

# Reconciliation Action Plan

*Innovate RAP 2016 - 2018*









CheckUP staff visited Cherbourg in late-February 2016 as a follow-up to a cataract surgery “blitz” that had taken place in Roma earlier that month. One of the people we met in Cherbourg was Aunty Venus Rabbitt, who had had cataract surgery in Roma. Since the cataract surgery, Aunty Venus’ sight has dramatically improved and she is able to paint again. As Aunty Venus says, “I can see bright colours again...and it’s wonderful”.

A video of our visit to Cherbourg to meet Aunty Venus can be viewed here:

<https://www.youtube.com/watch?v=oxmqfpPNhX4>



Cover art “Kangaroo Dreaming” by  
Aunty Venus Rabbitt, Wakka Wakka people, Cherbourg.

Aunty Venus is an artist and storyteller. Her father was a Wakka Wakka storyteller and she learnt her story telling and artistic skills from him. Aunty Venus has exhibited her artwork in many places around the world – from Brisbane to Bangkok. She is a great storyteller and has assisted in the production of many of the local Budburra children’s books and films. Aunty Venus loves working with children and regularly volunteers at Cherbourg State School and also runs many of the art workshops for children at the Yidding Artists studio.

Aunty Venus was working on this painting when we visited her in Cherbourg. It depicts her three Elders – her father, grandfather, and great grandfather - strong men who mean a lot to Aunty Venus who encouraged her to paint from an early age.





*Dancer from Nunukul Yuggera Aboriginal Dance Troupe,  
CheckUP Outreach Symposium, November 2015*

*“The RAP program is one of our flagship programs. It is built on a simple philosophy that relationships and respect are essential to creating sustainable opportunities for Aboriginal and Torres Strait Islander peoples. Studies show RAPs are working; they are changing attitudes and workplace cultures”.*

Reconciliation Australia





*Photo supplied by Leonie Semmens*

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CheckUP is committed to working respectfully and effectively with Aboriginal and Torres Strait Islander peoples and communities. We acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land and respect and value the diversity of Aboriginal and Torres Strait Islander cultures in Australia.

CheckUP believes that reconciliation is a critical step in strengthening relationships, creating new opportunities and building respect with Aboriginal and Torres Strait Islander peoples, communities and organisations. This *Innovate Reconciliation Action Plan* (RAP) builds on our inaugural *Reflect RAP* and confirms our continued commitment to reconciliation.

The CheckUP *Innovate RAP* has been informed by our learnings from the implementation of our first RAP. During the past three years, we have made many gains in better targeting Aboriginal and Torres Strait Islander peoples and communities to ensure they receive access to much needed healthcare services. This has been made possible through closer engagement and working alongside Aboriginal Community Controlled organisations and communities throughout Queensland. In addition, we have taken steps to create an organisational environment in which respect and cultural awareness are promoted. However, we know there is more we need to do.

The CheckUP *Innovate RAP* sets out a range of strategies, that when implemented, will enable us to further advance our Reconciliation Vision of an Australian society that is equitable, harmonious and healthy and one in which Aboriginal and Torres Strait Islander peoples and communities achieve equitable, easily accessible and quality health care.

We acknowledge and thank all staff, Board Directors and stakeholders involved in developing this RAP, particularly the members of the RAP Steering Group. We want to specifically acknowledge the assistance provided by Ms Mary Martin (Aboriginal Elder, Cultural Adviser) and Mr Tony Coburn, Auxiliary Regional Coordinator, Queensland Aboriginal and Islander Health Council who so generously shared their knowledge and expertise with us. We also thank our other colleagues and partners from across Queensland, who have provided input and advice to guide the development of the *Innovate RAP*.

We look forward to sharing our achievements and learnings as our reconciliation journey continues.

Ann Maree Liddy  
CEO  
CheckUP

Colin Duff  
Board Chair  
CheckUP



*CheckUP believes in an Australian society that is equitable, harmonious and healthy. Our reconciliation vision is to ensure that we work alongside Aboriginal and Torres Strait Islander peoples and communities to achieve equitable, easily accessible and quality health care.*



*Photo supplied by Tonita Taylor*





# Our Organisation

CheckUP is a not-for-profit health organisation and we currently employ 20 staff, with 17 based in Brisbane and the remaining 3 staff based in regional Queensland (Gladstone, Cairns and Mt Isa). Currently no CheckUP staff identify as Aboriginal or Torres Strait Islander, however we currently fund the employment of five (5) Outreach Regional Coordinators who are employed by QAIHC or the Institute for Urban Indigenous Health (IUIH), with two (2) of these staff identifying as Aboriginal or Torres Strait Islander.

Through our current range of health programs and initiatives, CheckUP has an established footprint in 179 communities across Queensland; delivering over 130,000 occasions of service per year, with over 80% of those services targeting Aboriginal and Torres Strait Islander people. Our immediate and continuing priority is tackling health inequities for rural and remote communities and Aboriginal and Torres Strait Islander peoples.

We also recognise that there are other communities and populations who also continue to experience poorer health outcomes and for whom access to quality health care is extremely limited.

Where we can, we intend to build on our current initiatives in order to realise our vision of *“Better Health for people and communities that need it most”*.

We work in partnership with key service providers and community groups to better understand the needs of their communities so that we can ensure services are planned and delivered to those who need them most. Our regional governance model, comprising regionally based coordinators and regional planning committees ensures that services are driven from the bottom up and aligned to areas of highest need. This regional approach facilitates the identification of local solutions to suit local problems.

By connecting a diverse range of like-minded member and stakeholder organisations, CheckUP actively fosters healthcare solutions and innovation. Through our collaborative networks and forums, CheckUP supports communities, service providers and organisations to interact in new ways that bridge diverse cultures. Our events provide the supporting framework that enables the right people to connect at the right time and to develop innovative health care solutions.

Our vision will not be achieved in isolation. It will require ongoing collaboration, not just within the healthcare sector but cross-sector collaboration incorporating education, early childhood, social and community services sectors as well as individuals, families and communities working together to make the health of our communities a priority.

Our Vision and Strategic Intents can be located here:

[http://www.checkup.org.au/page/About Us/Our Vision Mission Values/](http://www.checkup.org.au/page/About%20Us/Our%20Vision%20Mission%20Values/)

# Our Innovate RAP

Our *Reflect RAP*, launched in September 2013, allowed CheckUP to focus on consolidating and building relationships both internally and externally and to raise awareness among our stakeholders of the importance CheckUP places on our organisation's commitment to:

- respecting cultural diversity in the workplace;
- acknowledging the value of cultural diversity for our stakeholders, our partners and communities across Queensland;
- contributing to the national effort to close the health and well-being gap between Aboriginal and Torres Strait Islander peoples and the broader Australian community;
- leading by example in the quest to contribute to the Australian Government's 'Closing the Gap' initiatives.

We are now moving to the next stage; our *Innovate RAP*. Our *Innovate RAP 2016 – 2018* aims to build on existing initiatives and introduces new approaches to building stronger **relationships**, showing increased **respect** and improving sustainable **opportunities** for Aboriginal and Torres Strait Islander peoples.

Our *Innovate RAP* covers a two-year period from 2016 to 2018. Our *Innovate RAP* Workgroup has six members drawn from CheckUP Board and staff, as well as two Aboriginal and Torres Strait Islander colleagues/advisors from QAIHC.

As with our *Reflect RAP*, CheckUP recognises and values the honest advice and guidance we received from our advisors during the preparation of this document.

Our current RAP Workgroup members are:

Name	Position
Michael Greco	Board Director CheckUP
Ann Maree Liddy	CEO CheckUP
David Millichap	Business Lead CheckUP
Jacqui Hawgood	Business Coordinator CheckUP
Jenny Curtis	Business Coordinator CheckUP
Jess Silver	Regional Coordinator North West QLD, CheckUP
Mary Martin (Aboriginal Elder)	GPET Program Officer QAIHC
Tony Coburn (Aboriginal Advisor)	Auxiliary Regional Coordinator Outreach Services, QAIHC

The CheckUP RAP Workgroup members will meet regularly to track our progress against the actions in our RAP and we will consult with key advisors as issues arise or seek advice as required (see Tracking Progress table on Page 27).



# Our Partnerships

CheckUP works in partnership with a large number of organisations to ensure we have a greater understanding of the issues impacting Aboriginal and Torres Strait Islander peoples, and to aid in the delivery of Outreach services.

CheckUP has a long standing and strong working relationship with Queensland Aboriginal and Islander Health Council (QAIHC), the Institute for Urban Indigenous Health (IUIH) and many Aboriginal and Torres Strait Islander Community Controlled Health Services across Queensland and we value the information and advice we receive from these partners and stakeholders.

CheckUP is committed to further strengthening our relationships and partnerships with Aboriginal and Torres Strait Islander organisations as we implement our *Innovate RAP*, and we are looking forward to establishing new partnerships as we strive to address health inequities and improve health outcomes for Aboriginal and Torres Strait Islander peoples throughout Queensland.



*Dancer from Nunukul Yuggera Dance troupe at the Outreach Symposium, November 2015*

# Our Outreach Programs

Through the delivery of a suite of Commonwealth funded Outreach programs, CheckUP is contributing to better health outcomes for Aboriginal and Torres Strait Islander peoples through increasing access to medical specialist, GP and allied health services in rural, regional and remote areas of Queensland.

The Outreach program has five main components:

- Rural Health Outreach Fund (RHOF)
- Medical Outreach Indigenous Chronic Disease program (MOICDP)
- Healthy Ears: Better Hearing, Better Listening
- Outreach Surgical Services
- Visiting Optometrist Scheme (VOS)



*Outreach Provider,  
Kylie Slade and Peter Jr.*



During 2014-2015, over 120,000 health consultations were provided through Outreach programs in Queensland with 70% of these services accessed by Aboriginal and Torres Strait Islander peoples.

The Outreach Services team engages with QAIHC, the local Community Controlled Health Services and community Elders to provide cultural awareness and safety training and familiarisation techniques for health providers delivering services to Aboriginal and Torres Strait Islander communities, and has a strong commitment to providing services in a culturally appropriate manner.



*The Outreach team from CheckUP, QAIHC and the Institute for Urban Indigenous Health.*



# Our Journey

## Implementing the Reflect RAP

It's been two years since our *Reflect RAP* was implemented and in that time we have made much progress. Our Outreach program continues to deliver vital health services in increasing numbers to Aboriginal and Torres Strait Islander peoples throughout Queensland. Funding for Outreach has also increased over this period and we have formal contracting partnerships with 21 Aboriginal and Torres Strait Islander organisations through our Outreach programs (see [www.checkup.org.au/rap](http://www.checkup.org.au/rap) for current list of partners). We have incorporated all of the actions from our *Reflect RAP* and we look to leveraging of our challenges and successes made as part of this. While CheckUP has always been focused on working towards reconciliation, having a formal RAP gave us a renewed focus and was a public statement of our commitment to reconciliation.

## Reflection

We reformed CheckUP's RAP Workgroup in late-2014 and reviewed our *Reflect RAP* to consolidate our achievements and decide what areas still required attention. We had experienced some staff turn-over which meant we needed to call for nominations for new staff to join the RAP Workgroup, which now has a membership of six CheckUP staff/Board and two Aboriginal Advisors from QAIHC.

We completed the online annual RAP Impact Measurement Report and formally reviewed our *Reflect RAP* in early-2015. To undertake the review of the *Reflect RAP*, we called a special meeting of the RAP Workgroup and systematically worked through our RAP plan to ensure we had achieved all actions and targets. Following this review, that revealed that all targets and actions had been attained, we readied ourselves for the preparation of our *Innovate RAP*. We had several new staff on our RAP Workgroup so we had to make sure they were familiar with the history of the CheckUP RAP and the processes we had undertaken thus far.

We met again with Reconciliation Australia (RA) to discuss our next steps and were reassured by RA that we had made good progress and were more than ready to develop an *Innovate RAP*.

## Developing our Innovate RAP

The RAP Workgroup scheduled monthly meetings to keep us on track and began the process of developing our *Innovate RAP*. We felt we needed the time to adequately develop new ideas, and engage with Aboriginal and Torres Strait Islander key stakeholders to ensure when we developed an *Innovate RAP* it was with the appropriate timing and consultation.

We completed a first draft version of our *Innovate RAP* by July 2015 and held a meeting with our two cultural advisors, Mary Martin, a Traditional Owner and Elder of the Minjerriba people, who also had provided advice for our *Reflect RAP*, and Tony Coburn, a QAIHC Regional Coordinator in our Outreach program. Mary and Tony provided highly constructive advice, and helped us re-focus our RAP with a greater emphasis on the breadth of services being delivered through our Outreach program, and a greater focus on the many partnerships we have formed with over 20 Aboriginal and Torres Strait Islander organisations through Outreach and other programs.

We then asked our three Outreach Regional Coordinators to share our draft *Innovate RAP* with key stakeholders and advisors from a range of Aboriginal and Torres Strait Islander organisations that they work with on a daily basis, to ensure that the language was appropriate, and that we hadn't overlooked any important actions. This advice was highly valued, and provided new perspectives on our *Innovate RAP* and helped us finalise this important document.



*Photo supplied by Leonie Semmens*





# Relationships

*A key strategic intent of CheckUP is the focus on connecting people, communities and organisations. We believe that strong partnerships lead to better outcomes and we strive to form meaningful and respectful relationships with individuals and organisations whom we encounter. Our current relationships with Aboriginal and Torres Strait Islander peoples and organisations are strong and have been developed over many years. We continually strive to enhance and build upon these existing relationships and we are committed to developing new relationships and partnerships with individuals and organisations within the health and community services sectors.*

Action	Responsibility	Timeline	Target
<b>1. RAP Workgroup will continue to actively monitor RAP developments, including implementation of actions, tracking progress and reporting.</b>	CEO & RAP Workgroup	May 2016	<ul style="list-style-type: none"><li>• The RAP Workgroup will oversee the development, endorsement, launch, and implementation of the RAP, and involve all CheckUP staff and Board in the RAP process.</li></ul>
	CEO & RAP Workgroup	May 2016 – ongoing →	<ul style="list-style-type: none"><li>• Ensure there is ongoing Aboriginal and Torres Strait Islander representation as part of our RAP Workgroup.</li></ul>
	CEO RAP Workgroup	March, June, September and December 2016 & 2017	<ul style="list-style-type: none"><li>• RAP Workgroup will meet at least quarterly to monitor and report on RAP implementation.</li></ul>

Action	Responsibility	Timeline	Target
<b>2. Celebrate and participate in National Reconciliation Week (NRW), and other events/celebrations that promote stronger relationships between Aboriginal and Torres Strait Islander peoples and other Australians.</b>	Business Lead – Engagement	27 May – 3 June 2016 & 2017	<ul style="list-style-type: none"> <li>CheckUP staff will partner with the Queensland Aboriginal and Torres Strait Islander Health Council (QAIHC) to undertake activities (e.g. joint morning tea discussion sessions) to celebrate and participate in the importance of building stronger relationships.</li> </ul>
	Business Lead – Engagement	27 May – 3 June 2016 & 2017	<ul style="list-style-type: none"> <li>Organise at least one internal NRW event and support one external NRW event each year.</li> </ul>
	Business Lead – Engagement	27 May – 3 June 2016 & 2017	<ul style="list-style-type: none"> <li>Register CheckUP’s NRW event via the Reconciliation Australia NRW website.</li> </ul>
	CEO & RAP Work Group	27 May – 3 June 2016 & 2017	<ul style="list-style-type: none"> <li>Develop and communicate information about NRW to encourage CheckUP staff to participate and celebrate in NRW activities and events.</li> </ul>
	Business Lead – Engagement	27 May – 3 June 2016 & 2017	<ul style="list-style-type: none"> <li>Provide opportunities for CheckUP staff to participate in NRW activities.</li> </ul>
	Business Lead – Engagement	May 2016 - ongoing →	<ul style="list-style-type: none"> <li>Include Aboriginal and Torres Strait Islander significant days/events on the online CheckUP calendar.</li> </ul>
	CEO & RAP Workgroup	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Encourage CheckUP staff to participate in other significant Aboriginal and Torres Strait Islander local events/celebrations such as <i>Closing the Gap Day</i>, <i>National Sorry Day</i> and <i>National Aboriginal and Torres Strait Islander Children’s Day</i>.</li> </ul>



*Relationships*



Action	Responsibility	Timeline	Target
<b>3. Engage external stakeholders, staff and Board in the promotion and raising awareness of the CheckUP RAP.</b>	CEO & RAP Workgroup	May 2016	<ul style="list-style-type: none"> <li>All CheckUP staff will be provided with a copy of CheckUP Innovate RAP.</li> </ul>
	Business Lead – Engagement & RAP Workgroup	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Provide regular updates about the RAP at CheckUP staff meetings (held fortnightly) and CheckUP Board meetings (eight per year) through the addition of a standing agenda item.</li> </ul>
	Business Lead – Engagement	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Publish and make available the Innovate RAP via a dedicated page on the CheckUP website and by promoting our Plan to external members and stakeholders.</li> </ul>
	Chief Operating Officer	May 2016 - ongoing →	<ul style="list-style-type: none"> <li>Include an outline and copy of CheckUP’s Innovate RAP into induction process for new CheckUP employees and Outreach service providers.</li> </ul>
	Business Lead – Engagement & RAP Workgroup	May 2016 - ongoing →	<ul style="list-style-type: none"> <li>Promote our RAP to members and stakeholders and encourage other organisations to develop Reconciliation Action Plans.</li> </ul>
<b>4. Seek ongoing guidance and advice from Aboriginal and Torres Strait Islander peoples and stakeholder organisations to support the implementation of CheckUP’s RAP.</b>	RAP Workgroup	May, November 2016, 2017	<ul style="list-style-type: none"> <li>Liaise and seek advice from Aboriginal and Torres Strait Islander advisers, and stakeholders to assist with initiatives outlined in the CheckUP Innovate RAP.</li> </ul>
	Business Lead - Outreach	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Engage with key partners from the Aboriginal and Torres Strait Islander sector to seek cultural advice and guidance on key issues and services delivered to Aboriginal and Torres Strait Islander peoples.</li> </ul>



*Relationships*

Action	Responsibility	Timeline	Target
<b>5. Identify and establish working partnership to strengthen existing relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations.</b>	Business Lead – Outreach	September 2016	<ul style="list-style-type: none"> <li>Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders.</li> </ul>
	CEO	March, June, September, December 2016, 2017 & 2018	<ul style="list-style-type: none"> <li>Organise at least four (4) meetings per year with local Aboriginal and Torres Strait Islander organisations and/or stakeholders to discuss mutual beneficial opportunities and guiding principles for future engagement.</li> </ul>
	Business Lead – Outreach	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Continue to work in close partnership with the Queensland Aboriginal and Islander Health Council (QAIHC), particularly in relation to our shared provision of Outreach Services to rural and remote communities throughout Queensland, to ensure we are appropriately targeting services to the needs of Aboriginal and Torres Strait Islander people.</li> </ul>
	CEO, Chief Operating Officer, Business Lead – Outreach	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Continue to maintain close working relationships with Aboriginal and Torres Strait Islander organisations such as the Institute of Urban Indigenous Health (IUIH), Aboriginal Medical Services (AMS) and other key partner organisations to ensure patients are provided with appropriate access to specialised medical services.</li> </ul>
	Chief Operating Officer, Business Lead - Outreach	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Ensure representation from Aboriginal and Torres Strait Islander organisations/stakeholders is maintained on Outreach committees such as: <ul style="list-style-type: none"> <li>Regional Planning and Coordination Committees</li> <li>Clinical Governance Group</li> <li>Project Governance Committee</li> <li>State Advisory Forum</li> </ul> </li> </ul>



*Relationships*



Action	Responsibility	Timeline	Target
6. <b>Promote our work with Aboriginal and Torres Strait Islander peoples, particularly the work being undertaken through our Outreach programs.</b>	Communications Team	May 2016 - ongoing →	<ul style="list-style-type: none"> <li>• Use our electronic newsletters to create a greater understanding among CheckUP members, stakeholders and health providers of our programs which contribute to improved health outcomes for Aboriginal and Torres Strait Islander peoples.</li> </ul>
	Management Team	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>• Highlight the current issues, barriers and service limitations that are impacting on the health of Aboriginal and Torres Strait Islander peoples by consulting with our key partners, and presenting the information obtained through a variety of methods (e.g. Outreach reports, conference presentations, funding submissions).</li> </ul>



*Relationships*



*Photo supplied by Suzanne McCorkell*





# Respect

*CheckUP has a deep respect for Aboriginal and Torres Strait Islander peoples, histories, cultures and achievements, which enhance the rich fabric of Australian society. Respect brings a deeper level of understanding of the barriers impacting Aboriginal and Torres Strait Islander peoples and facilitates stronger linkages between diverse communities to working collaboratively.*

Action	Responsibility	Timeline	Target
<b>1. Engage CheckUP employees in understanding Aboriginal and Torres Strait Islander cultural protocols around <i>Acknowledgement of Country</i> and <i>Welcome to Country</i> to ensure there is shared meaning.</b>	Business Lead – Engagement	July 2016	<ul style="list-style-type: none"><li>Develop, implement and communicate a cultural protocol document for <i>Welcome to Country</i> and <i>Acknowledgement of Country</i>.</li></ul>
	Business Lead – Engagement	July 2016	<ul style="list-style-type: none"><li>Develop a list of key contacts for organising a <i>Welcome to Country</i> and maintain respectful partnerships.</li></ul>
	CEO	May 2016 – ongoing →	<ul style="list-style-type: none"><li>Ensure the inclusion of <i>Acknowledgement of Country</i> to the Traditional Owners is provided at the commencement at all CheckUP meetings and events.</li></ul>
	CEO & Chief Operating Officer	May 2016 - ongoing →	<ul style="list-style-type: none"><li>Ensure a <i>Welcome to Country</i> from a local Traditional Owner is included at all major CheckUP events.</li></ul>

Action	Responsibility	Timeline	Target
<b>2. Engage employees in cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander peoples' cultures, histories and achievements.</b>	CEO & Chief Operating Officer	October 2016	<ul style="list-style-type: none"> <li>Develop and implement a cultural awareness training strategy for CheckUP employees which defines cultural learning needs of employees in all areas of our business and considers various ways in which cultural learning can be provided (e.g. online, face-to-face workshops, cultural immersion).</li> </ul>
	CEO & Chief Operating Officer	October 2016	<ul style="list-style-type: none"> <li>Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop cultural training.</li> </ul>
	CEO & Chief Operating Officer	October 2016	<ul style="list-style-type: none"> <li>Provide opportunities for RWG members, RAP Champions, HR Managers and other key leadership to participate in cultural training.</li> </ul>
	CEO & Chief Operating Officer	October 2016 – ongoing →	<ul style="list-style-type: none"> <li>Embed cultural awareness training in CheckUP's annual professional development schedule.</li> </ul>
	CEO & Chief Operating Officer	October 2016 – ongoing →	<ul style="list-style-type: none"> <li>Provide cultural awareness training for all staff on an annual basis, sourced from the Queensland Aboriginal and Torres Strait Islander Health Council (QAIHC).</li> </ul>



*Respect*



Action	Responsibility	Timeline	Target
<b>3. Engage Outreach service providers in cultural learning to increase understanding and appreciation of Aboriginal and Torres Strait Islander peoples' history, cultures and achievements.</b>	Business Lead – Outreach	July 2016 – ongoing →	<ul style="list-style-type: none"> <li>Ensure new and existing Outreach Providers undertake cultural awareness training by providing free access to an online cultural awareness training module endorsed by QAIHC.</li> </ul>
	Business Lead – Outreach	July 2016 – ongoing →	<ul style="list-style-type: none"> <li>Encourage and assist Outreach Service Providers to source local information and cultural protocols from specific Aboriginal and Torres Strait Islander communities, (where local protocols exist) to enhance appropriate service delivery and responsiveness to local issues.</li> </ul>
	Business Lead – Outreach	July 2016 - ongoing →	<ul style="list-style-type: none"> <li>Review the current contracting requirements and develop a plan to ensure all Outreach Providers have participated in, or have committed to participating in, cultural awareness training.</li> </ul>
	Business Lead – Outreach	July 2016 - ongoing →	<ul style="list-style-type: none"> <li>Ensure Outreach Regional Coordinators are provided with cultural awareness training to work with Aboriginal and Torres Strait Islander health services, communities and clients in a culturally respectful way.</li> </ul>
	Business Lead - Outreach	July 2016 - ongoing →	<ul style="list-style-type: none"> <li>Include the status of cultural awareness training for all Outreach providers in the CheckUP database.</li> </ul>



*Respect*

Action	Responsibility	Timeline	Target
4. Celebrate and participate in NAIDOC Week.	CEO	1 <sup>st</sup> Sunday – 2 <sup>nd</sup> Sunday, July 2016 and July 2017	<ul style="list-style-type: none"> <li>Encourage all CheckUP staff to participate in NAIDOC Week.</li> <li>Ensure there are no organisational barriers to staff participating in NAIDOC Week.</li> <li>Provide opportunities for Aboriginal and Torres Strait Islander staff to participate in/with their cultures and communities during NAIDOC Week.</li> <li>Provide opportunities for staff to participate in NAIDOC Week.</li> </ul>
	CEO		
	CEO		
	CEO & Chief Operating Officer		



*Respect*



*Photo supplied by Suzanne McCorkell*





# Opportunities

*CheckUP is committed to closing the health, employment and education gap between Aboriginal and Torres Strait Islander peoples and the broader Australian community. We actively pursue funding opportunities for programs designed to improve the health of Aboriginal and Torres Strait Islander peoples and have a long history contributing to the delivery of health initiatives that address these health inequalities. CheckUP will continue to create new sustainable opportunities in support for Aboriginal and Torres Strait Islander peoples.*

Action	Responsibility	Timeline	Target
<b>1. Investigate opportunities to increase Aboriginal and Torres Strait Islander employment within CheckUP.</b>	CEO & Chief Operating Officer	June 2016	<ul style="list-style-type: none"><li>Review HR procedures and policies to ensure there are equal opportunities provided to Aboriginal and Torres Strait Islander peoples for employment with CheckUP.</li></ul>
	CEO & Chief Operating Officer	June 2016	<ul style="list-style-type: none"><li>Develop and implement an Aboriginal and Torres Strait Islander employment and retention strategy by engaging with key partners who will provide input and guidance.</li></ul>
	CEO & Chief Operating Officer	June 2016 - ongoing →	<ul style="list-style-type: none"><li>Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies including professional development.</li></ul>
	Chief Operating Officer	June 2016 - ongoing →	<ul style="list-style-type: none"><li>Collect information on current Aboriginal and Torres Strait Islander staff to inform future employment opportunities</li></ul>
	Chief Operating Officer	December 2016 & 2017	<ul style="list-style-type: none"><li>Ensure that employment vacancies are widely advertised through Aboriginal and Torres Strait Islander partner networks and media in order to attract Aboriginal and Torres Strait Islander applicants.</li></ul>
	Chief Operating Officer	July 2016 & July 2017 (dependent on Commonwealth funding).	<ul style="list-style-type: none"><li>CheckUP will continue to fund an identified Outreach Regional Coordinator position to provide cultural specific support and advice to Outreach providers and other Regional Coordinators as required.</li></ul>

Action	Responsibility	Timeline	Target
<b>2. Continue to coordinate and promote primary health and community-based services available to Aboriginal and Torres Strait Islander peoples.</b>	Business Lead – Engagement	June 2016 – ongoing →	<ul style="list-style-type: none"> <li>Actively promote Outreach Service programs to Aboriginal and Torres Strait Islander peoples and organisations, through the inclusion of articles in Reaching Out newsletters and through CheckUP’s social media channels.</li> </ul>
	Business Lead – Engagement	June 2016	<ul style="list-style-type: none"> <li>Scope, develop and implement a plan to increase the number of Aboriginal and Torres Strait Islander health and community services listed on the CheckUP database.</li> </ul>
	Business Lead – Engagement	June 2016	<ul style="list-style-type: none"> <li>Scope, develop and implement a plan to increase the number of Aboriginal and Torres Strait Islander peoples who receive our electronic newsletters (e.g. Reaching Out) to increase awareness of the programs.</li> </ul>
	Business Lead – Outreach	March 2016 & 2017	<ul style="list-style-type: none"> <li>Undertake needs assessments, in collaboration with our Key Partners, to ensure appropriate services are delivered in the locations where they’re needed most.</li> </ul>
	CEO & Chief Operating Officer	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Continue to advocate for the provision of health services that address the needs of Aboriginal and Torres Strait Islander peoples.</li> </ul>
	CEO & Chief Operating Officer	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Seek additional funding from Government and other sources to ensure the adequate provision of health services to those Aboriginal and Torres Strait Islander communities that are most in need.</li> </ul>



*Opportunities*

Action	Responsibility	Timeline	Target
<b>3. Investigate opportunities to increase supplier diversity within CheckUP.</b>	Business Lead – Engagement	June 2016	<ul style="list-style-type: none"> <li>Scope, develop and communicate a list of Aboriginal and Torres Strait Islander businesses for which CheckUP could engage to procure goods and services.</li> </ul>
	CEO	July 2016	<ul style="list-style-type: none"> <li>Review procurement policies and procedures to identify any barriers to Aboriginal and Torres Strait Islander businesses to supply our organisation with goods and services.</li> </ul>
	CEO	December 2016 & 2017	<ul style="list-style-type: none"> <li>Develop at least one new commercial relationship with an Aboriginal and or Torres Strait Islander business.</li> </ul>
	CEO	May 2016 - ongoing →	<ul style="list-style-type: none"> <li>Encourage CheckUP staff to utilise the services of Aboriginal and Torres Strait Islander businesses listed on Supply Nation directory.</li> </ul>
	Business Lead - Engagement	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Promote the use of Supply Nation through CheckUP’s electronic communication channels to staff and external stakeholders.</li> </ul>



*Opportunities*





*Photo supplied by Ann Maree Liddy*

# Tracking Progress

Action	Responsibility	Timeline	Target
<b>1. Report RAP achievements, challenges and learnings to Reconciliation Australia for inclusion in the <i>RAP Impact Measurement Report</i>.</b>	RAP Workgroup	Submit by 30 September 2016 & 2017	<ul style="list-style-type: none"> <li>Complete and submit the <i>RAP Impact Measurement Questionnaire</i> to Reconciliation Australia annually.</li> <li>Investigate participating in the RAP Barometer.</li> </ul>
<b>2. Report RAP achievements, challenges and learnings internally and externally</b>	CEO	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Ensure CheckUP RAP is a standing agenda item on all internal meetings.</li> </ul>
	CEO & RAP Workgroup	May 2016 – ongoing →	<ul style="list-style-type: none"> <li>Provide updates to management and staff via staff meetings (fortnightly) and to the Board (eight meetings per year).</li> </ul>
	CEO & Business Lead - Engagement	November 2016 & 2017	<ul style="list-style-type: none"> <li>Publically report CheckUP's RAP achievements, challenges and learnings.</li> </ul>
<b>3. Convene RAP Workgroup meetings on a quarterly basis to track progress of the RAP actions.</b>	RAP Workgroup	March, June, September, December 2016 & 2017	<ul style="list-style-type: none"> <li>The RAP Workgroup will meet quarterly (at a minimum) to ensure the actions contained in the RAP are on track, and to plan for any special events such as NRW, NAIDOC week and other culturally significant days.</li> </ul>

Action	Responsibility	Timeline	Target
4. Review, refresh and update RAP	RAP Workgroup	February 2018	<ul style="list-style-type: none"><li>• Review, refresh and update RAP based on learnings, challenges and achievements</li><li>• Send draft RAP to Reconciliation Australia for formal feedback and endorsement</li></ul>





*Nunukul Yuggera Aboriginal Dance Troupe  
CheckUP Outreach Symposium, November 2015*



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