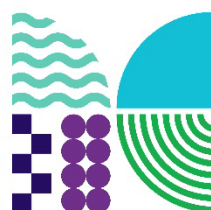


Moyne Health Services
Reflect Reconciliation Action Plan
February 2023 - February 2024



RECONCILIATION
ACTION PLAN

REFLECT



**Moyne
Health**
Services

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

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ACKNOWLEDGEMENT OF COUNTRY

Moyne Health Services acknowledges the Traditional Custodians of this land, the Gunditjmara People of the Eastern Maar Nation and pay our respects to their Elders, both past, present and emerging. We acknowledge and respect their continuing culture and the contribution they make to the life of this area.

Reconciliation Australia - CEO Message

Reconciliation Australia congratulates Moyne Health Services on continuing its reconciliation journey by formally endorsing Moyne Health Services' second Reflect Reconciliation Action Plan (RAP).

Through this plan, Moyne Health Services continues to play an important role in a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with over 2.3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP continues the journey and primes the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also to increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Moyne Health Services to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Moyne Health Services on your second Reflect RAP, and I look forward to following your continuing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia



Photo by Joseph Mayers

Moyne Health Services - CEO Message

Moyne Health Services is proud to present our second Reflect Reconciliation Action Plan – our commitment towards reconciliation that recognises the strength, diversity and resilience of Aboriginal and Torres Strait Islander peoples. Building on our first Reflect Reconciliation Action Plan, we acknowledge the past and seek to respect, embrace and celebrate the cultures and heritage of Aboriginal and Torres Strait Islander peoples.

Our values of Collaboration, Accountability, Respect and Excellence (CARE) underpin our approach to a health service which is a place of healing and safety for everyone in our community. We promote fairness of access, opportunity and growth for all. We recognise the inequity and challenges of access faced by many in the Aboriginal and Torres Strait Islander communities and through our culturally competent organisation.

We invite each individual to be part of the journey as we develop and embed the actions of the Reflect Reconciliation Action Plan in to our organisation.

Our Business

Moyne Health Services has service hubs in both Koroit and Port Fairy in the south west of Victoria. As a rural health service, Moyne Health Services is an important part of the fabric of the community. Our services span across the health and wellbeing 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 engage with consumers, community, our networks, partners and the Department of Health, to grow and develop into an innovative service that meets the needs of not only the individual, but also the community we serve. We have a workforce of over 215 people who live and work as part of their community. We have four staff who identify as First Nations people.

We are well supported by our residents, families, volunteers and auxiliary members. Our ethos is to continue working with our community to create a positive, enriched and caring environment. We believe that engagement of consumers, carers and the community in the planning, design, delivery and evaluation of services delivers outcomes that are better aligned to people's needs and nuances. Engagement helps to generate a sense of ownership, empowerment and responsibility for individual healthcare. These outcomes are monitored across a range of measures including; quality, efficiency, effectiveness and the safety of 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 that provide permanent and respite care for our residents.

Community Health Services

Community health services include 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
- Pathology
- Podiatry
- Radiology
- Speech Pathology
- District and Community Nursing
- Home Care Packages
- Short Term Restorative Care

To ensure that we are supporting care closest to home, we provide referrals for services not directly provided by Moyne Health Services.

Our Reconciliation Action Plan

MHS is committed to improving equity of access and health outcomes for Aboriginal and Torres Strait Islander peoples. The Reflect Reconciliation Action Plan is supported by our Board and has our CEO as the local champion and chair of the working group, a demonstration of our commitment towards becoming a more culturally competent organisation.

Our first Reflect Reconciliation Action Plan (July 2020 – June 2021) was endorsed in November 2020. Although the first Reflect Reconciliation Action Plan was documented and endorsed, the COVID-19 pandemic made it difficult to meaningfully implement many of the actions. A further conversation with the CEO of the Gunditjmarra Aboriginal Cooperative has provided impetus to establish a new Reflect Reconciliation Action Plan to continue the work towards a more culturally

aware organisation. This Reflect Reconciliation Action Plan will span the period (Feb 2023– Feb 2024)

As an organisation that works within the Port Fairy and Koroit communities, it is essential to Moyne Health Services that our relationship with local Aboriginal and Torres Strait Islander communities 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.

Moyne Health Services is committed to the journey of Reconciliation towards building the organisation's cultural competency in partnership with Gunditjmara Aboriginal Cooperative, Aboriginal Elders and the local Aboriginal communities. 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 partnerships and current activities

MHS has been formally working on our journey of Reconciliation since the first Reconciliation Action Plan was developed in 2020. Given the hiatus caused by the COVID pandemic, we have decided to re-imagine our Reconciliation Action Plan as a platform to re-engage. The Reflect Reconciliation Action Plan will address some of the actions that were identified in 2020 and follow them to their conclusion. We will re-establish partnerships with the Gunditjmara Aboriginal Cooperative and local First Nations Elders. We will continue to liaise with Southwest Healthcare to align our initiatives.



Our Actions

The tables below outline the actions we will work on over the next 12 months to continue our journey of reflection about what reconciliation means for our community and staff at MHS

 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. 	February 2023	CEO
	<ul style="list-style-type: none"> Establish and maintain Regular meetings with the Gunditjmara Cooperative community 	March 2023	CEO
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	June 2023	CEO
	<ul style="list-style-type: none"> Establish connections with local Elders and Aboriginal and Torres Strait Islander communities 	March 2023	Lead: CEO Support: RAP working group
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 2023	CEO
	<ul style="list-style-type: none"> Align NRW activities at Moyne Health Services with activities of the Gunditjamara Cooperative 	May 2023	Lead: CEO Support: RAP working group
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 May – 3 June 2023	Lead: CEO Support: RAP working group
	<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 May – 3 June 2023	Lead: CEO Support: Executive team
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	April 2023	Lead: CEO Support: RAP working group
	<ul style="list-style-type: none"> Add RAP as agenda item to Board and organisational meetings 	March 2023	CEO



	<ul style="list-style-type: none"> • Include information about our RAP on our website and newsletters 	March 2023	Lead: CEO Support: Executive Assistant
	<ul style="list-style-type: none"> • Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	April 2023	Lead: CEO Support: RAP working group
	<ul style="list-style-type: none"> • Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	April 2023	Lead: CEO Support: RAP working group
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. 	May 2023	General Manager People and Culture
	<ul style="list-style-type: none"> • Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	May 2023	General Manager People and Culture

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 2023	Lead: CEO Support: Executive team
	<ul style="list-style-type: none"> • Conduct a review of cultural learning needs within our organisation. 	July 2023	General Manager People and Culture
	<ul style="list-style-type: none"> • Plan an annual on Country event with the Gunditjmarra Cooperative 	September 2023	General Manager People and Culture
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. 	July 2023	Lead: CEO Support: RAP working group



	<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. 	July 2023	Lead: CEO Support: RAP working group
	<ul style="list-style-type: none"> Add Acknowledgment of Country to email signature and documentation 	February 2023	Lead: CEO Support: Executive Assistant
	<ul style="list-style-type: none"> Establish a protocol for use of the Aboriginal and Torres Strait Islander flags 	February 2023	Lead: CEO Support: Executive Assistant
	<ul style="list-style-type: none"> Establish local Aboriginal language signs and booklets for our offices 	July 2023	Lead: CEO Support: RAP working group
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. 	June 2023	CEO
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	June 2023	CEO
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	First week of July 2023	CEO



Opportunities

Action	Deliverable	Timeline	Responsibility
<p>8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</p>	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	July 2023	General Manager People and Culture
	<ul style="list-style-type: none"> Review and update our workforce strategy to include an understanding of opportunities for professional development/employment for Aboriginal and Torres Strait Islander people. 	July 2023	General Manager People and Culture
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	July 2023	General Manager People and Culture
	<ul style="list-style-type: none"> Investigate opportunities to increase cultural safety for Aboriginal and Torres Strait Islander staff members. 	July 2023	General Manager People and Culture
<p>9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</p>	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	July 2023	General Manager Support Services
	<ul style="list-style-type: none"> Investigate Supply Nation Membership. 	July 2023	General Manager Support Services



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 RAP working group (RWG) to govern RAP implementation. 	February 2023	CEO
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG. 	February 2023	CEO
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	February 2023	CEO
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	February 2023	CEO
	<ul style="list-style-type: none"> Maintain a senior leader to champion our RAP internally. 	February 2023	CEO
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	February 2023	Lead: CEO Support: Executive team
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	May 2023	Lead: CEO Support: RAP working group
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss important RAP correspondence. 	June 2023	CEO
	<ul style="list-style-type: none"> Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire. 	1 August 2023	CEO
	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	30 September 2023	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 	December 2023	CEO

For more information about the MHS RAP, please contact

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