslanders

Our Vision

To hear Queensland community members say: *"I live in a community where everybody recognises that we all have a role to play in supporting each other in times of loss, ageing, dying and grief. We are ready, willing and confident to have conversations about living, ageing, dying and grieving well, and to support each other in emotional and practical ways."*

Our Organisational Priorities

We advocate, educate and support a Queensland where people:

- Are able to live every day until their last
- Are able to have a dignified death, regardless of illness, age, culture or location
- Have access to a supportive social network at the end stage of life, and the choice of holistic, quality and culturally appropriate palliative care

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The PCQ Inclusivity Statement

We are inclusive. We celebrate multiple approaches and points of view. We believe diversity drives innovation and connects us closer to our members, clients and our communities. We're building a culture where difference is valued. We take a holistic approach. We foster both a top-down and grassroots approach. When we say Palliative Care is Everybody's Business, we mean everybody.

Our People

Staff

As of June 2022, there were 10 staff working with PCQ (plus casuals), based in both Brisbane and Townsville, none of whom identify as Aboriginal and/or Torres Strait Islander people.



Members

PCQ continues to grow its membership base, particularly among organisations in the palliative care sector, enabling us to be a strong advocate and a collective voice for palliative care across Queensland. PCQ is the collective voice for over 200 organisational and individual members.



Volunteers

Volunteer Village Program - PCQ Launched the Volunteer Village program in 2019 following the influx of interest from volunteers to PCQ as part of the Ambulance Wish Queensland program. The volunteers of our Volunteer Village are affectionately known as Villagers. In 2019-2020 they contributed over 530 hours to PCQ, including in events, projects, administration and research support.



Governance

PCQ is governed by a board of 9 Board members who have been elected by the membership. All Board members are volunteers and members of PCQ. We wish to thank all our Board members from past, present and future. Board members contribute their expertise regularly to the association and assist PCQ to continuously improve. Their enthusiastic participation is greatly appreciated.



First Nations Board members have included Lee Fagan, Henry Nona and Angela Scotney.

Our Patron is Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland.

Our Strategic Focus areas



Our Principal Roles

- 🎯 **Foster** awareness and understanding of palliative care in the Queensland community
- 🎯 Advocate and **influence** the development of public policy in relation to palliative care
- 🎯 **Promote** education and ongoing professional development for all those involved in delivering high quality palliative care
- 🎯 **Foster** information provision about palliative care through education opportunities, resources and community development activities
- 🎯 **Influence** system change through support and high-level representation for Palliative Care Queensland members
- 🎯 **Promote** the importance of the people of Queensland to have a voice about how they want to live, die and grieve well

Our Reconciliation Action Plan

An Innovate Reconciliation Action Plan (RAP) focuses on developing and strengthening relationships with Aboriginal and Torres Strait Islander peoples, engaging staff and stakeholders in reconciliation, and developing and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples.

PCQ's Innovate RAP is an important step towards our commitment to specific strategic objectives which will ensure the integration of Aboriginal and Torres Strait Islander traditions, values and cultural practices into both organisational policies and service delivery.

While this is our first RAP, we have always had a clear vision for reconciliation as an organisation and have worked alongside Aboriginal and Torres Strait Islander peoples and communities in a number of ways: through our project delivery partners, through our policy and advocacy activities, through our community consultation and capacity building, and through local and national relationships and networks. As such, our first RAP is to 'Innovate' and embed this commitment within our workplace culture, where we will focus on:

- Continuing to become a culturally safe and competent organisation.
- Not only strengthening current relationships but establishing new relationships with Aboriginal and Torres Strait Islander communities and organisations.
- Ensuring our work is informed by the people and communities we seek to support and work with, to ensure that we deliver inclusive resources and services to the Aboriginal and Torres Strait Islander communities in Queensland.
- Meaningful and culturally respectful engagement with Aboriginal and Torres Strait Islander peoples, in order to inform our policy development and advocacy work towards the Mission of 'Quality care at the end of life for all'.
- Putting structures in place to integrate our strategies, frameworks and policies, and inform the development of future organisational planning that continues to promote powerful change in support of Aboriginal and Torres Strait Islander peoples' physical, social and emotional wellbeing.

Reconciliation and Palliative Care

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Aboriginal and Torres Strait Islander people in particular are impacted by unique factors such as intergenerational trauma, cultural dislocation, oppression, and systemic racism that influence their decision making around end-of-life considerations¹ – The National Palliative Care Strategy 2018

Access to palliative care is a human right. Aboriginal and Torres Strait Islander peoples have poor access to specialist palliative care services in mainstream facilities and are substantially under-represented in care, in addition to a death rate in Queensland that is 49% higher than the non-Indigenous rate.² While more clinically focused palliative care services are needed so too are those that mobilise networks to provide the social, cultural and spiritual, and emotional needs of Aboriginal and Torres Strait Islander peoples who are experiencing loss, ageing, dying or grief. To this end, it is essential to address the broader social determinants of health, underpinned by the principles of self-determination, respect for Aboriginal and Torres Strait Islander peoples' culture and identity, and recognition of the history of dispossession and trauma.

At PCQ we:

- Recognise and value the diversity among the many Aboriginal and Torres Strait Islander cultural groups in Queensland. Recognising the range of nations, cultures and languages across Queensland, and acknowledge the diversity of Aboriginal and/or Torres Strait Islander people's identity.
- Highlight that the concept of 'community' is central to Aboriginal and Torres Strait Islander people, and is about Country, extended family and kinship ties, language and shared experiences.
- Acknowledge that being displaced from community in order to access palliative care services can be traumatic for individuals and their families, exacerbating feelings of isolation and sadness.
- Advocate for the development of culturally specific palliative care models that are locally accessible and delivered in collaboration and partnership with Aboriginal controlled health services.
- Support and advocate for active involvement of Aboriginal and Torres Strait Islander peoples in all decision making affecting their health and wellbeing, including their end of life, so their distinct cultural needs and aspirations are not overlooked and are explicitly accounted for.
- Recognise that Australia as a society has difficulty in discussing palliative care, death and dying. For Aboriginal and Torres Strait Islander communities these issues may be compounded by customary practices, as well as intergenerational grief and trauma.

¹ The National Palliative Care Strategy 2018 (online) https://www.safetyandquality.gov.au/sites/default/files/2019-06/national_palliative_care_strategy_2018.pdf

² Queensland Health (2018) 'The health of Queenslanders 2018. Report of the Chief Health Officer'. Queensland Government [online]. https://www.health.qld.gov.au/_data/assets/pdf_file/0032/732794/cho-report-2018-full.pdf

Our Commitment Through Leadership

Our organisation's commitment to this RAP is also supported at the highest levels by the PCQ Board.

Our RAP Champions are Shyla Mills, PCQ's CEO, and John Haberecht, PCQ Board member, who are supported by the foundation PCQ RAP Working Group (RAPWG) which is made up of the following individuals from across the organisation who are passionate about reconciliation. Our Aboriginal and Torres Strait Islander working group representatives work in the QLD palliative care sector and have either been past members of PCQ or are current members.



A/Prof. Anthony Herbert
PCQ Board Acting-President



Kelly Gourlay
PCQ Board member



John Haberecht
PCQ Board member



Vanessa Gee
PCQ Project and
Engagement Advisor



Cathy O'Toole
PCQ Member, CELC-T
Project Steering
Committee member



Eliza Munro
Aboriginal and Torres Strait
Islander representative,
PCQ Member



Dr Richard Corkill
PCQ Member, former VP
of PCQ, regional member
representative



Henry Nona
Aboriginal and Torres Strait
Islander representative,
PCQ Member



Adj. A/Prof. Shyla Mills
PCQ Chief Executive Officer



Jodi Hamilton
Founder COEN – CCC and
PCQ Member



Katherine Hooper
Aboriginal and Torres Strait
Islander representative,
PCQ Member

Additionally, PCQ is establishing an Aboriginal and Torres Strait Islander Network to guide our work. The network will be critical in ensuring mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.

Relationships

At Palliative Care Queensland, community is at the heart of our vision and mission, underpinning our belief that the way we care for our dying is a significant indicator of our society's values. We are committed to listening and responding to the experiences of Aboriginal and Torres Strait Islander peoples through a relationship of trust and a shared understanding.



Action	Deliverable	Timeline	Responsibility
Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations	Establish and facilitate a PCQ Aboriginal and Torres Strait Islander Palliative Care Network to inform PCQ and Queensland Health	October 2022	CEO
	Meet with local Aboriginal and Torres Strait Islander Elders, stakeholders and organisations to develop guiding principles for future engagement	November 2022	CEO
	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander Elders, stakeholders and organisations and review annually	December 2022	Policy and Project Officer
	Engage with Elders face to face or online to strengthen our service and support	November 2022, 2023	CEO
	Encourage the deliverers of palliative care to engage and build relationships with their local Aboriginal and/or Torres Strait Islander community-controlled health organisations	October 2022, 2023	CEO

Action	Deliverable	Timeline	Responsibility
Build relationships through celebrating National Reconciliation Week (NRW)	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff, and promote via PCQ communication channels	May 2023, 2024	Marketing Officer
	Encourage and support participation of RAPWG members in at least one external event to recognise and celebrate NRW annually	27 May–3 June 2023, 2024	RAPWG Chair
	Encourage and support participation of PCQ Board members and PCQ staff in at least one external event to recognise and celebrate NRW annually	27 May–3 June 2023, 2024	RAPWG Chair and CEO
	Organise at least one NRW event each year	27 May–3 June 2023, 2024	Marketing Officer
	Register our NRW events on Reconciliation Australia's NRW website	May 2023, 2024	Marketing Officer

Action	Deliverable	Timeline	Responsibility
Promote reconciliation through our sphere of influence	Encourage and support other State based Palliative Care Member Organisations to develop a RAP	July 2023, 2024	CEO
	Communicate our commitment to reconciliation publicly via our website, eBulletins and on social media	March 2023	Marketing Officer
	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes	November 2022, 2023	General Manager
	Develop a list of like-minded RAP organisations that we could connect with on our reconciliation journey to collaborate with on ways to advance reconciliation	April 2023	General Manager
	Ask Palliative Care Queensland Member Organisations on their registration forms whether they have a RAP	March 2023	General Manager
	Maintain a dedicated First Nations webpage on the PCQ website to: <ul style="list-style-type: none"> - Communicate the importance of having a RAP to promote reconciliation and ensure our RAP is accessible - Provide updates on activities to the public and stakeholders - Promote significant events and activities of stakeholders - Enable strengths-based Aboriginal and Torres Strait Islander stories to be shared and celebrated 	August 2022	Marketing Officer

Action	Deliverable	Timeline	Responsibility
Promote positive race relations through anti-discrimination strategies	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions	December 2022	General Manager
	Update, implement and communicate anti-discrimination policies for our organisation	August 2022	General Manager
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy	August 2022	General Manager
	Educate senior leaders on the effects of racism	November 2022, 2023	General Manager
	Ensure the Inclusivity Statement is accessible via the PCQ website	August 2022	Marketing Officer
	Review PCQ Anti-Discrimination Policy and make it publicly available	December 2022	General Manager
	Educate staff on the effects of racism and ensure this is a component of staff training	December 2022, 2023	General Manager
	Ensure all staff comply with the PCQ Anti-Discrimination Policy	September 2022	CEO and General Manager

Respect

One of our key values is respect. Palliative Care Queensland strives to be an organisation that supports inclusivity through implementing practices of cultural awareness and cross-cultural communication, where staff and volunteers treat others with dignity, courtesy and respect. We respect the significance of cultural identity and the diversity in beliefs around death, dying and bereavement, which is critical if we are to achieve our priority of Queenslanders being able to have a dignified death, regardless of their illness, age, culture or location.



Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning	Develop, implement and communicate a cultural learning strategy through a review of cultural learning needs within our organisation	December 2022	General Manager
	Conduct a review of cultural learning needs within our organisation	December 2022	Operations Lead
	Develop, implement and communicate a cultural learning strategy through consultation with local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors	September 2022	General Manager
	Continue to provide opportunities for all staff and PCQ Board members to participate in formal and structured cultural learning	October 2022	President, CEO and General Manager
	Ensure our Volunteer Village Induction includes cultural safety and cultural competency	November 2022	Program Lead

Action	Deliverable	Timeline	Responsibility
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	Update the PCQ cultural protocol policy to include protocols relevant to core business, such as sorry business and ceremonial obligations	December 2022	General Manager
	Include an Acknowledgement of Country at all internal committee and staff meetings, external meetings and when representing the organisation	August 2022	CEO and General Manager
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols	October 2022	General Manager
	Continue to invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events	November 2022, 2023	Marketing Officer
	Include an Acknowledgement of Country in email signatures	August 2022	Marketing Officer
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week	RAPWG members participate in an external NAIDOC Week event	First week in July 2023, 2024	RAPWG Chair
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week	December 2022	General Manager
	Promote and encourage staff and PCQ Board member participation in external NAIDOC events	First week in July 2023, 2024	RAPWG Chair and CEO
	Continue to promote NAIDOC Week resources and materials via PCQ communication channels	July 2023, 2024	Marketing Officer

Action	Deliverable	Timeline	Responsibility
Participate in National Close the Gap (CTG) Day to value health equality as a fundamental right for all	Hold a combined staff, RAPWG and PCQ Board internal event to bring our people together to share information, and most importantly, showcase support for achieving Aboriginal and Torres Strait Islander health equality by 2030	February 2023, 2024	Marketing Officer
	Promote CTG Day resources and materials via PCQ communication channels	March 2023, 2024	Marketing Officer
Visibly promote Aboriginal and Torres Strait Islander cultures and histories in our workplace to demonstrate respect and create a welcoming and positive environment	Ensure a visual presence is evident through artworks created by Aboriginal and Torres Strait Islander artists within our physical offices	August 2022	CEO
	Maintain an Aboriginal and Torres Strait Islander designed uniform option for staff to wear when they are presenting or representing PCQ at external events	August 2022	General Manager

Opportunities

At PCQ we value individual differences in the workplace, our membership, stakeholders, and the broader community. Our connections and partnerships with Aboriginal and Torres Strait Islander peoples, organisations and communities are part of our strength. Guided by our Aboriginal and Torres Strait Islander Network, we aim to create more opportunities for Aboriginal and Torres Strait Islander peoples to participate in our work, including employment, procurement and with our services and programs.



Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development	Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our organisation	March 2023	CEO and General Manager
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy	June 2023	General Manager
	Engage with Aboriginal and Torres Strait Islander staff and/or advisors on our recruitment, retention and professional development strategy	June 2023	General Manager
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders	August 2022	General Manager
	Identify future employment opportunities for Aboriginal and Torres Strait Islander peoples	December 2022, 2023	General Manager
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace	December 2022, 2023	General Manager

Action	Deliverable	Timeline	Responsibility
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy	December 2022	General Manager
	Investigate Supply Nation membership	December 2022	General Manager
	Develop and communicate to staff a list of Aboriginal and Torres Strait Islander owned businesses that can be used to procure goods and services	December 2022	General Manager
	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses	December 2022	General Manager
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses	December 2022	General Manager
	Provide opportunities for Aboriginal and Torres Strait Islander organisations and suppliers to showcase their businesses at PCQ Good Life Good Death (GLGD) Expos	GLDG Expo July 2024	Marketing Officer
Implement activities that support Aboriginal and Torres Strait Islander peoples with a life-limiting illness, and their families and communities	Consider the needs of Aboriginal and Torres Strait Islander peoples in ongoing project planning with joint project planning to occur where relevant	December 2022, 2023	CEO
	Conduct a needs assessment of palliative care information from services and palliative care groups, including those that are targeted to Aboriginal and Torres Strait Islander peoples, and showcase these resources	December 2022	Marketing Officer
	Create new information and resources where gaps exist in collaboration, and ensure they depict culturally appropriate and sourced design and artwork	December 2022, 2023	Marketing Officer
	Collaborate with Aboriginal and Torres Strait Islander health organisations delivering palliative care services to ensure PCQ advocacy is informed and relevant	December 2022, 2023	CEO

Action	Deliverable	Timeline	Responsibility
Ensure that the palliative care needs of Aboriginal and Torres Strait Islander peoples inform our advocacy priorities	Include round table topic Palliative Care for Aboriginal and Torres Strait Islander peoples at the Annual Palliative Care in Queensland Summit	November 2022, 2023	Project and Policy Officer
	Key improvement areas identified at the Annual Palliative Care in Queensland Summit to be included in the Annual Priorities document	May 2023, 2024	Project and Policy Officer
Improve cultural competence and trauma-informed approaches to care	Partner with Aboriginal and Torres Strait Islander Elders, stakeholders and organisations to facilitate one of PCQ's quarterly education mornings for palliative care service staff on trauma informed care and healing	May 2023, 2024	Marketing Officer
	Identify opportunities to collaborate with the Centre for Palliative Care Research and Education (CPCRE) in relation to cultural learning	December 2022, 2023	CEO

Governance

Palliative Care Queensland will ensure progress is monitored and reported regularly and the RAP becomes an integral part of our business. We will learn from this first Innovate RAP and work towards our next RAP when this one expires in 2024.



Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working group (RAPWG) to drive governance of the RAP	Maintain Aboriginal and Torres Strait Islander representation on the RAPWG	November 2022, 2023	RAPWG Chair
	Ensure the Working Group meets quarterly, to monitor and report on RAP implementation	August, November 2022 February, May, August, November 2023 February, May 2024	RAPWG Chair
	Review and refresh Terms of Reference for the RAP Working Group	August 2022	RAPWG Chair
Provide appropriate support for effective implementation of RAP commitments	Appoint and maintain an internal RAP Champion from senior management	August 2022	CEO
	Maintain appropriate systems to track, measure and report on RAP commitments	August 2022, 2023	RAPWG Chair, CEO and General Manager
	Define resource needs for RAP implementation	August 2022	RAPWG Chair and General Manager
	Engage our senior leaders and other staff in the delivery of our RAP commitments	August 2022	RAPWG Chair
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, 2023	RAPWG Chair
	Investigate participating in the biennial Workplace RAP Barometer	May 2024	RAPWG Chair
	Report RAP progress to all staff and senior leaders quarterly	August, October 2022 January, April, July, October 2023 Jan, April 2024	RAPWG Chair
	Publicly report our RAP achievements, challenges and learnings, annually	June 2023, 2024	CEO
Continue our reconciliation journey by developing our next RAP	Register with Reconciliation Australia, and work with the RAPWG to review and revitalise our next RAP	April 2024	RAPWG Chair

For further information on
Palliative Care Queensland's
Reconciliation Action Plan
please contact Shyla Mills, PCQ CEO:

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