

# Reconciliation Action Plan

## RAP Working Group Members

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## Consultation with stakeholders July-September 2020

Please find the draft actions, deliverables, and suggested timelines for the WNSW PHNs Reconciliation Action Plan proposed for June 2021-June 2023.

The WNSW PHN RAP Working Group including PHN staff and external Aboriginal community members have met several times since the start of the year. We are on a journey of learning together about reconciliation and have been working to identify the key actions and deliverables that our PHN can commit to supporting over the two-year life of the Innovate RAP.

Our vision for reconciliation is:

**“By acknowledging, listening, accepting and learning to support one another; together we will improve Aboriginal health outcomes in the Western NSW Primary Health Network region.”**

Your feedback is very important, so we are inviting you to share feedback and comments on the draft Actions and Deliverables for the RAP with the WNSW PHN Reconciliation Working Group.

You can do this via email to project lead [rebekah.bullock@wnswphn.org.au](mailto:rebekah.bullock@wnswphn.org.au) or by calling us on 1300 699 168 to get in touch with one of the RWG members.

Please share this document with your networks. We are inviting feedback until 30 September 2020. You can also find more information on the WNSW PHN RAP Working Group and reconciliation at [www.wnswphn.org.au](http://www.wnswphn.org.au)

Thank you,

Andrew Harvey  
CEO WNSW PHN

# Relationships

Action	Deliverables	Timeline	Comments
<b>Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholder organisations.</b>	<ul style="list-style-type: none"> <li>Meet with local Aboriginal and Torres Strait Islander local community stakeholders and organisations to develop guiding principles for future engagement.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Develop an engagement plan to work with Aboriginal and Torres Strait Islander local community stakeholders and organisations.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Working with WNSW PHN Aboriginal Health Council to confirm a list of key Aboriginal Stakeholder Organisations across our region.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Ongoing implementation of WNSW PHN cultural safety framework and support to organisations.</li> </ul>	September 2021	
	<ul style="list-style-type: none"> <li>Promote the role and the work of Aboriginal Health Council to local communities.</li> </ul>	September 2021	
	<ul style="list-style-type: none"> <li>Develop feedback mechanism and collect feedback from stakeholder organisations to ensure that the relationship with WNSW PHN continues to be mutually beneficial.</li> </ul>	July 2021	

Action	Deliverables	Timeline	Comments
<b>Build relationships through celebrating National Reconciliation Week (NRW).</b>	<ul style="list-style-type: none"> <li>• Circulate Reconciliation Australia NRW resources and reconciliation materials to staff.</li> <li>• RWG members to participate in at least one external NRW event.</li> <li>• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.</li> <li>• Organise at least one NRW event each year in partnership with local Aboriginal organisations and community to celebrate NRW.</li> </ul>	<p>July 2021</p> <p>July 2021</p> <p>July 2021</p> <p>June 2022</p>	
<b>Promote reconciliation through our sphere of influence.</b>	<ul style="list-style-type: none"> <li>• Implement strategies to engage our staff in reconciliation.</li> <li>• Communicate our commitment to reconciliation publicly.</li> <li>• Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.</li> <li>• Collaborate with RA and other likeminded organisations to develop ways to advance reconciliation.</li> <li>• Promotion and/or training of how to develop a RAP to commissioned service providers to encourage them doing their own.</li> <li>• Showcase of the work that is being done by our commissioned service providers in their own RAPS – again to try and encourage other organisations to see how easy it is to take steps to develop a RAP.</li> </ul>	<p>July 2021</p> <p>July 2021</p> <p>July 2021</p> <p>July 2021</p> <p>September 2021</p> <p>March 2022</p>	

Action	Deliverables	Timeline	Comments
<b>Raise internal and external awareness of the RAP to promote Reconciliation in the community and health sector.</b>	<ul style="list-style-type: none"> <li>Develop a communication strategy to promote the RAP.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Provide access to the RAP on WNSW PHN website.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Report on the RAP in the WNSW PHN Annual Report.</li> </ul>	November 2021	

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# Respect

Action	Deliverables	Timeline	Comments
<b>Demonstrate respect to Aboriginal people by observing cultural protocols.</b>	<ul style="list-style-type: none"> <li>We will Identify culturally safe protocols for our region and communities and develop and implement and communicate a cultural protocol document, including protocols and or Welcome to Country and Acknowledgment of Country</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Increase staff understanding of the purpose and significance of the cultural protocols, including Acknowledgement of Country and Welcome to Country.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Invite a Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Include Acknowledgment of Country or other appropriate protocol at the start of meetings including learnings around our local Aboriginal history.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Acknowledgment of Country in email signature.</li> </ul>	July 2021	

Action	Deliverables	Timeline	Comments
<b>Create culturally safe and respectful environments.</b>	<ul style="list-style-type: none"> <li>• Ensure Aboriginal and Torres Strait Islander flags are on display in the appropriate locations.</li> <li>• Research opportunities for engaging local Aboriginal photographers and artists for development of the artwork in the RAP.</li> <li>• Display and appropriately acknowledge local Aboriginal artwork and other culturally significant items within the PHN offices and corporate publications.</li> <li>• Explore opportunities to test and measure the competency for all new Aboriginal program commissioning and new Projects as per the Cultural Competency Framework.</li> </ul>	<p>July 2021</p> <p>August 2021</p> <p>September 2021</p> <p>December 2022</p>	
<b>Build respect for Aboriginal and Torres Strait Islander cultures and histories by participating in NAIDOC Week.</b>	<ul style="list-style-type: none"> <li>• Review HR policies and procedures to remove barriers for staff participating in NAIDOC Week events.</li> <li>• Identify, promote, and encourage participation in external NAIDOC Week events and also significant other local cultural events to all staff.</li> <li>• Promoting NAIDOC Week activities to our networks and encouraging involvement.</li> <li>• PHN staff to sit on at least one NAIDOC committee in each of the WNSW PHNs regions (Far West and Western LHD regions).</li> <li>• HR to review inclusion of leave for NAIDOC day for staff to attend activities.</li> </ul>	<p>October 2021</p> <p>July 2021</p> <p>July 2021</p> <p>July 2021</p> <p>November 2021</p>	

Action	Deliverables	Timeline	Comments
<b>Cultural Awareness Training.</b>	<ul style="list-style-type: none"> <li>• Research and consult appropriate Aboriginal and Torres Strait Islander people on a tiered cultural learning and awareness training for all staff and the organisation (online, face to face and developed with levels of awareness at the forefront.)</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Develop, document, and implement an Aboriginal and Torres Strait Islander cultural awareness training protocol for all staff including a compulsory module with the organisation's induction process.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Ensure a cultural education opportunity is provided to RWG members at every RWG meeting.</li> </ul>	July 2021	

# Opportunities

Action	Deliverables	Timeline	Comments
<b>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	<ul style="list-style-type: none"> <li>Build understanding of current Aboriginal staffing to inform future employment and professional development opportunities.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Continue to engage with Aboriginal staff on our recruitment, retention and professional development strategy.</li> </ul>	September 2021	
	<ul style="list-style-type: none"> <li>Continue to develop and implement Aboriginal recruitment, retention and professional development strategy.</li> </ul>	September 2021	
	<ul style="list-style-type: none"> <li>Advertise job vacancies to effectively reach Aboriginal stakeholders.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Review HR and recruitment procedures and policies to remove barriers to Aboriginal participation in the workplace.</li> </ul>	September 2021	
	<ul style="list-style-type: none"> <li>Increase the percentage of Aboriginal staff employed in our workforce.</li> </ul>	June 2023	
	<ul style="list-style-type: none"> <li>Provide training and/or support to commissioned service providers on improving HR policies to increase Aboriginal and Torres Strait Islander employment opportunities.</li> </ul>	October 2021	
	<ul style="list-style-type: none"> <li>Supporting our commissioned service providers in embedding a focus on Aboriginal employment.</li> </ul>	October 2021	

Action	Deliverables	Timeline	Comments
<b>Increase Aboriginal and Torres Islander supplier diversity to support improved economic and social outcomes.</b>	<ul style="list-style-type: none"> <li>Develop and implement an Aboriginal and Torres Strait Islander Procurement Strategy.</li> </ul>	February 2022	
	<ul style="list-style-type: none"> <li>Promote TenderLink to local Aboriginal businesses.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.</li> </ul>	February 2022	
	<ul style="list-style-type: none"> <li>Develop a procurement framework to prioritise the delivery of Aboriginal specific services by Aboriginal providers.</li> </ul>	February 2022	
	<ul style="list-style-type: none"> <li>Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal businesses.</li> </ul>	February 2022	
	<ul style="list-style-type: none"> <li>Develop commercial relationships with Aboriginal/and or Torres Strait Islander businesses.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>Embed Aboriginal decision making in the identification and design of procurement of services.</li> </ul>	February 2022	
	<ul style="list-style-type: none"> <li>Developing capacity building activities in partnership with Aboriginal organisations on applying for grants and tenders.</li> </ul>	September 2021	
<ul style="list-style-type: none"> <li>Promoting that Aboriginal identified funds are spent on Aboriginal led programs.</li> </ul>	July 2021		

# Governance and tracking

## How the PHN will keep its RAP on track

Action	Deliverables	Timeline	Comments
<p><b>Establish and maintain an effective RAP Working Group to drive the governance of the RAP.</b></p>	<ul style="list-style-type: none"> <li>• RWG oversees the development and endorsement of the RAP.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Ensure Aboriginal and Torres Strait Islander people are represented in the RWG.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Review Terms of Reference of the RWG.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Hold bi-monthly meetings to monitor and report on the RAP progress.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Establish RWG sub-committees to progress key areas of the RAP and report back to RWG.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Invite Aboriginal and Torres Strait Islander people to participate and contribute to RAP activities, sharing knowledge and RAP action review and development.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Refer to WNSW PHN Aboriginal Health Council for cultural advice and guidance to other organisational initiatives.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Establish an annual RAP Working group and Aboriginal Health Council session.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Develop RAP.</li> </ul>	July 2021	
	<ul style="list-style-type: none"> <li>• Communication strategy.</li> </ul>	July 2021	
<ul style="list-style-type: none"> <li>• RWG responsibility to promote and lead organisation participation in NAIDOC Week activities, Close the Gap Day etc.</li> </ul>	July 2021		

Action	Deliverables	Timeline	Comments
<b>Provide appropriate support for effective implementation of RAP commitments.</b>	<ul style="list-style-type: none"> <li>• Define resource needs for RAP implementation.</li> <li>• Engage senior leaders and other staff in the delivery of RAP commitments.</li> <li>• Define and maintain appropriate systems and capability to track, measure and report on RAP commitments.</li> <li>• Appoint and maintain a RAP Champion from senior management.</li> </ul>	<p>July 2021</p> <p>July 2021</p> <p>July 2021</p> <p>July 2021</p>	
<b>Build accountability and transparency through reporting RAP achievements, challenges, and learnings, both internally and externally.</b>	<ul style="list-style-type: none"> <li>• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> <li>• Report RAP progress to all staff and senior leaders quarterly.</li> <li>• Publicly report our RAP achievements, challenges, and learnings, annually.</li> <li>• Investigate participating in Australia's biennial Reconciliation Australia Workplace RAP Barometer.</li> <li>• Reporting annually to the Aboriginal Health Council.</li> <li>• Embedding regular RAP updates within our monthly staff meetings (Formal or informal).</li> </ul>	<p>June 2022</p> <p>October 2021</p> <p>September 2022</p> <p>October 2021</p> <p>August 2022</p> <p>July 2021</p>	

Action	Deliverables	Timeline	Comments
Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> <li>Register via Reconciliation Australia's website to begin developing our next RAP.</li> </ul>	July 2022	
	<ul style="list-style-type: none"> <li>Encourage staff who were not involved in the first RAP to get involved in the second one.</li> </ul>	July 2022	
	<ul style="list-style-type: none"> <li>Create an internal communications strategy prior to opening expressions of interest for second RWG to share the positive experience and learnings of being involved.</li> </ul>	May 2022	
	<ul style="list-style-type: none"> <li>Ensuring second RAP is written into WNSW PHN Operational plan.</li> </ul>	June 2022	

## More information

Find out more at: [www.wnswphn.org.au](http://www.wnswphn.org.au)

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