



Reflect

WentWest Reconciliation Action Plan
for the period July 2018 – July 2019



Acknowledgement of Country

WentWest acknowledges the First Nations peoples of Australia as the Traditional Custodians of the land on which we work and live. We pay our respect to Elders past, present and future and extend that respect to all Aboriginal and Torres Strait Islander peoples within western Sydney.

We must always remember that under the concrete and asphalt this land is, was and will always be, traditional Aboriginal land.

ARTWORK BY MIA JACKSON 2017

Mia Jackson is a Wiradjuri woman from Peak Hill, Dubbo, who lives with her family in western Sydney. Mia's artwork is inspired by mums and bubs and healthy families. This particular piece is titled 'Healthy Aboriginal Families' and is a 50cm x 40cm acrylic on canvas painting. The circles over the top of the artwork represent meeting and coming together. The hands represent Aboriginal people and children. The centre circles and dots represent song-lines of all our Elders past and present, the paths on which they travelled and the stories that they told. The families represent each and every one of us.

Warning: Aboriginal and Torres Strait Islander peoples are respectfully advised that this publication may contain the words, names or images of people who are no longer with us.



Our business

Since 2002, WentWest has been a part of the western Sydney community, delivering support and education to the primary healthcare sector and working with key partners to progress the region's health system.

From 1st July 2015, WentWest took on the role of Western Sydney Primary Health Network. This new era has augmented our continuing work with our partners to deliver better health outcomes for the region.

Primary Health Networks (PHNs) are a federal government initiative, established with the key objectives of increasing the efficiency and effectiveness of health services for patients, particularly those at risk of poor health outcomes and improving coordination of care to ensure patients receive the right care in the right place, at the right time. In its role as the Western Sydney Primary Health Network, WentWest will focus on addressing national and regional health priorities in consultation and partnership with local GPs, Allied Health Professionals, consumers and community bodies and the broader health sector.

The way we do this is by consulting with community members, representatives and groups and tracking health outcome data to make sure we understand the needs and gaps in health responses and services. We then provide funding to the most capable service providers and groups to help in filling those gaps and responding to unmet or emerging needs. We cannot do this alone, and work in partnership with other health and human services. An example of this is our award-winning work in diabetes, a major concern for our community. In partnership with specialists from the Western Sydney Local Health District, local GPs, the Greater Western Aboriginal Health Service, and other community organisations.

WentWest works together with key Aboriginal community organisations in western Sydney to ensure ongoing collaboration and involvement with the community transpires into the programs that we commission for Aboriginal and Torres Strait Islander peoples living in western Sydney.

We are proud supporters of services run by and for Aboriginal and Torres Strait Islander peoples. Some examples include funding the Greater Western Sydney Aboriginal Health Service to provide the Integrated Team Care Program, which helps Aboriginal and Torres Strait Islander community members suffering from chronic disease to manage multiple appointments and follow-up actions with assistance from Aboriginal and Torres Strait Islander care co-ordinators. This program involves General Practitioners and other primary health providers such as dietitians and physiotherapists, along with medical specialists and providers of medical aids and supplies.

Another example is our work in WentWest to co-design two initiatives - mental health service delivery for Aboriginal and Torres Strait Islander peoples living in western Sydney who are known as living with high-risk mental health issues and the development of suicide prevention responses for young Aboriginal and Torres Strait Islander community members. The co-design process involves collaboration with our key Aboriginal health organisations and staff such as Marrin Weejali, Marist180, Darumu, Redbank House, Blacktown Mental Health – Blacktown Hospital, as well as other NGO's working with the Aboriginal and Torres Strait Islander community to discuss areas of concern, needs of the community, and ideas for programs.

WentWest is based in Blacktown and has 85 employees (65 full time equivalents) which includes 1.8 full time Aboriginal and/or Torres Strait Islander staff. Prior to changes in the structure of service delivery for Aboriginal Health Services, WentWest employed up to 10 Aboriginal and/or Torres Strait Islander peoples to fill identified positions such as Care Coordinators, Aboriginal Outreach Workers, Team Leader and Management roles to run the program now entitled Integrated Team Care. WentWest also oversaw the transition of the Sydney West Aboriginal Health Service (SWAHS) for some 18 months between August 2015 to April 2017.

WentWest operates under the following principles:

- Support the provision of person centred, integrated and coordinated care, reflecting Patient Centred Medical Home and Health Care Neighbourhood principles.
- Strengthen quality, scope, connectedness and capability in general practice and primary health care;
- Promote innovation, integration and continuous improvement to increase quality, safety and equity in all health care
- Enhance health literacy and self-care capabilities for individuals, families and communities
- Lead the co-design of locally responsive and equitable services by working with Aboriginal and Torres Strait Islander peoples, other local communities and stakeholders to build on what already exists
- Work across sectors to influence socio-economic determination of health
- Integrate teaching and research into health service planning, delivery and evaluation.

Our Mission & Values



WentWest's Commitment

WentWest is proudly based in an area with one of the largest urban Aboriginal and Torres Strait Islander populations in the nation. The health of western Sydney communities is our passion and priority. We take our commitment to focus on the improvement of the health of Aboriginal and Torres Strait Islander peoples living in western Sydney very seriously in order to play our part in closing the life expectancy gap within a generation and halving the gap in mortality rates for Aboriginal and Torres Strait Islander children under five.



The WentWest Board

The WentWest Board is leading the Reconciliation Action Plan process and is committed to monitoring its progress regularly. The Board Sponsor is Mr Russell Taylor. The Board understand that the only way to improve Aboriginal and Torres Strait Islander people's health outcomes is to work together with communities, Aboriginal and Torres Strait Islander staff and organisations. We recognise that decisions we make during our processes of determining needs, prioritising responses and commissioning can only be done respectfully and appropriately in partnership. In order to be effective in meeting our goals we need to take stock of our reconciliation journey to date so that we can better plan for better health outcomes for First Australians in the western Sydney region.

To date, the WentWest reconciliation journey has included:

- Appointment of an Aboriginal person, Russell Taylor, AM to the Board of WentWest
- Convening a RAP Working Group to support the development and enactment of WentWest's RAP, comprising Aboriginal and Torres Strait Islander peoples and non-Aboriginal people from every functional area of our organisation.
- Operating the Sydney Western Aboriginal Health Service (SWAHS) for 18 months following the closure of the Western Sydney Aboriginal Medical Service. WentWest proudly ensured health services remained available until the Federal Government appointed a new provider.
- Ensuring key staff receive training in culturally appropriate and safe service provision and providing experiences of Aboriginal and/or Torres Strait Islander cultures to staff at staff days
- Operating the Integrated Team Care program described above until a service managed by Aboriginal and Torres Strait Islander peoples could be funded.
- Encouraging our key staff to support and participate in National Reconciliation Week, NAIDOC Week events and other cultural events held in our community.

Within the organisation, our RAP is championed by our CEO, and our Director, Programs and Partnerships, and enacted by all staff. The RAP Working Group, co-chaired by an Aboriginal and non-Aboriginal staff member, have developed this RAP to facilitate the ongoing process of reflection and change across WentWest, with representation from all parts of the business and oversight by our Senior Management Team and Board.

WentWest works within a framework of partnership – the only way to tackle complex and entrenched health inequalities. The Western Sydney Aboriginal Health Collaborative currently chaired by the WentWest CEO is one of these. It specifically aims to plan and deliver more integrated, culturally appropriate services to Aboriginal and Torres Strait Islander peoples. This formal partnership between WentWest, the Greater Western Aboriginal Health Service (GWAHS), Western Sydney Local Health District (WSLHD), and Sydney Children's Hospital Network (SCHN) is working on identifying priorities, such as increasing child immunisation rates and broader child and maternal health, in a planned and integrated manner.

Equally important, WentWest believes strongly in the benefit of co-designing programs and services provided to Aboriginal and Torres Strait Islander peoples. With this in mind WentWest has strong partnerships with Elders and local Aboriginal services, including (but by no means limited to) the Baabayn Aboriginal Corporation, Marrin Weejali, and Ngallu Wal.

WentWest RAP Working Group (RWG)

Our RAP Working Group is comprised of representatives from all areas of our organisation. The membership of the RWG hail from a diverse range of cultures and currently includes two staff members who identify as Aboriginal peoples. We also recognise four past employees who made significant contributions to the development of our RAP, three of whom identify as Aboriginal peoples.

Co-Chairs

- Senior Project Coordinator, Aboriginal Health
- Alcohol & Other Drugs Program Manager

Members

- Head of Mental Health
- Consumer & Stakeholder Engagement Coordinator
- Data Analyst
- Human Resource Generalist
- Director – Programs and Partnerships
- Marketing, Communications and Events Manager
- PIR Manager
- Office Administration Manager
- Consumer Engagement Officer
- Senior Administration Officer - Programs & Partnerships



Our Reconciliation Action Plan

Relationships

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
RAP Working Group (RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting	RWG oversees the development, endorsement and launch of the RAP.	Jul 2018	RWG Co-Chairs
	Meet quarterly to monitor and report on RAP implementation.	Quarterly Jul 2018 Sep 2018 Dec 2018 Mar 2019	RWG Co-Chairs
	Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG.	Jul 2018	RWG Co-Chairs
Build internal and external relationships	Develop an external advisory network of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area that we can approach to connect with us along our reconciliation journey. Seek cultural and professional advice from this network at a program delivery level.	Dec 2018	Director Programs & Partnerships and RWG Co-Chairs
	Develop a list of organisations working on a Reconciliation Action Plan and other like-minded organisations that we could approach to connect with on our reconciliation journey.	Dec 2018	Director Programs & Partnerships and RWG Co-Chairs
	Identify and invite two Aboriginal and/or Torres Strait Islander consumer representatives to attend and participate in WentWest's Consumer Advisory Council.	Dec 2018	Consumer & Stakeholder Engagement Coordinator and RWG Co-Chairs
Participate in and celebrate National Reconciliation Week (NRW)	Encourage all staff to attend and participate in an NRW event.	May 2019	CEO
	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2019	Marketing, Communications & Events Manager
	Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW.	May 2019	RWG Co-Chairs
Raise internal and external awareness of our RAP	Develop and implement a communication plan to raise awareness amongst all staff across the organisation and external stakeholders about our RAP commitments.	Sep 2018	Marketing, Communications & Events Manager
	Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP.	Sep 2018	Marketing, Communications & Events Manager
	Engage our Senior Leaders in the delivery of RAP outcomes.	Sep 2018	Director Programs & Partnerships

Respect

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Investigate Aboriginal and Torres Strait Islander cultural learning and development	Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.	Dec 2018	Human Resources Manager
	Conduct a review of cultural awareness training needs within our organisation.	Dec 2018	Human Resources Manager
	Include a compulsory online/face to face cultural element for induction of new staff.	Dec 2018	Human Resources Manager
	Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation.	Dec 2018	Marketing, Communications & Events Manager
Create recognition within the organisation of Aboriginal and Torres Strait Islander dates of significance	Celebrate, recognise and raise awareness of Aboriginal and Torres Strait Islander dates of significance in the organisation and other cultural events held in the community. (e.g. Sorry Day).	July 2018	Marketing, Communications & Events Manager
Participate in and celebrate NAIDOC Week	Introduce staff to NAIDOC Week by promoting community events in our local area and encourage staff to attend NAIDOC Week events.	July 2018	RWG Co-Chairs
	Ensure the RAP Working Group participates in external NAIDOC Week events.	July 2018	RWG Co-Chairs
	Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities.	July 2018	Marketing, Communications & Events Manager and RWG Co-Chairs
Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	Develop and implement a plan to raise awareness and understanding of the meaning and significance behind the Acknowledgement of Country and Welcome to Country protocols and embed these protocols into policies and procedures (including any local cultural protocols).	July 2018	Marketing, Communications & Events Manager
	Provide an Acknowledgement of Country and Traditional Owners at every Board meeting and all other meetings of significance, especially those with external participants.	July 2018	Director Programs & Partnerships
	Explore who the Traditional Owners are of the lands and waters in our local area.	July 2018	Marketing Communications & Events Manager and RWG Co-Chairs
	Scope and develop a list of local Traditional Owners of the lands and waters within our organisation's sphere of influence and ensure all staff are aware.	July 2018	Marketing, Communications & Events Manager and RWG Co-Chairs

Respect (continued)

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Create a welcoming environment for Aboriginal and Torres Strait Islander peoples	Purchase, display and appropriately acknowledge local Aboriginal and Torres Strait Islander artwork throughout WentWest.	Aug 2018	Marketing, Communications & Events Manager
	Display an Acknowledgment of Traditional Owners in reception areas.	Aug 2018	Chief Financial Officer
	Review and update staff email signature to include an Acknowledgment of Country.	Aug 2018	Marketing, Communications & Events Manager

Opportunities

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Investigate Aboriginal and Torres Strait Islander employment	Review HR procedures and policies to address barriers for Aboriginal and Torres Strait Islander future employees.	Mar 2019	HR Manager and HR Generalist
	Review internal policies to include cultural components in bereavement leave (Sorry business) and special leave (cultural leave) to support Aboriginal and Torres Strait Islander staff.	Mar 2019	HR Manager and HR Generalist
	Develop and implement an Aboriginal and Torres Strait Islander employment and retention strategy.	Mar 2019	HR Manager and HR Generalist
	Investigate work experience and/or traineeship options for Aboriginal and Torres Strait Islander peoples looking to enter or gain experience within the health/business industry.	Mar 2019	HR Manager and HR Generalist
	Support leadership opportunities for Aboriginal and Torres Strait Islander employees and other community members.	Mar 2019	HR Manager and HR Generalist
	Collect information on our current Aboriginal and Torres Strait Islander staff to inform future employment opportunities.	Mar 2019	HR Manager and HR Generalist

Opportunities (continued)

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Investigate Aboriginal and Torres Strait Islander supplier diversity.	Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses.	Sep 2018	CFO
	Explore revising our procurement policies to incorporate preference to members of the Indigenous Minorities Council where possible and membership with Supply Nation.	Sep 2018	CFO
	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	Sep 2018	CFO

Tracking and progress

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Build support for the RAP	Define resource needs for RAP development and implementation.	Jul 2018	Director Programs & Partnerships
	Define systems and capability needs to track, measure and report on RAP activities.	Jul 2018	Data Manager
	Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia.	Sep 2018	RWG Co-Chairs
Review and Refresh RAP	Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.	Mar 2019	RWG Co-Chairs
	Submit draft RAP to Reconciliation Australia for review.	Apr 2019	RWG Co-Chairs
	Submit draft RAP to Reconciliation Australia for formal endorsement.	Jun 2019	RWG Co-Chairs

CONTACT DETAILS:

Walter Kmet, CEO

T: (02) 8811 7100

E: walter.kmet@wentwest.com.au

RAP WORKING GROUP CO-CHAIR:

Nikki Woolley, Alcohol & Other Drugs Program Manager

T: (02) 8811 7100

E: nikki.woolley@wentwest.com.au

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