

REFLECT

Reconciliation Action Plan (RAP)

South Eastern Melbourne Primary Health Network (SEMPHN)

Reconciliation Action Plan for the June 2018 – June 2019



Our business

The South Eastern Melbourne Primary Health Network (SEMPHN) commenced on 1 July 2015, building on the good work of three Medicare Locals (Bayside, Frankston Mornington Peninsula, and South Eastern Melbourne) to improve the health and wellness of 1.4 million people living in Melbourne's greater south-east.

Primary Health Networks (PHNs) have been established with the key objectives of increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and improving coordination of care to ensure patients receive the right care in the right place at the right time.

SEMPHN works directly with general practices, other primary health care providers and hospitals to build their capacity to provide quality care that is culturally safe, responsive and accessible for patients. SEMPHN is currently implementing a number of initiatives to improve primary health care, such as increasing After-Hours services across the catchment, building capacity of general practice to manage chronic disease and encouraging the effective use of eHealth technology to improve the coordination and efficiency of care.

The SEMPHN catchment encompasses an area comprising 1.4 million people, 7,056 identify as Aboriginal and/or Torres Strait Islander according to the 2011 census. The catchment stretches from St Kilda to Sorrento and as far east as Bunyip, including the major population hubs of Monash, Dandenong, Moorabbin, Caulfield, Cranbourne, Frankston and Pakenham.

SEMPHN employs more than 80 people at our one office. While no staff have identified themselves as Aboriginal and/or Torres Strait Islander we are an inclusive organisation who promote all vacancies on the Indigenous Employment Australia website: <http://atsijobs.com.au/>.

Our RAP

SEMPHN recognises the history of dispossession and the profound grief inflicted on Aboriginal and Torres Strait Islander Peoples nationally through massacres and poisoning and Boon Wurrung and Wurundjeri/Woi-wurrung people still living in our catchment area.

SEMPHN acknowledges the Government policies, practices and actions that have contributed to the disadvantage experienced by Aboriginal and Torres Strait Islander communities.

We acknowledge and respect the diversity of Aboriginal and Torres Strait Islander cultures across Australia, Victoria, and South East Melbourne, and the importance of providing culturally sensitive services that meet our community and individual needs. We believe that reconciliation is an important step towards creating a more inclusive and respectful nation – where the contribution of Aboriginal and Torres Strait Islander peoples and cultures are valued, and they can participate in opportunities afforded to all.

Opportunities is about developing our capacity to work with Aboriginal and Torres Strait Islander communities to develop service opportunities; how, where and when to deliver our services so that more Aboriginal and Torres Strait Islander peoples are able to access every part of life they choose; and becoming an employer of choice for Aboriginal and Torres Strait Islander peoples.

SEMPHN RAP is supported by committed individuals at every level of the organisation particularly those who participate in the RAP working group.

The RAP working group member (including an Aboriginal person):

- Director on SEMPHN Board – Dr Hung The Nguyen
- CEO – Elizabeth Deveny
- Aboriginal Community representative - AJ Williams-Tchen
- HR representative – Jo Muller
- Strategic Relations representative - Melissa Le Mesurier
- Corporate Service representative – Richard Langley
- Workforce Development representative – Fiona Mouritz
- System Outcomes – Josh Samuel
- Service Innovation – Ashlee Bieniak

In addition to the RAP working group, SEMPHN has consulted broadly with the local Aboriginal and Torres Strait Islander Communities and Community Elders across our region. This includes Southern Area Dandenong and Districts Aborigines Co-Operative Ltd. (DDACL)/Bunurong Health Services, Gathering Places – Willum Warrain, Nairn Marr Djambana, Mordialloc and Doveton.

Our vision

SEMPHN's vision is a primary health system where Aboriginal and Torres Strait Islander peoples have equal and equitable access to services and are supported and empowered to access those services.

Our partnerships/current activities

Through the learnings of Medicare Locals SEMPHN has an understanding of the importance of Aboriginal and Torres Strait Islander cultures, engaging respectfully and sensitively as equals and demonstrating the significance of historical, cultural and social complexity of the local and regional areas. SEMPHN has also learnt that establishing relationships with Aboriginal and Torres Strait Islander Communities and organisations is paramount if SEMPHN is going to contribute to improving the social and economic status of First Australians. Therefore SEMPHN continues to build on established relationships with professional organisations and Community groups such as:

Aboriginal Organisations

- DDACL - Dandenong
- Willum Warrain – Gathering Place Hastings
- Nairn Marr Djambana – Gathering Place Frankston
- Ngwala Willumbong Ltd
- Casey Gathering Place - Doveton
- Boon Wurrung Foundation
- Wurundjeri Tribe Land Compensation Cultural Heritage Council
- Victorian Aboriginal Community Controlled Health Organisation

Mainstream Organisations

- Alfred Health
- Monash Health
- Peninsula Health
- Local Governments
- Community Health Services

Government Committees

- Koolin Balit Regional Aboriginal Health Committee – Southern Region
- Koolin Balit Urban South Committee
- Aboriginal Health Alliance (PSP)

As part of the RAP process SEMPHN will be working towards strengthening relationships and formalising partnerships with Aboriginal and Torres Strait Islander organisations, this will include developing protocols for engagement. Together with partners, SEMPHN has planned and sponsored community events such as Close the Gap Day 10th Anniversary Celebrations held at Nairm Marr Djambana – Frankston Gathering Place and facilitated three Cultural Awareness Training sessions for health professionals.

SEMPHN has contracted DDACL and Star Health to provide services under the federally funded Integrated Team Care (ITC) program. DDACL have partnered with Ngwala Willumbong Ltd, Peninsula Health and Nairm Marr Djambana to deliver these care coordination and outreach services.



Relationships			
Action	Deliverable	Timeline	Responsibility
1. Establish a RAP Working Group	<ul style="list-style-type: none"> • RWG oversees the development, endorsement and launch of the RAP. • Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG. • Meet at least twice per year to monitor and report on RAP implementation. • Establish Terms of Reference for the RWG. 	June 2018 June 2018 June 2018 and October 2018 June 2018	GM Strategic Relations GM Strategic Relations GM Strategic Relations GM Strategic Relations
2. Build internal and external relationships	<ul style="list-style-type: none"> • Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could approach to connect with on our reconciliation journey. • Develop a list of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey. • Develop and implement a communication protocol; that is an agreement of the two-way communication between Aboriginal and Torres Strait Islander peoples and other Australian individuals and organisations. Active listening, building rapport, trust, and respectful conversation underpin the agreement. The protocol will also outline how and when staff should acknowledge Traditional custodians at meetings or events and when SEMPHN will engage an Elder to perform a Traditional Welcome to Country. 	March 2019 March 2019 April 2019	GM Strategic Relations GM Strategic Relations CEO

3. Recognise and celebrate National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Encourage our staff to attend a National Reconciliation Week event by circulating the event in all of staff newsletter 	May 2019	GM Human Resources
	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff through emails, newsletters and posters. 	May 2019	GM Human Resources
	<ul style="list-style-type: none"> Ensure RWG members participate in any external events to recognise and celebrate NRW. 	May 2019	GM Human Resources
	<ul style="list-style-type: none"> Engage in NRW activities within our catchment area i.e. Fun Run and other local events. 	May 2019	GM Human Resources
4. Raise internal awareness of our RAP	<ul style="list-style-type: none"> Develop and implement a plan to raise awareness amongst all staff across the organisation about our RAP commitments through presentation at the all staff meeting, once the RAP has been endorsed. 	July 2018	GM Strategic Relations
	<ul style="list-style-type: none"> Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP. 	August 2018	GM Strategic Relations
	<ul style="list-style-type: none"> Provide regular updates through SEMPHN communication mechanisms, i.e. newsletters and emails. 	August 2018	GM Strategic Relations
5. Explore an appropriate formal and informal relationship with key stakeholders.	<ul style="list-style-type: none"> Draft a meeting schedule with a list of key stakeholders 	August 2018	CEO
	<ul style="list-style-type: none"> Speak with a designated Wurundjeri Elder to determine an individual approach for each organisation. 	August 2018	CEO
	<ul style="list-style-type: none"> Arrange meetings with the organisations on how best to engage and form a relationship. 	August 2018	CEO
	<ul style="list-style-type: none"> Draft a statement 'principles of engagement' to discuss with the organisations. 	August 2018	CEO



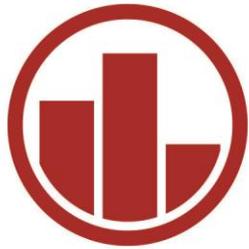
Respect			
Action	Deliverable	Timeline	Responsibility
6. Investigate Aboriginal and Torres Strait Islander cultural learning and development	<ul style="list-style-type: none"> Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories, experiential learning styles and achievements within our organisation. 	Jan 2019	GM Strategic Relations
	<ul style="list-style-type: none"> Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements. 	Jan 2019	GM Strategic Relations
	<ul style="list-style-type: none"> Conduct a review of cultural awareness training needs within our organisation. 	Jan 2019	GM Strategic Relations
	<ul style="list-style-type: none"> Schedule and plan a suite of cultural awareness training to primary care service providers. 	Feb 2019	GM Strategic Relations
	<ul style="list-style-type: none"> Investigate how we can support General Practice to deliver culturally safe services to members of Aboriginal and Torres Strait Islander communities. 	Feb 2019	GM Strategic Relations
	<ul style="list-style-type: none"> Utilize "The Storyteller" Australian Game Board Educational Resource – by Glenn Shea 	Feb 2019	GM Strategic Relations

<p>7. Participate in and celebrate NAIDOC Week</p>	<ul style="list-style-type: none"> • Raise awareness and share information amongst our staff of the meaning of NAIDOC Week that includes information about the local Aboriginal and Torres Strait Islander peoples and communities. This will be promoted through all of staff newsletters, emails and posters. • Introduce our staff to NAIDOC Week by promoting community events in our local area. • Working Group members will participate in an external NAIDOC Week event with our partner Aboriginal organisations. 	<p>June 2018</p> <p>June 2018</p> <p>July 2018</p>	<p>GM Human Resources</p> <p>GM Human Resources</p> <p>GM Human Resources</p>
<p>8. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols</p>	<ul style="list-style-type: none"> • Explore who the Traditional Custodians are of the lands and waters in our local area, including understanding disparate groups dispersed throughout the communities. • Scope and develop a list of local Traditional Custodians of the lands and waters within our organisations sphere of influence. • Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols). • Incorporate an Acknowledgement of Traditional Custodians on website, emails and other communications. • Every agenda and meeting template to include an Acknowledgement of Traditional Custodians. • Acknowledgement of Traditional Custodians plaques to be installed in all current and future foyers and meeting rooms. 	<p>April 2019</p> <p>April 2019</p> <p>April 2019</p> <p>April 2019</p> <p>April 2019</p> <p>April 2019</p>	<p>CEO</p> <p>CEO</p> <p>CEO</p> <p>CEO</p> <p>CEO</p> <p>CEO</p>



Opportunities			
Action	Deliverable	Timeline	Responsibility
9. Investigate Aboriginal and Torres Strait Islander employment	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	September 2018	GM Human Resources
	<ul style="list-style-type: none"> Review HR and recruitment policies and procedures to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in SEMPHN workplace. 	September 2018	GM Human Resources
	<ul style="list-style-type: none"> Actively encourage Aboriginal and Torres Strait Islander peoples to apply for SEMPHN positions in recruitment advertisements by advertising all positions in relevant job boards. 	September 2018	GM Human Resources
	<ul style="list-style-type: none"> Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities. 	September 2018	GM Human Resources
10. Investigate Aboriginal and Torres Strait Islander supplier diversity	<ul style="list-style-type: none"> Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses. 	September 2018	GM Corporate Services GM Corporate Services
	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	September 2018	
11. Investigate Aboriginal and Torres Strait Islander work experience and traineeship opportunities	<ul style="list-style-type: none"> Facilitate work experience placements with SEMPHN stakeholders. 	September 2018	GM Human Resources
	<ul style="list-style-type: none"> Create a list of agencies who can offer work experience placements. 	September 2018	GM Human Resources
	<ul style="list-style-type: none"> SEMPHN to explore establishing relationships with local TAFEs and Universities. 	September 2018	GM Human Resources

<p>12. Influencing funded agencies/organisation</p>	<ul style="list-style-type: none"> • Research the needs of the SEMPHN Commissioned organisations and agencies regarding information about local TAFEs and universities in order to support Aboriginal and Torres Strait Islander work experience and traineeship opportunities. • Research the needs and method of providing SEMPHN Commissioned organisations and agencies with information about advertising jobs on Aboriginal and Torres Strait Islander job boards, examples of culturally appropriate wording to encourage Aboriginals and Torres Strait Islanders to feel culturally safe to apply for the positions, and employment agencies who can assist with the appointment of Aboriginals and Torres Strait Islanders peoples to their organisations. 	<p>September 2018</p> <p>September 2018</p>	<p>GM Service Development</p> <p>GM Service Development</p>
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Tracking and Progress			
Action	Targets	Timeline	Responsibility
13. Build support for the RAP	<ul style="list-style-type: none"> Define resource needs for RAP development and implementation. Define systems and capability needs to track, measure and report on RAP activities. Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia. 	June 2018 June 2018 30 September 2018	HR Business Partner HR Business Partner HR Business Partner
14. Review and Refresh RAP	<ul style="list-style-type: none"> Submit draft Innovate RAP to Reconciliation Australia for formal review and endorsement. Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements 	March 2019 Feb 2019	HR Business Partner HR Business Partner
15. Report RAP achievements, challenges and learnings internally	<ul style="list-style-type: none"> Provide the SEMPHN Board with a progress update on key milestones of the RAP. 	September 2018 and March 2019	CEO

SEMPHN Contact Details

If you would like more information about our Reconciliation Action Plan please contact Jo Muller on 03 8514 4431 or Jo.Muller@semphn.org.au.