

Healthscope Reconciliation Action Plan

May 2019 to May 2020



Healthscope



Contents

MD & CEO's message	4
Message from Reconciliation Australia	5
About Healthscope	6
Our approach to developing our Reconciliation Action Plan (RAP)	7
Our reconciliation journey	8
Case study: Cape York Group - partnering together in the commitment to quality Indigenous health	9
Healthscope's action areas	10
Acknowledgement of Country	13
Acknowledgement	14
Artwork	14
Terms used	14
Feedback	14

MD & CEO's message



Together with the Healthscope Board, I am delighted to launch Healthscope's first Reconciliation Action Plan.

At Healthscope across our team of more than 18,000 people, our purpose is "we work together for better care". That's the thought that sits at the heart of our organisation and guides our dedicated team of staff, nurses and doctors every day and sets out what we strive to do better tomorrow.

Healthscope's Reconciliation Action Plan is a key part of that commitment. It outlines the specific actions we will take during the next 12 months to further promote cultural awareness, and strengthen partnerships with members of Australia's First Nations.

I'm pleased to say we have already developed good relationships with Aboriginal and Torres Strait Islander communities across Australia. In 2011, we became a signatory to the Australian Employment Covenant's industry led initiative, which aimed to break the cycle of unemployment and poverty among many of Australia's First Peoples through meaningful and sustainable employment.

We have since partnered with the Cape York Group to provide healthcare assessments for children at Djarragun College in Gordonvale, and the Fred Hollows Foundation to provide cataract surgery to elderly Aboriginal patients at Darwin Private Hospital.

I'm proud that in 2018 we entered into a four-year clinical placement agreement with the Aboriginal Health and Medical Research Council of NSW to deliver clinical placement training to Aboriginal and Torres Strait Islander nursing students in NSW.

However, we know we can and need to do more.

That's why I'm delighted to present Healthscope's RAP and am pleased to see its work beginning already.

In March 2019, we unveiled Acknowledgment of Country plaques at the main entrances of all of our Australian sites to show respect to the Traditional Owners and their role in our communities, as well as acknowledging the continuing connection of Aboriginal and Torres Strait Islander peoples to Country. These plaques will be seen by the hundreds of thousands of patients, our staff, nurses and doctors providing care each year, and are a key step in our path towards reconciliation.

Over the course of the next 12 months, I look forward to joining the rest of Healthscope's leadership and employees as we continue to develop our relationships with Aboriginal and Torres Strait Islander communities which will enable the next stage of our reconciliation journey.

I'm confident our RAP will provide a framework to continue to work together in a spirit of trust and openness.

Gordon Ballantyne

Managing Director and Chief Executive Officer



Message from Reconciliation Australia



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

As a member of the RAP community, Healthscope 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 Healthscope a roadmap to begin its reconciliation journey. Through implementing a Reflect RAP, Healthscope will lay the foundations for future RAPs and reconciliation initiatives.

We wish Healthscope 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 Healthscope on its first RAP, and look forward to following its ongoing reconciliation journey.

Karen Mundine

Chief Executive Officer
Reconciliation Australia



About Healthscope

Healthscope is a leading provider of private healthcare services in Australia with over 18,000 employees and more than 17,500 Accredited Medical Practitioners at 43 hospitals across the country, as well as 24 laboratories in New Zealand. Healthscope's corporate office is in Melbourne, Victoria.

Healthscope's aim is to provide healthcare synonymous with quality clinical outcomes and an excellent patient experience. We are committed to delivering industry leading quality of care for patients and exceptional services for doctors through our hospitals and pathology laboratories.

We are a significant private hospital operator in Australia with a presence in all Australian states and territories, including 30 acute hospitals, seven mental health hospitals and six rehabilitation hospitals, and we are delivering on hospital expansion projects to meet growing demand.



43

Private hospitals¹

24

International laboratories

Victoria

15 Private hospitals

New South Wales

11 Private hospitals

ACT

1 Private hospital

Queensland

7 Private hospitals

South Australia

5 Private hospitals¹

Western Australia

1 Private hospital

Tasmania

2 Private hospitals

Northern Territory

1 Private hospital

New Zealand

24 Pathology laboratories

¹ Includes three hospitals under management for the Adelaide Community Healthcare Alliance (ACHA).

In New Zealand, Healthscope is the largest provider of human pathology services to District Health Boards, operating under the Labtests, Southern Community Laboratories and Northland Pathology brands. We also provide veterinary and analytical pathology services under the Gibbles brand.

Each day our staff and doctors provide care for thousands of patients in the communities we serve. In FY18, we treated approximately 600,000 patients, delivered more than 12,200 babies, performed more than 360,000 surgical procedures and 6.7 million patient pathology episodes.

As part of our reconciliation journey, we have begun asking about our employee's cultural background in our staff engagement survey. Our survey results last year established we employ

approximately 100 Aboriginal and/or Torres Strait Islander staff. Last year we also changed our on-boarding processes so that we now ask our new employees about their cultural background. Over the next 12 months, as part of our Reconciliation Action Plan, we will find out more about the cultural backgrounds of our employees and about their understanding of our First People's cultures and histories so that we can tailor our reconciliation initiatives and cultural awareness activities to best meet the needs of our diverse workforce.

Our success comes from working together as one team and engaging with the many stakeholders and communities we operate, so each day:

"WE WORK TOGETHER FOR BETTER CARE."

Our approach to developing our Reconciliation Action Plan (RAP)

At Healthscope, we are committed to providing both our patients and staff with a culturally safe and inclusive healing environment and workplace. This commitment is particularly important as we think about our First Nations peoples, who are the custodians of the land upon which we operate. Our decision to develop a RAP was born out of a desire to provide a structured approach to our reconciliation work. This RAP will ensure coordination of our initiatives across the wide reach of our organisation to maximise our impact.

In 2017, we formed a National Aboriginal & Torres Strait Islander Working Group comprising hospital based clinical and non-clinical staff, as well as Aboriginal and non-Indigenous consumers to provide a forum for discussion and coordination of our reconciliation activities. This working group initiated the development of our RAP.

In order to support the development of our RAP we then formed a RAP Steering Committee, chaired by our Chief Executive Officer; Gordon Ballantyne, to provide executive leadership and support of our RAP.

These groups form a strong foundation for further work on our reconciliation journey. In developing our RAP we have consulted with various members of Aboriginal and/or Torres Strait Islander communities. Over the next 12 months we will continue our efforts to include Aboriginal and/or Torres Strait Islander staff, consumer representatives and other stakeholders in these working groups.

We are working to develop closer relationships with the Aboriginal and/or Torres Strait Islander communities within which we operate as part of our ongoing commitment to improve health outcomes for Aboriginal and Torres Strait Islander peoples.



Our reconciliation journey

2011

Became a signatory to the Australian Employment Covenant (AEC) industry led initiative which aims to break the cycle of unemployment and poverty among many of Australia's First Peoples through meaningful and sustainable employment.

2015/16

Eye and endoscopy surgery was provided for 83 Aboriginal and/or Torres Strait Islander patients at Peninsula Private Hospital.

2016

Inclusion in employee engagement survey of cultural identity questions to better inform our reconciliation journey.

2017

Formed a National Aboriginal & Torres Strait Islander Peoples Working Group.

2018

Entered into a four-year clinical placement agreement with the Aboriginal Health and Medical Research Council of NSW to deliver clinical placement training to Aboriginal and Torres Strait Islander nursing students in New South Wales commencing FY19. During FY18, we provided clinical placement training positions to six Aboriginal and/or Torres Strait Islander students.

2018

Ear infections have been identified to be more common in Aboriginal and Torres Strait Islander children than in other Australian children with the chronic consequences representing a major public health problem. Eight surgeries were performed at Parkwynd Private Hospital to improve ear health (via the implantation of grommets) in young First Nations children.

2018

Many of our hospitals commenced celebrating National Reconciliation Week and NAIDOC week to increase awareness and support for reconciliation.

2018

Formed a RAP Steering Committee.

2018

Provided access to our hospitals to key clinical information sheets specifically produced for First Nations patients.

2015

Healthcare assessments undertaken for 80 children at Djarragun College in Gordonvale on the Cape York Peninsula.

2016

A team of Healthscope clinicians travelled to Cape York to carry out psychological and language assessments for 14 students of The Cape York Girl Academy.

2016

In partnership with Rural Workforce Agency Victoria from the Mallee District Aboriginal Service; 17 Ear, Nose and Throat (ENT) procedures were performed for Aboriginal children at Cotham Private Hospital, and a further 200 paediatric and adult patients were assessed for Ophthalmology and ENT procedures.

2018

Introduced questions regarding cultural identity into employee on-boarding.

2018

In partnership with the Fred Hollows Foundation we provided cataract surgery to up to 80 elderly Aboriginal and/or Torres Strait Islander patients at Darwin Private Hospital.

2018

In 2018, one of our surgeons supported the production of an animated film, 'Boom!' This film was produced for Awabakal, an Aboriginal community-controlled health service in the Hunter region in New South Wales to support the importance of ear health, increase awareness within Aboriginal and Torres Strait Islander families and demystify surgery for children.

2018

Adopted an Acknowledgement of Country Policy.

2018

Identified the Traditional Owners of lands and waters in the local area in which we operate.

2019

Acknowledgement of Country plaques introduced at all Healthscope sites to acknowledge and show respect for the Traditional Owners of the lands upon which we operate, and to contribute to creating a culturally safe and welcoming environment for Aboriginal and Torres Strait Islander patients, staff and other stakeholders.

Case study

Cape York Group – partnering together in the commitment to quality Indigenous health

With a reputation that precedes their organisation, the Cape York Group have had considerable success in reforming the welfare and education sectors in the Cape and, in 2014, they approached Healthscope as they were interested in implementing a healthcare program for individuals identified as most at risk.

What started as an initial conversation, set in motion an agreement for Healthscope to undertake its largest clinical assistance program in remote Australia. Acknowledging that none of Healthscope's hospitals would fully share the unique healthcare issues faced in Cape York, there was a learning opportunity to understand how best to utilise Healthscope's wide-ranging clinical expertise.

The objectives of the partnership were met and formalised, with the development of a structure that would provide a range of clinical healthcare services to the Cape York community as well as education and government liaison assistance.

Partnership in place, in FY16, Healthscope and Cape York mobilised their respective teams to implement the first component, focused on youth healthcare. Located south of Cairns is Djarragun College in Gordonvale, a dedicated Prep to Year 12 co-educational boarding school for Aboriginal and Torres Strait Islander students.

Many of the college's 250 students suffer from cognitive and other learning disabilities and have limited access to clinical intervention by way of medical specialists.

Healthscope's team of eight clinical psychologists and two speech pathologists flew to Gordonvale in October 2015 to undertake a two week clinical assessment of over 90 children.

Far removed from their city-based hospitals with all required pathology tools, devices and clinical facilities, the team faced a steep, but heavily rewarding learning curve.

Given the cultural diversity of the students, who speak many different languages of Australia's First Peoples, culturally fair tests were selected for the assessments to limit language requirements and minimise over-identification of students and prevent institutional racism.

Post clinical testing, the Healthscope team's objective was to identify the students that would be eligible for the Queensland Government's Educational Assistance Program that would provide additional funding and resources to support their learning goals.

Upon completion of this highly successful program, Healthscope identified a number of additional opportunities to further support the youth in the Cape, most specifically with The Cape York Girl Academy.

In 2016, Healthscope also supported The Cape York Girl Academy, Australia's first boarding school for young mothers and their babies. The Cape York Girl Academy believes that, with education, girls can change their world and the world around them.

Recognising that many young mothers were at risk of not returning to school post the birth of their children, The Cape York Girl Academy provides the opportunity for them to be both mother and student concurrently. They live and learn together whilst being supported by staff, their family and friends.

In February 2016, a team of Healthscope clinicians travelled back to Cape York to carry out psychological and language assessments for 14 students of The Cape York Girl Academy.

Healthscope's clinicians helped to identify any underlying clinical issues that these students may have and what additional support they might need. They then worked with the teachers from The Cape York Girl Academy to develop individual clinical treatment plans that would help the students to further their education.

The Cape York Girl Academy is a much needed resource in the Cape and is undertaking important work. Healthscope was delighted to be able to provide clinical assistance and to be involved in this project.



Healthscope's action areas

At Healthscope, we are committed to supporting the communities we serve through providing high quality clinical outcomes and exceptional patient care. Building strong, meaningful relationships with Aboriginal and Torres Strait Islander communities will lay the foundations for us to develop partnerships, with an aim of closing the gap and reducing inequalities experienced in health care.

Our Reconciliation Action Plan provides Healthscope employees with a guide to support the national reconciliation movement, through developing respectful relationships and meaningful opportunities with Aboriginal and/or Torres Strait Islander peoples. Importantly, we want to ensure that all our facilities are culturally safe for Aboriginal and Torres Strait Islander people, that they feel welcome and have equal access to healthcare, education and employment opportunities.



RELATIONSHIPS			
Action	Deliverable	Timeline	Responsibility
1. Establish a RAP Working Group	<ul style="list-style-type: none"> Establish a RAP Working Group to focus on operational activities to support the implementation of our RAP, comprising of Aboriginal and/or Torres Strait Islander peoples and decision-making staff from across our organisation. 	May 2019	Group Executive - Legal, Governance and Sustainability
2. Build internal and external relationships	<ul style="list-style-type: none"> Develop a list of Aboriginal and/or Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could approach to connect with on our reconciliation journey. 	May 2019	Coordinator RAP Working Group
	<ul style="list-style-type: none"> Develop a list of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey. 	May 2019	General Manager - Partnerships and Strategy
3. 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. 	June 2019 - January 2020	Head of Organisational Development
4. Participate in and celebrate National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. Encourage staff, including members of our Senior Leadership Team, our RAP Steering Group. RAP Working Group to participate in a local event to recognise and celebrate NRW. 	27 May - 3 June 2019	Coordinator RAP Working Group Group Executive - Legal, Governance and Sustainability
5. Raise internal awareness of our RAP	<ul style="list-style-type: none"> Develop and implement a communications plan to raise awareness amongst all staff across the organisation about our RAP commitments. Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP. 	May - June 2019	Senior Communications Manager
			Group Executive - Legal, Governance and Sustainability



RESPECT			
Action	Deliverable	Timeline	Responsibility
6. Investigate Aboriginal and/or Torres Strait Islander cultural learning and development	<ul style="list-style-type: none"> Conduct a review of cultural awareness training needs within our organisation. Develop a plan for increasing awareness of Aboriginal and/or Torres Strait Islander cultures, histories and achievements within our organisation, including a program of cultural awareness training across the organisation. 	June 2019	Head of Organisational Development
	<ul style="list-style-type: none"> Investigate the introduction of policies to improve cultural awareness when caring for Aboriginal and/or Torres Strait Islander patients, such as policies relating to appropriateness of care and end of life care. 	May 2019	Coordinator RAP Working Group
	<ul style="list-style-type: none"> Invite members of the Senior Leadership Team to participate in a cultural immersion program. 	August 2019	Head of Organisational Development
7. Participate in and celebrate NAIDOC Week	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and/or Torres Strait Islander peoples and communities. 	First week in July, 2019	Coordinator RAP Working Group
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting community events in our local area. 	First week in July, 2019	Coordinator RAP Working Group
	<ul style="list-style-type: none"> Encourage members of Senior Leadership Team to participate in an external NAIDOC Week event. 	First week in July, 2019	Coordinator RAP Working Group
8. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	<ul style="list-style-type: none"> Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols). 	June 2019	Senior Communications Manager
	<ul style="list-style-type: none"> Scope and develop a list of local Traditional Owners of the lands and waters within our organisation's sphere of influence. 	August 2019	General Manager - Partnerships and Strategy

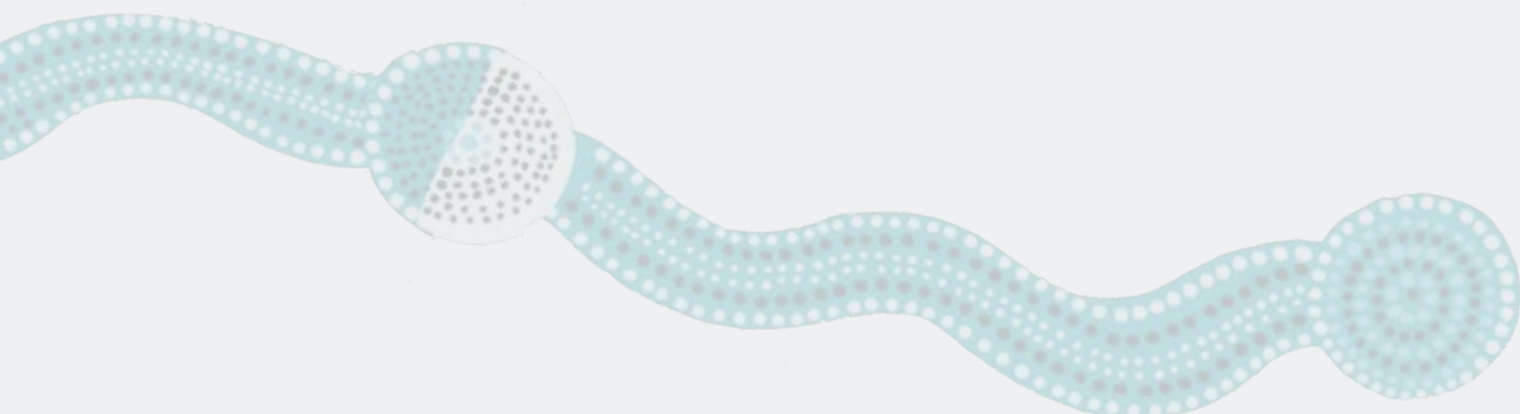


OPPORTUNITIES			
Action	Deliverable	Timeline	Responsibility
9. Investigate Aboriginal and/or Torres Strait Islander peoples employment	<ul style="list-style-type: none"> Develop a plan for Aboriginal and/or Torres Strait Islander peoples employment within our organisation. 	January 2020	Head of Organisational Development
	<ul style="list-style-type: none"> Identify current Aboriginal and/or Torres Strait Islander staff to inform future employment and development opportunities. 	June 2019	Head of Organisational Development
	<ul style="list-style-type: none"> Investigate partnerships to enable us to recruit Aboriginal and/or Torres Strait Islander students as part of training placements, graduate and work experience programs. 	September 2019	Head of Organisational Development

OPPORTUNITIES (CONT.)			
Action	Deliverable	Timeline	Responsibility
10. Investigate Aboriginal and/or Torres Strait Islander supplier diversity	<ul style="list-style-type: none"> Develop an understanding of the mutual benefits of procurement from Aboriginal and/or Torres Strait Islander peoples owned businesses. 	July 2019	General Manager - Procurement
	<ul style="list-style-type: none"> Develop a plan for procurement from Aboriginal and/or Torres Strait Islander peoples owned businesses. 	September 2019	General Manager - Procurement
11. Investigate opportunities to improve Aboriginal and/or Torres Strait Islander peoples healthcare outcomes	<ul style="list-style-type: none"> Investigate partnerships to enable us to focus on targeted programs to improve Aboriginal and/or Torres Strait Islander peoples healthcare outcomes 	July 2019	General Manager - Government and Innovation
	<ul style="list-style-type: none"> Analyse 2018 admissions data for patients who identified as Aboriginal and/or Torres Strait Islander peoples to identify clinical and cultural priorities for this cohort 	June 2019	Coordinator RAP Working Group



GOVERNANCE AND TRACKING PROGRESS			
Action	Deliverable	Timeline	Responsibility
12. Build support for the RAP	<ul style="list-style-type: none"> Define resource needs for RAP development and implementation. 	January 2020	Coordinator RAP working Group
	<ul style="list-style-type: none"> Define systems and capability needs to track, measure and report on RAP activities. 	February 2020	Coordinator RAP working Group
	<ul style="list-style-type: none"> Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia. 	February 2020	Coordinator RAP working Group
13. Review and Refresh RAP	<ul style="list-style-type: none"> Liaise with Reconciliation Australia to develop the next RAP based on learnings, challenges and achievements. Submit draft RAP to Reconciliation Australia for review Submit draft RAP to Reconciliation Australia for formal endorsement. 	February 2020 March 2020 April 2020	Group Executive – Legal, Governance and Sustainability



Acknowledgement of Country

In March 2019, Acknowledgement of Country plaques were introduced at the front entrances of Healthscope's Australian facilities to acknowledge and show respect for the Traditional Owners of the lands upon which we operate, and to contribute to creating a culturally safe and welcoming environment for Aboriginal and Torres Strait Islander patients, staff and other stakeholders. With the help of Wurundjeri Elder, Uncle Colin Hunter and Artist Stan Yarramunua, Knox Private Hospital hosted the official launch of our Acknowledgement of Country plaques.



Acknowledgement

Healthscope acknowledges the Traditional Owners as the custodians of this land recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples and their Elders, past, present and future.

We acknowledge and are grateful for the contribution of all our Aboriginal and Torres Strait Islander community stakeholders who supported the development of our Reflect Reconciliation Action Plan.

Artwork

Healthscope would like to thank and acknowledge Stan Yarramunua, a Wathaurong man from Geelong and Bacchus Marsh, who created the artwork titled 'Coming Together' which has been incorporated in the design of this Reconciliation Action Plan and is also featured in plaques displayed at the entrances of our Australian businesses to acknowledge and show respect to the Traditional Owners of the lands upon which our businesses operate throughout Australia.

The inner circle depicted in the artwork represents people coming together, a fundamental platform of Healthscope's reconciliation journey, and important to facilitate the sharing of knowledge. The goanna represents our reconciliation journey. The platypus represents the wisdom we gain from working with Aboriginal and Torres Strait Islander Elders, community members, organisations and businesses, as well as our community partners. And the turtle represents love and caring. The dotted white arcs in the middle of the painting represent water. The painting depicts a coming together to protect the water, because without water we are nothing.

Terms used

Throughout Healthscope's Reconciliation Action Plan (RAP), the terms Aboriginal and Torres Strait Islander and First Peoples are used interchangeably. However, the terms do not reflect the diversity of Australia's First Nations, which Healthscope celebrates. Healthscope also acknowledges that many Aboriginal and Torres Strait Islanders prefer to be referred to by other cultural names.

Feedback

Healthscope welcomes feedback and comments about our Reconciliation Action Plan as part of our ongoing reconciliation journey. Feedback can be provided to Ingrid Player, Group Executive – Legal, Governance and Sustainability:

Email: reconciliation@healthscope.com.au or on Facebook (Healthscope), LinkedIn (Healthscope) or Twitter (@HealthscopeAU)

Phone: +61 3 9926 7500



