

INNOVATE RECONCILIATION ACTION PLAN

JUNE 2017 - JUNE 2019



ST JOHN OF GOD
Health Care



RECONCILIATION
ACTION PLAN
INNOVATE



Wati Ngintaka 2012
David Miller
The St John of God
Health Care Art Collection



OUR VISION FOR RECONCILIATION

Our vision for Reconciliation is that each person who identifies as Aboriginal and Torres Strait Islander is given the same respect and consideration as others in Australian society, with equal access to employment, health care and education.

At St John of God Health Care we seek to play our part in creating a society where the dignity and worth of every person in Australia is seen as important and that Aboriginal and Torres Strait Islander peoples are supported to make their unique contribution to a future that is full of hope.

“ We will continue to promote and celebrate Aboriginal and Torres Strait Islander cultures and the contribution they make to our organisation and society. ”



DR MICHAEL STANFORD

Group Chief Executive Officer

I am delighted to present St John of God Health Care's second Reconciliation Action Plan that will continue to support, guide and hold us to account as we fulfill our role in making Reconciliation between Australia's Indigenous and non-Indigenous people a reality.

I am confident that in the life of this plan we will strengthen our relations with the local Aboriginal and Torres Strait Islander people within every community in which we work across Australia.

We will continue to promote and celebrate Aboriginal and Torres Strait Islander cultures and the contribution they make to our organisation and society.

St John of God Health Care's participation in Reconciliation began in 2013 with the launch of our Innovate Reconciliation Action Plan. The plan established in the minds of our leaders and caregivers, a term we use to encompass all our employees, the importance of purposeful engagement with Aboriginal and Torres Strait Islander communities and organisations.



Through effective partnerships and ongoing dialogue we have achieved significant outcomes which have formed the foundation of our Innovate Reconciliation Action Plan 2017 - 2019.

We have improved employment outcomes for Aboriginal and Torres Strait Islander people within our hospitals and services. We have employed 66 Aboriginal and Torres Strait Islander caregivers and we intend to increase this number significantly over the life of this current Innovate Plan.

I am proud to present our Innovate Reconciliation Action Plan 2017 - 2019 and I look forward to greater engagement with our partners and the wider community in delivering the outcomes identified.

OUR MINISTRY

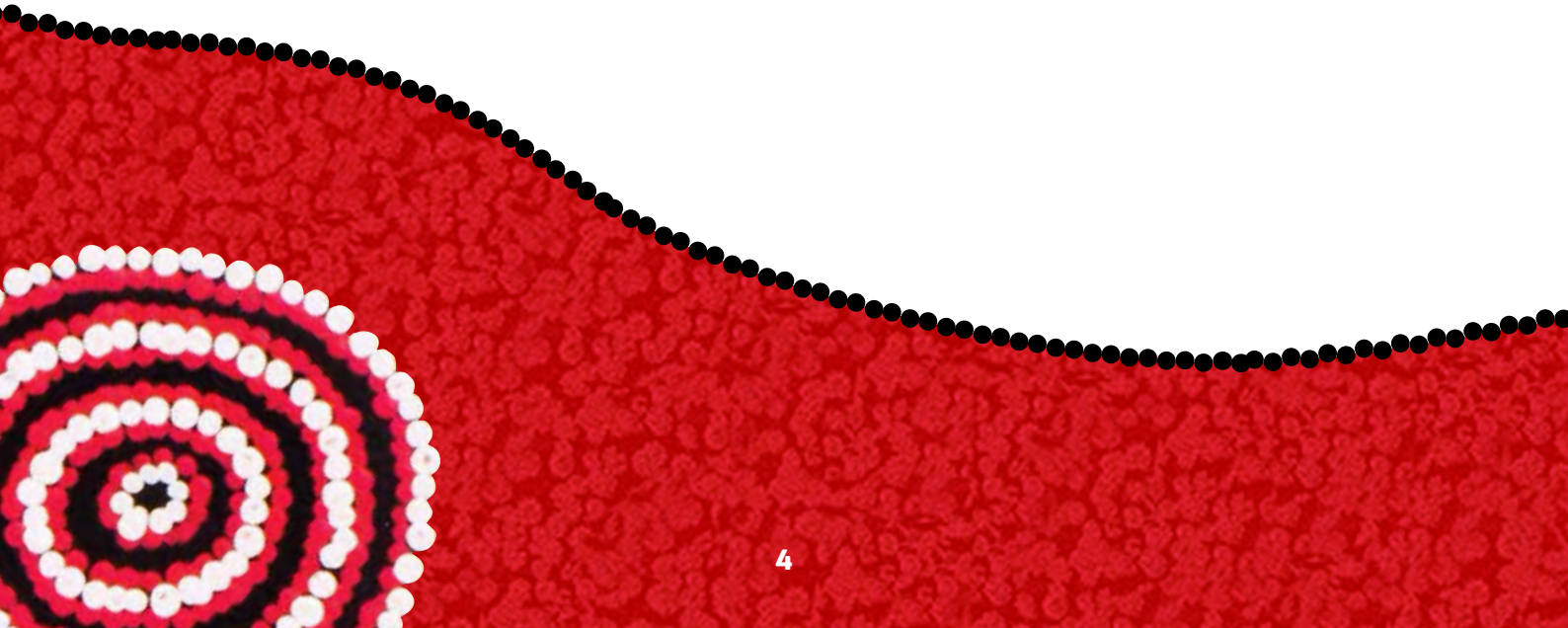
St John of God Health Care is a leading provider of high quality health care services that include hospitals, home nursing, disability and outreach services throughout Australia, New Zealand and the wider Asia-Pacific region.

We are one of Australia's largest non-government hospital operators and Australia's largest Catholic not-for-profit hospital operator. We have been operating hospitals in Australia for more than 120 years and currently have 23 facilities with more than 3,000 beds and we employ 14,000 care givers.

We provide compassionate care that is holistic, ethical and person centred and we aim to leave people who come into our care with an experience that honours their dignity and gives them a reason to hope.

We also recognise that we don't work in isolation and that it is in partnership with our many stakeholders, and the communities in which we operate, that we are best able to realise our absolute commitment to service and high quality health care.

In our locations across Australia and the Asia-Pacific great emphasis is placed on establishing working relationships with local Indigenous communities. We are connecting with Indigenous elders and others to find innovative ways to support each other and offer service where needed.



OUR MISSION

Our Mission is to continue the healing mission of Jesus Christ through the provision of services that promote life to the full by enhancing the physical, intellectual, social and spiritual dimensions of being human.

We implement our Mission by establishing models of health care and other services which reflect the healing ministry of Jesus Christ and give hope to all people with whom we relate.

OUR VALUES

Our Values guide our behaviour and reflect our heritage;

Hospitality, Compassion, Respect, Justice, Excellence.

In keeping with our Values of Respect, Compassion and Justice, we partner with Aboriginal and Torres Strait Islander people in the provision of services which will contribute to their health and wellbeing.

We believe that true Reconciliation includes overcoming the barriers that inhibit Aboriginal and Torres Strait Islander people from taking their rightful place as equal members in Australian society.

ELLIE WHITE

MY NAME IS ELLIE AND I AM A KIJA BARDI WOMAN.

Although I've lived in Melbourne my whole life, my Indigenous heritage is in the Kimberley region of Western Australia.

I am currently 20 years old and studying my third and final year of the Bachelor of Exercise and Sport Science at the Australian Catholic University, with hopes of doing postgraduate study in physiotherapy.

I have been an intern with St John of God Mt Lawley Hospital since 2014 and thoroughly enjoy spending my university breaks with the specialist rehabilitation team, enhancing my knowledge and gaining a head start on my career. I am very grateful for the opportunity. I mainly work with the allied health department but have been fortunate enough to experience working on the ward from numerous perspectives and seeing how each role and discipline interrelates with the other.

Interning has given me confidence in my own skills and abilities. I have consolidated the course content in a practical manner and the exposure has taught me ways to be the best health professional I can be, which

goes beyond anything covered in the lecture theatre or classroom.

I am very proud of my Aboriginal culture and the strong sense of connectedness it grants me, which makes giving back to my community a passion of mine. I volunteer with an Indigenous mentoring program for secondary students, encouraging them to believe in themselves, strive to reach their goals and obtain a higher education, thereby defying stereotypical attitudes and helping to close the gap between Indigenous and non- Indigenous Australians.

When I am a qualified physiotherapist, I also hope to offer my skills to an organisation where health professionals travel to remote communities to provide medical assistance to those who might not have access to it otherwise.



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OUR RECONCILIATION ACTION PLAN

Our Innovate Reconciliation Action Plan working group has reviewed our organisation's progress and created a plan that seeks to build upon our successes by increasing our activities in already established areas including:

- Employment,
- Internship,
- Community partnerships, and
- Provision of health services.

It is envisaged that through our Innovate Reconciliation Action Plan, we will continue to build upon our organisation's rich heritage.

The Sisters of St John of God, the founders of St John of God Health Care, have a long history of serving Aboriginal and Torres Strait Islander people, particularly in the remote Kimberley and Goldfields regions of Western Australia.

In 1907 the Sisters of St John of God founded health care services for the Aboriginal community in Beagle Bay in the Kimberley region and subsequently expanded to other Kimberley communities and have served in the region ever since.

St John of God Health Care seeks to build upon this great heritage and further our engagement with Aboriginal and Torres Strait Islander communities and organisations with effective partnerships which are mutually beneficial.

We see the creation and implementation of our Innovate Reconciliation Action Plan as a tangible continuation of the great work commenced by the Sisters of St John of God.

DEVELOPMENT OF OUR INNOVATE RECONCILIATION ACTION PLAN

Our current Reconciliation Action Plan was developed through the establishment of the working group which consisted of 15 caregivers who are representative of our organisation throughout Australia.

Significant contributions were also made by Aboriginal caregivers and external Aboriginal consultants.

The working group is charged with ensuring that the Reconciliation Action Plan continues to be outcome focused and enables St John of God Health Care to realise its goals.



OUR RECONCILIATION HIGHLIGHTS TO DATE

A number of insights have informed our ongoing engagement with the Aboriginal and Torres Strait Islander community.

- Appreciation of regional cultural differences across the Aboriginal and Torres Strait Islander population of Australia.
- To appreciate the importance of cross cultural awareness formation.¹
- The vital importance of Aboriginal and Torres Strait Islander art as an element used to help create a culturally safe environment within St John of God Health Care facilities.
- The significance in creating employment opportunities for Aboriginal and Torres Strait Islander people as an invaluable component to supporting reconciliation.
- To respect that building meaningful relations with Aboriginal and Torres Strait Islander people and organisations takes time.
- To remain cognisant of the fact that for the majority of Aboriginal and Torres Strait Islander peoples the injustices of the past are a living reality of today.

¹ Formation is the organisational term used for the space and time spent by all caregivers to deepen their understanding of the role they play in continuing the Mission of the organisation.

OUR ACHIEVEMENTS:

- During the life of our Innovate Reconciliation Action Plan we have employed 66 Aboriginal and Torres Strait Islander people with 42 people currently in employment across our hospitals and services
- St John of God Health Care is the only national health provider to have signed the Australian Employment Covenant
- Over 80% of our senior executives and managers across Australia have undertaken cross-cultural awareness formation
- All members of our Board and Trustees have undertaken cross-cultural awareness formation
- An Indigenous Internship Program was implemented in 2014 through a partnership with CareerTrackers. We welcomed eight interns during the 2014 summer university break and increased this number to 12 in 2016. The interns were hosted in pathology, workforce and hospitals in Western Australia and Victoria
- St John of God Health Care actively partners with over 18 Aboriginal organisations throughout Western Australia, Victoria and New South Wales
- We sponsored a number of events in Victoria and Western Australia during Reconciliation and NAIDOC weeks
- We have developed meaningful relationships with local Elders and Aboriginal Health Officers within the communities in which we operate
- Acknowledgement of Traditional Custodians and Welcome to Country are now established practice across the organisation
- We have Memorandums of Understanding in the areas of ongoing formation and mental health support
- School engagement activities are supporting young Aboriginal students to consider a career in health care in all its facets
- In the first year of joining Supply Nation, St. John of God Health Care purchased approximately \$500,000 of goods from Indigenous businesses.

KERRI COLGATE

MY NAME IS KERRI AND I AM A NOONGAR WOMAN.

I have a commitment to Aboriginal affairs and a strong social justice background. I have extensive experience working in Aboriginal settings in a variety of roles such as research, health promotion and Aboriginal programs.

I have worked in a number of roles in government and non-government health services across the Perth metropolitan area, where I was required to manage small to medium projects around Closing the Gap.



I am very passionate about building the capacity of health services to ensure services and programs are being delivered in a culturally secure and appropriate way. This can be achieved by providing cultural competency education to non-Aboriginal colleagues on the importance of accommodating the cultural rights, views, values and expectations of Aboriginal people when providing services to them. I think capacity building is vital if we are to achieve better health outcomes for them.

As an Aboriginal person, I have a cultural obligation to develop the health literacy of our communities, to encourage self-knowledge and self-determination in a positive way to strengthen all families. The strength of our culture should be seen as central to ensuring positive engagement by Aboriginal peoples within the health system.

I am also a strong believer in Aboriginal and non-Aboriginal people working together to achieve a fair and just Australia. I look forward to this new journey working with St John of God Health Care to contribute to Reconciliation and closing the life expectancy gap for Aboriginal peoples.

RECONCILIATION CHAMPIONS

At St John of God Health Care all caregivers are considered champions of Reconciliation. Our Group Director of Mission Integration has executive responsibility for the organisation's Innovate Reconciliation Action Plan.

Each Chief Executive Officer, executive and manager must be an effective role model of Reconciliation and demonstrate that commitment through behaviour, achievement and language.

Reconciliation is seen as a whole of organisation action. We support, encourage and demand better of ourselves and our society.

RELATIONSHIPS

Building relationships with Aboriginal and Torres Strait Islander Australians will enable St John of God Health Care to discern the most appropriate ways we can create partnerships to effectively close the gap in life expectancy, specifically in the area of health care services.

Action	Deliverable	Timeline	Responsibility
1. RAP Working Group (RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting	<ul style="list-style-type: none"> Innovate RWG to meet three times a year to monitor and report on RAP implementation 	March, July, November 2017 & 18	Group Coordinator Social Justice Advocacy (GCSJA)
	<ul style="list-style-type: none"> Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG. 	Review June 2017 & 18	GCSJA
	<ul style="list-style-type: none"> Terms of Reference for the RWG to be reviewed and updated as appropriate 	March, July, November 2017 & 18	GCSJA
	<ul style="list-style-type: none"> Establish an external Aboriginal and Torres Strait Islander Advisory Group to provide cultural advice and guidance 	November 2017	GCSJA
	<ul style="list-style-type: none"> Outcomes of the RAP shall be reported through the Reconciliation Australia Impact Statement 	Sept 5th of each year	GCSJA
2. Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians	<ul style="list-style-type: none"> All 17 hospitals to host internal event for NRW each year. 	27 May- 3 June, 2018/19	Divisional Director of Mission
	<ul style="list-style-type: none"> Register all NRW events via Reconciliation Australia's NRW website. 		Divisional Management Committee (DMC)
	<ul style="list-style-type: none"> Where possible support an external NRW event. 		GCSJA
	<ul style="list-style-type: none"> Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW 		GCSJA
	<ul style="list-style-type: none"> Encourage staff to participate in external events to recognise and celebrate NRW. 		GCSJA
	<ul style="list-style-type: none"> Download Reconciliation Australia's NRW resources and circulate to staff. 		GCSJA



Action	Deliverable	Timeline	Responsibility
3. Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes	<ul style="list-style-type: none"> Develop and implement an engagement plan to work with our Aboriginal and Torres Strait Islander stakeholders 	August 2017	GCSJA
	<ul style="list-style-type: none"> DMC to host two consultations each year with Local Aboriginal and Torres Strait Islander Community Organisations of mutual interest 	Review progress 10th Nov & 10th April each year of the RAP	DMC/GCSJA
	<ul style="list-style-type: none"> Develop Guiding principles for future formal two-way partnerships captured in an MOU or Collaboration Agreement with local Aboriginal and Torres Strait Islander Community Organisations 	August 2017	GCSJA
4. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector	<ul style="list-style-type: none"> Schedule inclusion of RAP articles in organisation publications and Catholic media and ensure hospital RAP outcomes are published in their local media 	Feb, May, August, Nov each year of current RAP	Divisional DoM's/ GCSJA
	<ul style="list-style-type: none"> Promote SJGHC RAP with suppliers and vendors to our hospitals 	Meetings as they occur	Group Manager Supply-procurement & Supplier Relations
5. Become members of each state reconciliation organisation (Reconciliation Victoria, WA and NSW Reconciliation Council)	<ul style="list-style-type: none"> Each state body contacted Organise membership as appropriate Link membership to each Division 	June 2017	GCSJA

RESPECT

Respect is one of our five core values, and calls us to treasure the unique dignity of every person. Successful contribution to better health outcomes requires us to understand and respect Aboriginal and Torres Strait Islander peoples and cultures. We purposefully seek to invite Aboriginal and Torres Strait Islander people to access our health care facilities and other services.

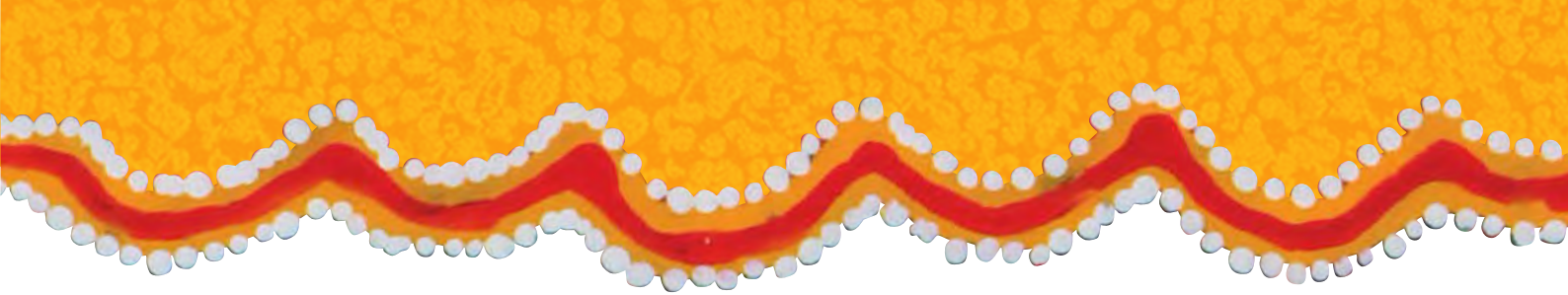
Action	Deliverable	Timeline	Responsibility
6. Engage employees in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements	<ul style="list-style-type: none"> All new managers and executives to attend face to face cultural awareness formation day 	June 2018/19	DMC/GCSJA
	<ul style="list-style-type: none"> Identify and test appropriate online cultural formation package 	October 2017	Learning & Organisational Development (LOD)
	<ul style="list-style-type: none"> 30% of eligible caregivers to access online formation program 	June 2018	
	<ul style="list-style-type: none"> Investigate opportunities and create proposal to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to contribute and develop cultural awareness formation including immersion opportunities 	Dec 2017	GCSJA
	<ul style="list-style-type: none"> All RWG members, RAP champions, HR managers and to participate in cultural formation. 	June 2018	LOD/GCSJA
	<ul style="list-style-type: none"> Reconciliation Australia's Share Our Pride online link published on organisational intranet and promoted throughout each Division 	July 2017	GCSJA

Action	Deliverable	Timeline	Responsibility
7. Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgement of Country, to ensure there is a shared meaning	• Cultural protocol document for Welcome to Country and Acknowledgement of Country posted on the intranet	August 2017	GCSJA
	• List of key contacts for organising a Welcome to Country and maintaining respectful partnerships posted on the intranet	September 2017	GCSJA
	• Traditional Owners invited to provide a Welcome to Country at significant events, including the Leadership Conference	March 2018	GCSJA
	• Examples of Acknowledgement of Country accessible to all caregivers on the intranet to be used at the commencement of all important inter and external meetings	September 2017	GCSJA
	• Acknowledgement of Country plaque to be displayed at main entrance of all our major facilities	Dec 2017	DMC
	• All senior leaders to display Acknowledgement of Country signature on their emails	Dec 2017	GCSJA
8. Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and communities by celebrating NAIDOC Week	• Policy created to ensure there are no barriers to caregivers, including Aboriginal and Torres Strait Islander caregivers, participating in NAIDOC Week celebrations	March 2018	Group Director Workforce
	• Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with their cultures and communities during NAIDOC Week.		DMC
	• Support an external NAIDOC Week community event.	First week in July	DMC
	• Contact our local NAIDOC Week Committee to discover events in our community.		Divisional Director of Mission

OPPORTUNITIES

The Gospel call to Justice is recognised by St John of God Health Care by enshrining it as one of our Values. Justice, understood as balanced and fair relationships, underpins our organisational commitment to reconciliation . The employment of more Aboriginal and Torres Strait Islander people in St John of God Health Care will bring a richness of understanding, knowledge and diversity to our SJGHC culture.

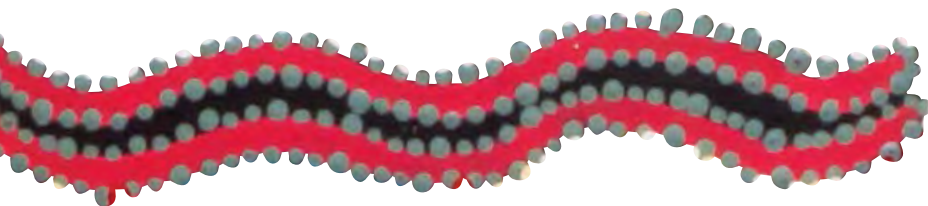
Action	Deliverable	Timeline	Responsibility
9. Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace	<ul style="list-style-type: none"> Collect information on our current Aboriginal and Torres Strait Islander staff to inform future employment opportunities. 	March 2018	GCSJA
	<ul style="list-style-type: none"> Develop and implement an Aboriginal and Torres Strait Islander employment and retention strategy for whole of organisation 	March 2019	HR/Workforce/ GCSJA
	<ul style="list-style-type: none"> Consultation with current Aboriginal and Torres Strait Islander caregivers in St John of God Midland Public Hospital identifying effectiveness of: <ul style="list-style-type: none"> Employment and retention strategy Professional development opportunities Cultural engagement Professional support 	June 2018	Project Officer/ DOM
	<ul style="list-style-type: none"> Strategy created and presented to Director of Workforce for consideration 	December 2018	Project Officer/ DOM
	<ul style="list-style-type: none"> HR to ensure all vacancies to be advertised in Aboriginal and Torres Strait Islander media 	February 2018	HR Workforce
	<ul style="list-style-type: none"> Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace 	November 2018	HR Workforce
	<ul style="list-style-type: none"> Continue to implement Aboriginal and Torres Strait Islander internship program 	Dec-Feb/June-Aug each year of the RAP	Workforce/GCSJA



Action	Deliverable	Timeline	Responsibility
10. Increase Aboriginal and Torres Strait Islander supplier diversity	<ul style="list-style-type: none"> Aboriginal and Torres Strait Islander procurement strategy created and implemented which sets procurement targets for goods and services from Aboriginal and Torres Strait Islander owned business 	November 2017	Group Manager Procurement and Supplier Relations
	<ul style="list-style-type: none"> Additional commercial relationships with Aboriginal and/or Torres Strait Islander businesses established 	March 2018	
11. Investigate opportunities to create partnerships with Aboriginal and Torres Strait Islander communities in the area of: <ul style="list-style-type: none"> Mental health a Intellectual disability b 	<ul style="list-style-type: none"> Papers written with recommendations presented to Group Director of Mission Integration for consideration 	a. Feb 2018 b. Oct 2018	GCSJA
12. Develop an Aboriginal Health Institute at Midland Hospital which incorporates the 'Going Beyond Together' initiative	<ul style="list-style-type: none"> Steering group established Framework developed and implemented 	Dec 2017 June 2018	CEO Midland/ Medical Research Network

GOVERNANCE, TRACKING PROGRESS AND REPORTING

Action	Deliverable	Timeline	Responsibility
13. Report RAP achievements, challenges and learnings to Reconciliation Australia	<ul style="list-style-type: none"> Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually 	30 September 2017 & 2018	GCSJA
	<ul style="list-style-type: none"> Investigate participating in the RAP Barometer. 	Sept 2018	
14. Report RAP achievements, challenges and learnings internally and externally	<ul style="list-style-type: none"> Report our RAP achievements, challenges and learnings in annual report 	September annually	Group Coordinator Social Justice Advocacy
15. Review, refresh and update RAP	<ul style="list-style-type: none"> Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements. 	Sept 2018	GCSJA
	<ul style="list-style-type: none"> Send draft RAP to Reconciliation Australia for review and feedback. 	Nov 2018	RWG
	<ul style="list-style-type: none"> Submit draft RAP to Reconciliation Australia for formal endorsement. 	Feb 2019	RWG





CONTACT DETAILS

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