



PALLIATIVE CARE AUSTRALIA
Reconciliation Action Plan
JULY 2021 – NOVEMBER 2022





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About the Cover Art

Artwork Name: Songlines

Artist: Judith Franklin

Description:

"This vibrant artwork depicts life journey and trail of generations of families and the connection across the songlines. The U symbols represents people and extended family movements. The centre and outer circles connecting families, friends and resting areas amongst the beautiful bush flowers and waterholes and the flow of our native flora and fauna. Singing songs about love, life and happiness enriches people lives and is a form of many communications which has been in our culture for many generations".

Artist details:



Judith Franklin is an Aboriginal contemporary artist from the Darkinjung Nation in NSW. Art has always been a part of Judith's life. She uses a variety of

mediums and is also a Print Maker. Judith gains inspiration from her family background and life experiences. She has received many awards for her artwork.

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'I ACKNOWLEDGE THE TRADITIONAL OWNERS AND CUSTODIANS OF THE LANDS ON WHICH I LIVE AND WORK, AS AUSTRALIA'S FIRST PEOPLES. I PAY RESPECT TO THE ELDERS PAST, PRESENT AND EMERGING.' - JUDITH FRANKLIN

Message from the PCA CEO

Palliative Care Australia (PCA) is located in Canberra on the land of the Nggunawal People. I wish to acknowledge the traditional owners of this land, the Nggunawal People and their Elders past and present. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

I am very pleased to continue PCA's commitment to reconciliation action through our new "Reflect Reconciliation Action Plan" which contains meaningful actions that will make a difference.

I bring my own experiences and learnings of working with Aboriginal and Torres Strait Islander families and communities to the PCA reconciliation journey and thank the RAP Working Group members for their collaborative involvement and personal contributions that have shaped PCA's second Reconciliation Action Plan.

PCA was a founding member of the National Close the Gap Committee in 2006 and in this our 30th year, PCA is celebrating its long history of involvement in Aboriginal and Torres Strait Islander health, and working to improve outcomes, and access to quality palliative care services for people, families and communities.

As the national peak body for palliative care, our mission is to influence, foster and promote the delivery of quality palliative care for all who need it, when and where they need it. We work to improve the quality of life for all Australians with a life limiting illness, their families, decision makers and communities.

Palliative care is holistic care, supporting the social and emotional wellbeing, symptom management and grief and bereavement journeys for all those impacted. PCA believes that all people have the right to access palliative care that is delivered with cultural sensitivity, safety and respect.

This Reflect Reconciliation Action Plan sets PCA off on a strategic reconciliation journey to strengthen and grow our collaboration with Aboriginal and Torres Strait Islander organisations and communities, and also demonstrates leadership in reconciliation for the palliative care sector more broadly. We are leading by example for our Member Organisations, as well as service providers, carers, and staff. We are committed to developing culturally safe practices, projects and policies, though the education and exposure of our team to the diverse nations and traditions of Aboriginal and Torres Strait Islander peoples across Australia. PCA will continue to build meaningful relationships and create valuable opportunities with Aboriginal and Torres Strait Islander communities, leaders and organisations to achieve this.

I am excited and committed to champion this RAP, with the staff and Board of PCA.

Camilla Rowland
Chief Executive Officer
Palliative Care Australia

Our Business

Palliative Care Australia (PCA) is the national peak body for palliative care. PCA represents those who work towards high quality palliative care for all Australians who need it.

Working closely with consumers and carers, our eight (8) Member Organisations, three (3) Affiliate Member Organisations and the palliative care workforce, we aim to improve access to, and awareness of, palliative care.

We believe quality palliative care occurs when strong networks exist between specialist palliative care providers, primary care providers, support care providers and the community (with all its diversity).

PCA was launched in 1998, developing from the Australian Association for Hospice and Palliative Care Inc. which started in 1991. As we move into our 30th year, we would like to increase efforts to support the palliative care needs of Aboriginal and Torres Strait Islander peoples consistent with the principles of communication and co-design and always respecting culture, kinship, country and community.

Our organisation has a national focus, with our office located in Canberra, on Ngunnawal Country, however our Member Organisations are located in the capital cities of each state and territory. In addition, we have three Affiliate Associations, two of which have members in Australia and New Zealand; PCA is also a member of the International Association for Hospice & Palliative Care and the Worldwide Hospice Palliative Care Alliance.

Consistent with its previous Innovate Reconciliation Action Plan, PCA continues to support reconciliation and initiatives that will help strengthen relationships between Indigenous and non-Indigenous Australians. For example, the PCA Board undertook a skills assessment in 2019-20 to identify gaps, including diversity gaps, and has subsequently appointed an Aboriginal woman to the Board, commencing in Financial Year 2020-2021. Sarah Richards was born on Eora Country, raised on Wiradjuri and Bundjalung Country and now resides in Ngunnawal Country.

As of the beginning of 2021, Palliative Care Australia has 18 employees. While no current staff members identify as Aboriginal and/or Torres Strait Islander people, PCA is always inclusive in its recruitment strategies, and is exploring opportunities to employ Aboriginal and Torres Strait Islander peoples into the future.

Our RAP Journey

PCA is committed to meaningful, outcomes-led policy and programs in palliative care that meet the needs of all Australians. We recognise that, when it comes to palliative care, Aboriginal and Torres Strait Islander peoples represent an under-served community whose needs have not been met well in the past.

Working in partnerships across the health sector, we can build and foster stronger connections and lead by example. PCA's Board is committed to an ongoing reconciliation action strategy, beginning with this Reflect RAP, which will see the organisation build and develop its reconciliation action commitments over the next six (6) years, and into the future. In doing so, PCA also hopes to lead the palliative care sector toward deep and lasting reconciliation action. We will work alongside our member organisations, supporting them to model their own reconciliation action plans off our own, and will integrate reconciliation action into our projects work and policy submissions. We will also consolidate partnerships to drive meaningful outcomes-based improvements in palliative care and continue to support Aboriginal and Torres Strait Islander employees in the palliative care sector.

PCA has supported reconciliation action for many years. We recognise reconciliation is essential to the work we do to identify, address and overcome barriers to access to quality palliative care services by Aboriginal and Torres Strait Islander peoples. While reconciliation activities were important to us as an organisation, and reflected in the work we carried out, our commitment to reconciliation was not formalised until the commencement of our first Reconciliation Action Plan in 2018. We saw the RAP as a practical way for the organisation to contribute to reconciliation in Australia and we are proud of what we achieved during this period.

Under our Innovate Reconciliation Action Plan:

- We convened regular meetings of the Reconciliation Action Plan Working Group (RWG) and increased our level of engagement in (and awareness of) barriers impacting access to palliative care services by Aboriginal and Torres Strait Islander peoples.
- We partnered with the Australian Indigenous HealthInfoNet to deliver a Palliative and End-of-Life Portal to support the health workforce who provide care for Aboriginal and Torres Strait Islander peoples, their families and communities (launched 2018).
- We held an Indigenous Health Policy Leaders' Forum (in 2018).
- Our inaugural Oceanic Palliative Care Conference programme (Perth 2019) included themes focusing on challenges faced by Aboriginal and Torres Strait Islander peoples and included many Aboriginal and Torres Strait Islander presenters.
- We continued to disseminate the Dying to Talk Discussion Starter for Aboriginal and Torres Strait Islander people across Australia including to national peak bodies and service providers.
- We advocated strongly in our submissions - to government and others - about the importance of being respectful of culture, and the need to understand and represent the needs of Aboriginal and Torres Strait Islander peoples in policy, programs and data.
- We began expanding our offering of resources that promote the development of Advance Care Planning resources for Aboriginal and Torres Strait Islander peoples and the health professionals working with them.

As our first RAP formally ended in 2020, PCA began evaluating our journey to date, and exploring what our future may hold. We decided that, despite the success of our first RAP, there was more we could do to meet the needs of Aboriginal and Torres Strait Islander Peoples. In order to develop more sustainable and lasting change, we made the decision to take a step back, and start again with a Reflect RAP. In doing so we aim to be more proactive and strategic in our approach to reconciliation, developing a better understanding of the needs of Aboriginal and Torres Strait Islander peoples, and establishing stronger connections with Aboriginal and Torres Strait Islander stakeholders. This knowledge and these connections will help build a solid foundation, from which to expand our activities in the future.

Under this Reflect RAP, PCA will continue to engage staff internally and within our member organisations, to develop a greater awareness and understanding of the cultures, histories and importance of Aboriginal and Torres Strait Islander peoples. Our Member Organisations are critical in this, noting the diversity amongst Aboriginal and Torres Strait Islander peoples across Australia is vast. We hope that this RAP may serve as a template, supporting our members to develop their own RAPs, and commitments to reconciliation. Most importantly, we consider our RAP as a road map which will enable us to deepen our own connections with Aboriginal and Torres Strait Islander stakeholders, and ultimately to ensure culturally appropriate palliative care resources and services are available for all Australians. We will continue to build on existing relationships and draw upon connections we have through our projects and other industry partners, to ensure the needs of Aboriginal and Torres Strait Islander peoples are reflected across all our policy and projects work.

This Reflect RAP is strongly supported by Palliative Care Australia's Board.

Our RAP Working Group

The PCA RAP Working Group continues to be an important and highly valued contributor to PCA, both in the development of this RAP and in the organisation's activities more broadly.

PCA has recently looked to increase the Aboriginal and Torres Strait Islander 'voice' on the RWG, with a view to boost our understanding of culture, kinship, country and community. We are proud to have increased the number of members on our RWG who identify as Aboriginal people. They include a Yawuru man, a Djabuganji man who also has lineage to Muluridgi and Yirraganji Peoples of Far North Queensland, and an Aboriginal health care worker from Western Australia. The group also includes PCA staff, Board members, and representatives from PCA's state member organisations, ensuring a unified and national approach to the work it carries out. PCA CEO, Camilla Rowland, will be the RAP Champion.

- **Jodie Dennis** - Manager - Policy, Projects, and Research, National Association of Aboriginal and Torres Strait Islander Health Workers and Practitioners.
- **Lyn Dimer Yamatji (Badimaya language group)** - Community Engagement Officer, Hearing Australia
- **Lee Fagan Djabuganji** - Menzies School of Research and former Palliative Care Queensland Council member
- **John Haberecht** - Lifetime member & former President of Palliative Care Queensland
- **Jonathan Dodson-Jauncey Yawuru** - PCA Consultant; President of Palliative Care Northern Territory
- **Colleen Johnstone** - Chief Executive Officer, Palliative Care Tasmania
- **Chelsea Menchin** - National Projects Manager, Palliative Care Australia
- **Eliza Munro Gamilaroi** - Indigenous Project Coordinator, Australian General Practice Accreditation Limited (AGPAL)
- **Violet Platt** - Chief Executive Officer, Palliative Care Victoria
- **Camilla Rowland** - Chief Executive Officer, Palliative Care Australia (RAP Champion)
- **Alec Wagstaff** - Board member, Palliative Care Australia
- **Mark Waters** - Executive Director, Palliative Care South Australia

Our RAP Partnerships

PCA has an ongoing and genuine commitment to reconciliation and values the importance of working with our Aboriginal and Torres Strait Islander partners to ensure we deliver meaningful and lasting outcomes for Aboriginal and Torres Strait Islander peoples.

PCA has built up a range of strong partnerships with Aboriginal and Torres Strait Islander peoples and organisations, through our projects and activities since 2006. These partnerships are in large part, responsible for enabling us to expand our RAP Working Group in 2020 to include such strong and experienced Aboriginal representatives. This in turn has provided us with a renewed focus on identifying ways to achieve meaningful outcomes in palliative care for Aboriginal and Torres Strait Islander people and their families.

In addition to the projects and activities carried out with our Aboriginal and Torres Strait Islander partners under our previous RAP, PCA has implemented a range of initiatives to increase the voice of Aboriginal and Torres Strait Islander people in the work we do:

- We are continuing to interact closely with national health peak bodies that are committed to reconciliation and look forward to growing these partnerships as we progress through this RAP.
- The PCA Board has recently established the National Expert Advisory Panel (NEAP), a standing group of experts who will be consulted on a case-by-case basis to fulfil our leadership role in the palliative care sector; the NEAP aims to include experts in Aboriginal and Torres Strait Islander palliative care, health and allied health care.
- We have engaged a proud Yawuru Man who has worked extensively in the palliative care sector and with remote communities, as a consultant to PCA. His contributions have been integral to building our cultural understandings and capacity, enabling us to foster connections across the palliative care community.

- A stakeholder engagement map is being progressed which will take into account the National Palliative Care Strategy (2018) agreed by the Australian Government and all State and Territory governments.
- We have engaged with Reconciliation Australia to identify opportunities for PCA to partner with other organisations who may be able to grow our connections with Aboriginal and Torres Strait Islander peak bodies and also mentor us as we look to build on our RAP commitments, not only in this Reflect RAP but in the future as we continue our Reconciliation Journey
- We have established an 'Indigenous Yarning Circle', to provide input and guidance on culturally safe and appropriate practises and approaches to each of the National Palliative Care Projects funded by the Australian Government Department of Health between 2020-2023. This Yarning Circle will comprise of nominated identified Aboriginal and Torres Strait Islander peoples from National Palliative Care Projects' existing working groups and committees, and other relevant organisations where appropriate.
- We are expanding the National Palliative Care Service Directory to include services that deliver palliative care to and/or by Aboriginal health services.



Relationships

Palliative Care Australia recognises the importance of building strong relationships with Aboriginal and Torres Strait Islander peoples, organisations and communities. It is only through consultation and collaboration with these stakeholders that we are able to understand and meet the needs of the Aboriginal and Torres Strait Islander population, and to ensure access to culturally sensitive and inclusive palliative care services and resources.

ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	• Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	July 2021	National Policy Manager, Aged Care and Diverse Needs Groups
	• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	July 2021	National Policy Manager, Aged Care and Diverse Needs Groups
2. Build relationships through celebrating National Reconciliation Week (NRW).	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Business Operations Manager
	• RAP Working Group members to participate in an external NRW event.	May 2022	CEO
	• Consult closely with the RWG to develop a range of events and activities to support awareness of NRW 2021, 2022	May 2022	CEO
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2022	CEO
3. Promote reconciliation through our sphere of influence.	• Communicate our commitment to reconciliation through eNews, Social Media, and PCA Website	July 2021	National Communications Director
	• Identify and engage with external stakeholders that our organisation can collaborate with on our reconciliation journey.	September 2021	CEO
	• Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	September 2021	CEO
4. Promote positive race relations through anti-discrimination strategies.	• Research best practice and adopt policies in areas of race relations and anti-discrimination.	Sept 2021	Senior Projects Officer
	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	November 2021	Business Operations Manager



Respect

Palliative Care Australia understands the importance of being respectful of the opinions, experience, and decisions of others. This is why respect is one of the core values which underline all the work we do. We acknowledge Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and value and respect Aboriginal and Torres Strait Islander cultures as an important part of the fabric of Australia.

Respect for Aboriginal and Torres Strait Islander peoples, cultures, lands and histories is important and we believe embedding cultural respect into our policy advice and resources will lead to improved outcomes for Aboriginal and Torres Strait Islander people living with a life-limiting illness and their families.

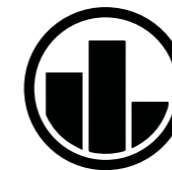
ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	• Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	July 2021	National Policy Manager, Aged Care and Diverse Needs Groups
	• Conduct a review of cultural learning needs within our organisation.	December 2021	Company Secretary
	• Promote Cultural Awareness training and make available to PCA Staff to undertake during business hours, and this will also be communicated to new staff (induction packs/briefs will include this information)	December 2021	CEO
	• Inform CEOs of our Member Organisations of Cultural Awareness training opportunities with a view to encouraging local staff to also attend or undertake as appropriate.	December 2021	CEO
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	• Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	December 2021	National Policy Manager, Aged Care and Diverse Needs Groups
	• Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2021	CEO
	• PCA email signature blocks show respect to all Aboriginal and /or Torres Strait Islander peoples receiving communications from our organisation	July 2021	CEO
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	• Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	First week in July, 2021, 2022	National Communications Director
	• Introduce our staff to NAIDOC Week by promoting external events in our local area.	First week in July, 2021, 2022	National Communications Director
	• Consult with the RWG to develop a range of events and activities to support awareness NAIDOC Week	June 2021, 2022	CEO
	• RAP Working Group to participate in relevant internal and external NAIDOC Week event.	First week in July, 2021, 2022	CEO



Opportunities

Palliative Care Australia is committed to working in partnership with Aboriginal and Torres Strait Islander peoples to improve access to business and employment opportunities within our organisation. We understand the importance of creating and improving opportunities for Aboriginal and Torres Strait Islander peoples to join our staff, or work collaboratively with us, and recognise the significant value they add to our cultural understanding.

ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	• Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	December 2021	Business Operations Manager
	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2021	Business Operations Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	• Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	December 2021	Business Operations Manager
	• Investigate Supply Nation membership.	February 2022	Business Operations Manager



Governance

Ongoing RAP activities and progress will be monitored and PCA will ensure the RAP becomes an integral part of our business. We will learn from this Reflect RAP and continue to expand our reconciliation activities into the future.

ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	• Maintain a RWG to govern RAP implementation.	July 2021	CEO
	• Draft a Terms of Reference for the RWG.	July 2021	National Projects Manager
	• Establish Aboriginal and Torres Strait Islander representation on the RWG.	July 2021	CEO
11. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	July 2021	National Projects Manager
	• Engage senior leaders in the delivery of RAP commitments.	July 2021	CEO
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2021	National Projects Manager
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, 2021, 2022	National Projects Manager
13. Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia's website to begin developing our next RAP.	July 2022	National Projects Manager



PALLIATIVE CARE AUSTRALIA

Camilla Rowland
Chief Executive Officer

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