



GATEWAY HEALTH REFLECT RECONCILIATION ACTION PLAN

JAN 2020 to DEC 2020

Kim Spokes



Gateway Health acknowledges the Traditional Owners of this land on which we stand and pay our respects to the Elders, past, present and future, for they hold the memories, the traditions and the culture of all Aboriginal and Torres Strait Islander people.

ARTIST'S PROFILE

Kim Gorey is an eastern central Arrernte woman from Mparntwe in the Alice Springs region. Her skin name is Penangke. Kim is an alcohol and drug counsellor with Gateway Health. The painting that Kim has produced represents the four sites of Gateway Health in the North East of Victoria: Wodonga, Wangaratta, Myrtleford and Bright. The painting shows how Gateway Health provides a holistic service across all the sites and surrounding communities.



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A MESSAGE FROM GATEWAY HEALTH



"Reconciliation concerns both Aboriginal and Torres Strait Islander peoples and all other Australians – we are bound to each other's fate. In order to achieve reconciliation we must heal together – reconciliation is everyone's responsibility." (Tom Calma, former Aboriginal and Torres Strait Islander Social Justice Commissioner and current co-Chair of Reconciliation Australia).

Gateway Health is committed to improving outcomes for Aboriginal and Torres Strait Islander peoples, as both a service provider and as an employer. Our vision extends to upholding human rights and promoting access, inclusion and equality for all people, including Aboriginal and Torres Strait Islander peoples.

Gateway Health has decided to build on work already underway across parts of the organisation by developing and implementing a Reconciliation Action Plan. Embarking on this journey is exciting. It is the beginning of ongoing work and commitment required by all staff and employees of Gateway Health to embed a greater understanding and knowledge of Aboriginal and Torres Strait Islander people's history and contemporary issues.

This journey will demand that we listen and hear the many voices of Aboriginal and Torres Strait Islander peoples and provide Gateway Health services in a culturally safe environment. As the theme for Reconciliation 2020 says, we are In This Together.

A handwritten signature in black ink, appearing to read "Leigh".

Leigh Rhode
Chief Executive Officer
Gateway Health

A MESSAGE FROM RECONCILIATION AUSTRALIA



Reconciliation Australia is delighted to welcome Gateway Health to the Reconciliation Action Plan (RAP) program and to formally endorse its inaugural Reflect RAP.

As a member of the RAP community, Gateway Health joins over 1,000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006. RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and increase pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda. Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity, institutional integrity; unity; and historical acceptance. All sections of the community—governments, civil society, the private sector, and Aboriginal and Torres Strait Islander communities—have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation within their spheres of influence. This Reflect RAP provides Gateway Health a roadmap to begin its reconciliation journey. Through implementing a Reflect RAP, Gateway Health will lay the foundations for future RAPs and reconciliation initiatives.

We wish Gateway Health well as it takes these first critical steps in its reconciliation journey. We encourage the organisation to embrace this journey with open hearts and minds, to grow from the challenges, and to build on the successes. As the Council for Aboriginal Reconciliation reminded the nation in its final report:

“Reconciliation is hard work—it’s a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality.”

On behalf of Reconciliation Australia, I commend Gateway Health on its first RAP, and look forward to following its ongoing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

BACKGROUND

Gateway Health acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land we call Australia. It is also acknowledged that Aboriginal and Torres Strait Islander peoples are a diverse group and are comprised of many different clans with their own unique languages and customs.

Aboriginal and Torres Strait Islander people occupied the land within their tribal boundaries. They managed their varied environments and food sources, and moved about the land to tend to sacred sites and perform ceremonies for thousands of years. Aboriginal and Torres Strait Islander societies continue to be structured with laws and lore that ensure order and justice among the communities. The effects of colonisation devastated Aboriginal people through forcible removal from traditional lands and families; these acts prohibited communities from maintaining cultures and traditions; and many sacred sites were desecrated. Resurgence of Aboriginal languages, cultural beliefs and customs is now underway in Aboriginal communities and greater acceptance and understanding of culture is being experienced by non- Indigenous Australians.

Ref: <https://aiatsis.gov.au/explore/articles/indigenous-australian-languages>



Adrian Sullivan - celebrating Closing the Gap at Gateway Health

OUR BUSINESS

Gateway Health is a non-government community health organisation that focuses on care and concern for the health, safety and wellbeing of the most vulnerable in the communities it serves from offices located in Wodonga, Wangaratta, Myrtleford and Bright within the Ovens Murray region of NE Victoria. Making Gateway Health services easy to access and providing care that responds to the whole person is critical, given that many people who use our services face significant vulnerability and poorer health outcomes.

Gateway Health has a current staff of 403 people of which 2.1% identify as Aboriginal and/or Torres Strait Islander people. It is the aim of Gateway Health to increase the number of Aboriginal and Torres Strait Islander people working at Gateway Health to 5% over the next 5 years upon the introduction of an Aboriginal Employment Strategy that is referenced in this RAP.



Brendon at CTG 2020 day at Gateway Health

OUR RAP

Gateway Health RAP is intended to be a living document.

The development of the Gateway Health Reflect Reconciliation Action Plan (RAP) commenced in May 2019 with early discussions focussing on forming a RAP working party. The commitment for a RAP by Gateway Health was driven partly by the current programs and medical services that the organisation implements and the commitment to improving social determinants of health for Aboriginal and Torres Strait Islander peoples. Current programs include the Integrated Team Care program for Aboriginal Health, the Indigenous Community Support Program and the Burraja Cultural Centre which is auspiced by Gateway Health. Within the two medical clinics located in Wodonga and Wangaratta there are over 470 Aboriginal registered patients. It is a GP Practice of choice. The organisation proudly organises Reconciliation Day events, NAIDOC events and facilitates the First Nations Seniors Consultative Circle and the Blue Healers Adult Aboriginal women's art group.

Across the entire organisation Aboriginal and Torres Strait Islander cultures have been acknowledged through the implementation of cultural training, staff attending Aboriginal days of significance and the creation of strong partnerships with Aboriginal Community Controlled Organisations. Gateway Health recognises the importance of developing partnerships with Aboriginal and Torres Strait Islander peoples throughout the Ovens Murray region of NE Victoria through advocacy and the provision of programs that work towards improvement in health and wellbeing of the community.

Gateway Health believes reconciliation must live in the hearts and minds of all Australians. There is a need to work together to close the life expectancy gap through improving the cultural, spiritual and emotional wellbeing of Aboriginal and Torres Strait Islander peoples. Gateway Health has begun to take steps on this journey, and will continue endeavours and commitment to reconciliation.



Artwork by Walter Melrose

This RAP has been developed with feedback and support from the Aboriginal and non-Aboriginal members of the RAP working party. This working party is comprised of 8 people, four of which are Aboriginal community members and 4 are internal non-Aboriginal staff members. The four staff members currently hold the following roles within the organisation: Indigenous Health Program Officer, Quality Improvement Manager, Fleet Manager and Alcohol and other Drugs Worker.

In order to gain wider Aboriginal community input, this RAP was distributed to the following groups:

- 3 Local Area Networks – Dirrawarra, Gadhaba and Wodonga Networks
- NE Health
- Central Hume PCP
- First Nations Senior Consultative Circle
- Blue Healers Adult Aboriginal Women's Group
- Burraja Cultural Centre
- Albury Wodonga Aboriginal Health Service
- Mungabareena Aboriginal Corporation

OUR PARTNERSHIP / CURRENT ACTIVITIES

Gateway Health is an equal partner within the Ovens Murray Consortium. The consortium comprises Gateway Health, Mungabareena Aboriginal Corporation, Upper Hume PCP and Albury Wodonga Aboriginal Health Service. This partnership allows all three organisations to plan and implement the Integrated Team Care for Aboriginal Health national program within the region.

Gateway Health Burraja Cultural Centre project has a strong partnership with the Albury Council's Wagirra Program and with Wodonga Council through provision of cultural services to their Child Care programs.

Burraja also has a working partnership with Department of Justice in providing cultural supports to Aboriginal and Torres Strait Islander inmates.

Gateway Health Counselling and Support program is in partnership with the Responsible Gambling Foundation and Mungabareena Aboriginal corporation to provide support with identified clients.

This RAP will be implemented with input from individual Aboriginal and Torres Strait community members together with Local Aboriginal Networks across the Ovens Murray Region of Victoria and the First Nations Senior Consultative Circle.

Gateway Health supports Reconciliation Australia's view that reconciliation is the business of every Australian; during the development stage the following two goals were established to assist in the progression of important areas of focus for current and future RAPs.

The goals of the RAP are:

- Improve the quality of services and support to the Aboriginal and Torres Strait Islander communities
- Build cultural understanding amongst those working within Gateway Health



Photo: Some Members of the First Nations Senior Consultative Circle



THE KOORIE ROOM

The Koorie Room at Gateway Health Wangaratta was established to provide improved services to Aboriginal and Torres Strait Islander peoples in the region. It is a dedicated Aboriginal and Torres Strait Islander health practitioner's room.

A Place of Healing

This mural represents Aboriginal and Torres Strait Islander people coming from all different mobs around Australia to Gateway Health to receive care and support.

- The central circle represents the organisation and our people surrounding it.
- The different coloured circles represent different mobs from all around Australia and the U shapes are the people within those communities.

Gateway Health is a place to heal, a place to receive help and support, a place to come together.

Artists: Chris Thorne, Coby Brock, Sakina Babia, Tiffany Claire.



ACTION PLAN

The Action Plan outlines actions and deliverables in line with the four pillars of:



RELATIONSHIPS



RESPECT



OPPORTUNITIES



TRACKING
& REPORTING

The Action Plan creates a clear template to outline the timing of, and responsibility for, each deliverable. It also outlines reporting and accountability, and ensures ongoing implementation of the plan, enabling rigour and transparency.



Photo: Some members of the inaugural RAP Working Party



Photo: Brendon with scar tree

RELATIONSHIPS



Gateway Health values healthy meaningful relationships in all aspects of our business. We strive to provide all staff and members in this organisation links to their communities including their culture. We believe that building mutually respectful relationships through trust, understanding and action with Aboriginal and Torres Strait Islander peoples, organisations and communities, will lead to shared outcomes and benefits.

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.Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.Develop a framework for engagement with Aboriginal organisations and communities to guide how we work with them in a culturally respectful and appropriate way.	March 2020 April 2020 May 2020	RAP Project Officer RAP Project Officer RAP Project Officer
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.RAP Working Party and Internal Aboriginal Network members to participate in an external NRW event.Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.Ensure important dates for celebrations are included in organisational calendars	February 2020 27 May - 3 June, 2020 27 May - 3 June, 2020 February 2020	RAP Project Officer Chair of Internal Aboriginal Network Chair of Internal Aboriginal Network Manager People and Culture

3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> • Communicate and reinforce 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. 	February 2020 March 2020 May 2020	Communications Manager RAP Project Officer RAP Project Officer
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. • Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	March 2020 June 2020	Manager People and Culture Manager People and Culture

RESPECT



Gateway Health believes that respecting the cultures, countries, spiritualties and histories of Aboriginal and Torres Strait Islander peoples and communities is essential to any reconciliation journey. It is crucial to the organisation to realising positive, meaningful and beneficial outcomes through interactions and activities with Aboriginal and Torres Strait Islander peoples, organisations and communities.

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. • Conduct a review of cultural learning needs within our organisation. • Establish internally a dedicated Aboriginal and Torres Strait Islander resource library 	June 2020 April 2020 May 2020	Chair of Internal Aboriginal Network Manager Families, Community and Culture Chair of Internal Aboriginal Network

<p>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</p>	<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. • Increase the understanding of staff of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. • Invite Elders and Senior Aboriginal community member to provide Welcome to Country and Acknowledgement of Country. 	June 2020	Manager Burraja Cultural Centre Chair of Internal Aboriginal Network RAP Project Officer
<p>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</p>	<ul style="list-style-type: none"> • Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. • Introduce our staff to NAIDOC Week by promoting internal and external events in our local area. • RAP Working Party and Internal Aboriginal Network to participate in an external NAIDOC Week event. 	May 2020 June 2020 First week in July, 2020	Chair of Internal Aboriginal Network Communications Manager Chair of Internal Aboriginal Network



Photo: Some members of the Internal Aboriginal Network

OPPORTUNITIES



Gateway Health believes in creating opportunities for Aboriginal and Torres Strait Islander peoples that enables real change and is based on an appreciation for strengths shared. Through utilising the experience and expertise of Aboriginal and Torres Strait Islander peoples there will be mutual learning and ensure the success of both the reconciliation journey for individuals and communities.

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 an Aboriginal Employment Strategy for Aboriginal and Torres Strait Islander employment within our organisation.Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.All Gateway Health job vacancies to include the following statement as standard practice: <i>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; intersex people; people experiencing health inequalities; and culturally and linguistically diverse people.</i>	December 2020 June 2020 August 2020	People and Culture Manager Manager, Families, Communities and Culture People and Culture Manager
	<ul style="list-style-type: none">Advertise Identified positions in Aboriginal and Torres Strait Islander newspapers/websites/networks	June 2020	People and Culture Manager

<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. • Investigate Supply Nation membership. 	June 2020	RAP Project Officer
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TRACKING AND REPORTING



Gateway Health will maintain accountability to this Reconciliation Action Plan through regular review and reporting activities. Information about our progress will be made available to our personnel and shared externally with our partners and the broader community.

Governance			
Action	Deliverable	Timeline	Responsibility
10. Establish an effective RAP Working Party (RWP) to drive governance of the RAP.	<ul style="list-style-type: none"> • Maintain an RWP to govern RAP implementation. • Draft Terms of Reference for the RWP • Maintain Aboriginal and Torres Strait Islander representation on the RWP. 	January 2020 February 2020 January 2020	RAP Project Officer RAP Project Officer RAP Project Officer
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> • Define resource needs for RAP implementation. • Engage senior leaders in the delivery of RAP commitments. • Define appropriate systems and capability to track, measure and report on RAP commitments. • Incorporate RAP initiatives into organisational strategic plan • Incorporate reconciliation initiatives into organisational business plans 	February 2020 March 2020 June 2020 November 2020 November 2020	General Manager Population Health and Planning Chief Executive Officer Quality Improvement Coordinator General Manager Population, Health and Planning General Manager Population, Health and Planning

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, 2020	General Manager Population Health and Planning
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. 	September 2020	General Manager Population Health and Planning



Photo: Gateway Executive on Burraja Cultural Journey



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Inside border artwork:
Making Two Worlds Work