

Innovate Reconciliation Action Plan

April 2017 - March 2019



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(L-R) Athlone Riches, Cody Faulkner, Katie Vullo, Sally Henning, Lauren Sullivan, Janelle White, Kevin Sweeney, Jennifer Vardanega. Not pictured: Glen Boyd, Byron Williams, Kathy Piper, Amanda Fletcher

Hunter Primary Care acknowledges the diversity of Aboriginal and Torres Strait Islander cultures across Australia, and the importance of providing culturally sensitive services that meet 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 their cultures are valued, and they can participate in opportunities afforded to all Australians.

Aboriginal and Torres Strait Islander peoples should be aware that this document may contain images or names of people who have since passed away.

Message from the Chair and CEO

Hunter Primary Care wishes to acknowledge the Traditional Owners of the land that we live and work on, and pay our respects to Elders past and present and to emerging community leaders. We acknowledge the important role of Aboriginal and Torres Strait Islander peoples within Hunter Primary Care and the communities we work with.

- Hunter Primary Care is committed to reconciliation and building strong, sustainable and mutually respectful relationships between Aboriginal and Torres Strait Islander peoples and other Australians. We recognise and understand that reconciliation is the journey we must take to realise a future where Aboriginal and Torres Strait Islander peoples and other Australians stand together as equals. By focussing on improving relationships, enhancing respect and promoting opportunities, we are working to create a reconciled and equitable Australia.

Aboriginal and Torres Strait Islander cultures are among the oldest living cultures in the world and a vital part of Australia's identity. It is important for us to promote and celebrate this rich history and the diverse Aboriginal and Torres Strait Islander cultures that continue to this day.

Hunter Primary Care began its reconciliation journey in 2013 by signing a Statement of Commitment with Reconciliation Australia to develop a Reconciliation Action Plan (RAP). This commitment was to not only develop a RAP but to report back on progress to Reconciliation Australia annually and communicate our intentions and actions to the Aboriginal and Torres Strait Islander communities we work in. Our first RAP was developed for the 2013-2015 period. Our commitment to reconciliation has continued and we are now pleased to present our second RAP for the period 2017-2019. This Innovate RAP outlines the further actions and steps we will take to contribute to a reconciled Australia. Our new RAP will continue to provide the framework to guide us to realise our vision for reconciliation.

Highlights of our first RAP include:

- Commenced cultural awareness training and development for staff.
 - Recruitment of two school based trainees through Novaskill to undertake Aboriginal Outreach and Clerical traineeships.
 - Financial support provided to the Aboriginal State Knockout Rugby League competition.
 - Engagement of Aboriginal suppliers and services such as a graphic designer and Indigenous caterers.
 - Celebration of significant cultural events such as Close the Gap Day, National Reconciliation Week and NAIDOC Week.
- Development and implementation of an Aboriginal Employment Strategy.

As Hunter Primary Care strives towards an effective primary health care system that meets the needs of the community, it recognises the importance of Australia's Aboriginal and Torres Strait Islander peoples. Through our updated RAP and programs, Hunter Primary Care will be recognised as an organisation that is working towards and making a difference in closing the gap in primary health care.



Dr Peter Hopkins
Chair



Dr Kevin Sweeney
Chief Executive Officer

Our Vision for Reconciliation

Our vision for reconciliation is to foster a community that values and respects diversity, equality and inclusiveness. Hunter Primary Care recognises that Aboriginal and Torres Strait Islander peoples are an important part of the community. Fostering diversity, equality and inclusiveness will help Hunter Primary Care to achieve its overall vision of an effective primary health care system that meets the health needs of the community. This means consulting with Aboriginal and Torres Strait Islander peoples to ensure that the health services delivered by Hunter Primary Care are culturally appropriate as well as safe, welcoming and accessible and that the community is aware of the services.

By providing health services to Aboriginal and Torres Strait Islander peoples in the community, Hunter Primary Care's aim is to make a demonstrable contribution to Closing the Gap in health.

Our Organisation

Hunter Primary Care is a not-for-profit organisation that delivers a wide range of quality, cost-efficient health services to the Hunter community. Hunter Primary Care has a focus on providing services to population groups that have high health needs and that experience barriers to accessing existing health services.

Our vision is to provide an effective primary health care system that meets the needs of the community and keeps people well and out of hospital. Through collaboration, we are able to develop innovative solutions and expand services to meet the changing and complex needs of our community.

Our purpose is to keep people well and out of hospital by:

- Delivering consumer-focused, quality primary health care services that improve health outcomes
- Leading and supporting primary health care professionals to enable them to provide effective health care
- Working with stakeholders to improve the health system and patient experience

Our strategic objectives for 2016-2018 are:

1. Deliver quality health services that benefit the community
2. Ensure the sustainability of our services by making them efficient, effective and competitive
3. Identify new business opportunities, collaborate with stakeholders to develop innovative solutions and expand services to meet the changing needs of the community, members and funders
4. Deliver support services to meet the needs of members
5. Communicate effectively with stakeholders and members

The Hunter Region

Hunter Primary Care provides primary health care services to the communities in the Hunter region.

The Hunter region lies on the NSW east coast of Australia, approximately 150 km north of Sydney.



Hunter
PRIMARYCARE

The region in which Hunter Primary Care operates covers the following Local Government Areas and traditional Aboriginal nations of Awabakal, Biripi, Darkinjung, Geawegal, Kamiliroi, Wonaruah and Worimi people.

Aboriginal and Torres Strait Islander population by LGA

- Newcastle – 3.2%
- Maitland – 4.2%
- Cessnock – 5.7%
- Singleton – 4.6%
- Dungog – 3.8%
- Muswellbrook – 6.4%
- Port Stephens – 4.3%

Hunter Primary Care Staff

Hunter Primary Care employs a diverse range of multicultural, multi-skilled and multi-disciplinary professionals who work together to deliver a wide range of primary health care programs and services to the community. The organisation employs over 200 staff, plus a further 230 General Practitioners (GPs) who work in our GP Access After Hours service. Ten of the 200 staff employed are Aboriginal and Torres Strait Islander peoples, which equates to 5% of the workforce.

Aboriginal and Torres Strait Islander staff members work in the following positions:

Identified positions

- 1 Support Facilitator – Aboriginal and Torres Strait Islander Specialist
- 2 Aboriginal Outreach Workers

Non-identified position related specifically to Aboriginal Health

- 1 Psychologist / Aboriginal and Torres Strait Islander specialist
- 1 Senior Indigenous Mental Health Care Coordinator
- 1 Indigenous Mental Health Care Coordinator

Other non-identified positions

- 1 Payroll Team Leader
- 1 Care Coordinator
- 2 Administration Officers

Hunter Primary Care's values guide and inspire our decision-making processes in everything we do. They provide the framework in which the organisation engages with staff, customers and stakeholders.

Our values are:

| RESPECT | EXCELLENCE | INTEGRITY | RECOGNITION |
|--------------------|------------------------|----------------|----------------------|
| Trust | Creativity | Transparency | Acknowledgement |
| Open Communication | Continuous Improvement | Accountability | Personal Development |
| Inclusiveness | Sharing | Honesty | Encouragement |

Our Reconciliation Action Plan (RAP)

Our RAP is championed by our Reconciliation Action Plan Working Group with leadership from the CEO, Dr Kevin Sweeney and guidance from Hunter Primary Care Indigenous Board Director, Steven Adams.

Hunter Primary Care's Reconciliation Action Plan Working Group consists of a diverse group of people from multidisciplinary backgrounds across all areas of the organisation. Three Aboriginal staff are active members of the current working group.

Members of the group include:

- **Kevin Sweeney** - Chief Executive Officer
- **Glen Boyd** - Aboriginal and Torres Strait Islander Support Facilitator, Hunter Partners in Recovery
- **Cody Faulkner** - Aboriginal Outreach Worker
- **Amanda Fletcher** (currently on maternity leave) - Clinical Psychologist
- **Kathy Piper** - Senior Psychologist
- **Athlone Riches** - Care Coordinator
- **Lauren Sullivan** - Community Engagement Officer, Hunter Partners in Recovery
- **Jennifer Vardanega** - Support Coordinator NDIS
- **Katie Vullo** - Senior Media & Communication Officer
- **Janelle White** - Human Resources Manager
- **Byron Williams** - Community Development Worker, headspace Newcastle
- **Aboriginal and Torres Strait Islander Advisory Group**

The Hunter Partners in Recovery Aboriginal and Torres Strait Islander Advisory Group meets to share knowledge and expertise to improve the mental health outcomes for Aboriginal and Torres Strait Islander people living in the Hunter Region. It brings together its collective expertise from various Government Departments, National Disability Insurance Agency, Primary Health Network and NGO's to identify and address regional mental health challenges, to contribute to system reform, and to facilitate collaboration between relevant sectors, NDIA services and supports to address the needs of Aboriginal and Torres Strait Islander people living with mental illness. One of the main focus areas of the advisory group is the transition to the NDIA for Aboriginal and Torres Strait Islander people with severe and persistent mental health.

Our journey so far

Hunter Primary Care began its journey of Reconciliation in 2013. It continues to be an important part of the fabric that makes up our organisation.

Our Reflect RAP formalised our commitment to creating strong, meaningful and respectful relationships with Aboriginal and Torres Strait Islander peoples. It provided Hunter Primary Care with a framework and foundation to create cultural safety in the working environment. Cultural safety is a process and achieving it requires acceptance and respect for cultural diversity, in order to give Aboriginal and Torres Strait Islander employees a feeling of belonging and acceptance within Hunter Primary Care. It also shows that barriers between Indigenous and non-Indigenous people are narrowing and we are progressing towards closing the gap in health outcomes.

Achievements of our first RAP

- Hunter Primary Care formulated a policy and procedure to acknowledge the Traditional Owners and the Aboriginal Nations in which Hunter Primary Care operates. The policy and procedure was implemented and an Acknowledgement of the Traditional Owners now occurs at the commencement of all relevant meetings. A Welcome to Country is performed at significant events.
- Staff were invited to identify as Aboriginal and/or Torres Strait Islander and this information now provides base-line data for monitoring and reporting percentage of staff who identify, which allows Hunter Primary Care to monitor the progress of the Aboriginal Employment Strategy that was developed and implemented.
- An Aboriginal Employment Strategy was developed and implemented with the objective of increasing Aboriginal employment at Hunter Primary Care.
- Development and implementation of a Cultural Leave policy so that Aboriginal staff are supported to attend NAIDOC Week activities and other Sorry business not covered by other forms of leave.
- A local Aboriginal training provider was engaged to develop and deliver cultural competence training that was tailored to enhance understanding for our staff, particularly in relation to delivering culturally sensitive and safe health services.
- Two school-based trainees were recruited through Novaskill to undertake Aboriginal Outreach and Clerical traineeships.
- Financial support was provided to the Aboriginal State Knockout Rugby League competition in 2013.
- Aboriginal suppliers were engaged to provide services such as graphic design and Indigenous catering.
- Significant cultural events were formally recognised and celebrated such as Close the Gap Day, National Reconciliation Week and NAIDOC Week.
- Opportunities to engage with young Indigenous people were enhanced through holding an Indigenous Youth Art Competition. The theme of the competition was Healthy Mob, Deadly Future.



Winner of the 2016 Hunter Primary Care Indigenous Youth Art Competition, Samantha Pott's painting titled 'Midnight'.

Case studies of how our staff and services make a difference in the community

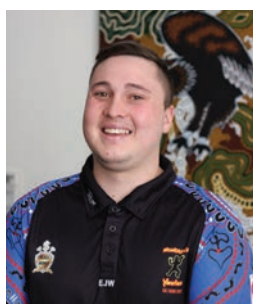


ATHLONE
CARE COORDINATOR

Athlone's role as a Care Coordinator is to work collaboratively with services in the local area to link eligible patients to appropriate services to improve chronic disease self-management and overall health outcomes.

As a Registered Nurse, Athlone is also able to provide education on Chronic Disease Management and reinforce benefits of clinical care recommended by their GPs. As an Aboriginal person, Athlone is able to bring to her role and patients, lived experiences of barriers encountered in primary health care settings.

Benefits of our Service include: navigation of health system, effective coordinated care to support management of Chronic Disease conditions, timely access to Allied Health and Specialist Services, improved health literacy and prevention of unnecessary hospital presentations, all of which contribute to improved health outcomes.



CODY
ABORIGINAL & TORRES STRAIT ISLANDER OUTREACH WORKER

As an Aboriginal Outreach Worker, Cody helps the non-Indigenous Care Coordinators to connect and develop relationships with eligible Aboriginal clients.

Cody is instrumental in educating Aboriginal clients about available services and helps them to develop trust in a new provider by attending appointments to advocate and improve communication and understanding between the provider and the patient.

Cody also helps to educate primary health care providers about how to provide culturally sensitive and safe health services to Aboriginal patients, including how to ask patients if they identify as Aboriginal and/or Torres Strait Islander peoples and why it is important to ask.

Cody also provides the link and information about how to refer patients to the Care Coordination and Supplementary Services (CCSS). Benefits of our Service include: Health outcomes are improved by assisting eligible patients to navigate and access appropriate services that have an impact on their health and wellbeing.



GLEN
SUPPORT FACILITATOR - ABORIGINAL & TORRES STRAIT ISLANDER SPECIALIST

As an Aboriginal Support Facilitator in the Hunter Partners in Recovery team, Glen works closely with Indigenous people who have severe and persistent mental health issues with complex needs. Glen assists clients to access the supports they need to stay well and out of hospital and to live as well as possible in the community. Glen's commitment and connection to his fellow Aboriginal and Torres Strait Islander peoples has enhanced Hunter Partners in Recovery by ensuring the services provided are culturally appropriate.

Glen has been instrumental in developing and implementing a program called "Beyond Bars" which assists Aboriginal men with mental health issues to successfully re-enter society after a term in prison. The Beyond Bars program aims to minimise the likelihood of people reoffending and returning to prison.

Benefits of our service include: improving health outcomes by assisting eligible patients to navigate and access appropriate services that have an impact on their health and wellbeing.

Our Partnerships



Hunter Primary Care is committed to building significant, long-standing and meaningful relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations. Hunter Primary Care is proud to have already developed relationships with a number of Aboriginal and Torres Strait Islander organisations and initiatives and we look forward to strengthening these as we continue on our reconciliation journey.

Community Partnerships

- **Elsie Randall, Indigenous artist** – A staff workshop was held to create our own artwork in conjunction with National Reconciliation Week staff morning tea. Elsie Randall created the idea for the artwork and prepared the main images. Elsie then met with staff in small groups, explaining the meaning and significance of the images and symbols. She then assisted staff to contribute to the painting by adding their handprints. The painting is proudly displayed in the main reception area and helps to reinforce the message that Hunter Primary Care is a culturally welcoming and safe organisation for employees, clients and visitors.



Artist Elise Randall with Hunter Primary Care staff member Leigh Darcy



- **Speaking in Colour** – Hunter Primary Care has worked closely with a local Aboriginal Cultural Awareness Educator to develop a cultural awareness training package specifically designed to meet the needs of Hunter Primary Care staff in delivering health services to Aboriginal and Torres Strait Islander peoples. The delivery of tailored training to Hunter Primary Care staff has increased understanding of the history and challenges experienced by Aboriginal and Torres Strait Islander peoples and has assisted Hunter Primary Care to deliver culturally safe and appropriate services to Aboriginal and Torres Strait Islander clients.
- **Nikinpa Aboriginal Child & Family Centre** – Hunter Primary Care has a long established relationship with Nikinpa whereby we deliver psychology services to community members on-site at Nikinpa. Hunter Primary Care has also employed an Aboriginal psychologist to provide services at Nikinpa. Provision of services, which benefit clients' social and emotional wellbeing in an accessible and culturally welcoming setting, has greatly increased the uptake of services by the community and has resulted in high levels of trust between the local community and Hunter Primary Care and improved health outcomes for Aboriginal and Torres Strait Islander peoples.
- **Awabakal Medical Services** – Hunter Primary Care has effective working relationships with Awabakal and has established clear referral pathways for Aboriginal and Torres Strait Islander people into Hunter Primary Care programs. Hunter Primary Care has developed a partnership with Awabakal Medical Service (AMS) to deliver services onsite to improve access and enhance cultural appropriateness. At Awabakal this has included mental health services and care coordination services for the Awabakal elders. Hunter Primary Care works closely with Awabakal drug and alcohol workers, social and emotional wellbeing workers and other relevant staff leading to improved health outcomes.

- **Ungooroo Aboriginal Corporation** – Hunter Primary Care has provided significant support to Ungooroo in their development of medical services for their community. Referral pathways have been developed between our respective services. Hunter Primary Care is currently in discussion with Ungooroo Aboriginal Corporation to enhance current referral pathways and to address the needs of the Aboriginal population in the Singleton and Upper Hunter region, particularly relating to alcohol and drug related issues. A Memorandum of Understanding has been established between Hunter Primary Care and Ungooroo to underpin our ongoing relationship.
- **Tobwabba Aboriginal Medical Service** – Hunter Primary Care has a well-established partnership with Towabba which includes the provision of mental health services on-site at Tobwabba, establishment of clear referral pathways for local community members to access Hunter Primary Care services, and the establishment of a Memorandum of Understanding to support our relationship.
- **Biripi Aboriginal Corporation Medical Centre** – Hunter Primary Care has had strong and effective links with Biripi to ensure that their community has ready access to Hunter Primary Care services. Hunter Primary Care collaborates with Biripi to establish clear referral pathways for community into Hunter Primary Care programs and to refer clients to Biripi services, the drug and alcohol workers, social and emotional wellbeing workers and other relevant staff.

Activities/Initiatives

- The Board has recruited an Aboriginal person to be a Director on the Hunter Primary Care Board – as a means of ensuring that Aboriginal perspective and input is included at the highest level of governance and decision-making. Hunter Primary Care has had an Aboriginal person as a Director since 2012.
- Development and implementation of a cultural leave policy for Aboriginal and Torres Strait Islander employees. This policy was developed to show respect to the Aboriginal communities in the area by recognising, in a meaningful and supportive way, traditional Aboriginal culture and the additional community obligations on Aboriginal peoples. The policy provides for paid and unpaid leave provisions for attendance at a NAIDOC Week event and for Sorry business.
- Hunter Primary Care 2016 Indigenous Youth Art Competition – this initiative helped young Aboriginal and Torres Strait Islander school students to think about their health and their future. The competition had a theme of Healthy Mob, Deadly Future. The aim of the competition was to encourage, showcase and celebrate the talents of local Aboriginal and Torres Strait Islander students and demonstrate commitment to reconciliation and Closing the Gap in health outcomes.



Students from
Newcastle High with
Byron Williams (at back)
headspace Newcastle

Our Planned Activities



Relationships

Hunter Primary Care is committed to building, sustaining and valuing respectful relationships with Aboriginal and Torres Strait Islander people and organisations.

We understand that strong relationships with Aboriginal and Torres Strait Islander peoples are core to achieving our vision of an effective primary health care system that meets the health needs of the community. We believe by working together we can build trust and strengthen networks to contribute to Closing the Gap in health.

| ACTION | DELIVERABLE | TIMELINE | RESPONSIBILITY |
|---|--|---|--------------------------------------|
| HPC RAP Working Group (HPC RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting | HPC RWG oversees the development, endorsement and launch of the RAP. | April 2017 | Senior Media & Communication Officer |
| | Ensure Aboriginal and Torres Strait Islander peoples are represented on the HPC RWG. | September 2017, 2018 | CEO |
| | HPC RWG to meet bi-monthly to develop, implement, monitor and report on RAP implementation. | February, April, June, August, October, December 2017, 2018, 2019 | CEO |
| | Review Terms of Reference for the HPC RWG. | September 2017 | HR Manager |
| Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians | Organise at least one internal event for NRW each year and extend an invitation to Aboriginal and Torres Strait Islander peoples to share their reconciliation experiences or stories. | 27 May- 3 June, 2017, 2018 | Senior Media & Communication Officer |
| | Register HPC's NRW event via Reconciliation Australia's NRW website. | 20 May 2017, 2018 | Senior Media & Communication Officer |
| | Support and participate in an external event to recognise and celebrate NRW. | 27 May- 3 June, 2017, 2018 | Senior Media & Communication Officer |
| | Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW. | 27 May - 3 June 2017, 2018 | Aboriginal Outreach Worker |
| | Encourage staff to participate in external events to recognise and celebrate NRW. | 27 May- 3 June, 2017, 2018 | CEO |
| | Send staff a link to Reconciliation Australia's NRW downloadable resources and encourage staff to review the resources. | March 2017, 2018 | CEO |

| ACTION | DELIVERABLE | TIMELINE | RESPONSIBILITY |
|--|--|--|--------------------------------------|
| Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes | Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement. | November 2017 | CEO |
| | Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders. | March 2018 | CEO |
| | Develop partnerships with Aboriginal controlled organisations and local communities to improve the health and wellbeing of Aboriginal and Torres Strait Islander people. | September 2017 | CEO |
| Raise internal and external awareness of our RAP to promote reconciliation across our business and sector | Develop, implement and review a strategy to communicate our RAP to all internal and external stakeholders. | April 2017 | Senior Media & Communication Officer |
| | Promote reconciliation through engagement with all stakeholders. | July 2017, 2018 | CEO |
| | Provide regular updates to staff about progress with RAP (CEO Q&A meetings, CEO email) | July 2017, November 2017, March 2018, July 2018, November 2018, March 2019 | CEO |
| | Include a summary of RAP activities and achievements in HPC's Annual Report | October 2017, 2018 | Senior Media & Communication Officer |



Respect

Hunter Primary Care acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. We value and respect Aboriginal and Torres Strait Islander cultures as an important part of the fabric of Australia. As an organisation we are committed to working in respectful partnerships with Aboriginal and Torres Strait Islander peoples. We will support Aboriginal and Torres Strait Islander staff to participate in important cultural events, acknowledge their lived experiences and celebrate their cultures. It is only through respect for Aboriginal and Torres Strait Islander peoples, their culture and history that Hunter Primary Care can understand the barriers encountered in primary health care settings and successfully engage with and provide culturally appropriate and safe services to Aboriginal and Torres Strait Islander peoples in our community.

| ACTION | DELIVERABLE | TIMELINE | RESPONSIBILITY |
|---|---|-------------------------|--------------------------------------|
| Engage employees in cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements | Continue to implement and grow a cultural awareness training strategy for staff which defines cultural learning needs of employees in all areas of HPC and considers various ways cultural learning can be provided (online, face-to-face workshops or cultural immersion). | January 2019 | HR Manager |
| | Continue to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop cultural awareness training. | August 2017, March 2018 | HR Manager |
| | Provide opportunities for all HPC Board members and staff to participate in cultural training. | June 2018 | HR Manager |
| | Continue to identify and update cultural learning requirements specific to staff's training needs. | September 2018 | HR Manager |
| | Promote Reconciliation Australia's Share Our Pride online tool to all staff. | June 2017, 2018 | Senior Media & Communication Officer |

| ACTION | DELIVERABLE | TIMELINE | RESPONSIBILITY |
|---|---|--------------------|--------------------------------------|
| Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgement of Country, to ensure there is a shared meaning | Include Acknowledgement of Country at the commencement of important internal and external meetings. | Ongoing | CEO |
| | Provide guidance and direction to staff of the protocols in relation to the use of Welcome to Country and Acknowledgment of Country in internal and external events. Distribute HPC's Welcome to Country and Acknowledgement of Country policy (Gen 29) to staff. | June 2018 | HR Manager |
| | Develop a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships. | June 2017 | Senior Media & Communication Officer |
| | Invite a local elder to provide a Welcome to Country at at least one significant HPC-hosted event per year, such as an event during National Reconciliation Week | July 2017, 2018 | Senior Media & Communication Officer |
| | Invite a local elder into HPC's office to explain the significance of Welcome to Country and Acknowledgement of Country during at least one internal event. | July 2017, 2018 | Senior Media & Communication Officer |
| | Organise and display an Acknowledgment of Country plaque in the reception areas of HPC offices. | September 2017 | Senior Media & Communication Officer |
| | Encourage staff to include an Acknowledgement of Country at the commencement of all meetings. | June 2018 | CEO |
| | Display an Acknowledgement of Country on HPC and service-specific websites and in relevant publications such as our Annual Report. | October 2018, 2019 | Senior Media & Communication Officer |

| ACTION | DELIVERABLE | TIMELINE | RESPONSIBILITY |
|---|---|---------------------|--------------------------------------|
| Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with cultures and communities by celebrating NAIDOC Week | Support and participate in a range of external NAIDOC Week community events. | July 2017, 2018 | Aboriginal Outreach Worker |
| | Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with their cultures and communities during NAIDOC Week. | July 2017, 2018 | CEO |
| | Provide information to staff about the importance of NAIDOC Week, what local activities are taking place and which events HPC are participating in. | June 2017, 2018 | CEO |
| | Provide opportunities for all staff to participate in NAIDOC Week activities. | July 2017, 2018 | CEO |
| | Review and update HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week. | July 2017, 2018 | HR Manager |
| | Remind all Aboriginal and Torres Strait Islander staff and their managers about the Cultural Leave policy. | June 2017, 2018 | HR Manager |
| Celebrate and recognise Aboriginal and Torres Strait Islander significant cultural dates and events. | Distribute to staff a list of significant Aboriginal and Torres Strait Islander dates. | June 2017, 2018 | Senior Media & Communication Officer |
| | Distribute to staff an Outlook calendar invitation for all significant Aboriginal and Torres Strait Islander dates. | February 2018, 2019 | Senior Media & Communication Officer |
| | Celebrate and recognise Aboriginal and Torres Strait Islander dates of significance. | November 2017, 2018 | CEO |
| | Prior to each significant Aboriginal and Torres Strait Islander date, communicate to staff the importance and reason for celebrating the event. | November 2017, 2018 | Senior Media & Communication Officer |



Opportunities

Hunter Primary Care is committed to working in partnership with Aboriginal and Torres Strait Islander peoples to improve access to business and employment opportunities within our organisation. We are focused on creating opportunities for Aboriginal and Torres Strait Islander peoples to join our staff as we recognise the value they add to our cultural understanding and our ability to effectively connect with and deliver culturally appropriate and safe health services to the Aboriginal and Torres Strait Islander peoples in our community.

| ACTION | DELIVERABLE | TIMELINE | RESPONSIBILITY |
|---|--|--|----------------|
| Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within HPC | Review, expand and implement an Aboriginal and Torres Strait Islander Employment Strategy with an increased focus on retention. | December 2018 | HR Manager |
| | Engage with existing Aboriginal and Torres Strait Islander staff to consult about opportunities to improve cultural safety in the workplace, employment strategies and professional development opportunities. | November 2017, 2018, February 2018, 2019 | HR Manager |
| | Advertise all vacancies by circulating to local Aboriginal Employment Interagency groups for distribution to their contacts. Advertise all identified positions in the Koori Mail. | September 2017 | HR Manager |
| | Continue to collect information about current Aboriginal and Torres Strait Islander staff to inform future employment opportunities. | September 2017 | |
| | Implement collection of information from current and future GP employees by incorporating the opportunity to identify as Aboriginal and/or Torres Strait Islander when completing employment paperwork and inviting existing GP employees to identify via email. | June 2018 | HR Manager |
| | Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in the workplace. | October 2017 | HR Manager |
| | Continue to include Aboriginal and Torres Strait Islander representation on recruitment and selection panels for identified positions. | October 2017 | HR Manager |
| | Continue to include in all job advertisements 'Aboriginal and Torres Strait Islander people are encouraged to apply'. | October 2017 | HR Manager |
| | Attend local Aboriginal Employment Interagency meetings and host at least one meeting at Hunter Primary Care | September 2018 | HR Manager |

| ACTION | DELIVERABLE | TIMELINE | RESPONSIBILITY |
|---|--|---------------------|--|
| Investigate opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within our organisation | Review procurement policies and procedures to identify barriers to Aboriginal and Torres Strait Islander businesses to supply HPC with goods and services. | March 2019 | Corporate Services Executive |
| | Develop and communicate to staff a list of Aboriginal and Torres Strait Islander businesses that can be used to procure goods and services. | April 2019 | Corporate Services Executive |
| | Continue to work with Speaking in Colour as part of our supplier diversity strategy. | June 2018 | Senior Media & Communications Officer |
| | Investigate opportunities to develop additional commercial relationships with an Aboriginal and Torres Strait Islander owned business. | June 2018 | Senior Media & Communications Officer |
| | Investigate Supply Nation membership. | March 2019 | PIR Community Engagement Officer |
| | Investigate opportunities to become a member or partner with the New South Wales Indigenous Chamber of Commerce. | October 2019 | Senior Media & Communication Officer |
| Identify and implement other activities that will enhance employment and health outcomes for Aboriginal and Torres Strait Islander peoples | Develop an Aboriginal and Torres Strait Islander professional mentoring network for staff. | June 2018 | HR Manager |
| | Provide scholarship opportunities for Aboriginal and Torres Strait Islander students. | November 2017, 2018 | CEO |
| | Engage with Aboriginal and Torres Strait Islander students to promote health and wellbeing. | February 2018, 2019 | headspace Community Development Worker |



Tracking and Progress

| ACTION | DELIVERABLE | TIMELINE | RESPONSIBILITY |
|--|---|-------------------------|--------------------------------------|
| Report RAP achievements, challenges and learnings to Reconciliation Australia | Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually. | 30 September 2017, 2018 | CEO |
| | Investigate participating in the RAP Barometer. | May 2018 | CEO |
| Report RAP achievements, challenges and learnings internally and externally | Publically report our RAP achievements, challenges and learnings via HPC's website and Annual Report. | October 2017, 2018 | Senior Media & Communication Officer |
| Review, refresh and update RAP | Review, refresh and update RAP based on learnings, challenges and achievements. | July 2018 | Senior Media & Communication Officer |
| | Send draft RAP to Reconciliation Australia for review and feedback. | December 2018 | Senior Media & Communication Officer |
| | Submit draft RAP to Reconciliation Australia for formal endorsement. | March 2019 | Senior Media & Communication Officer |

Hunter **PR1MARY**CARE



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Chief Executive Officer

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