



Northern Adelaide Local Health Network

# Reconciliation Action Plan

2015-2016

This Reconciliation Action Plan (RAP) was developed in consultation with the Aboriginal Torres Strait Islander and non- Aboriginal Torres Strait Islander workforce and community, and is endorsed by the CALHN and NALHN Aboriginal Advisory Board





## Contents

- > Our vision for Reconciliation Pg. 3
- > Our business Pg. 4
- > SA Health's Reconciliation Framework for Action (2014-2016) Pg. 5
- > NALHN's Reconciliation Action Plan Pg. 6
- > Relationships Pg. 7-8
- > Respect Pg. 9-10
- > Opportunities Pg. 11-12
- > Tracking Progress Pg. 13

## **Our Vision for Reconciliation**

The Northern Adelaide Local Health Network (NALHN) has the largest Aboriginal and Torres Strait Islander population by percentage of all the South Australian metropolitan catchment areas. NALHN acknowledges the need for Aboriginal Torres Strait Islander specific health services in the metropolitan area and therefore has put Aboriginal Torres Strait Islander health as a key priority.

NALHN is looking at a long-term approach to progress our vision for reconciliation which will generate change across our organisation and in to community.

Key aspirations include:

- Providing culturally supportive and appropriate health services and facilities that create a sense of belonging
- The development of effective frameworks for mutual respect and beneficial engagement of Aboriginal and Torres Strait Islander peoples
- Making cultural awareness a highly recommended part of our everyday work commitment/culture including training for all staff
- The use of Welcome to Country and acknowledgement of traditional ownership at relevant health service meetings
- Development of the health service to become a friendly and accessible organisation for Aboriginal and Torres Strait Islander peoples
- Establishing employment, education and training opportunities for Aboriginal and Torres Strait Islanders.
- Ensuring Aboriginal Torres Strait Islander cultures are recognised, protected, valued and supported with in our sites and services.
- Creating and maintaining a culture that respects and acknowledges Aboriginal and Torres Strait Islander peoples culture, heritage, values and beliefs.

## Our Business

SA Health's structure incorporates Central Adelaide Local Health Network (CALHN), Northern Adelaide Local Health Network (NALHN), Southern Adelaide Local Health Network (SALHN), Country Health SA Local Health Network (CHSALHN), Women's and Children Health Network (WCHN); and the Department for Health and Ageing (the administrative arm to the portfolio). SA Health's structure also includes Aboriginal Torres Strait Islander leadership and advisory structures in each Local Health Network and within the Department for Health and Ageing (the Department).

The Northern Adelaide Local Health Network was established on 1 July 2011 in response to the Federal government's National Health and Hospitals Network Agreement. Under this agreement, the Australian Government and states and territories have joint responsibility for funding public hospital services (via activity based funding). The LHNs are accountable to the state government for performance management and planning and to ensure public hospitals are accountable and responsive to the needs of the South Australian community.

NALHN is responsible for promoting and improving the health of the community by providing integrated health care and hospital services.

NALHN brings together two hospitals (Lyell McEwin as a major facility and Modbury as a general hospital) and a significant number of mental health and intermediary care services. A number of state-wide services are also provided within NALHN; however governance responsibility for these state-wide services resides with other Local Health Networks. The NALHN is responsible for promoting and improving the health of the northern Adelaide community by providing integrated health care and hospital services.

The proportion of Aboriginal or Torres Strait Islander people living in the NALHN in 2011 (1.9% of the NALHN population) is consistent with the state as a whole (1.9%). However, some statistical local areas in the NALHN had some of the highest metropolitan proportions of Aboriginal and Torres Strait Islander people including Playford (C)—West Central (4.0%) and Playford (C)—Elizabeth (3.6%).

As indicated in the 2011 census, 38% of people living where NALHN services are delivered identified themselves as being of Australian Aboriginal and/or Torres Strait Islander origin.

Currently NALHN employs 4437 staff with 45 or 1% identifying as Aboriginal and Torres Strait Islander.

The NALHN provides leadership and resources of full comprehensive health care to Aboriginal and Torres Strait Islanders people as "Watto Purrinna" with sites located in Gilles Plains, Elizabeth Vale, Port Adelaide and Dudley Park which fall in to NALHN and CALHN catchment areas.

## **SA Health's Reconciliation Framework for Action (2014-2016)**

The SA Health Reconciliation Framework for Action 2014-2016 is a high level strategic framework that draws upon the efforts of SA Health when it first signed the inaugural Reconciliation pledge in 1999. Furthermore, the Reconciliation Framework for Action has been developed in a time of considerable focus on Aboriginal and Torres Strait Islander health. With this in mind, the SA Health Reconciliation Framework for Action lifespan is aligned to the lifespan of the SA Health Aboriginal Health Care Plan (2010-2016) and COAG's "Closing the Gap" renewed national agenda (2013-2016). It is our hope that over these three years the effort and spotlight on improving Aboriginal and Torres Strait Islander health also yields achievements in Reconciliation outcomes.

As a first step, the SA Health Reconciliation Framework for Action was developed in consultation with all Local Health Networks and Divisions within the Department. The journey thus far has been one of inquiry, learning, exploration and sharing.

In moving forward, the SA Health Reconciliation Framework for Action is built on the three key themes expressed by Reconciliation Australia. Therefore the Department and Local Health Networks commitment to turn their good intentions into real Reconciliation action will be measured against the three theme areas as follows:

- > Relationships
- > Respect
- > Opportunities

## **NALHN's Reconciliation Action Plan 2015 – 2016**

The NALHN in the spirit of Reconciliation is supported by a Reconciliation Action Plan Steering Committee and the participation includes non-Aboriginal and an Aboriginal co-chairs, and comprises of Aboriginal Torres Strait Islander and Non- Aboriginal Torres Strait Islander staff at the Executive and community level to provide advice and guidance on the development of the Reconciliation Action Plan (RAP).

The role of Reconciliation Action Plan Steering Committee is to identify and determine practical Reconciliation initiatives relevant to SA Health's 'Framework for Action' and within NALHN's own principals and standards and guide and implement the recommendations into their business areas.

NALHN's RAP is an outline of our will to build strong 'relationships' and enhanced 'respect' between Aboriginal and Torres Strait Islander peoples and other people; as well as setting out our aspirational plan to pursue sustainable 'opportunities for Aboriginal and Torres Strait Islander people'.

On an annual basis, SA Health's Aboriginal Health Branch will undertake cultural accountability processes to monitor for the health system's commitment to Reconciliation and will report implementation and performance of activity agreed to by the Department and by Local Health Networks to Reconciliation Australia.

## Relationships

Ensuring Aboriginal and Torres Strait Islander families, patients and staff feel welcome and respected and Aboriginal Torres Strait Islander patients have equal access to health care is important to NALHN services to ensure the agenda Reconciliation is a key priority across the whole of NALHN and to ensure Aboriginal Torres Strait Islander peoples and organisations play a key role.

Action	Responsibility	Timeline	Activity
Invite Aboriginal and Torres Strait Islander people and non- Aboriginal Torres Strait Islander people to participate in development, implementation, monitoring, tracking progress and reporting of the NALHN Reconciliation Action Plan (RAP).	Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD	Nov 2014	Nominations to be called for representatives for a RAP Steering Committee (RAP SC). Membership to include COO & D/COO, Divisional & Departmental Heads, Workforce ED, Aboriginal and Torres Strait Islanders staff & community representatives.
		April 2015	TOR to be agreed & endorsed and meeting series established.
		Jan 2015	Establishment of the NALHN RAP SC
		December 2015	A meeting to be held at on at least four occasions a year to monitor and report on RAP implementation.
		May 2015	To oversee the development, endorsement, funding, launch and promotion of the 2015 – 2016 RAP.
Maintain a whole of NALHN effort and commitment to implement, evaluate and continuously improve and promote the RAP	NALHN CEO Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD	June 2015	Develop and implement a plan to raise awareness across NALHN about RAP commitment, particularly with key internal stakeholders.
		May 2015	Organise for a presentation on RAP commitment to be given to all relevant departments and divisions of NALHN to ensure an understanding of how each area can contribute to the RAP.
		September 2015	The NALHN Website and Staff Intranet is updated with the current RAP and associated information

Action	Responsibility	Timeline	Activity
Develop relationships and partnerships with Aboriginal and Torres Strait Islander organisations.	Director of Primary Health Care Strategy and Planning Regional Manager Health improvement – Aboriginal Health	April 2015	Liaise with the <b>Standard 2 Committee</b> Partnering with Consumers to strengthen existing relationships and forge new ones through the development of formalised processes such as Memoranda of understandings.
		September 2015	A current Aboriginal and Torres Strait Islander register is developed utilised and promoted in community
		June 2015	Utilise the NALHN consumer & community organisations /stakeholder registers to include Aboriginal and Torres Strait Islander community stake holders who are interested in partnering with NALHN in a range of areas (e.g. mechanisms to receive feedback from their memberships /constituents; service planning and delivery etc.).
Investigate and implement the use of Aboriginal traditional healing services to work within the NALHN Acute services	Director of Workforce, NALHN Director of Aboriginal Health	December 2015	A review of current policies and procedures related to working with other therapies
Demonstrate organisational commitment to Reconciliation and to the Reconciliation Action Plan.	NALHN CEO Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD, NALHN Media and Communications Manager	February 2016	Establish a RAP intranet page which includes activities, reporting (progress against targets), useful links, resources, FAQs and key contacts.
Celebrate NRW by providing opportunities for Aboriginal and Torres Strait Islander employees and other employees to build relationships.	Regional Manager Health improvement – Aboriginal Health	June Annually	Organise at least one internal event each year.



## Respect

Demonstrate respect and increase awareness for Aboriginal and Torres Strait Islander peoples, cultures, lands and histories through service delivery that acknowledges the cultures and values of Aboriginal and Torres Strait Islander patients and their families and to increase the awareness of and respect for Aboriginal and Torres Strait Islander peoples and acknowledgement of the special place that Aboriginal and Torres Strait Islander peoples hold as Australia's First Peoples.

Action	Responsibility	Timeline	Activity
Celebrate and commemorate significant Aboriginal and Torres Strait Islander events	NALHN Media and Communications Manager Regional Manager Health improvement – Aboriginal Health Director of Primary Health Care Strategy	April 2015	Create a calendar of significant Aboriginal and Torres Strait Islander events and dates to be distributed throughout NALHN
		January 2016	Develop a NALHN guideline to support staff participation in Aboriginal and Torres Strait Islander cultural events where appropriate in line with HR policy & procedure
		December 2016	NALHN will host or participate in four national Aboriginal and Torres Strait Islander celebration activities per year including at least one NAIDOC week event
		December 2015	RAP committee members to nominate activities to be held for consideration to ensure no cross over and appropriateness
Provide a culturally safe and appropriate environment in all NALHN sites	Manager, Corporate Services NALHN Media and Communications Manager	June 2015	Erect Flag poles and flags in front of the new building structures at LMH
		September 2015	A Welcome Sign in “Kaurua” Language and an acknowledgement of country to be displayed in all NALHN sites
		June 2016	Identify and create safe place for consumers to access an Aboriginal and Torres Strait Islander garden for all to use

Action	Responsibility	Timeline	Activity
Increase the knowledge of NALHN workforce in Aboriginal and Torres Strait Islander cultures and protocols.	NALHN Media and Communications Manager Director of Workforce Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD	September 2015	To review existing orientation & induction sessions to ensure that they are appropriate and contemporary in relation to cultural content.
			Implement cultural respect training at the Lyell McEwan and Modbury Hospitals and ensure that Cultural Awareness includes information on protocols
Communicate the meaning and significance of Aboriginal and Torres Strait Islander acknowledgements, beliefs and cultures  Acknowledge and engage with appropriate NALHN Stakeholders	Manager, Corporate Services NALHN Media and Communications Manager Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD	May 2015	Invite Traditional Owners to perform Welcome to Country at significant events
		February 2016	Display Aboriginal and Torres Strait Islander flags and artwork in buildings
		July 2015	Cultural protocols are promoted to all NALHN staff and consumers

## Opportunities

Provide opportunities for Aboriginal and Torres Strait Islander people, organisations and communities to work in partnership with NALHN. Put processes in place to increase the number of Aboriginal and Torres Strait Islander people employed and able to undertake training and professional development in the NALHN Health services area and to work in partnership to progress the health and wellbeing of Aboriginal and Torres Strait Islander South Australians.

Action	Responsibility	Timeline	Activity
Increase Aboriginal and Torres Strait Islander employment opportunities.	Director of Workforce Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD	June 2016	Number of Aboriginal and Torres Strait Islander staff aligns with SA Strategic plan of 2%
		June 2016	Increase staffing of Aboriginal and Torres Strait Islander people within NALHN by 10% at the end of 2015
		September 2015	All identified positions advertised in appropriate areas
		February 2016	Develop an Aboriginal and Torres Strait Islander Employment Strategy that is supported with an education program to promote Aboriginal and Torres Strait Islander Employment across NALHN
Create and facilitate clinical and non-clinical placements within NALHN workforce including but not limited to Aboriginal Clinical Health Workers, nurses and Midwifery	Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD Director of Workforce	December 2016	At least thirty (30) Aboriginal and Torres Strait Islander placements are offered each year
		February 2016	Investigate the opportunities to write measures into contracted service agreements (IE Spotless, ECT) to include positions for Aboriginal and Torres Strait Islander people
Consider health impacts on Aboriginal and Torres Strait Islander population health needs.	NALHN CEO Director of Aboriginal Health Executive Director of Nursing & Midwifery,	June 2015	Support compliance with SA Health's Aboriginal Health Impact Statement Policy Directive and Incorporate Aboriginal Health Impact Statements in to Executive memo's/ briefings to ensure higher level decision

	CGS & OPD		makers in NALHN consider the impact on Aboriginal and Torres Strait Islanders in the NALHN catchment area
Action	Responsibility	Timeline	Activity
Investigate opportunities for NALHN to increase the procurement of goods and services from Aboriginal and Torres Strait Islander owned businesses	Manager, Corporate Services - NALHN		<ul style="list-style-type: none"> <li>• Review procurement policies barriers to Aboriginal and Torres Strait Islander businesses are able to be addressed.</li> <li>• Investigate becoming a member of Supply Nation or partnering with your local Indigenous Chamber of Commerce.</li> <li>• Educate staff about using Aboriginal and Torres Strait Islander businesses.</li> <li>• Develop at least one commercial relationship with an Aboriginal and Torres Strait Islander business.</li> </ul>

## Tracking Progress and Reporting

Action	Responsibility	Timeline	Activity
Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report.	Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD	September 2016	A Complete RAP Impact Measurement Questionnaire is submitted to Reconciliation Australia.
RAP made publically available	Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD	May 2015	RAP endorsed by Reconciliation Australia and placed on Reconciliation Australia and NALHN websites
		May 2015	Public Launch Event
The RAP is monitored on a quarterly basis with achievements recorded	Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD	Monitored Quarterly	Reported to the RAP committee
RAP working group to report on and refresh the RAP annually and provide these documents to Reconciliation Australia.	Director of Aboriginal Health Executive Director of Nursing & Midwifery, CGS & OPD	Quarterly	RAP report provided to Reconciliation Australia.
			Refreshed RAP endorsed by Reconciliation Australia.
			RAP is approved and published on our Department's internal and external websites and on RA's website

### Contact details

Candice Michaelis, Snr Project Officer, (08) 7425 8900, Candice.michaelis@health.sa.gov.au