



**RECONCILIATION
ACTION PLAN**

REFLECT

Moyne Health Services Reconciliation Action Plan

Reconciliation Action Plan *July 2020 – June 2021*

REFLECT

Our Purpose: Best Care – Every purpose, every time
Our Values: Collaboration, Accountability, Respect, Excellence
(C.A.R.E.)

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Our business

Moyne Health Services is located in Port Fairy 290 Kilometres from Melbourne. As a rural health service Moyne Health Services is an important part of the fabric of the community. Our Services span across the continuum ranging from health promotion, health education, social support, developing health literacy – to delivering direct preventative, curative and supportive services. Our focus is on promoting and maintaining strength, wellbeing, independence, individuality and dignity through offering services tailored to each person and their families.

Our vision is to be able to partner with the Department of Health, our networks, partners, consumers and community to grow and develop into an innovative service that meets the needs of not only the individual, but the community we serve. Our workforce adds to the diversity of services we provide to our community. We are well supported by our residents, families, 180 volunteers and auxiliary members. Our ethos is to continue working with our community to create a positive enriched caring environment.

We have developed a comprehensive Consumer, Carer and Community Engagement Strategy, based on the foundation belief that engagement of consumers, carers and the community in the planning, design, delivery and evaluation of services delivers better outcomes. These outcomes occur across a range of measures including; quality, efficiency, effectiveness and the safety of services, as well as generating a sense of ownership, empowerment and responsibility for individual healthcare.

Moyne Health Services employs 220 staff who are all based at our facility in Port Fairy or our Community Health Campus at Koroit. We have three Aboriginal Staff who work in our Aged Care and Environmental Services.

Our services consist of:

Acute Hospital Care

Moyne Health Services currently provides 12 acute beds dedicated to supporting restoration of an individual's health. We provide Urgent Care, General Medicine and Palliative Care.

Aged Care

We provide 82 Aged Care Beds which provides permanent and respite care for our residents.

Community Health Services

Moyne health Services, Community Health provides allied health, community nursing and support services at the Port Fairy and Koroit campuses in the following areas;

- Occupational Therapy
- Physiotherapy
- Audiology
- Continence consulting
- Diabetes Education
- Dietetics and Nutrition
- Drug and Alcohol counselling
- Pathology
- Podiatry
- Radiology
- Speech Pathology
- District and Community Nursing

- Community Aged Care Packages
- Short Term Restorative Care

We also provide additional services to community members to assist them in maintain their health and wellbeing.

Our Reconciliation Action Plan

Our journey to the development of the Reconciliation Action Plan began with an initial conversation with the CEO of Moyne Health Services, Jackie Kelly and the CEO of Gunditjmara Aboriginal Cooperative in Warrnambool, with Uncle Lachie Aboriginal Elder. It was identified in this initial conversation that, although there had been a relationship between the organisations, there lacked the opportunity to work and support each other in the development of a Culturally Competent Health Service (MHS) that could work alongside Gunditjmara Aboriginal Cooperative to support the Closing the Gap on Health inequities for Aboriginal and Torres Strait Islander Peoples.

The initial Reconciliation Action Plan draft document was developed by Jackie Kelly after extensive consultations with both Gunditjmara Aboriginal Cooperative and Elders from the Aboriginal community. There have also been a number of joint meetings with the Aboriginal Health Team at South West Healthcare in Warrnambool to share ideas and ways of working. The draft document was then presented to the local community for consultation.

As an organisation that works within the Port Fairy community, it is essential to Moyne Health Services that our relationship with the local Aboriginal and Torres Strait Islander community is strong, respectful and resilient; that we support the community to be empowered and learn from them the ways in which we can support great health and wellbeing across the continuum for the community.

Moyne Health Services is committed to the journey of Reconciliation towards building the organisation's cultural competence in partnership with Gunditjmara Aboriginal Cooperative, Aboriginal Elders and the Aboriginal community. We see this as a long - term journey and commitment which has its formal beginnings from the original development of the services in Port Fairy.

Compared with other Australians, Aboriginal and Torres Strait Islander peoples experience more chronic disease and are generally disadvantaged on various indicators relevant to the social determinants of health. As a health service it is important that our services are culturally competent and accessible to Aboriginal and Torres Strait Islander peoples to support close the health and life expectancy gap.

Our Partnership/ Current Activities

MHS has been working on our journey of Reconciliation over the last two years. We began our journey with a meeting with Uncle Lachie a Gunditjmara Elder. Lachie agreed to open our Annual General Meeting and presented a Welcome to Country. This was the very first time this had happened for our Organisation and with Lachie's support we have begun with simple steps which include raising the Aboriginal and Torres Strait Islander Flags in the front on our Organization, giving staff the opportunity to be involved in Cultural Competency Training. In 2019 we celebrated National Reconciliation Week by providing Fact Sheets on local Aboriginal History and experiencing bush tucker and a talk by a local historian on local history. We have partnered with South West Health Care (SWHC) to be involved in their journey of reconciliation and will continue to look at ways of introducing more initiatives into the organisation.



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"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	August 2020	CEO
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	September 2020	Community Health Nurse
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. 	May 2021	Community Health Nurse
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	May 2021	CEO
	<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. 	May 2021	Marketing Manager
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	Aug 2020	CEO
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	November 2020	Community Health Manager
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	July 2020	Community Health Manager
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. 	Feb 2021	Community Health Nurse
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	March 2021	People and Culture Manager



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"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	July 2021	Community Member
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	July 2021	Clinical Educator
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. 	November 2020	Clinical Educator
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	October 2020	Clinical Educator
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. 	July 2020	CEO
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	July 2020	CEO
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	July 2020	CEO



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"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	Feb 2021	People and Culture Manager
	<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 2021	People and Culture Manager
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. 	July 2021	Corporate Services Manager
	<ul style="list-style-type: none"> Investigate Supply Nation Membership. 	July 2021	Corporate Services Manager



Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Form a RWG to govern RAP implementation. 	July 2020	CEO
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG. 	July 2020	CEO
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	August 2020	CEO
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	July 2020	Corporate Services Manager
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	July 2020	CEO
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	August 2020	Quality Manager
12. 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. 	30 September, 2021	CEO
13. 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. 	April 2021	CEO

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