



Queensland Ambulance Service

Statement of Commitment to Aboriginal and Torres Strait Islander peoples

The Queensland Ambulance Service (QAS) acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and recognises their continued connection to the lands, seas, winds and skies.

This Statement of Commitment reaffirms our commitment to embedding cultural safety, working in partnership to deliver sustainable health and wellbeing outcomes, and addressing health equity for Aboriginal and Torres Strait Islander peoples.

In addressing social and economic inequalities, historical injustices, all forms of racism and discrimination that lead to poorer health outcomes, we commit to co-designing services which are culturally respectful and responsive to the needs of Aboriginal and Torres Strait Islander peoples and communities.

What we will do:

We commit to continuing to invest in our workforce, through education and professional development.

- We will build the cultural awareness, capability and safety of our workforce, to ensure all QAS staff work respectfully and effectively with Aboriginal and Torres Strait Islander individuals, organisations and communities.
- We will create culturally safe and supportive environments for Aboriginal and Torres Strait Islander employees, increasing our understanding, knowledge and appreciation of Aboriginal and Torres Strait Islander cultures within the QAS.
- We will actively seek to recruit, retain and progress Aboriginal and Torres Strait Islander people across all roles. QAS will strive to create and sustain a work environment in which Aboriginal and Torres Strait Islander staff feel empowered to be their authentic selves and add unique value through their individual capabilities and lived experiences.
- We will ensure Aboriginal and Torres Strait Islander staff have access to a range of opportunities to develop their skills and interests in their chosen fields. We will ensure they have opportunities to work across a wide range of projects and roles.

In acknowledging the commitment to the organisational workforce, we identify that all staff have a responsibility towards embedding cultural safety in all interactions.

We commit to meaningful engagement with Aboriginal and Torres Strait Islander peoples to achieve health equity.

- We will utilise Aboriginal and Torres Strait Islander people's lived experience and expertise to inform all our work.
- We will foster local solutions for local opportunities, through culturally safe co-design and strong partnerships.
- We will work together to develop and implement policies and programs to support Aboriginal and Torres Strait Islander peoples to have stronger representation in our health equity journey.
- We will take the time to listen and understand that every community will have unique experiences, priorities and perspectives.

In acknowledging the value of informed engagement, collaboration, consultation and co-design, we strengthen our partnerships to work towards sustainable health and wellbeing outcomes.


We commit to health service delivery that is culturally safe and responsive to Aboriginal and Torres Strait Islander peoples.

- We will understand the needs of Aboriginal and Torres Strait Islander peoples and the communities we provide service to.
- We will engage, communicate and provide culturally safe care through reflection, awareness, sensitivity and respect for person and place.
- We will meet the needs of health consumers by respecting Aboriginal and Torres Strait Islander peoples right to self-determination, truth telling and identity.

In acknowledging culturally safe and responsive service delivery, we will continue to meet the needs of the communities respectfully and skilfully.

The Queensland Ambulance Service commit to building cultural safety, through leadership and capability, education and engagement, and equitable health service delivery.

With this statement guiding our actions, QAS looks forward to working with Aboriginal and Torres Strait Islander people and communities, to learn from, to grow with and embed cultural safety for our workforce, for our patients and for our communities.



Craig Emery ASM
Commissioner

Queensland Ambulance Service

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