



Stretch RAP

January 2022 to
December 2024



RECONCILIATION
ACTION PLAN

STRETCH



We pay respect to the
of the

We extend our respect to
and future leaders, for the
traditions, the cult
Aboriginal and Torres S

The background of the slide is a traditional Indigenous artwork. It features a light blue background with a dense pattern of small, multi-colored dots (green, yellow, and brown). Overlaid on this are large, stylized, overlapping shapes in earthy tones of brown, tan, and blue. These shapes resemble traditional Indigenous motifs, possibly representing water, land, or spiritual elements. The overall style is reminiscent of Indigenous dot painting and symbolic art.

Traditional Custodians
land.

Elders, past and present,
they hold the memories, the
stories and hopes of
Strait Islander people.



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Our vision for reconciliation

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.

Our business

CheckUP is a not-for-profit health organisation committed to reducing health inequities and creating healthier communities. We currently employ 36 staff, with 30 based in Brisbane and the remaining six staff located in regional Queensland (Townsville and Cairns). Currently two CheckUP staff identify as Aboriginal or Torres Strait Islander.

Through our current range of health programs and initiatives, CheckUP has an established footprint in over 200 communities across Queensland; delivering over 170,000 occasions of service per year, with 63% of those services provided for 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 healthcare 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, that comprises regionally based coordinators, 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.

Our work is diverse, and we are increasingly working in the education sector through our Health Gateway to Industry Schools and our Be Well Learn Well programs.

By working with and connecting a diverse range of like-minded member and stakeholder organisations through a range of programs, 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 approach provides a supporting framework that enables the right people to connect at the right time and to develop innovative healthcare solutions.

Our vision will not be achieved in isolation. It requires 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.



A message from our Chief Executive Officer

The Stretch
Reconciliation
Action Plan
is particularly
significant as
it is focussed
on embedding
reconciliation
into all areas of
our work and
organisation,
ensuring that it
becomes the way
we do business.

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. While the CheckUP Stretch Reconciliation Action Plan builds on our previous Reflect and Innovate Reconciliation Action Plans, the Stretch Reconciliation Action Plan is particularly significant as it is focussed on embedding reconciliation into all areas of our work and organisation, ensuring that it becomes the way we do business. Commitment to a Stretch Reconciliation Plan also requires us to drive reconciliation, not just internally, but across our external stakeholders and in partnership with other RAP organisations.

The CheckUP Stretch RAP has been informed by a broad consultation process as well as our learnings from the implementation of our Reflect and Innovate RAPs. Our consultation has included meaningful engagement with Aboriginal Community Controlled organisations and leaders; Aboriginal Elders and community members throughout Queensland. Our staff and Board have also provided significant input to the RAP. This input and advice has been invaluable in challenging and guiding us to develop a RAP that is robust; which significantly expands on our efforts to date and which includes longer-term tangible commitments to advancing reconciliation.

The CheckUP Stretch RAP sets out a range of strategies, that when implemented, will enable us to embed 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 healthcare.

We acknowledge and thank all staff, Board Directors and stakeholders involved in developing this RAP, particularly the members of the RAP Advisory Group and the RAP Working Group. We want to specifically acknowledge the ongoing support and guidance provided by Dr Mary Martin AM (Aboriginal Elder, Cultural Adviser) to our organisation. We also thank our other colleagues and partners from across Queensland, who have provided input and advice to guide the development of the Stretch RAP.



About the artwork and artist

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.

We first met Aunty Venus in late-February 2016 when CheckUP staff visited Cherbourg as a follow-up to a CheckUP funded cataract surgery initiative that had taken place in Roma earlier that month. Following the cataract surgery, Aunty Venus' sight had dramatically improved and she was able to paint again.

As Aunty Venus said at the time, "I can see bright colours again....and it's wonderful".

Aunty Venus was working on a painting, Kangaroo Dreaming (see page 33) when we visited her in Cherbourg in 2016. It depicts her three Elders – her father, grandfather, and great grandfather - strong men who mean a lot to Aunty Venus. These men encouraged her to paint from an early age. We used Kangaroo Dreaming as the cover of our Innovate RAP in 2016.

We caught up with Aunty Venus again in Cherbourg in February 2020. Aunty Venus reported that her vision is better than ever and she is painting more than ever before. Aunty Venus showed us a painting she had completed recently called Spring Water which depicted her local area of Cherbourg. This painting won first prize in the Indigenous art category at the 2019 South Burnett Open Art Competition. We knew then and there that Aunty Venus' painting would be perfect for the cover of our Stretch RAP.



Our Reconciliation Action Plans

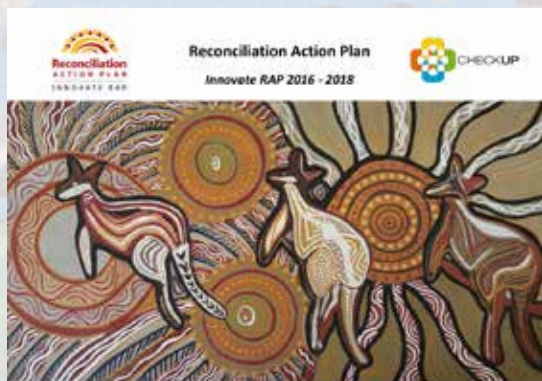


Our Reflect RAP, launched in September 2013, allowed CheckUP to focus on consolidating and building relationships both internally and externally and to raise awareness among our stakeholders of the importance CheckUP places on reconciliation.

The Reflect RAP highlighted 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 and 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.

Key achievements of our Reflect RAP were:

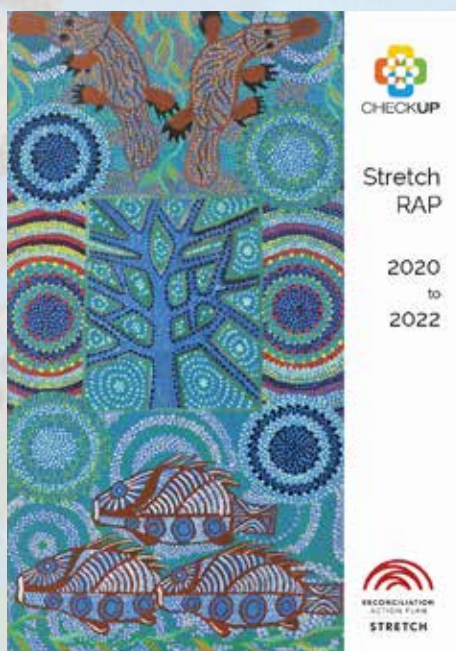
- Formalising many procedures and protocols that were previously done on an ad-hoc basis.
- The celebration of significant days in the calendar (e.g. NAIDOC Week) with QAIHC and our members.
- First cultural awareness sessions held for staff.
- Establishment of RAP Working Group



Our Innovate RAP 2016 – 2018, which was extended through to 2021, aimed to build on existing initiatives and introduced new approaches to building stronger relationships, showing increased respect and improving sustainable opportunities for Aboriginal and Torres Strait Islander peoples.

Key achievements of our Innovate RAP were:

- Reviewing and updating of all HR policies as well as anti-discrimination policies.
- Appointment of first Aboriginal CheckUP Board Director.
- Cultural awareness workshop with Uncle Tom Kirk.
- Management attendance at a two-day Cultural Learning Retreat at Binna-Burra.
- Inclusion of RAP agenda item at staff meetings
- Active participation throughout the state in significant cultural



We are proud to be launching our third RAP with the development of our Stretch RAP. Our Stretch RAP 2022 - 2024 aims to build on the success of our previous two RAPS with a focus on:

- advancing our relationships with our existing networks and exploring new partnership opportunities with Aboriginal and Torres Strait Islander stakeholders;
- embedding respect as a core, central component of our work;
- providing an expanded range of opportunities for Aboriginal and Torres Strait Islander people and organisations.

Our Stretch RAP Advisory Group (pictured opposite, top) has five CheckUP members drawn from Executive Management, Board and staff, as well as two advisors from QAIHC, and one each from Brisbane South PHN, Queensland Health, and the Institute of Urban Indigenous Health.

60% of our RAP Advisory Group identify as Aboriginal and/or Torres Strait Islander. CheckUP recognises and values the honest advice and guidance we received from our advisors during the preparation of this document.

Our RAP Advisory Group



Ann Maree Liddy
CheckUP



David Millichap
CheckUP



Tony Coburn
CheckUP



Kat Murray
CheckUP



Neil Willmetts
QAIHC



Dr Mary Martin
QAIHC



Jennifer Pouwer
CheckUP Board Director



Wayne Ah Boo
IUIH



Deanne Minniecon
Brisbane South PHN



Jermaine Isua
Queensland Health

Our Reconciliation Action Plan Working Group

The current CheckUP RAP Working Group members will meet regularly to track our progress against the actions in our Stretch RAP and we will consult with key advisors as issues arise or seek advice as required.

Membership of our RAP Working Group who were involved in the development of CheckUP's Stretch RAP are:

- Ann Maree Liddy (Co-Chair)
- David Millichap (Co-Chair)
- Kat Murray
- Gayle Stallard
- Sandy Smith
- Joshua French (former member)
- Nigel Daisy (former member)
- Mary-Anne Quilter (former member)

Membership of the RAP Working Group will be reviewed annually or when current members leave the organisation. Three new members will join the RAP Working Group at the beginning of 2022 to replace staff who have recently left CheckUP.

CheckUP's outreach provider Dr Brian Todd providing follow-up care with patient Bryce Barlow.



Our reconciliation journey

CheckUP has an extensive and proud history of partnering with and supporting capacity building initiatives in the community-controlled sector, providing outreach services for communities, and advocating for the importance of closing the health outcomes gap between Aboriginal and Torres Strait Islander peoples and the broader Australian community.

CheckUP's journey to reconciliation began in 2013 after the need for the organisation to be held accountable to how we work with, and demonstrate opportunities for, Aboriginal and Torres Strait Islander peoples was highlighted by the Queensland Close the Gap Network. Through consultation with this group, it was identified that a Reconciliation Action Plan or RAP was the best way to demonstrate our commitment to reconciliation and to provide the organisation and staff with tangible steps to work towards reconciliation.

Throughout our RAP journey CheckUP has had a dedicated workgroup made up of staff at all levels across the organisation. Since the proposal of creating a RAP was suggested to the Board of Directors in 2013, there has been absolute support at that level. Not only did the workgroup have the unwavering support of our Board of Directors and senior management there was also representation of these members on the CheckUP RAP Advisory Group. Our CEO, Ann Maree has been CheckUP's RAP Champion from the beginning and continues to work closely with the RAP workgroup.

We recognised early on that good intentions would not be enough to see us through the journey and we still had a lot to learn in understanding what reconciliation really means in our context. In order to move forward meaningfully the RAP workgroup decided it was best to engage a number of external consultants to provide guidance through the process.

Aunty Mary Martin and Aunty Nancy Collins were both invited to work with and provide advice to the RAP workgroup to help us with our journey. Since these early days CheckUP has maintained a close relationship with Aunty Mary and often ask for her advice.

Over the years we have had the privilege of working with many Aboriginal and Torres Strait Islander peoples to guide us along the way. From internal staff such as Tony Coburn who came to us with extensive knowledge of working within Aboriginal and Torres Strait Islander communities to organisations such as QAIHC, the Community Controlled Health Organisations and Gallang Place, who so generously shared with our staff personal experiences of their families, the feelings of loss and injustice.

CheckUP also continues to have a close relationship with Aunty Venus' Rabbitt whose artwork was used for not only our Innovate RAP but her Spring Waters painting is also the feature artwork in our Stretch RAP.

The CheckUP RAP Advisory Group was established at the same time as the RAP Workgroup. The purpose of the Advisory Group was to provide guidance to the workgroup and is comprised of representatives from QAIHC, Primary Healthcare Networks, Health and Hospital Services and Aboriginal Elders. The RAP Workgroup reports their progress to the Advisory Group for their consideration and feedback.

Throughout the years the RAP Workgroup has provided regular updates and cultural training to staff during staff meetings so they too could embark on the journey. This was a conscious decision in order to make our RAP meaningful to all staff members and not just those individuals who were intimately involved in the process. During this time we have recognised that there were some gaps in our knowledge about Aboriginal and Torres Strait Islander peoples and cultures and have taken positive steps towards learning as much as possible together.

We continue to value the relationships we have built and foster enduring relationships with our consultants, both internal and external, QAIHC, the Community Controlled health sector and Aboriginal and Torres Strait Islander peoples.

A Torres Strait Islander child dancing at CheckUP's 20th Anniversary Gala Dinner



Our RAP stories



Henry Callope
Normanton
Far North Queensland

In 1968, Henry Callope from Normanton worked on the construction of the red brick stack at the mine that towers over Mount Isa. Forty-eight years later, Henry returned to Mount Isa with his wife Gladys to undergo eye surgery that has greatly improved his vision and is making a big difference to his life.

When we first approached Henry and Gladys Callope to feature in a video documentary we were making about the Outreach eye surgery initiative, they were a little bit apprehensive. But by the end of the four days we spent with them in Mount Isa, Gladys summed up how they now felt about all the attention by stating with a wide grin, “It’s about time we were famous!”

Henry and Gladys have lived in Normanton for most of their lives, raised seven children, and are well known and much loved in their local community. Henry worked as a stockman for most of his adult life and both Henry and Gladys were interviewed by the Australian Stockman’s Hall of Fame, as part of the Indigenous Heritage Project.

On this trip to Mount Isa it was Henry having eye surgery with the removal of a pterygium, a fleshy overgrowth of the conjunctiva, which is the thin clear membrane on the surface of the eye. If untreated, a pterygium may grow across the cornea (the transparent ‘window’ that covers the pupil and iris) affecting vision and becoming more obvious.

Four years earlier, Gladys made the trip to Mount Isa to have cataract surgery so she knew that Henry would have some discomfort following the surgery but the results would certainly be worth it.

Henry and Gladys were also really pleased that so many patients were having surgery at the same time, as the supportive environment made the whole process much less daunting for all involved.

Gladys commented that, “I had no support besides Henry when I had my eyes done. I feel really good coming to Mount Isa because I’ve had my eyes done, and I’m able to let the other patients know what it’s like. It will be sore for a while, and it feels like there’s gravel in it, but don’t take any notice of that because it improves quickly. I never, ever had any trouble following my surgery and it’s made a big difference to my sight”.

Jennifer Pouwer, CheckUP Board

I have benefited personally and professionally from being the Board representative on the Stretch RAP Steering Committee. CheckUP has long focussed on responding practically to the health inequity and disadvantage experienced by Aboriginal and Torres Strait Islander peoples. The delivery of services has also invited deeper learning and conversations. Reconciliation demands mindfulness, appreciation and action each day and our commitments in the Stretch RAP now ask of CheckUP to take our step changes achieved from Reflect and Innovate stages and embed these into our business and decision making. The interrelationship of the five dimensions of historical acceptance, race relations, equity and equality, institutional integrity and unity continue to guide us along with the wisdom shared through the Steering Committee.



Nunukul Yuggera Aboriginal Dance Troupe at the CheckUP 20th Anniversary event.



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 service sectors.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Maintain regular engagement with key Aboriginal and Torres Strait Islander stakeholders and organisations at a local and community level to continuously improve guiding principles for engagement.	September 2022,2023,2024	CEO
	Continue to ensure CheckUP's whole of organisation and related program stakeholder plans include a dedicated section on engagement with Aboriginal and Torres Strait Islander stakeholders.	September 2022,2023,2024	CEO
	Maintain formal two-way partnerships with a baseline of 30 Aboriginal and Torres Strait Islander communities or organisations in Queensland and grow the number of partnerships by 10% each year.	September 2022,2023,2024	Deputy CEO
	Develop new relationships with Aboriginal and Torres Strait Islander communities in the Northern Territory, specifically Papunya and Yuendumu through our Allied Health in Remote Schools project in the Northern Territory.	September 2022,2023,2024	Business Lead - BWLW
	Continue to strengthen relationships with the eight participating schools and communities in North-West Qld and Cape York that are part of the Be Well Learn Well program.	September 2022,2023,2024	Business Lead - BWLW
	Encourage all staff to use at least one of their two "volunteering days" per year at one of our 30 partner Aboriginal and Torres Strait Islander community organisations so that relationships are strengthened.	October 2022,2023,2024	CEO

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and other reconciliation materials to all staff, and display materials in staff common areas.	May 2022,2023,2024	RAP Coordinator
	CheckUP RAP Working Group members to participate in at least two external NRW events.	May 2022,2023,2024	RAP Coordinator
	CheckUP staff members in Brisbane to participate in at least two external NRW events, e.g. Musgrave Park Family Fun Day.	May 2022,2023,2024	RAP Coordinator
	CheckUP regional staff to attend two external events throughout Queensland, to recognise and celebrate NRW.	May 2022,2023,2024	Deputy CEO
	Organise internal NRW events in each of our three office locations, including at least one organisation wide NRW event each year.	May 2022,2023,2024	RAP Coordinator
	Register all our NRW events on Reconciliation Australia's NRW website.	May 2022,2023,2024	RAP Coordinator
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation publicly by issuing a minimum of two media statements per year supporting public advocacy campaigns e.g. constitutional reform and human rights issues.	September 2022,2023,2024	CEO
	Communicate our commitment to reconciliation through one dedicated Queensland Primary Health Care Network meeting per year on the theme of reconciliation.	September 2022,2023,2024	CEO
	Communicate our commitment to reconciliation by displaying key statements or commitments (e.g., Uluru Statement from the Heart) in prominent areas of all CheckUP offices.	August 2022,2023,2024	RAP Coordinator
	Communicate our commitment to reconciliation by implementing strategies to positively influence our external stakeholders:		
	a) through the provision of reconciliation information in a dedicated section of each of our electronic newsletters.	December 2022,2023,2024	RAP Coordinator
	b) by communicating our commitment to reconciliation through at least one post per month on our social media platforms.	Monthly 2022,2023,2024	RAP Coordinator
	c) dedicating one QPHCN meeting per year to the theme of reconciliation.	May 2022,2023,2024	RAP Coordinator

RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Promote reconciliation through our sphere of influence (<i>continued</i>).	Collaborate annually with at least two member organisations that have a RAP to jointly implement strategies to advance reconciliation.	September 2022,2023,2024	RAP Coordinator
	Encourage and assist at least one partner organisation without a RAP to develop their first RAP and ensure they are linked to Reconciliation Australia.	December 2022,2023,2024	RAP Coordinator
	To drive reconciliation outcomes such as strengthening relationships and building respect, encourage staff to participate in the celebration of special days, such as National Reconciliation Week, on the reconciliation calendar.	September 2022,2023,2024	RAP Coordinator
	To drive reconciliation outcomes, encourage and facilitate the sharing of relevant news articles/ videos about reconciliation at the fortnightly staff meeting.	October 2022,2023,2024	RAP Coordinator
Promote positive race relations through anti-discrimination strategies.	Review and update the HR policies and procedures concerned with anti-discrimination.	September 2022,2023,2024	HR Business Lead
	Communicate the updated anti-discrimination other relevant policies to all staff and Board	December 2022,2023,2024	HR Business Lead
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to continuously improve our anti-discrimination and other relevant policies.	September 2022,2023,2024	CEO
	Ensure CheckUP staff induction includes anti-discrimination training.	October 2022,2023,2024	HR Business Lead
	Provide at least one educational opportunity per year for senior leaders, managers, providers, board, and committees on the effects of racism.	September 2022,2023,2024	RAP Coordinator
	Senior leaders will publicly support anti-discrimination campaigns, initiatives, or stances against racism.	December 2022,2023,2024	CEO

ACTION

DELIVERABLE

TIMELINE

RESPONSIBILITY

Communicate our stance on anti-discrimination to our members and stakeholders and play an advisory/supportive role to those who require guidance.

September
2022,2023,2024

RAP Coordinator

Record and promote community campaigns such as Constitutional recognition, as well as special days or weeks by posting on the CheckUP website, sending eBlasts to our members and implementing social media campaigns.

December
2022,2023,2024

RAP Coordinator

Establish relationships with Aboriginal and Torres Strait Islander health services to support the Health Gateway to Industry Schools project.

Establish relationships with at least one Aboriginal Community Controlled Health Organisation in each Hospital and Health Service region with a view to supporting student placements from schools participating in the Health Gateway to Industry Schools project.

June
2022,2023,2024

RAP Coordinator

Participate in at least five career expos annually at schools with significant Aboriginal and Torres Strait Islander populations to promote education pathways to a career in health.

June
2022,2023,2024

RAP Coordinator

CheckUP staff participated in a cultural walk through South Brisbane. Pictured here is Aboriginal Scholar Alex Bond who guided the CheckUP team through the cultural walk with Professor Paul Memmott.



Our RAP stories



Yarrabah children receive life changing surgery

CheckUP's Eye and Ear Surgical Support initiative saw 16 children from Yarrabah have much needed ear surgery.

The CheckUP team worked in collaboration with Gurriny Yaelamucka Health Service Aboriginal Corporation and Northern Queensland PHN on this vital project which has provided life-changing surgery to some of Yarrabah's youngest residents.

The surgery was undertaken by Dr Suki with wonderful support from the team at Cairns Day Surgery.

Gurriny Yealamucka Health Service Aboriginal Corporation's CEO, Suzanne Andrews, said that the ENT surgery initiative was a significant collaboration benefiting Aboriginal and Torres Strait Islander children.

"We know that Aboriginal and Torres Strait Islander people are disproportionately affected by hearing issues and that prevention and treatment really has the power to change lives. We are very proud to be involved in the coordination of this program to help address the hearing health of these children."

CheckUP CEO Ann Maree Liddy reiterated that the surgery will be a game changer for the young recipients. "This round of ear surgery for these young Aboriginal and Torres Strait Islander children from Yarrabah means they will be better able to listen, learn, and engage with their family, teachers and peers. Thirty minutes of surgery is giving them the opportunity to have a more productive, healthier, happier future than they may have had otherwise. The collective vision for all the organisations involved, is that all Queensland children should have timely access to treatment of this kind."

"This is the fourth group surgery round CheckUP has coordinated in Cairns and we know from previous rounds, the impact on these children's lives is swift and remarkable. We are planning on more surgery rounds in the future, so we can assist more children who have been experiencing long-term hearing issues."

The funding for this surgery was generously provided to CheckUP by the Department of Health through the Eye and Ear Surgical Support program, and through the NQPHN.

Artwork on the next two pages - Townsville artist Jesse James was commissioned to create the official artwork for Queensland Mental Health Week 2021.





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 Australian history, and the influence of colonisation, and facilitates stronger linkages between diverse communities to working collaboratively.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	Measure the cultural capability of our outreach providers through consultation and formal survey to inform the expansion of our organisational cultural learning strategy.	May 2022,2023,2024	RAP Coordinator
	Conduct a review of cultural learning needs within our organisation.	May 2022,2023,2024	RAP Coordinator
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the review and implementation of an updated cultural learning strategy.	May 2022,2023,2024	RAP Coordinator
	Implement and communicate a cultural learning strategy tailored to the needs of our outreach service providers and facilities.	September 2022,2023,2024	Clinical Governance Coordinator
	Commit all RAP Working Group members, HR managers, senior executive group, and all new staff to undertake formal and structured cultural learning.	September 2022,2023,2024	RAP Coordinator
	100% of all staff and board to undertake formal and structured cultural learning. At least 50% will be delivered face-to-face in year one, with the percentage increasing to 75% by year three. Remaining training will be delivered online.	September 2022,2023,2024	CEO
	100% of service providers to undertake formal and structured cultural learning, through a mix of face-to-face and online learning, depending on the location of the service providers.	September 2022,2023,2024	Clinical Governance Coordinator

ACTION

DELIVERABLE

TIMELINE

RESPONSIBILITY

Encourage informal cultural awareness raising opportunities to staff through promotion of Aboriginal and Torres Strait Islander films, art, and literature at least quarterly.

July
2022,2023,2024

RAP Coordinator

Allocate a budget of up to \$5,000 per annum to purchase artwork, or literature for the CheckUP offices to promote staff cultural awareness.

July
2022,2023,2024

CEO

Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing local cultural protocols.

Source cultural advisors to provide annual training that will improve staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgment of Country and Welcome to Country protocols.

July
2022,2023,2024

RAP Coordinator

Source cultural advisors to provide education annually to staff around Aboriginal and Torres Strait Islander family and kinship structures, and Sorry Business.

July
2022,2023,2024

RAP Coordinator

Work with key stakeholders to develop a new cultural protocol document which is tailored for all communities we operate in throughout the state. The document will include protocols for Welcome to Country and Acknowledgment of Country, local histories, language, and culture, and other key information.

July
2022,2023,2024

RAP Coordinator

Invite local Traditional Owners or Custodians to provide a Welcome to Country or other appropriate cultural protocol at a minimum of two significant events hosted by CheckUP each year

July
2022,2023,2024

RAP Coordinator

Include an Acknowledgment of Country or other appropriate protocols at the commencement of all key meetings, including staff meetings and Board meetings.

July
2022,2023,2024

RAP Coordinator

Staff and senior leaders provide an Acknowledgment of Country or other appropriate protocols at all public events.

July
2022,2023,2024

RAP Coordinator

Display an Acknowledgment of Country plaque in the foyers of our three offices.

July
2022,2023,2024

RAP Coordinator

RESPECT

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Engage with Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	RAP Working Group and CheckUP staff to participate in at least two external NAIDOC Week events each year (one face to face and one online).	July 2022,2023,2024	RAP Coordinator
	Partner with at least one other organisation (e.g., QAIHC) to actively participate in NAIDOC Week through having a joint stand at a local event such as the Musgrave Park Family Fun Day.	July 2022,2023,2024	RAP Coordinator
	Continue to ensure that all HR policies and procedures do not have barriers to staff participating in NAIDOC Week activities.	July 2022,2023,2024	HR Manager
Increase visible demonstrations of respect for Aboriginal and Torres Strait Islander peoples, cultures and contributions.	Name a grant/award/scholarship in honour of one of our key cultural advisors.	November 2022,2023,2024	CEO
	In consultation with local Traditional Custodians, conduct a review of our meeting room names with a view to renaming them after local Aboriginal and Torres Strait Islander groups/ languages/peoples.	November 2022,2023,2024	Office Manager
	Hold an annual “thank you” event each year to acknowledge our key cultural advisors.	November 2022,2023,2024	RAP Coordinator
	In consultation with local Traditional Custodians, explore the naming of our programs in Aboriginal and Torres Strait Islander languages (e.g., Be Well, Learn Well) and include these names in our reporting to members, fundholders and stakeholders.	February 2022,2023,2024	RAP Coordinator

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Commit to culturally safe and accessible information and health service delivery to Aboriginal and Torres Strait Islander peoples.	Analyse our outreach health service delivery data by First Nation Lands and report this publicly through our reports and publications.	June 2022,2023,2024	Data Analyst
	Consult local cultural advisors, to ensure the patient care packs we provide to patients are culturally appropriate in their design and contents.	June 2022,2023,2024	RAP Coordinator
	Continue to provide post-surgery care packs to Aboriginal and Torres Strait Islander children and Elders who receive ear or eye surgery through our Hear Better, See Clearer programs (My CheerUP packs for children and See Clearer packs for adults).	June 2022,2023,2024	Business Development Manager
	Measure and validate the cultural appropriateness of our eye and ear surgery services by measuring patient reported outcomes and experiences of Aboriginal and Torres Strait Islander patients.	May 2022,2023,2024	Outcomes Manager
	Maximise opportunities for CheckUP to provide culturally safe services through contracting Aboriginal Medical Services (whenever possible in the first instance) or mainstream services that are culturally competent and safe.	May 2022,2023,2024	Outreach Business Lead
	Embed culturally safe contracting requirements for outreach providers and ensure the ongoing provision of cultural awareness training.	May 2022,2023,2024	Outreach Business Lead

Our Outreach programs

CheckUP is the jurisdictional fundholder for the Rural Health Outreach Fund, Medical Outreach Indigenous Chronic Disease Program, Healthy Ears – Better Hearing, Better Listening, Visiting Optometry Scheme and Eye and Ears Surgical Support Services initiatives in Queensland. These are the statistics for the financial year 2020/2021.

170,856

Total occasions of service



107,296

Total occasions of service for Aboriginal and Torres Strait Islander patients



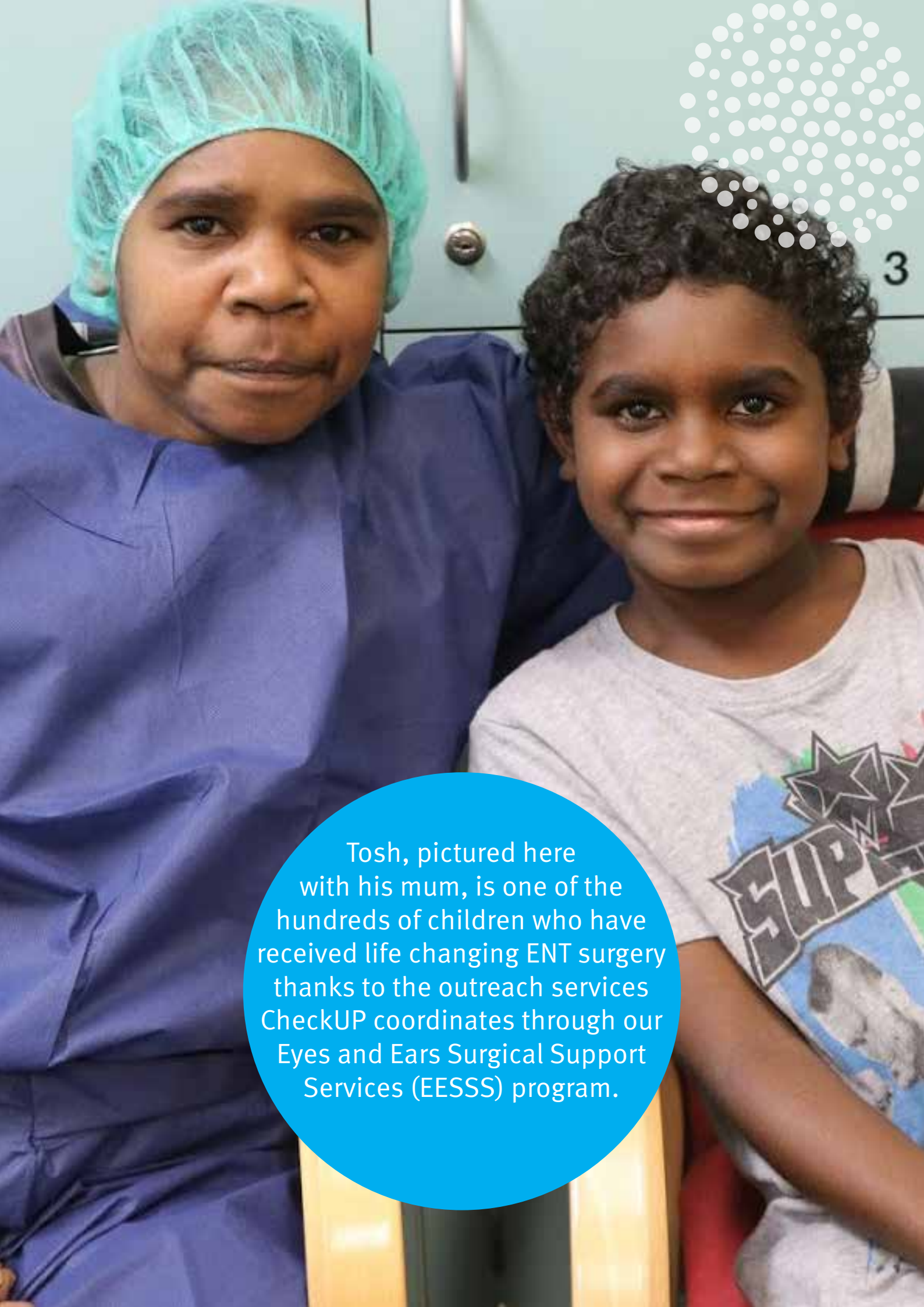
206

Total locations visited



18,080

Total number of visits



Tosh, pictured here with his mum, is one of the hundreds of children who have received life changing ENT surgery thanks to the outreach services CheckUP coordinates through our Eyes and Ears Surgical Support Services (EESSS) program.

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	DELIVERABLE	TIMELINE	RESPONSIBILITY
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Increase percentage of staff who identify as Aboriginal and/or Torres Strait Islander from 5% (current) to 10% of total staff by December 2024.	June 2022,2023,2024	HR Manager
	Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention, and professional development strategy	November 2022,2023,2024	HR Manager
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	November 2022,2023,2024	HR Manager
	Update CheckUP's Aboriginal and Torres Strait Islander recruitment and retention policy.	November 2022,2023,2024	HR Manager
	Support at least one tailored professional development opportunity per year for Aboriginal and Torres Strait Islander staff.	November 2022,2023,2024	CEO
	Ensure that CheckUP's Indigenous Eye Health Coordinator role is an identified position.	November 2022,2023,2024	HR Manager
	Support Aboriginal and Torres Strait Islander employees to take on management and senior level positions by providing relevant professional development and advertising relevant opportunities internally.	November 2022,2023,2024	CEO

ACTION

DELIVERABLE

TIMELINE

RESPONSIBILITY

Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development (continued).

Develop processes to support Aboriginal and Torres Strait Islander recruitment and retention including:

- Always including an Aboriginal and Torres Strait Islander staff member/representative on selection panel for positions that involve working with Aboriginal and/or Torres Strait Islander people.
- Develop templates with design and wording options to support more targeted advertising.
- Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders. Create list for this purpose and always share vacancies with QAIHC and list on <https://atsijobs.com.au/>

November
2022,2023,2024

HR Manager

During our annual outreach contracting process, investigate and implement ways CheckUP could support private providers to increase their Aboriginal and Torres Strait Islander workforce.

November
2022,2023,2024

Outreach Business
Lead

Provide at least one Aboriginal and Torres Strait Islander internship, traineeship, or graduate placement per year.

November
2022,2023,2024

CEO

Undertake benchmarking of current outreach services and facilities to ascertain workforce targets for Aboriginal and Torres Strait Islander staff at organisations that we contract to deliver outreach health services.

November
2022,2023,2024

Outreach Business
Lead

Review current outreach commissioning principles to ensure Aboriginal and Torres Strait Islander organisations are preferred contractors.

November
2022,2023,2024

Outreach Business
Lead

Select and retain a new Employee Assistance Program (EAP) provider that provides a dedicated service for Aboriginal and/or Torres Strait Islander staff.

November
2022,2023,2024

CEO

OPPORTUNITIES

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 business procurement strategy.	November 2022,2023,2024	CEO
	Review and update procurement practices annually to remove any barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	November 2022,2023,2024	CEO
	Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	November 2022,2023,2024	CEO
	Maintain commercial relationships with a minimum of 10 Aboriginal and/or Torres Strait Islander businesses including QAIHC, IUIH, Wuchopperen and Apunipima.	November 2022,2023,2024	CEO
	Train all relevant staff in contracting Aboriginal and Torres Strait Islander businesses through Supply Nation or an equivalent organisation.	November 2022,2023,2024	CEO
	Investigate Supply Nation membership.	November 2022,2023,2024	RAP Coordinator
	Ensure CheckUP outreach events provide opportunities for Aboriginal and Torres Strait Islander health service providers to showcase their work by including items on the agenda dedicated to Aboriginal and Torres Strait Islander healthcare delivery.	November 2022,2023,2024	Outreach Business Lead
	Engage with Aboriginal and Torres Strait Islander organisations to develop resources and experiences for Indigenous and non-Indigenous students, and professional development activities for teachers, at Health Gateway schools e.g. develop and implement a session on traditional healing for students undertaking health courses.	November 2022,2023,2024	RAP Coordinator

ACTION

DELIVERABLE

TIMELINE

RESPONSIBILITY

Commission the development of Indigenous-specific resources/artwork/experiences in each of the programs we manage to visibly demonstrate our commitment to reconciliation.

Commission the development of artwork and a theme for Queensland Mental Health Week 2022 (and beyond) from a local Indigenous company/person.

Develop culturally appropriate resources (written, online and audio-visual) to support the Access for All disability project.

Establish an Aboriginal and Torres Strait Islander art space in our office reception area in each CheckUP office.

April
2022,2023,2024

March
2022,2023,2024

March
2022,2023,2024

Mental Health
Week Coordinator

Access for All
Business Lead

Office Manager

GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	Maintain Aboriginal and Torres Strait Islander representation on the RWG	June 2022,2023,2024	CEO
	Review the Terms of Reference for the RWG.	January 2022,2023,2024	RAP Coordinator
	Meet at least four times per year to drive and monitor RAP implementation.	February, May, August, November 2022,2023,2024	RAP Coordinator
	Embed resources needed for RAP implementation.	June 2022,2023,2024	CEO
Provide appropriate support for effective implementation of RAP commitments.	Embed key RAP actions in performance expectations of senior management and all staff.	July 2022,2023,2024	HR Manager
	Embed appropriate systems and capability to track, measure and report on RAP commitments.	July 2022,2023,2024	RAP Coordinator
	Maintain an internal RAP Champion from senior management.	July 2022,2023,2024	CEO
	Include our RAP as a standing agenda item at fortnightly staff meetings and weekly Business Planning Meetings (BPM) (management meetings).	Fortnightly/Weekly 2022,2023,2024	CEO
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2022,2023,2024	RAP Coordinator

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Report RAP progress to all staff and senior leaders quarterly.	February, May, August, November 2022,2023,2024	RAP Coordinator
	Continue to have a reconciliation standing item on our fortnightly staff meeting agenda where RAP progress is shared with all staff.	Fortnightly 2022,2023,2024	CEO
	Publicly report against our RAP commitments annually, outlining achievements, challenges and learnings.	November 2022,2023,2024	RAP Coordinator
	Continue to participate in Reconciliation Australia's biennial Workplace RAP Barometer.	July 2022 and 2024	CEO
			
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	June 2024	RAP Coordinator
			
Implement governance arrangements at the organisational level and for relevant programs we manage.	Establish and maintain an Aboriginal and Torres Strait Islander Advisory Committee that will meet quarterly to provide strategic level advice and guidance to CheckUP's Board of Directors and Senior Management Team in relation to CheckUP's broad range of Aboriginal and Torres Strait Islander initiatives, which include visiting health services, programs and projects, and span health, workforce and disability.	February, May, August, November 2022,2023,2024	CEO
	Ensure representation from the Aboriginal and Torres Strait Islander sector on governance groups of relevant CheckUP programs (e.g. the main Queensland Mental Health Week (QMHW) governance groups (Advisory Group and Working Group).	March 2022,2023,2024	QMHW Coordinator
	Convene an Aboriginal and Torres Strait Islander Working Group to develop appropriate messaging and promotional materials for QMHW.	March 2022,2023,2024	QMHW Coordinator
	As part of the annual Outreach Needs Assessment, consult broadly and ensure the views and expertise of Aboriginal and Torres Strait Islander peoples, communities and organisations are an integral part of the process.	May 2022,2023,2024	Outreach Business Lead

GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Implement governance arrangements at the organisational level and for relevant programs we manage (continued).	Utilise existing shared decision-making structures that have been developed by CheckUP and Aboriginal and Torres Strait Islander peoples or build new partnerships where required to inform the needs assessment.	May 2022,2023,2024	Outreach Business Lead
	<p>Ensure the following groups are consulted as part of the Needs Assessment/health service planning process:</p> <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander Peak Organisations. • Aboriginal Community Controlled Health Services. • Aboriginal Medical Services. 	May 2022,2023,2024	Outreach Business Lead
Implement child safety policies.	Develop a child safety framework that address the safety and well-being of Aboriginal and Torres Strait Islander children who access CheckUP programs and services.	July 2022,2023,2024	BWLW Business Lead
	Implement annual training for all staff on the child safety framework.	July 2022,2023,2024	BWLW Business Lead
	Undertake quarterly consultations with Indigenous Elders and stakeholders from BWLW communities to ensure that all engagement with children is culturally appropriate, safe and easily understood by those who do not use English as a first language.	July 2022,2023,2024	BWLW Business Lead

CheckUP regularly engages Adrian Buragubba and his son Coedi to provide cultural performances at our meetings, forums and other significant events.



Thank you Dr Mary Martin AM

One person has been a constant source of knowledge, inspiration, and accountability since we began our formal reconciliation journey in 2012. Dr Mary Martin AM has guided CheckUP through our entire reconciliation process and has provided many thought-provoking, challenging and inspiring cultural awareness and reconciliation sessions to CheckUP staff over the years.

Aunty Mary started her career as a nurse at the Brisbane Mater Hospital in the early 1970s before working for the Brisbane Aboriginal and Islander Community Health Service in 1976. She began working for QAIHC in 1996 and remains their longest serving employee. In December 2019, QUT awarded a prestigious honorary doctorate to Aunty Mary Martin in recognition of her distinguished service to QUT and to the Queensland community.

CheckUP acknowledges the lifetime of service Aunty Mary has made to Aboriginal and Torres Strait Islander people and thanks Aunty Mary for being our guiding light on our reconciliation journey.



CheckUP has commissioned artwork from many talented artists



This artwork was commissioned from year 9 Murri School student Shaneice Landers. The artwork was used on the front cover and throughout a resource developed for children undergoing ENT surgery and proudly displayed in a meeting room in the Brisbane CheckUP Office.

Ailsa Walsh, Aboriginal Artist created Communicate through our Strengths for Queensland Mental Health Week 2018 to reflect a vibrant positive message of connection, values and culture.

The strong message behind this beautiful painting captures the importance of connection and communication for Queensland's first nations people.



Aboriginal artist and storyteller Aunty Venus Rabbitt created Kangaroo Dreaming. Aunty Venus is a Wakka Wakka woman from Cherbourg.

This artwork 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.

Kangaroo Dreaming was used as the cover of our Innovate RAP.



CHECKUP

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