

CENTRAL COAST PRIMARY CARE
INNOVATE RECONCILIATION ACTION PLAN
FEBRUARY 2020 – FEBRUARY 2022

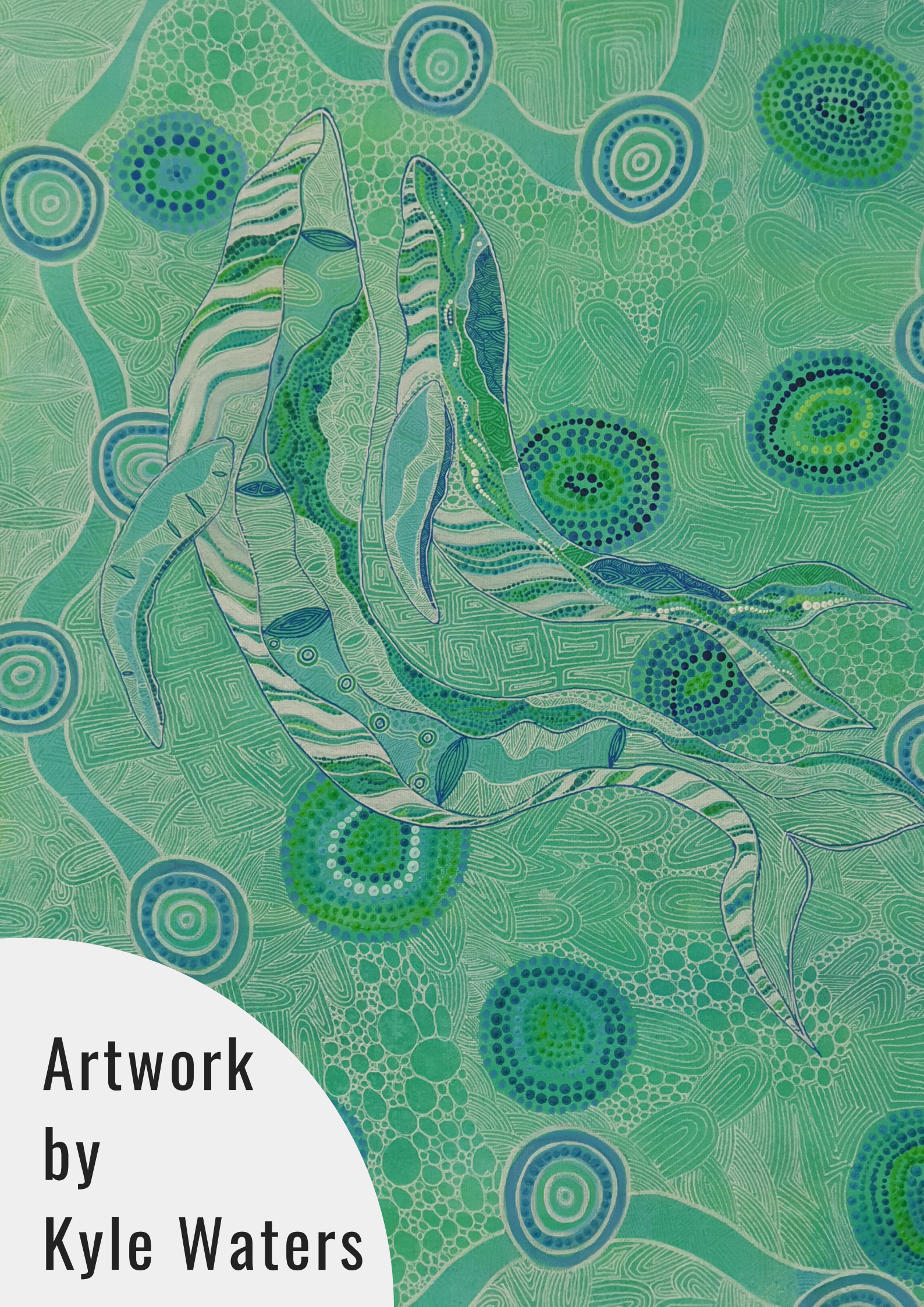


Central Coast
PRIMARYCARE
Better Health - Better Life



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**Artwork
by
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Our Vision for Reconciliation

One people enhanced in our knowledge and understanding of Aboriginal and Torres Strait Islander people, histories, cultures and aspirations.

Our business

CCPC is a not-for-profit company established in 2015. CCPC provides health and well-being services primarily to the Central Coast community, with some services further afield in NSW.

CCPC currently provides programs and services in the areas of Mental Health, Aboriginal Youth Well-being, Women's Health, After Hours GP services and Nutrition Services. The Guri Wagir Aboriginal Health Program (operating up until December 2016) aims to help close the gap in life expectancy for Aboriginal and Torres Strait Islander people by:

- Supporting primary care services to deliver more culturally sensitive services.
- Assisting people with diagnosed chronic diseases (diabetes, cancer, cardiovascular disease, chronic renal disease and/or chronic respiratory disease) to access and navigate the healthcare system in order to better manage their condition.

CCPC employs 115 staff in the main office at Erina including 80 GP's and 11 reception staff people across the two After Hour GP Clinics based in Erina and Kanwal. In addition to the staff on the Central Coast, CCPC employ 25 GP's and 10 reception staff at St George After Hours GP Clinic.

Currently of these, 3 staff are in roles which are identified as Aboriginal and Torres Strait Islander positions and 8 staff have identified themselves as Aboriginal or Torres Strait Islander (11 in total).

Our Reconciliation Action Plan

CCPC is committed to improving the health for all of our community. By becoming an active participant with Reconciliation Australia and developing a RAP, CCPC is showing its commitment to continue to work in collaboration with local Aboriginal and Torres Strait Islander communities. Internally the RAP is championed by the RAP Working Group, but all CCPC staff are asked to join us to champion the RAP in their everyday activities.

CCPC has developed a RAP to demonstrate our continual commitment to outlining the importance that culture, community, health and wellbeing play to integrating a collaborative workforce approach. The RAP will assist to raise awareness of reconciliation and the challenges faced by Aboriginal and Torres Strait Islander people both past and present. Through the RAP, CCPC can explore ways which we can further support the health and wellbeing of Aboriginal and Torres Strait Islander people in our service design and delivery.

The original RAP Working Group was established in October 2016 and included:

Zona Gabriel	Program & Planning Manager
Di Obrien	Aboriginal Health Project Officer
Nigel Millgate	Family Wellbeing Program Coordinator
Ben Cheniart	Family Wellbeing Project Officer
Katrina Radburn	Aboriginal Care Coordinator CCSS
Joel Smeaton	Homeless Assertive Outreach Worker
Debbie Yates	Child Mental Health Service Officer
Lisa Smith	Human Resources

Five members identify as Aboriginal

Due to organisational and staff changes since that time, the RAP working group now includes:

Zona Gabriel	Program & Planning Manager
Di Obrien	Aboriginal Health Project Officer
Nigel Millgate	Family Wellbeing Program Coordinator
Joel Smeaton	Health on The Streets Team Leader
Emma McCaig	Health on the Streets Outreach Worker
Alison Sly	NDIS Coordinator of Supports
Helen Brown	Mental Health Officer
Kristy	Mental Health Officer
McDarmont	NDIS Coordinator of Supports
Kieryn Reid	NDIS Coordinator of Supports
Louise Parker	NDIS Support Officer
Sandra Kelty	Coordinator - Transitional Care

Three members identify as Aboriginal



Our Reconciliation Action Plan

CCPC initiated internal discussions and meetings with staff to develop an overall organisational vision statement for Reconciliation in 2016 and have been progressing the plan since that time. The Innovate Reconciliation Action Plan was developed by the RAP Working Group and is supported by the CEO and Board. The following is an overview of the steps taken:

- Met monthly and coordinated discussion via email between meetings
- Sought advice and suggestions from Aboriginal and Torres Strait Islander staff
- Collaborated between Aboriginal and non-Aboriginal and Torres Strait Islander staff.
- Liaised between management and non-management.
- Briefing note to board for approval.
- Discussion and presentation at staff meetings.

Since developing our initial RAP which was launch in May 2017, CCPC has made significant changes inclusive of supporting all staff and board to complete the online Reconciliation Australia's 'Share Our Pride' modules. We have developed and implemented an Aboriginal and Torres Strait Islander Employment and Retention Strategy and ensure all job advertisements include the statement, 'Aboriginal and Torres Strait Islander people are encouraged to apply' along with ensuring recruitment and induction processes provide support and opportunity for self-identification. We have also reviewed HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC week. Another achievement has been the commissioning of an 'Acknowledgement of Country' plaque and a new Aboriginal and Torres Strait Islander Artwork that represents the mission and values of CCPC and our RAP.

We continue to build and maintain our relationships with Aboriginal community workers from other organisations to ensure that our service provision to Aboriginal community is maximised. We support the promotion of Aboriginal culture and values across the community.

A key challenge faced were supporting staff to allocate sufficient time to RAP development and cultural learning. Moving forward, we have incorporated the 'Share our Pride' modules into our induction processes. We have now set a yearly schedule for the RAP working group so that time is better planned.

Relationships



Strong and respectful relationships are the key to understanding local issues, building trust and working together towards shared solutions and effective service provision for the whole local Aboriginal and Torres Strait Islander community. Recognising the diversity of our local Aboriginal and Torres Strait Islander communities through engagement and connection will continue to build our strong community partnerships.

Action	Deliverable	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	• Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	May 2020	HoTS TL, AHPO
	• Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	Sep 2020, 2021	CEO
	• Engage with Aboriginal Organisations to advise and consult on ongoing implementation of RAP	May 2020, 2021	HoTS TL
	• Attendance at Central Coast Aboriginal Interagency Network (CCAIN)	Monthly (Feb-Nov annually)	HoTS TL
2. Build relationships through celebrating National Reconciliation Week (NRW).	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	Monthly from Feb 2020-2022	HoTS TL
	• RAP Working Group members to participate in an external NRW event.	May 2020, 2021	AHPO
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2020, 2021	HoTS TL
	• Organise at least one NRW event each year. Newly commissioned 'Acknowledgement of Country' plaque and Artwork to be unveiled.	April 2020, 2021	HoTS TL
	• Register all our NRW events on Reconciliation Australia's NRW website .	May 2020, 2021	HoTS TL
3. Promote reconciliation through our sphere of influence.	• Implement strategies to engage our staff in reconciliation.	May 2020, 2021	PM, HoTS TL
	• Communicate our commitment to reconciliation publicly.	May 2020, 2021	CEO
	• Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	Sep 2020, 2021	CTC
	• Collaborate with RAP and other like-minded organisations to develop ways to advance reconciliation.	Sep 2020, 2021	CTC
	• Engage with other Organisations to keep informed of relevant local events and Programs	Sep 2020, 2021	HoTS TL
4. Promote positive race relations through anti-discrimination strategies.	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	July 2020	PM, CCPC Quality Committee, HoTS TL
	• Review and communicate an anti-discrimination policy for our organisation.	July 2020	PM, CCPC Quality Committee, HoTS TL
	• Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	July 2020	PM, HoTS TL
	• Educate senior leaders on the effects of racism.	June 2020, 2021	PM

Respect

Acknowledging, recognising, understanding and celebrating Aboriginal and Torres Strait Islander peoples and their cultures, lands and their histories will assist CCPC to further develop relationships built on respect and to deliver better services within the community.

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	• Conduct a review of cultural learning needs within our organisation.	Feb 2020	AHPO, HoTS TL
	• Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.	June 2020	AHPO, HoTS TL
	• Develop, implement and communicate a cultural learning strategy for our staff.	Feb 2020, 2021	PM
	• Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	Feb 2020, 2021	CEO
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	• Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	April 2020	HoTS TL
	• Review and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	April 2020	PM, HoTS TL
	• Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	May 2020	HoTS TL
	• Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	Feb 2020- Feb 2021	AHPO
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	• RAP Working Group to participate in an external NAIDOC Week event.	July 2020, 2021	AHPO
	• Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	Feb 2020, 2021	PM, CCPC Quality Committee, HoTS TL
	• Promote and encourage participation in external NAIDOC events to all staff.	July 2020, 2021	AHPO
8. Build and maintain shared community days/events with Mingaletta Aboriginal and Torres Strait Islander Corporation	• Work with Mingaletta Chair to establish shared community events	Aug 2020, 2021	AHPO

Opportunities

CCPC understand and acknowledges the importance of creating and maintaining opportunities for Aboriginal and Torres Strait Islander peoples, organisations and communities because of the historical disadvantages for Aboriginal and Torres Strait Islander peoples have endured. With the Central Coast having the fastest growing Aboriginal and Torres Strait Islander community in NSW, CCPC wants to reflect this in the local Aboriginal and Torres Strait Islander community and enhance our capacity to meet these growing needs, increasing opportunities to strengthen community for improved health and wellbeing.

Action	Deliverable	Timeline	Responsibility
9. 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 staffing to inform future employment and professional development opportunities. 	March 2020, 2021	HR
	<ul style="list-style-type: none"> Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy. 	March 2020	PM, CCPC Quality Committee, HoTS TL
	<ul style="list-style-type: none"> Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy. 	March 2020, 2021	PM, CCPC Quality Committee, HoTS TL
	<ul style="list-style-type: none"> Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders. 	Feb 2020- Feb 2021	HR
	<ul style="list-style-type: none"> Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace. 	March 2020, 2021	PM, CCPC Quality Committee, HoTS TL
	<ul style="list-style-type: none"> Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce. 	Feb 2021, 2022	HR
10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop and implement an Aboriginal and Torres Strait Islander procurement strategy. 	April 2020, 2021	HR
	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	August 2020	PM, HoTS TL
	<ul style="list-style-type: none"> Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff. 	August 2020	PM
	<ul style="list-style-type: none"> Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses. 	August 2021	HR
	<ul style="list-style-type: none"> Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses. 	Sep 2020, 2021	HR
11. Ensure accessibility to all Programs and Services for the Aboriginal and Torres Strait Islander Community	<ul style="list-style-type: none"> Review all marketing material 	Sep 2020, 2021	HR
	<ul style="list-style-type: none"> Promote Program and Services at internal meetings and <u>Interagencies</u> 	Feb 2020- Feb 2022	HoTS TL

Governance



Action	Deliverable	Timeline	Responsibility
12. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Maintain Aboriginal and Torres Strait Islander representation on the RWG. 	Feb 2020- Feb 2022	HoTS TL
	<ul style="list-style-type: none"> Establish and apply a Terms of Reference for the RWG. 	Feb 2020	PM, CCPC Quality Committee, HoTS TL
	<ul style="list-style-type: none"> Meet at least four times per year to drive and monitor RAP implementation. 	Feb 2020- Feb 2022 (monthly for initial six months, and then bi-monthly)	HoTS TL
13. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	March 2020	HoTS TL
	<ul style="list-style-type: none"> Engage our senior leaders and other staff in the delivery of RAP commitments. 	Feb 2020- Feb 2022	PM, HoTS TL
	<ul style="list-style-type: none"> Define and maintain appropriate systems to track, measure and report on RAP commitments. 	Sep 2020, 2021	HoTS TL
	<ul style="list-style-type: none"> Appoint and maintain an internal RAP Champion from senior management. 	March 2020	PM
14. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	Sep 2020, 2021	HoTS TL
	<ul style="list-style-type: none"> Report RAP progress to all staff and senior leaders quarterly. 	May 2020, and quarterly thereafter	CEO
	<ul style="list-style-type: none"> Publicly report our RAP achievements, challenges and learnings, annually. 	Feb 2021, Feb 2022	CEO
	<ul style="list-style-type: none"> Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer. 	May 2020	PM, HoTS TL
15. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	Jan 2022	PM, HoTS TL

Key

Chief Executive Officer	CEO
Programs Manager	PM
RAP Working Group	RWG
Aboriginal Health Project Officer	AHPO
Family Wellbeing Program Coordinator	FWBC
Health on The Streets Team Leader	HoTS TL
Health on The Streets OW	HoTS OW
NDIS Coordinator of Supports	CoS
Mental Health Officer	MHO
NDIS Support Officer	SO
Coordinator - Transitional Care	CTC
Finance Manager	FM
Human Resources	HR

Contact Details

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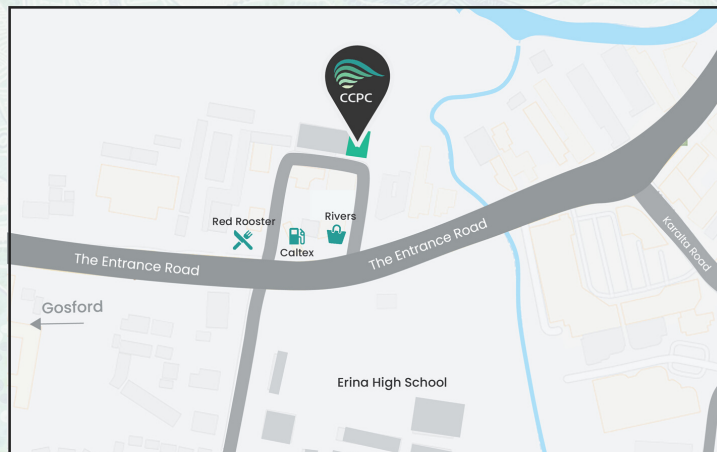
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HOW TO FIND US




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 CCPC acknowledges traditional land owners

 All welcome here



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