





**Clifford Hallam
Healthcare
Pty Ltd**

Reflect Reconciliation Action Plan
April 2023 – April 2024





CH2 acknowledges the Traditional Owners of Country throughout Australia and pays its respects to Elders past and present. We recognise their rich cultures and continuing connection to land, water and seas.

Contents



Statement from CEO of Reconciliation Australia	5
Our business	6
CH2 Corporate Vision	8
Our Reconciliation Action Plan	10
Our partnerships/current activities	11
Relationships	12
Respect	14
Opportunities	16
Governance	18
About the artwork	20
About the artist	21





Statement from CEO of Reconciliation Australia

Inaugural Reflect RAP

Reconciliation Australia welcomes Clifford Hallam Healthcare to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Clifford Hallam Healthcare joins a network of more than 2,200 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Clifford Hallam Healthcare to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Clifford Hallam Healthcare, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer
Reconciliation Australia



Our business

Clifford Hallam Healthcare (CH2) is the leading privately-owned distributor of healthcare products to the Australian Healthcare Market. CH2 has an extensive product range to offer a consolidated procurement solution of pharmaceutical, medical, nutrition and equipment products. CH2 has been distributing products for over 80 years, specialising in logistics, with a focus on supply chain solutions to our customers and business partners.

CH2 has distinct business units – Wholesale Pharmaceutical, Wholesale Medical Supply, and Contract (4PL) Logistics which service Hospitals, Community Pharmacy, Primary Care, and Aged & Community Care. This business model ensures there is a dedicated focus and specialisation to accommodate the distinct needs of each segment. Each business unit is supported by an experienced dedicated and specialised team.

Our extensive product range, dedicated teams, tailored supply chain and proprietary solutions enable CH2 to deliver exceptional service. Our greatest strength comes from our ingrained culture of building solid client and supplier relationships, maintaining open lines of communication, and delivering on what we promise.

Today CH2 has a staff of 525 employees across 8 sites nationally, with 2 staff members currently identifying as Aboriginal people in our Brisbane branch.



1918 - 1978

Formation of the Country Hospital Association ('CHA')
Registration of the Victorian Hospitals Association ('VHA') with equal number of CHA & VHA members appointed to board

1978 - 2001

Formation of Clifford Hallam Pharmaceuticals ('CHP') by Chevel Coonan and Clifford Skiller

Spotless acquires CHP

VHA changes its name to the Victorian Healthcare Association. In the same year, Hospital Supplies Australia ('HSA') is established

Acquisition of HSA by API

2005 - 2014

API forms a joint venture with ABN AMRO to acquire HSA and CHP, renaming the combined business 'Clifford Hallam Healthcare'

CH2 acquires Cottman Australia. Allegro Funds takes over management of ABN AMRO's portfolio

CH2 acquires Intouch Direct to expand offering into the growing Aged Care & Community sector

CH2 acquires Elders Vet Suppliers to strengthen its offering into the Veterinary sector

2015 - Now

Long term shareholders **David Collins and Peter Lacaze** increase their ownership to 100% of the business

CH2 acquires TCS to expand the growing Private Label business

CH2 appointed as a CSO Distributor

CH2 becomes full line wholesaler to community pharmacy

CH2 moves to state of the art custom facility in Keysborough Victoria

CH2 divests Vet Wholesale business to focus on human healthcare

CH2 opens the Townsville site to service north Queensland

Signed an agreement with McKesson in 2020 to drive growth in CH2's private label business

CH2 announces the proposed acquisition of CHS Hospital business, which is due to be completed in mid-2023, this will add scale to the CH2 Hospital Pharmacy business.

CH2 Corporate Vision

CH2 is the preferred healthcare distribution network for all Australian providers of healthcare and pharmacy products. We achieve this through a combination of customer focus, extensive product range, knowledge-based solutions, and “best in class” logistics and technology.

To be a diversified healthcare distributor

- Being the distribution leader in the Australia healthcare market by providing tailored solutions in leveraging CH2’s comprehensive range and value add services with price as a key driver
- To be the leading independent wholesaler to non-affiliated retail pharmacies
- Specialist Contract Logistics offering into mid-sized healthcare suppliers with our integrated service model

**We have one clear purpose
– to Enable Australian
Healthcare.**

The CH2 warehouse network consists of the following sites nationally



Our Vision



CH2 is easy to do business with.



Pharmaceutical, nutritional, medical consumable & equipment provider.



Execute daily tasks in a lean & efficient manner to get the job done.



Superior technology and data.

Our Reconciliation Action Plan

CH2 in developing our first Reconciliation Action Plan (RAP) is embarking on a journey to develop a better understanding and engagement with Aboriginal and Torres Strait Islander peoples, communities, and businesses in the communities we work.

As a national organisation, CH2 values the importance of a diverse workforce and will work to ensure this includes Aboriginal and Torres Strait Islander peoples to add to the already diverse workforce at CH2. As one of Australia's leading healthcare distributors, we know that we have a responsibility to work towards improving and driving positive change across the healthcare sector including the engagement with Aboriginal and Torres Strait Islander peoples.

In 2022 CH2 established the Modern Slavery D&I Working Group, one of two working groups to report to the Corporate Social Responsibility (CSR) Steering Committee. This working group is the core of the RAP Working Group with the addition of the two CH2 Aboriginal staff members to assist and help drive the development of RAP goals and longer-term plans.

The General Manager – People & Safety is the Working Group Chair and RAP Champion and through the working group will lead the development of the RAP for CH2 over this period. CH2 being a lean organisation with a flat management structure many of the tasks will be owned by this role to ensure correct delegation, oversight and completion monitoring across the organisation.

These areas include:

- Cultural awareness training for all staff to better understand the histories, cultures and success of Aboriginal and Torres Strait Islander peoples and to build an inclusive workplace.
- Creating opportunities for Aboriginal and Torres Strait Islander businesses to become part of the CH2 supply chain and use their products and services throughout CH2 to support growth in the communities around CH2 warehouses.
- Participation through NAIDOC, National Reconciliation Week, and other events to engage with local and wider community groups.
- Development of programs to provide sustainable and ongoing employment for Aboriginal and Torres Strait Islander peoples throughout the organisation by partnering with Indigenous employment organisations.
- Provide training and mentoring to develop the skills of Aboriginal and Torres Strait Islander peoples to advance their careers into leadership positions.

Our partnerships/current activities

CH2 have partnered with the NSW Indigenous Chamber of Commerce NSWICC and engaged with the First Australians Chamber of Commerce & Industry FACCI in their vending machine program.

Machines are now installed at Melbourne, Sydney, Brisbane, and Adelaide sites, with profits going to help Indigenous businesses through the First Australians Chamber of Commerce & Industry FACCI.



CH2 is looking for other community partnerships in the areas around our warehouses to develop closer relationships in the communities we work.



Relationships



Action	Deliverable	Timeline	Responsibility
1. 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.	April 2023	GM People & Safety
	Research best practices and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	May 2023	GM People & Safety
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2023	Marketing Manager
	RAP Working Group members to participate in an external NRW event.	27 May- 3 June, 2023	CEO
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2023	CEO
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	April 2023	Marketing Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	May 2023	RAP Champion
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	November 2023	HR & Payroll Manager
4. Promote positive race relations through anti-discrimination strategies.	Develop and implement best practices and policies in areas of race relations and anti-discrimination.	May 2023	GM People & Safety
	Review and update HR policies and procedures to identify existing anti-discrimination provisions and future needs.	February 2024	HR & Payroll Manager
	Develop staff training and information sessions on race relations to kick off RAP approval to help promote understanding across the business.	February 2024	HR & Payroll Manager

Respect



Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	Develop and implement the business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within our organisation.	April 2023	GM People & Safety
	Conduct a review of cultural learning needs within our organisation.	April 2023	GM People & Safety
	Incorporate recognition of Aboriginal and Torres Strait Islander cultures in staff induction documents.	December 2023	HR & Payroll Manager
6. 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.	December 2023	Marketing Manager
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	April 2023	Marketing Manager
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2023	Warehouse Managers
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2023	Warehouse Managers
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2023	Chief Operating Officer

Opportunities



Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Research effective employment and retention strategies in similar organisations to understand best practise for our future employment and retention strategy.	March 2024	CSR Committee Chair
	Seek feedback from Aboriginal employees on ideas for potential recruitment, retention and professional development strategies.	March 2024	HR & Payroll Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a strategy for procurement from Aboriginal and Torres Strait Islander owned businesses.	December 2023	Procurement Manager
	Investigate new ways to support Aboriginal and Torres Strait Islander business owners.	December 2023	Procurement Manager
	Review and update the procurement of services and products across CH2 to identify areas that can be purchased from Aboriginal and Torres Strait Islander-owned businesses.	May 2023	Procurement Manager
	Maintain and strengthen relationships with the NSW Indigenous Chamber of Commerce (NSWICC) to further explore the opportunities to learn and develop understanding and strategies to improve in these areas.	May 2023	GM People & Safety

Governance



Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	December 2022	CEO
	Review and update Terms of Reference for the RWG.	August 2023	GM People & Safety
	Maintain and strengthen Aboriginal and Torres Strait Islander representation on the RWG.	August 2023	CEO
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	April 2023	RAP Working Group Chair
	Continue to engage senior leaders in the delivery of RAP commitments.	September 2023	RAP Working Group Chair
	Appoint and maintain a senior leader to champion our RAP internally.	September 2023	Financial Operations Manager
	Maintain and strengthen appropriate systems and capability to track, measure and report on RAP commitments.	August 2023	RAP Working Group Chair
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	RAP Champion
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	RAP Champion
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	RAP Champion
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	December 2023	GM People & Safety

About the artwork



CH2: A Journey of Reconciliation

The artwork signifies CH2's active contribution to Reconciliation and the pursuit of greater unity with Aboriginal and Torres Strait Islander people and community. The central focus of the artwork embodies CH2, encompassing its clients, team, and the community it operates within.

The artwork incorporates the a Gathering Symbol, representing a place that embraces all individuals and is culturally intertwined with Aboriginal and Torres Strait Islander people. It symbolises inclusivity and connection.

The artwork aims to convey the significance of Reconciliation and CH2's pride in its ongoing journey towards a harmonious future.

The wavy line within the central piece symbolises the continuous journey of seeking opportunities for growth.

The pathways depicted in the artwork symbolise the journey that lies ahead and the paths that CH2 will strive to navigate and accomplish.

The five circle elements on the right represent CH2's values, which are as follows: Accountability, Discipline, Empowerment, Initiative, Communication

The chosen colors for this artwork represent CH2's primary colors, reflecting its identity and essence.

About the artist

Lani Balzan is an Aboriginal artist and graphic designer specialising in designing Indigenous canvas art, graphic design, logo design, Reconciliation Action Plans Design and document design.

Lani is a proud Aboriginal woman from the Wiradjuri people of the three-river tribe. Her family originates from Mudgee but she grew up all over Australia and lived in many different towns starting her business in the Illawarra NSW and recently relocating to Mid-North Queensland.

In 2016 Lani was announced as the 2016 NAIDOC Poster Competition winner with her artwork "Songlines". This poster was used as the 2016 NAIDOC theme across the country.

Lani has been creating art Aboriginal art since 2013 and has continued success across the country. One of her biggest goals and inspirations with creating Aboriginal art is to develop a better connection to her culture and to continue to work towards reconciliation; bringing people and communities together to learn about the amazing culture we have here in Australia.

W: aboriginalartbylani.com.au





Contact details:

Name: Claudia Watson

Position: HR & Payroll Manager

Phone: +613 7039 1094