

Aboriginal and Torres Strait Islander Health Plan 2019 – 2022

An inclusive, safe and accessible health service for everyone



**NCN
Health** | Nathalia
Cobram
Numurkah

Acknowledgement of Country

NCN Health acknowledges the Traditional Owners of the land we gather and work on and pay respects to their Elders, past and present. We work together with Aboriginal and Torres Strait Islander peoples to build a health system that listens to their hopes and aspirations and responds to them.

Acknowledgments

NCN Health would like to acknowledge the background artwork which was created by NCN Health employee Raquel Davis, representing 'happiness & love'.

Outcomes for this plan include:

NCN Health will be expected to deliver against eight domains of cultural safety. These domains align with the DHHS Aboriginal and Torres Strait Islander cultural safety framework, the National Safety and Quality Health Service Standards (NSQHSS) and ICAP program.

The eight cultural safety domains are:

1. CEO/executive leadership
2. Employment of Aboriginal hospital liaison officer/Aboriginal health staffing
3. Engagement and partnerships with Aboriginal communities
4. Identifying health needs of Aboriginal population and plans to address
5. Cultural safety training
6. Creating a welcoming environment
7. Improving patient identification
8. Monitoring and accountability.

How the plan was developed

NCN Health Aboriginal and Torres Strait Islander Health Plan 2019 – 2022 was developed through:

- Community Committee
- Cultural Diversity Committee and key stakeholders
- External Consultation with Aboriginal Elders
- The Australian Commission on Safety and Quality in Health Care: National Safety and Quality Health Service (NSQHS) Standards – User Guide for Aboriginal and Torres Strait Islander Health

How we will implement, monitor and evaluate

- The Aboriginal and Torres Strait Islander Health Plan is promoted to staff and the community via a newsletters, events, internal promotion and social media.
- The Community Committee and Cultural Diversity Committee promotes the plan via dissemination and discussion at relevant community and service meetings.
- The Quality Improvement and Risk Manager is responsible for monitoring actions and progress is reported to the Executive.
- The plan will be supported by the Cultural Diversity Committee and will include six-monthly reporting to the Clinical Governance Board Subcommittee which will oversee the plan's implementation. The health services annual quality account will provide an update on the plan's progress. Progress and outcomes of the Aboriginal and Torres Strait Islander Health Plan will also be reported through the statement of priorities and Annual Reports.

At a Glance: Our Key Goals & Initiatives

Goal 1: CEO/executive leadership

- Set safety and quality priorities
- Promote Aboriginal and Torres Strait Islander representation in governance Structures
- Develop and maintain strategic action plans
- Reporting on improvement initiatives to the highest level of governance, clinicians and the Aboriginal and Torres Strait Islander consumers and community.

Goal 2: Employment of Aboriginal hospital liaison officer / Aboriginal health staffing

- Initially establish a memorandum of understand with Goulburn Valley Health Aboriginal Liaison Officer
- Support the Aboriginal and Torres Strait Islander workforce

Goal 3: Engagement and partnerships with Aboriginal communities

- Understand the Aboriginal and Torres Strait Islander population in the organisation's catchment and referral system
- Establish partnerships with Aboriginal and Torres Strait Islander groups, services and organisations within the health service organisation's catchment
- Hold forums and discussion groups to engage Aboriginal and Torres Strait Islander people
- Agree on the structure, mechanisms and responsibilities of partnerships

- Ensure representation of Aboriginal and Torres Strait Islander communities on the health service organisation's decision-making bodies

Goal 4: Identifying health needs of Aboriginal population and plans to address

- Undertake the development of an NCN Health Strategic Plan.
 - Conduct an external environmental analysis to understand the demographic and health profile
 - Conduct an internal analysis on services that are accessed
 - Community consultation with Aboriginal and Torres Strait Islander communities and consideration of their needs.
- Report key areas of concern for the Aboriginal and Torres Strait Islander community to governing bodies

Goal 5: Cultural Awareness and Cultural Safety Training

- Use the national Cultural Respect Framework 2016–2026 for Aboriginal and Torres Strait Islander Health to develop, implement and evaluate cultural awareness and cultural competency strategies.
- Implement an ongoing professional development program of cultural awareness and cultural competency
- Incorporate cultural awareness and cultural competency into the mandatory training program
- Develop, implement, monitor and evaluate an Aboriginal and Torres Strait Islander employment strategy

At a Glance: Our Key Goals & Initiatives

Goal 6: Creating a safe and welcoming environment

- Work in partnership with local Aboriginal and Torres Strait Islander communities to identify ways to create a welcoming environment.
- Create and sustain comfortable and friendly spaces for Aboriginal and Torres Strait Islander people with art, visual aids and resources.
- Consider the role of traditional practices in the provision of care.
- Improving care coordination to recognise the complex health needs, including spiritual and cultural needs.
- Celebrate significant events on the Aboriginal and Torres Strait Islander cultural calendar and encourage community engagement
- Develop resources on what to expect when visiting the facility
- Develop welcome to country/acknowledgement of country policy
- Acknowledgement of traditional custodians messaging to be placed on all meeting agendas

Goal 7: Implementing targeted strategies

- Develop a policy, business rules, procedures and protocols on Aboriginal and Torres Strait Islander identification to ensure that higher identification rates are achieved through continuous quality improvement
- Review all systems to ensure that the standard question regarding Aboriginal and Torres Strait Islander status is consistently worded and coded. Ensure that the question is a mandatory field
- Ensure that the question is a mandatory field and ensure that

administrative and clinical information systems are streamlined and user-friendly.

- Review patient intake procedures
- Provide training and support for the workforce on the importance and process of identification
- Develop resources that explain the reason for identification and encourage people to self-identify

Goal 8: Monitoring and accountability

- Develop or adopt an indicator set to measure change in processes and patient outcomes
- Develop a monitoring framework to identify what, when and how data are to be collected.
- Apply or adapt national, and state and territory performance measures, such as those established in the national Aboriginal and Torres Strait Islander Health Performance Framework.
- Collect, analyse and report on indicators to the board, governing body, workforce and community.
- Using all available data sources on the reported experience of patients to inform inclusive practice action.