

Innovate Reconciliation Action Plan for 2018 - 2020

Our Vision for Reconciliation

Primary Care Gold Coast Ltd trading as Gold Coast Primary Health Network (GCPHN) will strive to achieve reconciliation through improving the cultural appropriateness of Primary Health Care services and promoting equal opportunities within the health sector of the Gold Coast region for Aboriginal and Torres Strait Islander peoples. GCPHN values open, respectful and transparent communications with Aboriginal and Torres Strait Islander peoples, their respected community organisations and all other stakeholders involved in improving the health, social and emotional wellbeing of the Gold Coast's Aboriginal and Torres Strait Islander peoples.

Improving the Health and Wellbeing of The Gold Coast Community

GCPHN is an independent, locally run, not-for-profit company. We're aiming to improve the health and wellbeing of the Gold Coast community by working in partnership with health and community services such as General Practice, Allied Health, mental health and aged care.

Our Reconciliation Action Plan Journey

- Reconciliation Action Plan developed by staff in September 2013
- Endorsed by Gold Coast Medicare Local Board (GCML) February 2014
- In September 2014 GCML new Reconciliation Action Plan steering committee formed
- Committee reviewed and refreshed Reconciliation Action Plan
- Reconciliation Action Plan presented to Chief Executive Officer and Board 2015
- Reconciliation Action Plan placed on Reconciliation Australia webpage and GCPHN website 2015
- 2014-2016 Reconciliation Action Plan final report
- 2016-2018 Reconciliation Action Plan developed and approved



The 2016-18 Reconciliation Action Plan (RAP) has three components, which include:

- Relationships – how GCPHN will continue to build on its existing strong partnership with our Indigenous communities.
- Respect – how GCPHN will demonstrate cultural appropriateness and sensitivity as part of our usual operations.
- Opportunities – how GCPHN will identify and leverage opportunities to encourage and further inclusion in all aspects of our work.

Further detail about how GCPHN will achieve these components is detailed in the following tables.

Relationships	Strategic Outcome		
	GCPHN Strong partnerships with the Indigenous community supports our work		
Action	Responsibility	Timeline	Measurable Target
GCPHN Board endorses and monitors RAP	Chief Executive Officer (CEO)	March 2018 Annually (by December)	Endorses RAP for lodgment with Reconciliation Australia (RA) Reviews progress against RAP quarterly Endorse RAP impact measurement report completed for submission to RA
GCPHN Staff Consultative Committee (SCC) will oversee the progress against the RAP	Program Manager Commissioning Executive Leadership Group (ELG)	Quarterly Annually (by December) Annually	Review progress against RAP quarterly and advise on areas for quality improvement RAP impact measurement report completed Review SCC Terms of Reference to include RAP responsibilities
Provide opportunities for GCPHN staff to participate and celebrate National Reconciliation Week (NRW)	Program Manager Commissioning	Annually	GCPHN hosts at least one internal event each year Key GCPHN staff to attend external NRW events Active promotion of events through usual communication channels
Ensure stakeholder engagement matrix includes relevant ATSI stakeholders	Program Manager Commissioning	Quarterly	Stakeholder engagement matrix updated Actively encourage relevant Aboriginal and Torres Strait Islander and mainstream providers to list with HealthyGC directory.
GCPHN will build and maintain partnerships with organisations committed to improving the health, social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples.	ELG and Senior Leadership Team (SLT)	Quarterly	Number of relevant event's and interagency meetings of program/project work attend by GCPHN staff and/or Board. Number of times GCPHN has sought advice and reported on RAP and programs to Karulbo Partnership. Number of facilitated consultation/co-design activities with relevant Aboriginal and Torres Strait Islander stakeholders that have been completed

Respect		Strategic Outcome	
		GCPHN demonstrates cultural appropriateness and sensitivity as part of usual operations	
Action	Responsibility	Timeline	Measurable Target
Engage GCPHN staff and Board in understanding the protocols of the Acknowledgement to Country to ensure there is shared meaning behind the ceremonies	Human Resources/Office Manager	Monthly	Rotation of staff to deliver the Acknowledgement to Country at the GCPHN Team Meeting as endorsed by GCPHN.
	ELG	Ongoing	All formal communication issued from GCPHN to include Acknowledgment to Country
		Annually	Update the Acknowledgement and Welcome to County Toolkit accessible to Board and Staff.
Acknowledge and Celebrate National Aboriginal Islanders Day of Commemoration (NAIDOC) Week	Program Manager Commissioning	Annually	Provide information to all GCPHN staff regarding NAIDOC week dates and events within internal channels One internal event each year during NAIDOC week Number of staff who participated in local NAIDOC week events
Encourage GCPHN Board and staff participation in other significant Aboriginal and Torres Strait Islander people's cultural events	CEO Program Managers		Provide information to all GCPHN staff regarding Aboriginal and Torres Strait Islander events within internal channels Appropriate resources (e.g. Karulbo resource kit) are available for GCPHN staff, Board Members and contractors.

Opportunities		Strategic Outcome	
		GCPHN identifies and leverages opportunities to encourage and further inclusion in all aspects of its work	
Action	Responsibility	Timeline	Measurable Target
GCPHN provides opportunities within the organisation to increase Aboriginal and Torres Strait Islander employment and procurement.	Office Manager	June 2018	Number of staff recruitment where the words 'Aboriginal and Torres Strait Islander applicants are encouraged to apply' were used. GCPHN HR to explore the feasibility of an Indigenous Traineeship
	Director Commissioning Programs	June 2018	Number of procurement processes which specifically facilitate opportunity for Aboriginal and Torres Strait Islander businesses where appropriate
	Program Manager Commissioning	June 2018	Number of local professional development events offered to Aboriginal and Torres Strait Islander employees