

Reconciliation Action Plan

REFLECT

July 2019 - July 2020



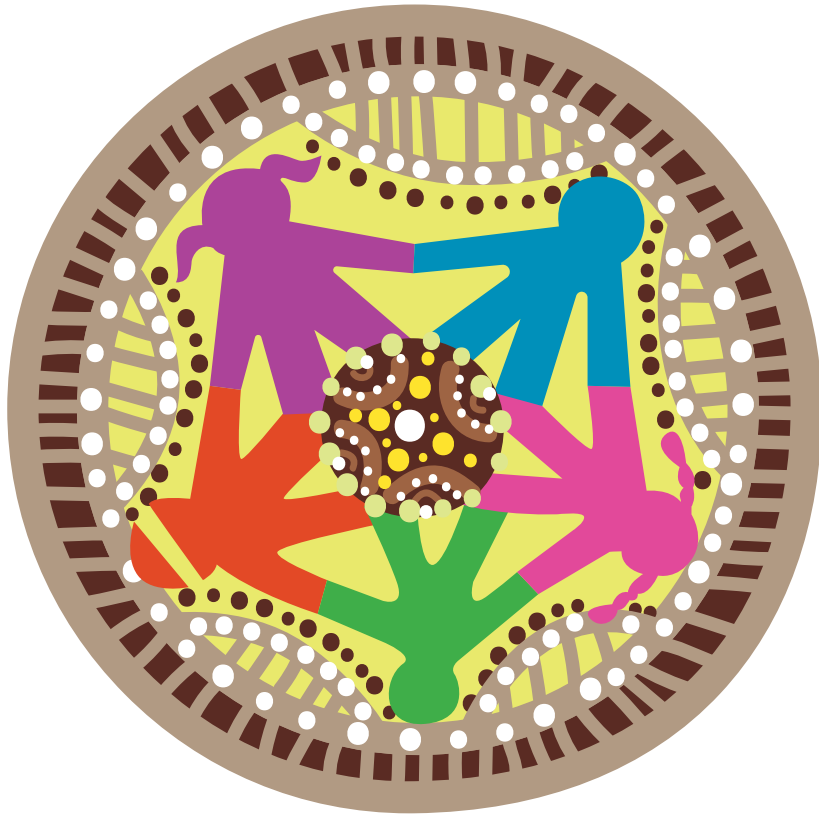
RECONCILIATION
ACTION PLAN

REFLECT



Children's
Hospital
Foundation

Working *wonders*
for sick kids



A Reflect Reconciliation Action Plan (RAP) is for organisations that want to clearly set out the steps you should take to prepare your organisation for reconciliation initiatives in successive RAPs. Committing to a Reflect RAP allows your organisation to spend time scoping and developing relationships with Aboriginal and Torres Strait Islander stakeholders, deciding on your vision for reconciliation and exploring your sphere of influence, before committing to specific actions or initiatives. This process will help to produce future RAPs that are meaningful, mutually beneficial and sustainable.

Reconciliation Australia

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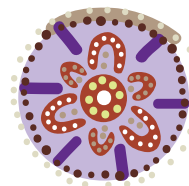


Children's Hospital Foundation Story

Artwork motif

The artwork has been created by Shara Delaney, a Nunagal, Goenbal and Ngugi woman from Quandamooka Country known as the Moreton Bay region. Shara is the artist in residence for Snap Underwood. The meaning behind the design is to highlight the history and commitment of the Children's Hospital Foundation for reconciliation with Aboriginal and Torres Strait Islander children and families. The main circle is the community and people coming together, which incorporates the paper chain logo of the Children's Hospital Foundation. The green background represents how far our services go to help the patients, from urban to rural areas.

Our Symbols



Family

The 'U' symbolises people, a design used traditionally in Aboriginal artwork. In the circle the people are gathered around together as a family and community when sick children need it the most.



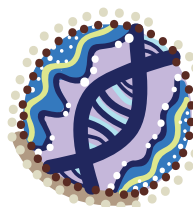
Children

Little foot prints symbolise all the children who receive the services of the Children's Hospital Foundation. The foot prints also represents their health journey.



Giving

The two hands represents an adult who gives support and services to the child. Cultural welcome packs are given to Aboriginal and Torres Strait Islander children when they arrive in Hospital. This design also reflects the continual services providing entertainment and support programs in hospital.



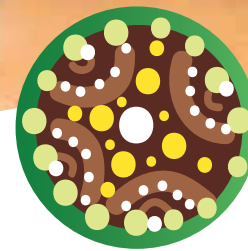
Research

This design looks like a DNA strand to represent access to world-class research, clinical treatments and critical equipment for a healing environment. With the support of a number of researchers who are working on improving the health outcomes for Aboriginal and Torres Strait Islander children.



Health

This design is a heart to symbolise health and the vision for every sick child to have the best possible health care. To help save children's lives and work wonders for sick kids and their families.



Vision for Reconciliation

The Children's Hospital Foundation's **vision for reconciliation** is to embed values of awareness, acknowledgement and respect of Aboriginal and Torres Strait Islander peoples and their cultures within our organisation to contribute towards a fair, equitable and inclusive Australia.

The Children's Hospital Foundation's **vision** is for every sick child to have the best possible health care, with access to world-class research and clinical treatment in a healing environment. Our **mission** is to help save children's lives and work wonders for sick kids and their families.

As the official charity of the Queensland Children's Hospital and the Centre for Children's Health Research, we interact with Aboriginal and Torres Strait Islander peoples every day. From a patient and family in the hospital accessing our in-hospital services to make their journey a little easier, to a child in a remote part of Queensland having a hearing check through a program funded by Children's Hospital Foundation,

there are several touchpoints between our organisation and Aboriginal and Torres Strait Islander peoples.

We financially support a number of researchers who are working on improving health outcomes for Aboriginal and Torres Strait Islander children, as well as funding a grant to provide Cultural Welcome Packs to Aboriginal and Torres Strait Islander children when they arrive in hospital.

Through these experiences we have been enriched as individuals and as an organisation. Developing our first Reconciliation Action Plan (RAP) is a way for the Children's Hospital Foundation to formally and publicly acknowledge our commitment to reconciliation. This RAP will help us discover new opportunities, while we continue to learn, strengthen our understanding and deepen our appreciation for the histories and cultures of Aboriginal and Torres Strait Islander peoples. The achievement of this plan will enable the Children's Hospital Foundation to make a meaningful and worthwhile contribution towards reconciliation.



“The Children’s Hospital Foundation is incredibly proud to develop our first Reconciliation Action Plan, reflecting on the very important role we already play in reconciliation and how our organisation can make a broader contribution to the reconciliation of the nation.”

Message from the CEO

As the official charity of the Queensland Children’s Hospital which funds life-saving medical research, critical equipment and a range of support and entertainment programs in the hospital, we are not only working with Aboriginal and Torres Strait Islander peoples on a daily basis, but also dedicated to improving health care and services for Indigenous Australians in Queensland and around the country. Building on the strong foundation we already have in place across the organisation, our first Reconciliation Action Plan details our unwavering commitment to expanding our contribution towards reconciliation.

Our first Reconciliation Action Plan is a Reflect plan, which focuses on enhancing respect and relationships between Children’s Hospital Foundation and Aboriginal and Torres Strait Islander peoples, as well as creating new opportunities.

The development and ongoing commitment of this plan is one that every member of the Children’s Hospital Foundation has wholeheartedly embraced – confirming that reconciliation is something everyone can and should contribute towards. At the Children’s Hospital Foundation, every member of the organisation has an active role to play in achieving the actions we have all committed to.

I look forward to achieving the actions in this Reconciliation Action Plan and the positive impact it will make towards reconciliation of the nation, the positive impact to Aboriginal and Torres Strait Islander peoples, and to the Children’s Hospital Foundation as we continue to work wonders for sick children and their families.

Rosie Simpson
Chief Executive Officer
Children’s Hospital Foundation

Message from Reconciliation Australia

Reconciliation Australia is delighted to welcome the Children's Hospital Foundation to the Reconciliation Action Plan (RAP) program and to formally endorse its inaugural Reflect RAP.

As a member of the RAP community, the Children's Hospital Foundation joins over 1,000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006. RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and increase pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda. Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity, institutional integrity; unity; and historical acceptance. All sections of the community—governments, civil society, the private sector, and Aboriginal and Torres Strait Islander communities—have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation within their spheres of influence. This Reflect RAP provides the Children's Hospital Foundation a roadmap to begin its reconciliation journey. Through implementing a Reflect RAP, the Children's Hospital Foundation will lay the foundations for future RAPs and reconciliation initiatives.

We wish the Children's Hospital Foundation well as it takes these first critical steps in its reconciliation journey. We encourage the organisation to embrace this journey with open hearts and minds, to grow from the challenges, and to build on the successes. As the Council for Aboriginal Reconciliation reminded the nation in its final report:

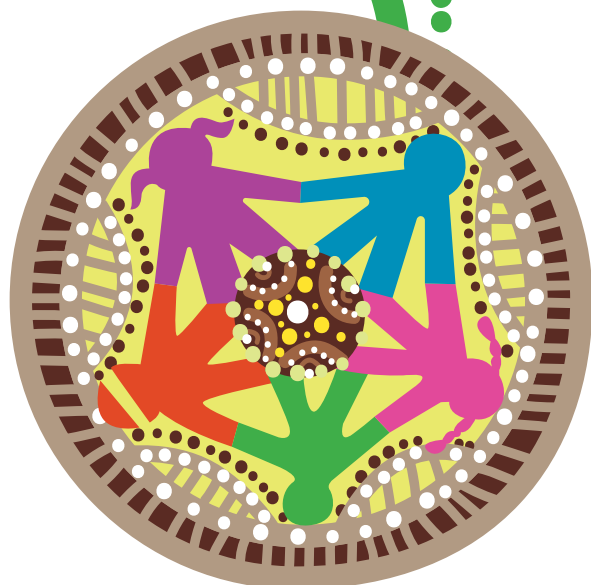
"Reconciliation is hard work—it's a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality."

On behalf of Reconciliation Australia, I commend the Children's Hospital Foundation on its first RAP and look forward to following its ongoing reconciliation journey.



Karen Mundine
Chief Executive Officer
Reconciliation Australia





Children's Hospital Foundation Reconciliation Action Plan

In March 2019, the Children's Hospital Foundation actively started the process of developing its first Reconciliation Action Plan (RAP). This is the first step in our reconciliation journey, recognising our official commitment to making our organisation a culturally aware and inclusive workplace.

The development of this RAP has been a collaboration of all departments across the organisation, including patient and family support teams, research and grants teams, and people and culture. This is not a standalone plan, but an integral part of our organisation's overall strategy which has been widely adopted and supported across the entire organisation.

From the very beginning, the Children's Hospital Foundation worked towards actions that were genuine, respectful, and would have positive outcomes for children's health and Aboriginal and Torres Strait Islander peoples. This has been the focus throughout the development of this Reconciliation Action Plan and will be the guiding principles we adhere to throughout the implementation of the plan.

We appreciated the support and guidance provided by Reconciliation Australia and from Aboriginal and Torres Strait Islander peoples who shared their knowledge and ideas with us to create our first Reconciliation Action Plan.

Through careful consideration, we now have a Reconciliation Action Plan focused on how we can strengthen our relationships with Aboriginal and Torres Strait Islander peoples; increase our understanding and knowledge with respect for Aboriginal and Torres Strait Islander histories and cultures; and find new and exciting opportunities that promote an inclusive Australia. Through committing to our Reconciliation Action Plan, we are continuing to develop a culturally aware and inclusive workplace, which influences and drives our programs, research and services to sick kids and their families across Queensland while fulfilling our mission to save children's lives and work wonders for sick kids and their families.

We are confident that our RAP aligns with our vision for every sick child to have the best possible health care, with access to world-class research and clinical treatment in a healing environment, and will allow us to better educate our staff, volunteers and researchers on the needs of Aboriginal and Torres Strait Islander children and their families.

The Children's Hospital Foundation has taken tentative steps on its reconciliation journey to date, through the implementation of cultural capability training, funding research into various health and wellbeing research projects and providing support to Aboriginal and Torres Strait Islander families at Queensland Children's Hospital and various regional centres.

Through the development and implementation of this RAP we hope that it will enable us to better understand, engage and collaborate with Aboriginal and Torres Strait Islander peoples. The first RAP for the Children's Hospital Foundation aims to prepare us for meaningful, mutually beneficial, and

sustainable reconciliation which in turn will have a positive impact on the organisation's culture, understanding, and practices.

This Reconciliation Action Plan is championed by the People and Culture team with support from the entire organisation and will be reviewed annually. The board and executive team are committed to the delivery of the RAP across the Children's Hospital Foundation and will be monitoring its implementation and impact.







Children's Hospital Foundation's Partnerships in Action

Cultural Welcome Packs are helping Aboriginal and Torres Strait Islander families adjust to hospital life.

Many Aboriginal and Torres Strait Islander patients accessing urban and metropolitan hospitals come from remote and rural communities.

Families often must travel distances to unfamiliar areas where language and cultural differences will be likely barriers. Emotional stress can be heightened by other stressors, including culture shock, fear of being judged, fear of the unknown, fear of procedures and isolation, and disconnection from family and social support networks.

In a paediatric hospital setting, the wellbeing of the accompanying adult escorts of the inpatient child is extremely important. The Indigenous Hospital Liaison Service has responded to feedback from families experiencing a disconnection from culture as a result of hospitalisation by trialling the distribution of Cultural Care Welcome Packs to inpatient families.

The Indigenous Hospital Liaison team secured a funding grant from the Brisbane Boys Grammar School via the school's fundraising activities as part of their Close the Gap committee. The School committee agreed that they would like to hold fundraising activities with the proceeds to be donated to the Children's Hospital Foundation for the benefit of Aboriginal and Torres Strait Islander families in need of assistance. A further grant was provided by the Children's Hospital Foundation signalling a strong partnership around the delivery of this project. Funds are managed through the Indigenous Health Trust cost centre.

The project design and trial has been endorsed and supported by members of the Making Tracks Committee and by the Executive Leadership Team.



About Children's Hospital Foundation

From the very beginning of the journey, we have been committed to making a difference in the fight against childhood illness and injury so every child can grow up as happy and healthy as possible.

Today, more than 40 years after the first children's hospital in Brisbane opened, we remain committed to making a difference to the lives of sick kids and their families, by investing in pioneering research, funding critical equipment and providing entertainment and support programs in hospital.

Together with community support and corporate partnerships, we are working wonders for sick kids and their families when they need it most.

With a small but dedicated team of sixty staff and a wonderful crew of volunteers working wonders for sick kids in Queensland, the Children's Hospital Foundation exists to support children and their families as they navigate an injury or illness, while investing in life-saving medical research and critical equipment. Currently, the Children's Hospital Foundation does not record whether staff or volunteers identify as Aboriginal or Torres Strait Islander people.

Sometimes it is the little things that make a big difference - someone to show a family around the hospital or to find their way to an appointment, someone to play a board game or to deliver books to the wards, events and entertainment programs that allows kids to just be kids, even for a little while. Every day, the Children's Hospital Foundation brings a little wonder to children and families when they need it most. A magical moment of a music therapy session, when a child opens their eyes for the first time; to see a sick child smile when the pet therapy dog arrives at their room, the pure excitement when a celebrity - or Santa - drops by to brighten their day.

Around the little things, the Children's Hospital Foundation is passionate about the big ideas that have the most impact - purchasing lifesaving medical equipment for hospitals around the State as well as investing in research that aims to find better treatments, faster diagnoses and ultimately, cures, for the most devastating childhood illnesses and injuries.

Children's Hospital Foundation's Reconciliation Goals

The Children's Hospital Foundation's Reflect Reconciliation Action Plan will help to realise reconciliation goals in three important areas:

- **Relationships**

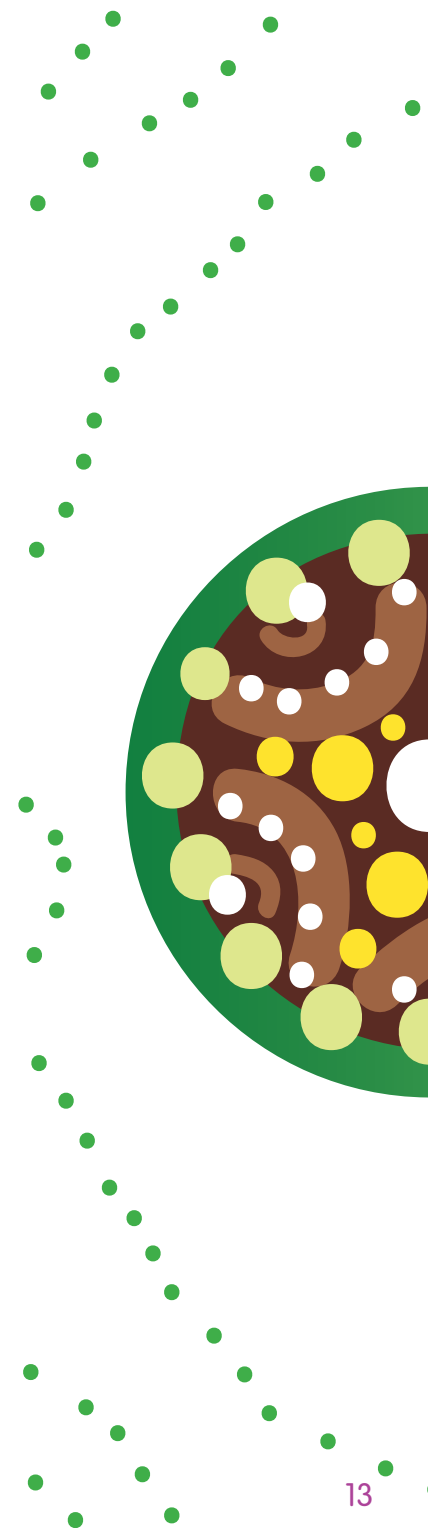
At the heart of everything we do at Children's Hospital Foundation is building strong relationships that result in the best possible care and treatment for sick children and their families. It is evident that we can play a significant role in strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous people, to ensure that we are all working towards reconciliation.

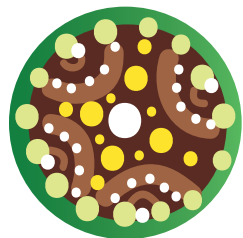
- **Respect**

Reconciliation is ultimately about respect for the histories, the cultures and the connection to land of Aboriginal and Torres Strait Islander peoples. Through our actions, we are committing to greater understanding and knowledge of Indigenous cultures and history to ensure we can provide the best possible care and treatment for Aboriginal and Torres Strait Islander children and young people, and all young people.

- **Opportunities**

Everything we do is about working wonders for sick kids to ensure they can get better and go home sooner. Our goal is to improve the outcomes for Queensland's sickest and most critically injured kids, which is why we provide vital funding to the Queensland Children's Hospital – the state's only specialist children's hospital. We want to ensure every child in Queensland can receive the highest level of care when needed, and we understand and appreciate that this can be extremely difficult for Aboriginal and Torres Strait Islander families. We are committed to improving health outcomes for Indigenous children in hospitals around Queensland and northern New South Wales and in remote locations. We also recognise the role that we play in ensuring that our workforce represents the diversity of communities, families and children that we support, and, therefore are committed to increasing career and business opportunities for Aboriginal and Torres Strait Islander peoples.

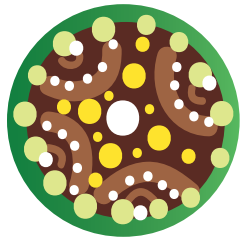




• Relationships

Action	Deliverables	Timeline	Responsibility
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.	October 2019	• People and Culture Coordinator
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	October 2019	• Director, People and Culture
	Provide Children's Hospital Foundation representation on Children's Health Queensland's Making Tracks committee to support and provide advice on initiatives and programs to support Aboriginal and Torres Strait Islander families.	July 2019 October 2019 January 2020 April 2020	• Director, Patient and Family Support
	Build internal relationships with Aboriginal families staying at the Hospital to encourage access to Children's Hospital Foundation mechanism and resources.	October 2019 January 2020 April 2020	• Patient and Family Support Officer
	Continue to build relationships with Indigenous Health Liaison Officers to understand needs of Aboriginal and Torres Strait Islander families.	October 2019 January 2020 April 2020	• Director, Patient and Family Support
	Explore who the Traditional Owners are of the lands and waters in our local area and invite to attend functions and activities hosted by the Foundation.	August 2019	• Chief Executive Officer
Participate in and celebrate National Reconciliation Week (NRW) and other significant dates in the calendar.	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff and volunteers.	May 2020	• People and Culture Coordinator
	Create internal opportunities within the Foundation to celebrate NRW.	May 2020	• People and Culture Coordinator
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2020	• Director, People and Culture
	Promote and encourage staff, volunteers and families to attend local NRW events.	27 May - 3 June 2020	• People and Culture Coordinator
	Promote Reconciliation activities via Children's Hospital Foundation media channels including social media and newsletters.	May 2020	• Marketing Coordinator
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2020	• Director, People and Culture
	Provide support and funding for major Aboriginal and Torres Strait Islander events in conjunction with Queensland Children's Hospital, including NAIDOC week, NRW, Close the Gap and National Indigenous Children's day.	October 2019 March 2020 June 2020	• Director, Patient and Family Support

Action	Deliverables	Timeline	Responsibility
Promote reconciliation through our sphere of influence.	Launch RAP through an internal event.	July 2019	• Director, People and Culture
	Raise awareness amongst all staff and volunteers across the organisation about our commitment to reconciliation.	June 2020	• Director, People and Culture
	Develop and implement a plan to engage and inform key internal and external stakeholders on our reconciliation journey.	December 2019	• Head of Marketing and Communications
	Engage volunteers in the implementation of the RAP through onboarding, regular communication and annual training.	July 2019 August 2019 September 2019 October 2019 November 2019 February 2020 March 2020 April 2020 May 2020 June 2020	• Volunteer Services Manager
	Launch RAP and ongoing activities in Foundation media channels, including social media.	July 2019	• Marketing Coordinator
	Ensure our Reflect RAP is visible and clearly accessible on the Foundation's website.	July 2019	• Marketing Coordinator
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	December 2019	• Director, People and Culture
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	December 2019	• Director, People and Culture
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	December 2019	• People and Culture Coordinator

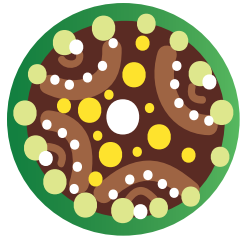


• Respect

Action	Deliverables	Timeline	Responsibility
Increase understanding and awareness of Aboriginal and Torres Strait Islander cultures and histories, through cultural learning.	Develop a plan for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	February 2020	• Director, People and Culture
	Capture data to measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.	January 2020	• People and Culture Coordinator
	Conduct a review of cultural learning needs within our organisation.	September 2019	• People and Culture Coordinator
	Implement cultural awareness training for all staff	October 2019	• People and Culture Coordinator
	Incorporate cultural awareness training into staff inductions	October 2019	• People and Culture Coordinator
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.	August 2019	• People and Culture Coordinator
	Develop and include an Acknowledgement to Country on the Children's Hospital Foundation Annual Report.	September 2019	• Head of Marketing and Communications
	Increase staff and volunteer's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	August 2019	• Director, People and Culture
	Deliver an Acknowledgement of Country at all formal, internal all staff meetings and if not already acknowledged, in external speeches.	September 2019	• Director, People and Culture

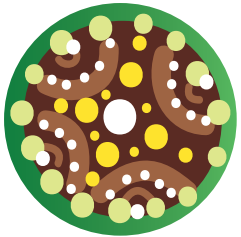
Action	Deliverables	Timeline	Responsibility
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff and volunteers of the meaning of NAIDOC week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities.	July 2020	<ul style="list-style-type: none"> • People and Culture Coordinator
	Introduce our staff and volunteers to NAIDOC Week by promoting community events in our local area.	June 2020	<ul style="list-style-type: none"> • People and Culture Coordinator
	Communicate involvement with NAIDOC week on social media.	July 2020	<ul style="list-style-type: none"> • Marketing Team
	Executive team to participate in an external NAIDOC Week event.	July 2020	<ul style="list-style-type: none"> • Director, People and Culture





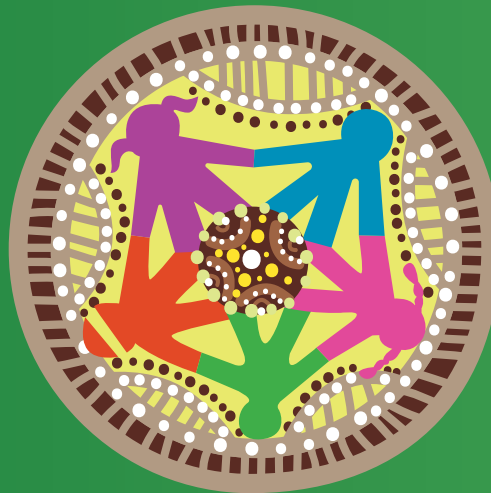
• Opportunities

Action	Deliverables	Timeline	Responsibility
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.	January 2020	• Director, People and Culture
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	January 2020 July 2020	• Director, People and Culture
	Incorporate cultural awareness protocols into volunteer orientation and training.	October 2019	• Volunteer Recruitment and Training Coordinator
	Include the following wording on employment and volunteer advertisements 'Aboriginal and Torres Strait Islander persons are encouraged to apply.'	July 2019	• People and Culture Coordinator
Investigate 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 2019	• Chief Financial Officer
	Investigate Supply Nation membership and the mutual benefits forming partnerships.	December 2019	• Chief Financial Officer



Progress and Reporting

Action	Deliverables	Timeline	Responsibility
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	January 2020	• Director, People and Culture
	Draft a Terms of Reference for the RWG.	February 2020	• Director, People and Culture
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	February 2020	• Director, People and Culture
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP development and implementation.	September 2019	• Director, People and Culture
	Engage senior leaders and Board members in the delivery of RAP commitments.	October 2019	• Director, People and Culture
	Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2019	• Director, People and Culture
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.	September 2020	• Director, People and Culture
Continue our reconciliation journey by developing our next RAP.	Liaise with Reconciliation Australia to develop our next RAP, based on learnings, challenges and achievements.	May 2020	• Director, People and Culture



"Thanks to Children's Hospital Foundation for all that they have done for our family. We have enjoyed every minute we have spent with the volunteers, especially the cuddle carer program, bedside play and the awesome Kidzone. We cannot thank you enough for all your support."

-Siba, Freddy and family

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www.childrens.org.au

 **Children's
Hospital
Foundation**
Working *wonders* for sick kids