



Reconciliation ACTION PLAN Reflect



RECONCILIATION
ACTION PLAN

REFLECT



SCHS

Sunraysia Community
Health Services

April 2020 - April 2021

Our journey

Pundu (Cod) Dreaming

This mural shows the importance of the river to First Nations' people of the Darling and Murray Rivers. The river is our bloodline, where our ancestors lived for many generations within their tribal boundaries; where our Elders sat around fires and told stories of creation, of the cod and how they travel upstream and downstream. Plants and animals thrive on water and without it, there is no life.



Artwork by Uncle Ivan Johnson, Uncle Peter Peterson and the Youth Mentoring Group: Jarred, Quantrey, Kalum and Nikita.



Social model of health

At Sunraysia Community Health Services (SCHS), we provide health services within a *social model of health*. This means we understand that social, cultural, political, environmental, and physical factors all contribute to health and well-being.

Our vision

Health and social equity for our communities

Our mission

To explore and deliver innovative solutions to health and social needs

Our values

The following five broad values underpin our organisation:

- **Compassion** - We treat people with empathy, respect and dignity and we care about our clients, our people and our community.
- **Justice** - We promote equity, peace and a genuine respect for people in our community.
- **Excellence** - We will be prepared for change and strive for continuous learning and quality improvement.
- **Accountability** - We commit to responsible and open decision-making, taking responsibility for our decisions and actions, being reflective and open to feedback.
- **Collaboration** - We will work as a team and actively communicate and build constructive relationships to achieve positive outcomes.

Message from the Chief Executive Officer

Sunraysia Community Health Services will address racism and the effect it has on Aboriginal and Torres Strait Islander peoples' health and wellbeing. Racism significantly effects an individual's health in two ways; exposure to racism contributes to depression, substance misuse, and poor physical health, which raises barriers, challenges and reluctance which creates doubt and decreased confidence in the use of and attendance at mainstream services.

SCHS is dedicated to being a Respectful Community Organisation - where everyone is treated with respect and racism is not tolerated. We will continually strive to ensure racism does not occur within our organisation, as an important step to achieve this, is our RAP. In developing our RAP, we will listen, learn and work together with Aboriginal and Torres Strait Islander communities to address this issue.

As a health service, we are committed to strengthening our work to ensuring equitable health and wellbeing occurs for all diversity and number of different cultures present in Australia. In addition, that Aboriginal and Torres Strait Islander peoples feel welcome and safe in our organisation.

The RAP provides opportunity to explore and embed existing and new initiatives, which contribute to improving the health and wellbeing outcomes for Aboriginal and Torres Strait Islander peoples. We will continue to walk beside Traditional Owners and Aboriginal and Torres Strait Islander communities - listen to their needs, work together and collaborate on meaningful outcomes.

We welcome internal and external stakeholders to assist in achieving our RAP goals.

Simone Heald
Chief Executive Officer (CEO)





Elders Message

As a descendant of my Apical Ancestors, I say “Delgi” (Welcome).

It is with great pleasure to have involvement in the Elders message for Sunraysia Community Health Service Reconciliation Action Plan (RAP), and to support their RAP to encourage this plan around inclusion, and to embrace the following practice.

To support Cultural Awareness across the organisation and to actively participate and celebrate in important significant days throughout the year like National Reconciliation Week, Sorry Day and NAIDOC Week. I will support working collaboratively with the First Peoples and the wider community to bring and instill the fabric of pride and self-ownership of the Aboriginal and Torres Strait Islander clients, families, communities and staff throughout Sunraysia Community Health Service future directions under this plan.

Finally, I recognize and pay my respects to all Elders that no longer walk this earth today, cherish those Elders that are with me today and acknowledge those other Traditional Owner groups and their Elders past, present and to all my Elders of the future.

Aunty Janine Wilson - Latjie Latjie Elder on Country





Our Businesses

Who are we?

SCHS is a community based not-for-profit health organisation that operates out of five different locations across Sunraysia to engage individuals in the design and delivery of their health care to optimize health outcomes for communities. SCHS provides a broad range of programs and services, which are constantly evolving and developing in response to community needs. The programs and services include Public Dental Health Services, Social Health Programs including Refugee Health assessments and programs, Family Violence Prevention services and support, Youth Commitment, Counselling and Sexual and Reproductive Health Services; Preventative Health programs including Dietetics, Physiotherapy, Podiatry, Mother and Babies/Family support, Speech Pathology, Occupational Therapy and specialist multi-disciplinary support for pain rehabilitation, Chronic Obstructive Pulmonary Disease and early intervention services; Mental Health services and Drug and Alcohol withdrawal support; Acute Health and Aged care services including Aged and Disability Day support, Home Nursing and Palliative Care.

Where do we operate?

SCHS is Mildura based but provides services across the West Loddon Mallee region, primarily in the Mildura Rural City Council LGA with some limited services provided within the Swan Hill Rural City Council LGA, Buloke and Gannawarra Shires and into the Sunraysia district area of NSW, which falls into the Wentworth Shire Council LGA.


Recognising First Nations Peoples'

That call Sunraysia home, to ensure that we are inclusive of Aboriginal and Torres Strait Islander peoples as First Nations Peoples.

We support and foster understanding and diversity

SCHS has approximately 200 staff and have six employees who identify as Aboriginal and/or Torres Strait Islander. The Sunraysia and broader service areas have a very diverse population from many different cultural backgrounds and consideration is given to this in all aspects of service design and delivery. SCHS gives recognition and support to the health and wellbeing of First Nations peoples. By providing individualised support to consumers in accordance with each person's needs, supporting employment and training opportunities, provision of ceremonial leave, celebration of NAIDOC Week with events run by SCHS and by supporting events run by other community organisations. Cultural awareness and on Country training is available to all employees and SCHS supports student placements and traineeships for First Nations peoples to encourage employment and career development.

SCHS works to make people feel welcome with artworks by local artists, development of a cultural hub and garden and subscriptions to publications such as the Koori Mail.



SCHS works in partnership with local Aboriginal and Torres Strait Islander organisations and service providers to build capacity and positive outcomes for consumers, employees, local business and the community.

Our Reconciliation Action Plan (RAP)

The Aboriginal Health Promotion and Chronic Care (AHPACC) worker, Megan Kelly, as part of the AHPACC role to promote understanding about how to better meet the needs of First Nations peoples, among SCHS staff as well as promoting programs, conducted research in September 2018 and services provided by SCHS that First Nations peoples could benefit from. It was found that the Reconciliation Action Plan (RAP) process and development of a plan, following the process developed by Reconciliation Australia, would provide the best approach. The Reconciliation Action Plan (RAP) process has the capacity to deliver a systematic, authentic and meaningful change across all programs and at all levels of SCHS. A Reconciliation Working Group (RWG) was formed through an invitation to all SCHS staff, community members and interested external stakeholders were invited to participate. The RWG is made up of the following people: (**Tenesha Kelly** - Program Support, Pregnancy & Parent Support - Sunraysia Community Health Service), (**Jessica Thompson** - Aboriginal Community Engagement Officer Victorian Legal Aid), (**Jennifer Evans** - (Quality Officer) Sunraysia Community Health Service (SCHS)), (**Volkan Calis** - Service Support Officer - Human Resources - Sunraysia Community Health Service), (**Simone Heald** - Chief Executive Officer - Sunraysia Community Health Service), and (**Megan Kelly** - Aboriginal Health Promotion and Chronic Care Worker, Sunraysia Community Health Service).

This is the first RAP to be developed and implemented by SCHS, which aligns with our SCHS Strategic Plan 2019 - 2021 and how the two plans will support each other and will endeavour to be a record of reflection on our organisation by reflecting on and supporting what we currently do to advocate First Nation peoples and what we need to do to move forward on our reconciliation journey.

SCHS is developing a RAP to draw on more strength- based language, which include cultural integrity and recognition of First Nations peoples by recognising, valuing and celebrating the rich thriving cultures' hearing the knowledge and diverse experiences of First Nations peoples including where they fit with family, community and society. SCHS aims to increase understanding and awareness of Aboriginal and Torres Strait Islander histories, perspectives ways of being, contributions. This acknowledges that Aboriginal and Torres Strait Islander peoples are not homogenous.

SCHS will implement the RAP by working with Aboriginal and Torres Strait Islander people, specifically local First Nations peoples, and staff to implement the RAP through participation in the design and development of programs, policies, procedures and activities that may affect Aboriginal and Torres Strait Islander communities.

SCHS has worked, and will continue to work, in conjunction with First Nations communities, organisations and individuals and strive to improve relationships and understanding so SCHS is providing the health services that assist the community and individuals to have the best possible health and wellbeing outcomes.



Our Partnerships and Current Activities

Our Community Partnerships currently include:

- Aboriginal Health Promotion and Chronic Care (AHPACC) partnership between Mallee District Aboriginal Health Services (MDAS), Coomealla Health Aboriginal Corporation (CHAC) and Mildura Base Hospital (MBH)
- Working with MBH Aboriginal Healing Centre, Victorian Legal Aid, Department of Justice and Community Safety and the Department of Health and Human Services in the development of our RAP
- Aboriginal health workers in programs including mental health, drug and alcohol and palliative care.

The development of this plan was in progress before the establishment of the Millewa-Mallee Aboriginal Corporation, as the plan has not been commenced yet.

SCHS supports reconciliation through:

- The development of a cultural hub
- Celebration and support for NAIDOC week, both internal and external activities
- Annual NAIDOC event run by SCHS
- Provision of NAIDOC shirts as part of the SCHS uniform
- Support Ceremonial leave for First Nations employees to attend Sorry Business
- Implementation of training for all staff around Cultural Awareness including some on Country time
- Supply of Aboriginal and Torres Strait Islander desk flags in Meeting, Conference and Board rooms throughout the SCHS buildings
- Provision and use of Acknowledgment of Country for emails.



Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Continue to build on the existing relationships with Aboriginal and Torres Strait Islander organisations, Mallee District Aboriginal Service (MDAS, Murray Valley Aboriginal Corporation (MVAC) and Commealla Health Aboriginal Corporation (CHAC) to investigate how SCHS could support First Nations organisations and stakeholders across the broader catchment area. 	30 th March 2021	Chief Executive Officer (CEO), Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations to enhance our partnerships. 	30 th June 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
	<ul style="list-style-type: none"> Establish relationships with the First Nation peoples of the Millewa-Mallee, to develop partnerships with First Nation peoples to provide Welcome to Country at NAIDOC Week. 	30 th July 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	27 th May - 3 June 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 th May - 3 rd June 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC),



Action	Deliverable	Timeline	Responsibility
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW 	27 th May - 3 rd June 2020	Human Resource Officer, Chief Executive Officer (CEO)
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. Identify external stakeholders that our organisation can engage with on our reconciliation journey. Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	31 st July 2020 31 st July 2020 31 st July 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC), Aboriginal Health Promotion And Chronic Care Worker (AHPACC), Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination with a view to incorporate into SCHS policies. Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, future needs and ensuring guidelines for review of policy and procedure. 	30 th June 2020 30 th June 2020	Academic Officer, Human Resource Officer, Quality Safety Officer



Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	31 st April 2020	Training Coordinator,
	<ul style="list-style-type: none"> Review cultural awareness education and training programs. 	30 th June 2020	Academic Officer,
	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation by use of “did you know’ local facts placed in Executive news, Grapevine posts. 	31 st April 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC)
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation’s operational area. 	30 th June 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
	<ul style="list-style-type: none"> Increase staff understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	30 th June 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC)
	<ul style="list-style-type: none"> Incorporate Acknowledgement of Country at meetings and on emails. 	30 th June 2020	Human Resource Officer (HR), Chief Executive Officer (CEO), Quality & Safety Officer (QS),



	<ul style="list-style-type: none"> Increase Acknowledgement of Country in all internal committee meetings. 	30 th June 2020	Human Resource Officer (HR), Chief Executive Officer (CEO), Aboriginal Health Promotion And Chronic Care Worker (AHPACC)
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week by posting a 'did you know' on Grapevine each day during NAIDOC Week. 	31 st July 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC)
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	31 st July 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	31 st July 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC)



Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staff to inform future employment and professional development opportunities. 	30 th December 2020	Human Resource Officer (HR)
	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our Organisation. 	30 th April 2021	Human Resource Officer (HR)



Action	Deliverable	Timeline	Responsibility
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	30 th June 2020	Human Resource Officer (HR), Building Procurement Officer (BP),
	<ul style="list-style-type: none"> Investigate supply nation membership. 	30 th June 2020	Human Resource Officer (HR), Building Procurement Officer (BP),

Governance

Action	Deliverable	Timeline	Responsibility
10. Review and maintain an effective Reconciliation Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Review and maintain a RWG to govern RAP implementations. 	31 st August 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
	<ul style="list-style-type: none"> Draft a 'Terms of Reference' for the RWG. 	30 th August 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
	<ul style="list-style-type: none"> Maintain Aboriginal and Torres Strait Islander representation on the RWG. 	31 st March 2021	Chief Executive Officer (CEO), Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	30 th June 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC),
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	30 th June 2020	Chief Executive Officer (CEO)
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	30 th August 2020	Aboriginal Health Promotion And Chronic Care Worker (AHPACC)



Action	Deliverable	Timeline	Responsibility
<p>12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</p>	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. Quarterly report to Executive Operations Group (EOG) Meeting. 	<p>30th September 2020</p> <p>30th September 2021</p> <p>31st October 2020</p>	<p>Aboriginal Health Promotion And Chronic Care Worker (AHPACC),</p> <p>Aboriginal Health Promotion And Chronic Care Worker (AHPACC)</p> <p>Manager Preventative Health (PH),</p>
<p>13. Continue our reconciliation journey by developing our next RAP.</p>	<ul style="list-style-type: none"> Register via Reconciliation Australia’s website to begin developing our next RAP. 	<p>31st January 2021</p>	<p>Aboriginal Health Promotion And Chronic Care Worker (AHPACC)</p>

Contact Details

Name: Megan Kelly
Job Title: Aboriginal Health Promotion and Chronic Care Worker
Phone: 0350 225444
Email: mkelly@schs.com.au