

ADVANCED  
PHARMACY  
AUSTRALIA



# *DIVERSITY, EQUITY AND INCLUSION*

**STRATEGY 2025-2030**

AdPha's diversity, equity and inclusion strategy aims to facilitate an equity and inclusion focus across the organisation's operational landscape while promoting the cultural shift needed to affect the system change that achieves equity in health outcomes.

Collaboration is a key part of making equity real. We'll work with our members, organisational partners and communities to share and enhance our work programme over the life of the Strategy.

Advanced Pharmacy Australia



[adpha.au](https://adpha.au)

## Our strategy

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## Acknowledgements

The story of AdPha's *Reflect* Reconciliation Action Plan highlights the values of community, collaboration and *yindyamarra*, a Wiradjuri term that encompasses respect, honour and responsibility.

Through our words and actions, we seek to imbue this concept through all that we do while celebrating Aboriginal and Torres Strait Islander peoples as the first pharmacists of Australia, bush medicine practitioners and doctors who practised on this land.

We acknowledge Aboriginal and Torres Strait Islander people as the Traditional Owners of the lands and waterways on which all Australians meet, work and live, and thank their elders past and present.

Not included in this Strategy, but underpinning all activity, is progression through Reconciliation Action Plans to ensure AdPha supports First Nations sovereignty in parallel to improved health outcomes for Aboriginal and Torres Strait Islander communities.

# Diversity, Equity and Inclusion Statement

**With our mastery of medicines, we know the smallest things can make the biggest difference. Advanced Pharmacy Australia (AdPha) is committed to better health care for all through embracing diversity and building a culture of inclusion, love and respect.**

**We hear and value all voices from across Australia's diverse communities as part of our focus on health, wellbeing and safety.**

## Inclusive Pharmacy

We are a profession that brings varying backgrounds, ideas, and points of view to healthcare on behalf of our patients and colleagues. Our diverse perspectives come from many sources including gender, race, age, national origin, sexual orientation, disability, culture, religion, education, and professional and life experience. We are committed as healthcare professionals to diversity and inclusion and always look for ways to help people feel safe, valued and respected.

We understand that discrimination has a direct impact on health and wellbeing and that many people experience barriers accessing health services.

We strive for health and social equity.

## What is diversity and inclusion?

An inclusive organisation and workplace culture benefits all.

We want everyone to have a culturally safe and inclusive experience of AdPha, where there is no challenge or denial of their identity and they feel heard and supported.

We believe all people who experience discrimination may benefit from the strategy, but to enable us to make sustainable change within the resources we have available we will focus on these groups:

- Aboriginal and/or Torres Strait Islander peoples
- Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual (LGBTIQ+) people
- Culturally and Linguistically Diverse (CALD) people
- People with disability, including invisible disability
- Neurodivergent people
- Religion and religious persecution
- Women (all identified)

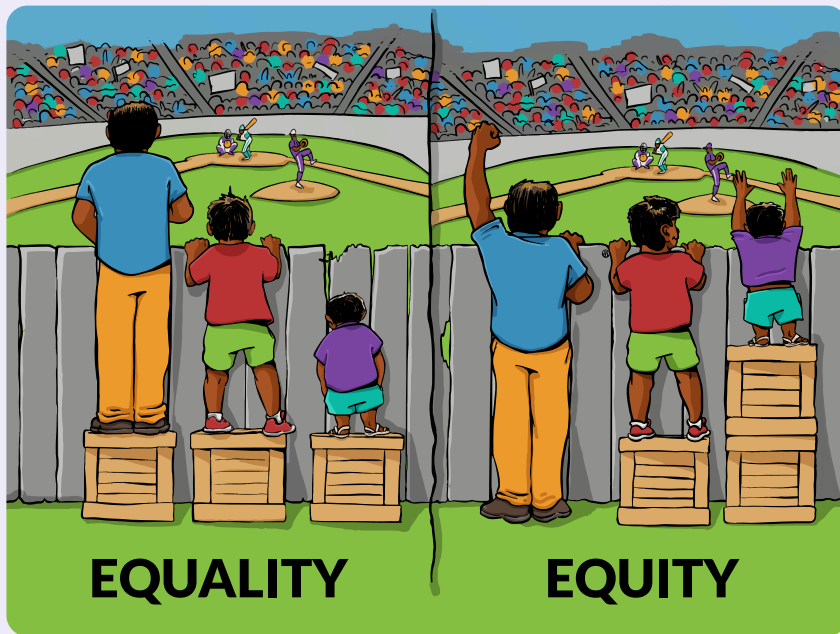
We acknowledge that these cohorts do not form homogenous groups, and that great diversity and uniqueness exists within. We also understand that people can have overlapping experiences of discrimination. The principle of intersectionality is key to addressing unique challenges, barriers and experiences of people. Other diversity markers, such as age, drug and alcohol use, and socio-economic status, are also very important.

We acknowledge the importance of broadening diversity without pressuring individuals to be spokespersons for their communities.

We also acknowledge that implementing our Strategy will take time. It involves working in new ways; listening deeply and holding two way conversations can be a different mode of engagement for individuals and organisations.

## What is equity?

Having a common understanding of equity is an essential foundation for coordinated and collaborative effort to achieve equity in health and wellness. This definition can be used in all work and engagements within our ecosystem. The definition can provide a common understanding of what is meant by equity and how it differs from equality.



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AdPha's definition of equity is:

*In Australia and New Zealand, people have differences in health that are not only avoidable but unfair and unjust. Equity recognises different people with different levels of advantage require different approaches and resources to get equitable outcomes.*

This definition is designed to:

- be principle based
- be inclusive enough to incorporate all possible dimensions of equity (indigenous, socio-economic, geographically, disability, etc.)
- reflect the international literature on equity
- reflect the definition put forward by the World Health Organization.

# Diversity, Equity and Inclusion Strategy 2025–2030

## 1. Inclusive leadership

### **Goal: Our leaders foster an inclusive team culture**

Why is this important?

An inclusive team culture:

- provides a richness of perspectives
- improves decision making as it uncovers blind spots, challenges and assumptions, and
- helps develop a global perspective.

A leader who prioritises inclusion as core to its operations is more likely to achieve sustained organisational change. Diversity Council Australia's research (2015) cited the following benefits of inclusive leadership:

- Improved job or team performance, as well as higher return on income and productivity
- Higher levels of team innovation
- Greater team engagement
- Higher rates of employee wellbeing and psychological safety
- Lower levels of workplace discrimination complaints
- Higher retention: 33% less employee turnover, on average.

### **ACTIONS**

We will achieve our goal by:

#### **1.1 Providing targeted training and resources that support member and staff leaders to build confidence in:**

- Identifying and addressing personal unconscious bias
- Inclusive leadership skills
- Identifying and addressing discrimination promptly
- Knowledge of flexible working arrangements and reasonable adjustments

#### **1.2 Embedding and supporting Inclusion Champions across the organisation to lead inclusion within teams and committees.**

## 2. Diverse workforce and workplace culture

**Goal: our workforce reflects the diversity of the community we serve, across all levels of the organisation**

Why is this important?

There is clear evidence that workforce diversity and inclusion are important for both social and economic outcomes. Diverse workforces and inclusive workplace cultures are better performing:

Diversity Council Australia & Suncorp (2020) found that people in inclusive teams are:

- 5 times more likely to provide excellent customer service
- 19 times more likely to be satisfied at work
- 9 times more likely to innovate

Australia's workforce does not represent the diversity within the community. People who are Aboriginal or Torres Strait Islander, women, LGBTIQ+, culturally diverse, neurodivergent and/or have disability experience more bias and discrimination across all stages of employment.

### ACTIONS

We will achieve the goal by:

**2.1 Measuring and reporting on workforce and membership diversity.**

**2.2 Improving recruitment processes (both staff and member) to enhance accessibility and reduce bias and structural discrimination.**

**2.3 Creating more purposeful representation pathways to committees and volunteer roles.**

**2.4 Strengthening partnerships with recruitment agencies that specialise in recruiting diverse staff e.g. people with disability or culturally diverse people.**

**2.5 Training recruiting managers in bias, conflict of interest and the benefits of workforce diversity.**

**2.6 Implementing staff support structures, such as specialised employee assistance programs, peer support networks/working groups.**

**2.7 Improving retention through:**

- increasing coworker knowledge and awareness of cultural safety
- strong and well-implemented policies and guidelines on reducing discrimination
- welcoming and accessible physical environments and virtual accessibility
- celebrating/acknowledging culturally significant dates

**2.8 Improving advancement through increased professional development opportunities, including sponsorship/mentorship initiatives**

### 3. Community collaboration and partnerships

**Goals:** *The voices of AdPha members, consumers and staff with lived experience of inequity are central to decision making across all levels of the organisation. We maintain strong partnerships with organisations that specialise in equity.*

Why is this important?

Cultural safety can only be defined by the person experiencing it, not by the person/organisation providing it.

If the design, delivery and evaluation of services and programs are informed by people that represent the community, our services will meet the needs of the community we serve.

Self-determination is a proven approach that has produced effective and sustainable improvements in outcomes for communities that have experienced structural discrimination.

#### **ACTIONS**

We will achieve our goals by:

**3.1 Prioritising committee and volunteer positions to people from diverse communities.**

**3.2 Building the capacity of AdPha staff to engage in culturally safe and effective community participation and co-design practices.**

**3.3 Ensuring Board members represent the diversity of the community we're serving.**

**3.4 Ensuring community voice is central to any project or program that affects community.**

**3.5 Creating opportunities for member-led action.**

**3.6 Establishing and supporting employee networks to improve employee experience of cultural safety.**

**3.7 Strengthening relationships with peak bodies and sector leaders to ensure the Diversity, Equity and Inclusion Strategy is informed by best practice.**



## 4. Advocacy for broader change

### **Goal: We use our sphere of influence to shape broader societal change**

Why is this important?

Discrimination has a direct impact on wellbeing.

AdPha is committed to addressing the underlying causes of health inequity and advocacy has been a successful mechanism to create change.

Lobbying for equity to institutions and local, state and federal governments leads to a fairer and more equitable society.

### **ACTIONS**

We will achieve our goal by:

**4.1 Aligning advocacy efforts with priority population needs.**

**4.2 Sharing and promoting our equity and inclusion efforts and learnings through presentations, papers, publications and resources.**

**4.3 Amplifying member voices and experience.**

**4.4 Promoting inclusion and human rights to external stakeholders through our powerful communication channels.**

**4.5 Engaging in reactive and strategic advocacy regarding the promotion of human rights, including policy submissions, letters to government and campaigns.**

### **Useful Links**

Diversity Council Australia & Suncorp (2020), **Inclusion@Work Index 2019–2020.**

FIP **EquityRx** <https://equityrx.fip.org/>

New Zealand Ministry of Health **Ao Mai te Rā | The Anti-Racism Kaupapa** <https://www.health.govt.nz/our-work/populations/maori-health/ao-mai-te-ra-anti-racism-kaupapa>

**ACON's Pride Inclusion Programs** <https://www.prideinclusionprograms.com.au/>

**Public statement: Invisible disabilities | Victorian Equal Opportunity and Human Rights Commission**

AdPha's **Reflect Reconciliation Action Plan Nov 2023 – Dec 2024**