



DESIGN SPACE FOR IMAGERY

Message from our leaders (DRAFT)

At Children’s Health Queensland (CHQ), we remain dedicated to our commitment to delivering the best possible healthcare for every child and young person. As we build on our first Health Equity Strategy, we reflect on the progress we have made together – alongside our communities and workforce – to strengthen a system that is equitable, culturally safe, and responsive to the needs of Aboriginal and Torres Strait Islander peoples.

Our journey has been one of listening, learning, and taking action. Since the launch of our first Health Equity Strategy in 2022, we have deepened our partnerships, worked to eliminate racism, and strengthened our workforce to reflect the communities we serve. We acknowledge the dedication of our staff, the voices of Aboriginal and Torres Strait Islander patients and families, and the leadership of Aboriginal and Torres Strait Islander community-controlled partners in shaping this progress.

This Health Equity Strategy reaffirms our commitment to self-determination in healthcare. We will continue to walk alongside Aboriginal and Torres Strait Islander children, young people, and their families to design, deliver, and evaluate services that are culturally safe, and patient centered. Our responsibility is clear, we must embed health equity at every level, and ensure that care is accessible and shaped by the wisdom and values of First Nations peoples.

Together we are building a future where every Aboriginal and Torres Strait Islander child and young person has the opportunity to thrive.

DESIGN SPACE FOR MULTIPLE IMAGES AND QUOTES

250 Responses Received

Our journey so far

Children’s Health Queensland has taken significant steps to drive systemic change and improve health and wellbeing outcomes for Aboriginal and Torres Strait Islander children and young people. See the impact of our [Health Equity Strategy 2022 – 2025](#). Together we have:

- Overhauled our **Cultural Capability** and Recognition Program
- **Confronted racism** by releasing a public Position Statement, the implementation of an annual Institutional Racism Audit ©, developed HR products to manage and monitor racism complaints and entered a research partnership with Queensland University of Technology (QUT) to develop an anti-racist educational intervention for staff (KPA1).
- **Eliminated access barriers** by establishing dedicated Aboriginal and Torres Strait Islander specialty clinics held in partnership with the Institute for Urban Indigenous Health (IUIH) (KPA2).
- Designed and implemented **new Aboriginal and Torres Strait Islander service models** in areas of high need including Emergency, Respiratory, Palliative Care, Cardiac Surgery, Ellen Barron Family Centre, Hospital in The Home (HiTH) and Hearing Health (KPA5).
- Expanded CHQ’s commitment to **embedding culture in the places and spaces** of care including a co-designed healing place for families to meet, share, wait, consult, yarn and practice culture – Jimbulang Nye’nan-ba (family sitting place) (KPA4).
- Launched CHQ’s first **Aboriginal and Torres Strait Islander Health Workforce Action Plan** to increase recruitment, retention, and leadership opportunities for Aboriginal and Torres Strait Islander staff (KPA3&6).
- **Created innovative early career opportunities** including Trainees, Cadets and Graduates and developed the state’s first Aboriginal and Torres Strait Islander Talent Pool (KPA3&6).
- **Increased our Aboriginal and Torres Strait Islander workforce** from 1.39% (total CHQ workforce) to 1.98% (at time of publishing) (KPA3&6).
- Designed and implemented the Aboriginal and Torres Strait Islander **Health Equity Data Dashboard** to monitor progress against the Strategy’s Key Performance Measures (KPA5).
- Developed and implemented a **formal partnership with the Institute for Urban Indigenous Health** creating opportunities for co-commissioning, shared workforce, health information sharing and co-designed models of care (KPA2).

DESIGN SPACE FOR QUOTES OR ALIGNMENT WITH GOVERNMENT PRIORITIES

Our strategic opportunities

Caring for the future cultural custodians

CHQ is committed to its role in providing world class care to the future custodians of the Aboriginal and Torres Strait Islander cultures in Queensland.

Strong partnerships

CHQ is a trusted partner in health equity, with families, staff, and community stakeholders.

Employer of choice

Through the Aboriginal and Torres Strait Islander Workforce Plan, CHQ will continue to increase the workforce commensurate to need across all CHQ services.

System leader in Health Equity

CHQ uses research and deploys culturally safe co-design techniques to lead innovative approaches to health equity, contributing to systemic change.

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	PRIORITY AREAS	WHAT WE HEARD	WHAT WE WILL DO ABOUT IT	WE WILL KNOW WE ARE SUCCESSFUL WHEN:
PRIORITY	Strengthen the Aboriginal and Torres Strait Islander workforce	Actively eliminate racial discrimination and institutional racism	<ul style="list-style-type: none">We will continue to dismantle structures, policies and processes that disadvantage Aboriginal and Torres Strait Islander people.We will develop and implement an anti-racist educational intervention in partnership with QUT’s Carumba Institute.We will create formal mechanisms for addressing racism in the workplace.We will continue to strengthen cultural safety by embedding Aboriginal and Torres Strait Islander design throughout our places of care and work.	Aboriginal and Torres Strait Islander children, young people, staff, and stakeholders do not experience racism. Culture is embedded and celebrated throughout CHQ places of care and work.
WHAT WE HEARD	When our own Mob are part of the care that we receive at CHQ, we feel safer. We want to be supported throughout our care journey by community members who share our lived experiences.	Increase equitable access to healthcare services	<ul style="list-style-type: none">We will continue to address wait times and services not able to be provided for families needing care.We will explore options, including technology, to reduce access barriers and optimise opportunities to provide care.We will enhance access to paediatric care by improving networked and outreach models.We will improve engagement and collaboration with community based primary care and specialist services.We will improve family experiences by coordinating better flow of care.	Aboriginal and Torres Strait Islander children and young people are seen in clinically recommended times, have access to more community-led service models and their health journey will be supported by strong partnerships between CHQ and other health services.
WHAT WE WILL DO ABOUT IT	<ul style="list-style-type: none">We will increase the Indigenous Health Liaison Officer (IHLO), Health Worker and Health Practitioner workforce.We will increase learning and development opportunities for the Aboriginal and Torres Strait Islander workforce to support their career aspirations.We will review existing Aboriginal and Torres Strait Islander Health Worker and Health Practitioner’s Role Descriptions to ensure they are supported to work at Top of Scope.We will implement the Racism Complaints Process to protect Aboriginal and Torres Strait Islander staff in the workplace.We will implement the CHQ Aboriginal and Torres Strait Islander Health Workforce Action Plan 2024-2028.We will implement the Aboriginal and Torres Strait Islander Nursing Workforce Plan.	Influence the social, cultural, and economic determinants of health	<ul style="list-style-type: none">We will improve connection and referral pathways to community-based support services, such as MobLink.We will review and redesign CHQ services and programs to better meet the needs of children in the justice system, out of home care or disconnected from school and community.We will improve informed decision-making for children and families by providing greater visibility on the options for care available to them.We will maximise opportunities to work with Aboriginal and Torres Strait Islander owned businesses to contribute more effectively to economic development.	Children and young people receive culturally safe, trauma informed care that supports strong and connected families. Families are empowered and resourced to provide the best care for their kids by integrating health care with other community support services.
		Deliver sustainable, culturally safe, and responsive healthcare services	<ul style="list-style-type: none">We will improve post-discharge care with timely follow-up, providing the best opportunity for success after treatment.We will enhance care coordination by improving shared-care planning with health partners including the Aboriginal and Torres Strait Islander Community Controlled Health Organisation (A&TSICCHO) sector and other Hospital and Health Services across Queensland.We will take a focused approach to enhancing prevention at home by sharing informative health resources and increasing health literacy.We will embed Aboriginal and Torres Strait Islander perspectives into CHQ led research.	Aboriginal and Torres Strait Islander families will have access to care closer to Country and will actively contribute to the design of new and modified care models, including health information resources.
WE WILL KNOW WE ARE SUCCESSFUL WHEN	All CHQ consumers and staff are adequately supported by the knowledge and experiences of a culturally safe and self-determined Aboriginal and Torres Strait Islander workforce.	Work with Aboriginal and Torres Strait Islander peoples to design, deliver, monitor, and review health services	<ul style="list-style-type: none">We will develop formal mechanisms to collaborate with Aboriginal and Torres Strait Islander communities, including young people.We will continue to review and redesign services, in partnership with the Aboriginal and Torres Strait Islander workforce and consumers to better meet the needs of the communities that we serve.We will develop unique approaches to understanding the experiences of Aboriginal and Torres Strait Islander patients.	CHQ services will be enhanced by the unique and diverse experiences of Aboriginal and Torres Strait Islander children, young people, and Elders.

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