

Reconciliation Action Plan (RAP) 2017

REFLECT

Reconciliation Action Plan for the years 2017 – ONE YEAR only

Our business

- **What is our core business?**

IPC Health is one of the earliest established community health services in Victoria. We are based in Melbourne's Western suburbs, working across three Local Government Areas (LGAs) (Brimbank, Hobson's Bay and Wyndham) and have six campuses based across the three LGAs. We work with individuals to help create a healthier life by helping people identify the services they need and then find the right people to help. At IPC Health our care addresses a full range of health conditions, taking into account the cultural overlay to an individual's health needs. We prioritise children, young people, adults and elderly and provide a range of medical and dental services, along with a range of allied health services such as dietetics, counselling, physiotherapy, podiatry, occupational therapy, speech therapy, audiology, social work, sexual and reproductive health services, along with specific services for Aboriginal and Torres Strait Islander and Refugee people. Our care addresses a full range of health conditions including those most prominently contributing to health burden in Melbourne's West such as heart disease, diabetes, hepatitis, mental health, dental health, COPD and stroke. Our aim is to deliver quality primary health care to all in need.

- **How many people does our organisation employ?** 400+
- **How many Aboriginal and Torres Strait Islander staff does our organisation currently employ?** Less than 5 identified (2nd May 2017)
- **What is our organisation's geographic reach (is our organisation state-focused or national)?**

IPC Health is located in Melbourne's West. Melbourne's West has a population of 837,890 and the three LGAs in which IPC Health is focussed is growing rapidly. The western region of Melbourne is one of the fastest growing regions in Australia. Wyndham is on the western edge of the region and has experienced the largest and fastest growth in all Victorian local government areas. The local population is expected to nearly double between 2012 and 2031, growing at an average rate of 3.19% per annum. With this growth there has also been significant growth in Aboriginal population.



According to the updated Department of Health and Human Services Local Government profiles in 2013 and the North West Metropolitan PHN compiled data (taken from the 2011 census data), a statistically significantly greater proportion of Aboriginal and Torres Strait Islander people are located in Wyndham (0.8% or 1148), compared to Hobson's Bay (0.6% or 390 people) and Brimbank (0.5% or 696 people). Given that Wyndham's population is expected to nearly double between 2012 and 2031, coupled by significant growth in Aboriginal population, Wyndham City Council held an Aboriginal Forum in November 2013 to seek feedback on the gaps and needs in services for the Wyndham community. Taking into account this data, along with publicly documented Wyndham City Council consultation feedback, IPC Health, held several NAIDOC Community events across three of our campuses, held in July 2016, with members of the Aboriginal and Torres Strait Islander local community sharing their stories to staff, provided further insight into the needs of this community.

We know that our communities have numerous needs, some of them complex, but these can be addressed by considering the delivery of services close to home, in a culturally relevant way.

Our RAP

Answer the following questions using paragraphs to describe:

- **Why is our organisation developing a RAP?** IPC Health is just starting out on their reconciliation journey and is building the foundations for relationships, respect and opportunities with the Western Suburbs of Melbourne, Victoria. IPC Health will take the time and opportunity to raise awareness and support the RAP within its organisation to develop a solid RAP governance model and build the business case for future commitments to cultural learning, and practicing cultural protocols considering Aboriginal and Torres Strait Islander people for employment.
- **What is our organisations reconciliation journey to date?** Aboriginal and Torres Strait Islander staff and community members participated in the Diversity Committee meeting held within the IPC Health organisation. We have recently launched the Elders Community Lounge in Wyndham Vale which is a safe place for Aboriginal and Torres Strait Islanders to access, participate in various activities, meet IPC Health staff and access culturally appropriate health services.
- **Who champions our RAP internally?** The Chief of Strategy, Business Development and Communications is the sponsor of the RAP within IPC Health, responsible for its development and progress. This position Chairs the RAP Working Group which was established in February 2017 which reports to the IPC Health Community Participation, Client Experience and Diversity Committee. The Executive Management team at IPC Health is responsible for embedding a culturally aware and inclusive culture to support diversity within the organisation and externally when interacting with clients and partners.
- **Who was involved in the development of our RAP?** The RAP Working Group, Community Participation, Client Experience and Diversity Committee and Executive Management Team.

Our partnerships/current activities

Describe any partnerships or current reconciliation activities you have in place:

On 30 March, the Elders Community Lounge for the Aboriginal and Torres Strait Islander Community was launched at IPC Health Wyndham Vale GP Superclinic. About 70 community members attended the successful launch, which also included an art display and hand printing activity. This culturally dedicated safe 'drop-in' space, co-designed with members of the Aboriginal and Torres Strait Islander community and a first for the Western suburbs of Melbourne, is a pilot initiative in partnership with the Department of Human and Health Services (DHHS) through the Kulin Balit Local Initiative Fund and the Rural Workforce Agency Victoria (RWAV). Its aim is to support Aboriginal and Torres Strait Islander health through primary prevention and access to quality community health services. At the Elders Community Lounge, Aboriginal and Torres Strait Islanders are welcome to seek support and assistance and access quality health services that are provided in a culturally appropriate way.

Dove tailing the Elders Community Lounge initiative, partnerships with community and community groups have been established, that will ensure consultation and implementation of reconciliation activities. 2017 will be the first year that the organisation will have formerly taken part in National Reconciliation Week.

The RAP is supported by an internal RAP Working Group that reports to the Community Participation, Client Experience and Diversity Committee, who then reports back to the Executive Management Team, reporting to the Board of IPC Health. This structure ensures that there is oversight and genuine commitment at multiple levels of the organisation.

Relationships			
Action	Deliverable	Timeline	Responsibility
1. Establish a RAP Working Group	<ul style="list-style-type: none"> Form a RAP Working Group that is operational to support the development of our RAP, comprising of Aboriginal and Torres Strait Islander peoples and decision-making staff from across our organisation. 	Feb 2017	Chief Strategy, Business Development and Communications
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. 	June 2017	Aboriginal Access Worker
3. Participate in and celebrate National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Encourage our staff to attend a National Reconciliation Week (NRW) event. Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. Ensure our Working Group participates in an external event to recognise and celebrate NRW. 	27 May- 3 June 2017	Chief Strategy, Business Development and Communications Manager Integrated Health Promotion and Community Strengthening
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. Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP. 	June 2017	Chief Strategy, Business Development and Communications

<p>5. Include other unique relationships actions and targets related to our core business and vision for reconciliation.</p>	<ul style="list-style-type: none"> • Through the Elders Lounge build partnerships with Aboriginal and Torres Strait Islander people and organisations. • Executive lead to be identified and actively supports and progresses the delivery of RAP outcomes. • Executive and Board actively participate and promote cultural awareness training around providing services for community in a culturally appropriate manner and being an employee of choice for Aboriginal and Torres Strait people. • Initiate the communication plan to ensure organisational engagement and acknowledgment of National Reconciliation Week. 	<p>November 2017</p> <p>March 2017</p> <p>March 2017</p> <p>May 2017</p>	<p>Aboriginal Access Worker</p> <p>Chief Strategy, Business Development and Communications</p> <p>Manager HR</p> <p>Chief Strategy, Business Development and Communications Aboriginal Access Worker Manager Integrated Health Promotion and Community Strengthening</p>
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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 and achievements within our organisation. Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievement. Conduct a review of cultural awareness training needs within our organisation. 	<p>June 2017</p> <p>June 2017</p> <p>June 2017</p>	Manager HR
7. Participate in and celebrate NAIDOC Week	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities. Introduce our staff to NAIDOC Week by promoting community events in our local area. Ensure our Working Group participates in an external NAIDOC Week event. 	May 2017	Aboriginal Access Worker / Chief Strategy, Business Development and Communications
8. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	<ul style="list-style-type: none"> Explore who the Traditional Owners are of the lands and waters in our local area. Scope and develop a list of local Traditional Owners 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). 	July 2017	Aboriginal Access Worker
9. Include other unique respect actions related to our core business and	<ul style="list-style-type: none"> Develop an events calendar to ensure key celebration/recknowledging Aboriginal and Torres Strait Islander dates of significance are published on iNET and website. Investigate cultural immersion programs. 	May 2017	Chief Strategy, Business Development

vision for reconciliation.	<ul style="list-style-type: none"> • Communicate and encourage staff to use Reconciliation Australia's Share Our Pride online tool to all staff. 	<p>June 2017</p> <p>April 2017</p>	<p>and Communication</p> <p>Manager Quality and Risk</p> <p>Manager HR</p> <p>Chief Strategy, Business Development and Communications</p>
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Opportunities			
Action	Deliverable	Timeline	Responsibility
10. 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. • Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities. 	June 2017	Chief People and Culture
11. 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. • Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	June 2017	Chief People and Culture

<p>12. Include other unique opportunities actions related to our core business and vision for reconciliation.</p>	<ul style="list-style-type: none"> Investigate an internal Aboriginal and Torres Strait Islander professional mentoring network. Investigate Aboriginal and Torres Strait Islander employment pathways (e.g. traineeships or internships). Support scholarships for Aboriginal and Torres Strait Islander students. Support Aboriginal and Torres Strait Islander leadership. Investigate opportunities to become a member of Supply Nation. 	<p>July 2017</p>	<p>Chief People and Culture</p> <p>Manager Quality and Risk</p>
<p>13. Investigate how IPC Health can consider embracing and embedding environmental sustainability, land and environment, health and wellbeing into the way we work.</p>	<ul style="list-style-type: none"> Consider membership in 'Green Hospitals' – IPC Health would be the first community health provider member. Promote reducing waste, water usage, electricity usage, paper usage etc at work. Consider purchasing consumables that are more environmentally friendly. Consider additional ways IPC Health can contribute to sustainability, reduce impact and build our connection with land, health and wellbeing. 	<p>July 2017</p>	<p>Chief Strategy, Business Development and Communications</p> <p>Chief Financial Officer</p>

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Tracking and Progress			
Action	Targets	Timeline	Responsibility
<p>14. Build support for the RAP</p>	<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. 	<p>July 2017</p>	<p>Manager Quality and Risk</p>

15. Review and Refresh RAP	<ul style="list-style-type: none"> Review and refresh RAP based on learnings, challenges and achievements. Submit draft RAP to Reconciliation Australia for review and endorsement. 	October 2017 November 2017	Working group Manager Integrated Health Promotion and Community Strengthening
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Contact details *Include contact details (job title, phone and email) for public enquiries about our RAP.*

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IPC Health Document History

Title	RAP – Phase One Reflection
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Author	Louise McKenzie
Editor	Jayne Nelson
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