



Reconciliation
ACTION PLAN
REFLECT RAP

Hunter Medicare Local Reflect Reconciliation Action Plan for 2013-14



Connecting health to meet local needs



Original Artwork by
Peter Williams

Peter comes from Garul Gigula Clan of the Ngemba Tribe, originating in the region of Brewarrina in North West NSW, his indigenous language is Wongaibon, with his tribal totem being the Goanna.

Our Organisational Vision

An integrated primary health care system that delivers improved health outcomes.

Hunter Medicare Local's core business or purpose is "keeping people well and out of hospital".

This will be achieved by:

- Helping to coordinate local services
- Supporting health providers to improve patient care
- Identifying navigational issues in the local health system
- Making our health system more efficient and sustainable

Our Business

Hunter Medicare Local (Hunter ML) is a not for profit primary health care organisation that aims to improve the health of the Hunter community in New South Wales. Funding is provided by the Commonwealth Government to coordinate primary health care services in the Hunter region and improve the health of the community.

Membership is open to:

- clinicians working in primary health care in the region
- organisations delivering primary health care services
- organisations representing primary health care providers or the community

Our Staff

Hunter ML employs over 275 staff excluding the general practitioners who work in our after hours clinics. Our staff consists of executive management, senior managers, nurses and allied health professionals, as well as project officers, administrative and other clinical staff.

As of 31 December 2013 Hunter ML had 10 staff who identify as Aboriginal and/or Torres Strait Islander. This figure equates to 3% of staff.

About the Reconciliation Action Plan

The Reconciliation Action Plan (RAP) is about organisations from every sector turning good intentions into real actions and rising to the challenge of reconciling Australia. A RAP is a business plan that uses a holistic approach to create meaningful relationships, enhanced respect and promote sustainable opportunities for Aboriginal and Torres Strait Islander Australians.

The RAP program includes four types of RAPs, each offering a different level of engagement and support. In developing a Reflect RAP, our organisation, Hunter ML, commits to completing the following actions over the next 12 months to ensure we are well positioned to implement effective and mutually beneficial initiatives as part of future Reconciliation Action Plans. Our future RAPs will identify relationships, respect, opportunities and actions specific to our business and our sphere of influence.

This Reflect RAP will allow our organisation to focus on building relationships both internally and externally, therefore raise awareness with our stakeholders to encourage shared understanding and ownership of our RAP within our organisation. Development of our future RAPs will involve consultation with staff across our organisation including Aboriginal and Torres Strait Islander staff and/or stakeholders to achieve our vision for reconciliation.

Our Geographical Region

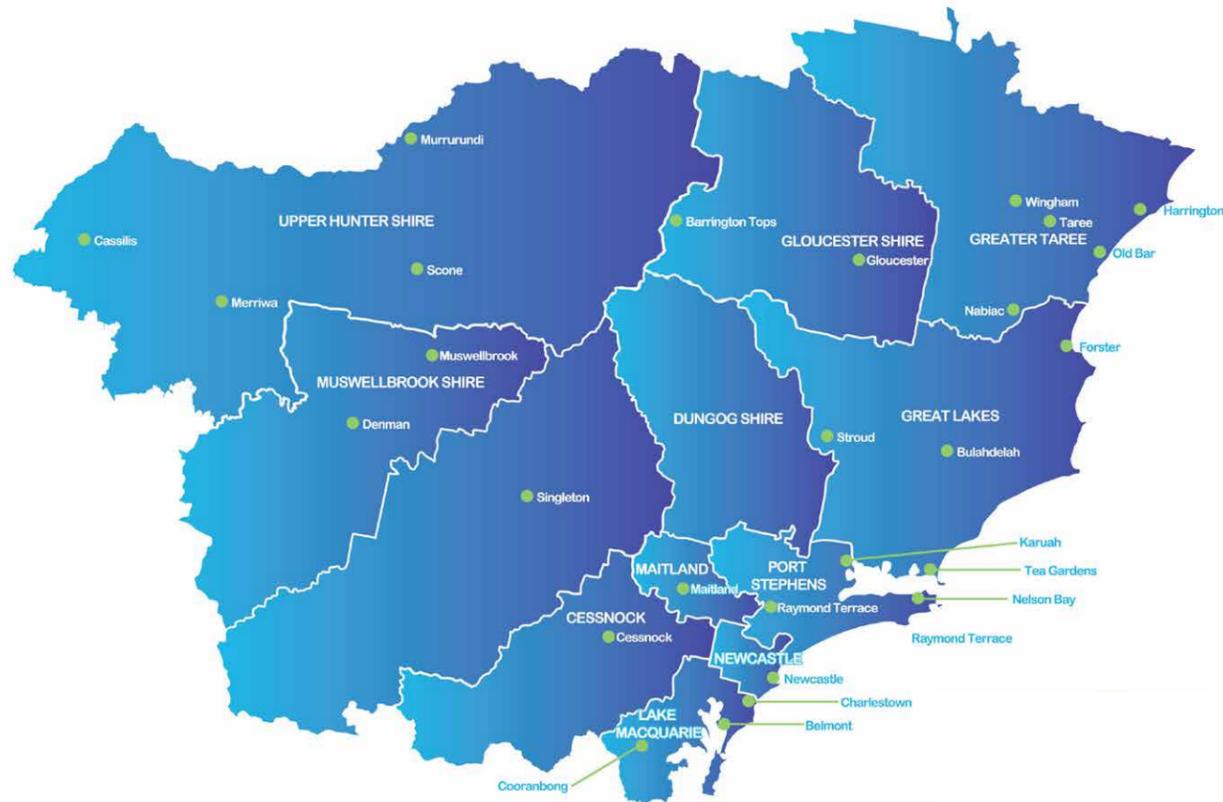
The Hunter region lies on the NSW east coast, approximately 150km north of Sydney.

The Hunter ML region covers the following areas which are recognised, and include but are not exclusive to the major traditional nations of; Awabakal, Biripi, Darkinjung, Geawegal, Kamiliroi, Wonaruah and Worimi.

According to the 2011 Census, the Hunter ML region has a population of 667,077 persons overall, across twelve Local Government Areas (LGAs): Cessnock, Dungog, Gloucester, Great Lakes, Lake Macquarie, Maitland, Muswellbrook, Newcastle, Port Stephens, Singleton, the Upper Hunter Shire and Greater Taree.

In 2011, there were 23,208 people in the Hunter ML region who identified as being of Aboriginal and/or Torres Strait Islander descent, equivalent to 3.5% of the resident population. This proportion is greater than the average across NSW and Australia, which are both 2.5%.

Hunter ML has the 18th highest Aboriginal and/or Torres Strait Islander population amongst the 61 Medicare Local's across Australia. The SLAs of Greater Taree, Muswellbrook and Cessnock have the highest proportion of Aboriginal and/or Torres Strait Islander people with 5.4%, 5.4% and 4.8%, respectively.



How our Reconciliation Action Plan was developed



**Hunter Medicare Local
Reflect Reconciliation Action Plan
July 2013 - June 2014**

Why we are developing a Reconciliation Action Plan

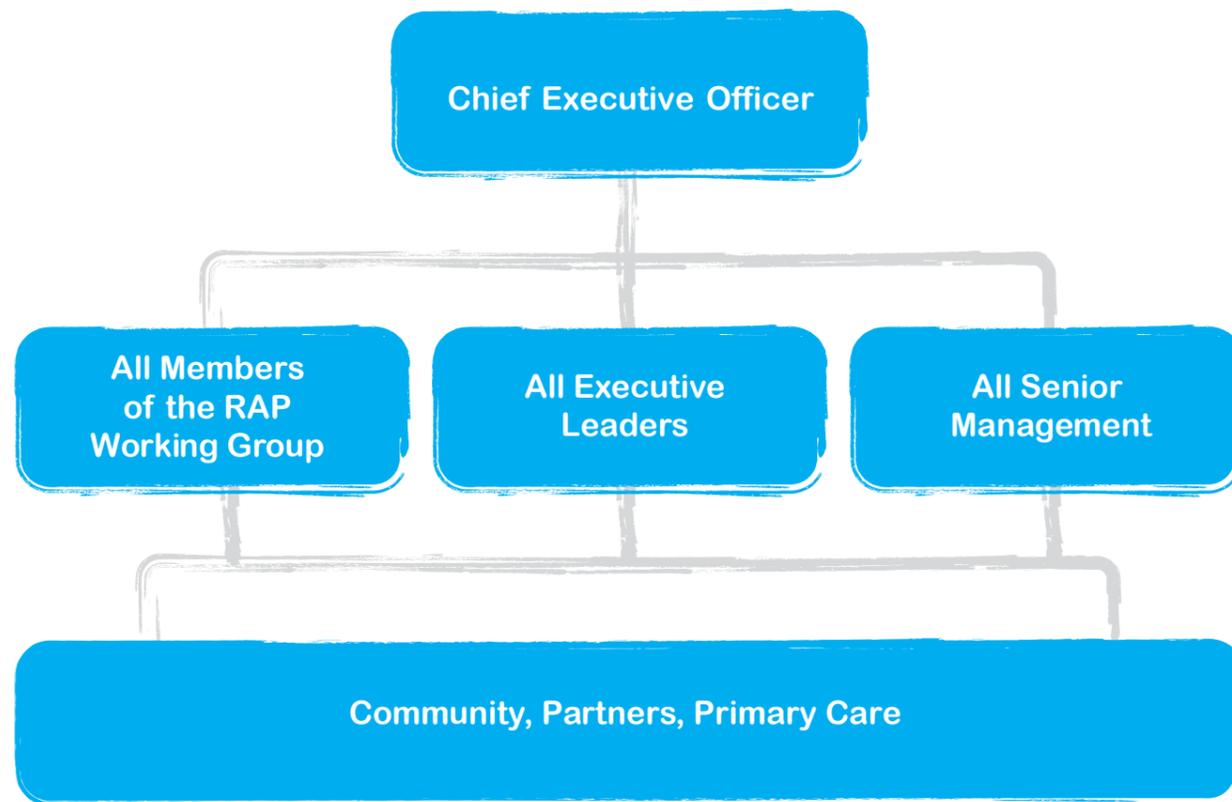
Hunter ML is committed to improving health for all of our community. By actively engaging with Reconciliation Australia and developing a RAP, Hunter ML believes that improvements in the health of our local Aboriginal and Torres Strait Islander community will be enhanced.



Who champions our Reconciliation Action Plan internally?

The Hunter ML team is committed to developing a meaningful RAP that staff at all levels of the organisation will align with.

The commitment to the RAP will be led by the Chief Executive Officer (CEO). The CEO will ensure, as a priority, all executive and senior managers understand and align operational practices with the strategies within the RAP and share the Hunter ML RAP vision and strategies with their teams.



Our partnerships and current activities

Community Partnerships

- Major Sponsors NSW Elders Olympics 2013
- Major Sponsors Knights Closing the Gap Round 2013
- Formal partnership between Awabakal Aboriginal Medical Service, Hunter New England Local Health District and Hunter Medicare Local
- Active membership of the Hunter Interagency Aboriginal Committee
- Hunter Aboriginal Closing the Gap Committee
- Hunter New England Hunter Valley Cluster Aboriginal Health Steering Committee
- Formal relationship with Reconciliation Australia
- Hunter NAIDOC Family Fun Day

Internal Activities/Initiatives

- Reconciliation Action Plan Working Group
- Aboriginal Impact Checklist
- Support Aboriginal and Torres Strait Islander staff to have NAIDOC special leave
- Procurement of Aboriginal Art as an Aboriginal logo for Hunter ML
- Staff NAIDOC celebration

Over the next 12 months, our organisation commits to

	Action	Responsibility	Timeline	Deliverables
Relationships	Establish a RAP Working Group	Business Development Executive	January 2014	1. A RAP Working Group is formed and operational to support the development of Hunter ML RAP, comprising Aboriginal and Torres Strait Islander peoples and other Australians
	Develop external relationships	Manager Aboriginal Health, Equity and Diversity	June 2014	2. Scope and develop a list of Aboriginal and Torres Strait Islander communities, organisations and stakeholders within Hunter ML local area and sphere of influence that could be approached to assist in understanding the potential activities in future RAPs
	Celebrate National Reconciliation Week (NRW)	Manager Aboriginal Health, Equity and Diversity	January 2014	3. Hunter ML RAP Working Group to investigate and plan ways to celebrate NRW
			27 May- 3 June 2014	4. Hunter ML RAP Working Group members will attend a community event or organise an internal event to recognise and celebrate NRW (27 May – 3 June annually)
	Raise internal awareness of the RAP	Communications Manager	June 2014	5. Develop and implement a RAP communication plan to raise awareness across the organisation about Hunter ML RAP commitments, particularly with key internal stakeholders
			March 2014	6. A presentation on Hunter ML RAP commitment is given to all relevant areas of the business to ensure they have an understanding of how their area can contribute to the RAP
			June 2014	7. Provide bi-monthly update on RAP in internal communications

Action	Responsibility	Timeline	Deliverables
Investigate cultural development	HR Manager	June 2014	8. Scope and develop a business case for cultural awareness, capability and development based on Hunter ML core business, with findings presented to relevant HR/Learning and Development areas for their input
		February 2014	9. Capture data on Hunter ML employee's current level of training around Aboriginal and Torres Strait Islander histories, cultures and contributions
Celebrate NAIDOC Week	Manager Aboriginal Health, Equity and Diversity	January 2014	10. Hunter ML RAP Working Group to investigate and plan ways to celebrate NAIDOC Week
		July 2014	11. Hunter ML Working Group to participate in a community NAIDOC Week event, or hold an internal event (1st Sunday –2nd Sunday in July each year)
		July 2014	12. Continue to provide opportunities for Aboriginal and Torres Strait Islander employees to participate in NAIDOC Week events
Raise internal understanding of protocols	Business Development Executive/ Communications Manager	March 2014	13. Include opportunities in Hunter ML RAP communication plan to raise understanding of the meaning and significance of Aboriginal and Torres Strait Islander protocols, such as Welcome to Country and Acknowledgement of Country, to employees
	HR Manager	March 2014	14. Educate Hunter ML staff about using the Policy: Aboriginal Health Impact Checklist at staff briefings about the RAP and at monthly Senior Manager Meetings. Include Aboriginal Health Impact Checklist for discussion at new Manager inductions
Consider Aboriginal and Torres Strait Islander employment	HR Manager	June 2014	15. Scope and develop a strategy for Aboriginal and Torres Strait Islander employment within Hunter ML
		February 2014	16. Hunter ML to capture baseline data on current Aboriginal and Torres Strait Islander employees to inform future employment and training developments
Consider supplier diversity	Finance Manager	June 2014	17. Scope and develop a business case for Aboriginal and Torres Strait Islander supplier diversity and how Hunter ML can develop an Aboriginal and Torres Strait Islander supplier diversity program

Action	Responsibility	Timeline	Deliverables
Other opportunities	Business Development Executive	September 2014	18. Other opportunities, such as around education and access to services for practice support and other primary care clinicians, have been identified throughout consultation with internal and external stakeholders. These will be considered by the Hunter ML RAP Working Group and will assist in defining actions for subsequent RAPs for our organisation
		March 2014	19. Hunter ML has defined available resourcing for its RAP
Build support for the RAP	Business Development Executive	June 2014	20. Hunter ML data collection is able to measure progress and successes against the annual RAP Impact measurement
		June 2014	21. Hunter ML to complete and submit the RAP Impact Measurement Questionnaire report on its achievements to Reconciliation Australia annually.
		December 2014	22. To refresh and develop Hunter ML Reconciliation Action Plan

Contact Details

Members of the RAP Working Group as at 19 May 2014 are:

Michelle Cutmore	Care Coordination Supplementary Services Scheme Registered Nurse
Kate Marshall	Care Coordination Registered Nurse
Amanda Fletcher	Psychologist, Psychology Services
Catherine Turner	Manager, Medicare Local After Hours Program
Janelle White	Manager, Human Resources
Scott White	Manager, Communications
Tina Pidcock	Manager, Aboriginal Health, Equity and Diversity
Deborah Smith	Business Development Executive
Melissa Lydiard	Finance Officer

For further information

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