



phn
GIPPSLAND
An Australian Government Initiative


RECONCILIATION
ACTION PLAN
INNOVATE

**ANNUAL PROGRESS REPORT:
INNOVATE RECONCILIATION
ACTION PLAN
March 2023 – March 2025**

MARCH 2024 UPDATE



GIPPSLAND PRIMARY HEALTH NETWORK LAUNCHED ITS RECONCILIATION ACTION PLAN (RAP) INNOVATE IN MARCH 2023.

Gippsland PHN has been guided through a process of deep reflection on how the organisation can contribute to the progress of reconciliation with local Aboriginal and/or Torres Strait Islander communities, how to partner with the community to be part of the solution and how relationships are at the heart of this process.

Implementation of the RAP is driven through Gippsland PHN's RAP Working Group which is chaired by the Gippsland PHN Manager Program Delivery, Cass Morrell and comprises senior leaders and other staff across the organisation, including Aboriginal staff representation.

In 2023, the RAP Working Group achieved its commitment of meeting fortnightly to discuss and monitor RAP implementation progress including the alignment of actions to address Aboriginal and/or Torres Strait Islander peoples' rights to equity of access to culturally safe and inclusive primary health care in Gippsland.

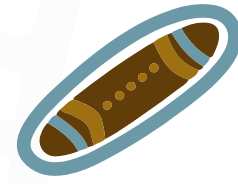
RAP Innovate includes a total of 69 deliverables under 15 high level actions. In the first year of implementation, Gippsland PHN's report card stands at:

- **76%** of all deliverables completed;
- **21%** of deliverables still in progress;
- **3%** of deliverables not yet commenced due to their timeline for delivery
- **27** deliverables now embedded into 'business as usual' practices.





HIGHLIGHTS



Gippsland PHN's RAP highlights for 2023 include:

- Commissioning of a local artist, Bradley Brown to create artwork to share Gippsland PHN's RAP journey and represent Gippsland PHN's vision and commitment to reconciliation. The artwork was also made into pins for staff and a wall mural in the reception area of the Traralgon office. Artwork prints with a plaque describing the artwork are displayed in each office to promote reconciliation across our business sites.
- Introduction of, and appointment to, new role to the organisation: Aboriginal or Torres Strait Islander – Community Services Traineeship.
- Online 'Voice to Parliament' training module shared with all staff and the Board members in April 2023.
- The HR Cultural Training Register was created for internal staff in April 2023. Cultural Awareness Training for internal staff was held in both July 2023 and December 2023.
- Cultural Awareness Training hosted in May 2023 for external stakeholders. Five sessions, capturing all Gippsland Local Government Areas and 90 attendees in total, achieved overall satisfaction rate 96%.
- Contracts and tender specifications now have compliance requirements for providers for cultural safety requirements and training.
- Collaboration occurred with RAP Working Group community members about Gippsland Health and Wellbeing priority issues papers, RAP Stakeholder Engagement and Communications Plan, flag protocols, National Reconciliation Week and NAIDOC week events.
- Increased staff awareness and engagement with RAP related initiatives; RAP Induction Presentation created and incorporated into induction for new staff and RAP presentations at all staff meetings are now business as usual to share progress updates and learnings.
- Ongoing discussions as to how Aboriginal and/or Torres Strait Islander communities would like to be involved in the Health Needs Assessment process.
- Collaboration to develop ways to advance reconciliation; Gippsland PHN Program Delivery Manager attended Australian Indigenous HealthInfoNet roundtable in Melbourne and shared with other organisations the Online Voice to Parliament training. Staff also attended Reconciliation Australia Roadshow and Closing the Gap on Indigenous Health forums. Three local health providers have since connected with Gippsland PHN, with support and information offered as they start their own RAP journeys.
- Gippsland PHN signed the Statement of Support for the proposed Voice to Parliament, uniting with other Victorian PHNs. The Statement was launched in Melbourne by Reconciliation Australia and VACCHO.
- An updated Acknowledgement of Country for Gippsland PHN has been developed in line with the learnings of the working group and formally approved for use.
- A NAIDOC Week walk was held from each Gippsland PHN office on Monday 3 July 2023. An intranet post also encouraged staff to attend external events during NAIDOC Week.
- A Truth Telling morning tea was held across all Gippsland PHN offices on 1 June 2023. The event was promoted internally via an Intranet post which also encouraged all staff to attend external National Reconciliation Week (NRW) events. A small working group has been established to plan 2024 NRW activities.
- RAP Working Group members reviewed HR and recruitment procedures and policies from Aboriginal HR Consultant. These have been approved by Gippsland PHN Executive team for policy alteration and use.



「2024 FOCUS AREAS」

While Gippsland PHN is proud of the above achievements, it recognises there is still much to be done to achieve reconciliation in Australia. Over the second year of implementation, Gippsland PHN will leverage momentum and aims to:

- Continue learning from engagement with Aboriginal and/or Torres Strait Islander peoples about their health and wellbeing needs to inform the Gippsland PHN Health Needs Assessment.
- Build respect for Aboriginal and/or Torres Strait Islander cultures and histories by consulting with Aboriginal and Torres Strait Islander organisations and communities to hold an internal or external NAIDOC Week event.
- Improve employment outcomes by developing and implementing an Aboriginal and/or Torres Strait Islander employment, retention and professional development strategy.
- Positively influence external stakeholders to drive reconciliation by public support of reconciliation outcomes, working with providers to improve cultural safety standards and encourage them to address the needs of Aboriginal and/or Torres Strait Islander peoples.
- Continue to educate Gippsland PHN staff on the effects of racism and workplace bias by providing further education and training opportunities.
- Increase Aboriginal and/or Torres Strait Islander supplier diversity to support improved economic and social outcomes by broadening alternative tender approaches and improving communication and advertising of procurement opportunities.





phn
GIPPSLAND

An Australian Government Initiative