



# Draft Innovate Reconciliation Action Plan

## 2022 – 2024

**phn**  
COUNTRY SA

An Australian Government Initiative

Head Office  
PO Box 868  
NURIOOTPA SA 5355

[countrysaphn.com.au](http://countrysaphn.com.au)

SA Rural Health Network Limited trading as Country SA PHN  
ABN 27 152 430 914

# INNOVATE

## Reconciliation Action Plan (RAP)

### Country SA PHN Innovate Reconciliation Action Plan October 2022 – October 2024

Country SA PHN would like to acknowledge the Traditional Custodians of the lands across Australia and pay respects to the Elders past, present and future. We recognise and respect the unique cultural and spiritual relationships to the land, waters, and seas, which continue to be important to Aboriginal and Torres Strait Islander people living today.

#### **Our vision for reconciliation**

*Working better together for Aboriginal Health equity*

At Country SA PHN we are working to close the gap in health equity and health outcomes for Aboriginal and Torres Strait Islander people within our region.

To do this we are working better together to continually improve our relationships and collaborating with:

- Aboriginal and Torres Strait Islander people, communities and clients
- Aboriginal Community Controlled Health Organisations
- Aboriginal Community Controlled Health Services
- General Practices
- Allied Health providers
- Commissioned service providers
- Community organisations
- Pharmacies
- Local Health Clusters
- Local Health Networks (LHNs)
- SA Health, and
- Other PHNs, particularly Adelaide PHN.

Aboriginal health equity implies equal access to health services for Aboriginal and Torres Strait Islander people as for all country South Australians. Through our collaboration with our stakeholders in this vision we are working to improve effective health service engagement with Aboriginal and Torres Strait Islander people.

The improvement comes through working in partnership with Aboriginal and Torres Strait Islander people. Understanding needs and collaborating with Aboriginal and Torres Strait Islander communities, ensuring the provision of culturally appropriate, respectful, and welcoming health services. Services where, Aboriginal and Torres Strait Islander concepts of well-being are upheld in the health services that we commission.

## Our business

Country SA PHN is the primary health network covering the country regions of South Australia.

Established by the Australian Government in 2015 the key objectives of the PHNs are to improve the efficiency and effectiveness of health services for people, particularly those at risk of poor health outcomes, and to improve the coordination of care to ensure patients receive the right care, in the right place at the right time.

To achieve these objectives, we:

- Conduct population health planning (needs assessments/data analysis) including service gap identification
- Undertake health care commissioning particularly for vulnerable populations
- Provide practice support services so that GPs are better placed to provide care to patients and avoid hospital
- Support general practices with safety and quality
- Assist general practices with digital health

As an organisation representing the primary health needs of country South Australians, Country SA PHN has offices located throughout regional SA. Country SA PHN's head office is in Nuriootpa in the Barossa Valley and there are offices across South Australia in Mount Barker in the Adelaide Hills, Kadina on the Yorke Peninsula, Whyalla and Port Lincoln on the Eyre Peninsula and an office in Mile End, approximately three kilometres from the Adelaide Central Business District.

Country SA PHN currently has 47 employees, one of whom identifies as Aboriginal.

Country SA PHN has an Aboriginal Consumer Representative on the Board of Directors, Wayne Oldfield. Wayne is also one of our RAP Champions.

Regional Employment Information	CSAPHN	Six Regional Local Health Networks
Aboriginal and Torres Strait Islander employees	1	209
Total employees	47	6498
Proportion of Aboriginal and Torres Strait Islander employees to total	2.1%	3.2%
Aboriginal and Torres Strait Islander Board Members	1	3
Total Board members	8	35
Proportion of Aboriginal and Torres Strait Islander Board Members to Total	12.5%	7.9%
Aboriginal and Torres Strait Islander population in the CSAPHN service area		16,946
Total Population in the CSAPHN service area		496,635
Proportion of Aboriginal and Torres Strait Islander population in CSAPHN service area to Total		3.4%

Country SA PHN's region covers the whole of South Australia, outside the Adelaide metropolitan area. This is 99.8% of the state geographically, incorporating 30 per cent of South Australia's total population. Its landscape varies from outback wilderness and desert, including some of the most arid parts of Australia, to lush farmland, to the Adelaide Hills, to cropping and farming country and a coastline stretching more than 3,700 kilometres.

Within Country SA PHN service area there are many Aboriginal communities or nations (as preferred by different groups), which are diverse in language, culture and history. These include: Buandig(k); Narungga/Nharangga; Wirangu; Antakaringa; Yarluyandi; Bindjali; Nukunu; Kokatha; Arabunna; Yawarawarka; Ngargad; Ngadjuri; Mirning; Dhirari; Yandruwandha; Meru; Adnyamathanha; Ngalea; Dieri; Pirlatapa; Ngarrindjeri; Kuyani; Nakako; Ngamini; Malyangaba; Peramangk; Banggarla; Pitjantjatjara; Karangura; Wiljali; Kurna; Nawu/ Nhawu; Yankunytjatjara; Wangkungurru and Danggali.

Identification of these communities or nations, was sourced through the Australian Institute of Aboriginal and Torres Strait Islander Studies Map of Indigenous Australia. This does not include a comprehensive list of groups within these communities/nations.

## **Our RAP**

Country SA PHN is committed to working with Aboriginal and Torres Strait Islander peoples, communities, and organisations to ensure a responsive, holistic, and person-centred health system that contributes to closing the gap in health inequity.

Country SA PHN started the reconciliation journey at our inception through some key activities and priorities and we have continued our commitment to work with Aboriginal and Torres Strait Islander communities for better health and wellbeing outcomes.

Country SA PHN's new Chair, Dr Simon Lockwood is pleased to accept the role of our new Innovate RAP Champion. Dr Lockwood is also a rural GP working in the community of Roxby Downs and has a history in demonstrating the spirit of reconciliation and its relationship with health services. The Roxby Downs Family Practice was one of the first General Practices within country South Australia that participated in the Welcoming Environments small grants in 2018-19, with the intention of improving culturally safe services for families.

Wayne Oldfield, Director on the Country SA PHN Board is looking forward to continuing as our Innovate RAP Champion and contributing across his personal and professional spheres of influence. His particular interests in promoting reconciliation surround continually improving employment opportunities for Aboriginal and Torres Strait Islander people in country South Australia.

Country SA PHN RAP Working Group recognises that reconciliation is a continual quality improvement process. We are now looking forward to taking the next step on our reconciliation journey through the Innovate RAP.

John Buckskin joins us as our Aboriginal representative on the RAP Working Group, who's apical ascendants are Narungga, Wirangu, Ngadjuri, Ngarrindjeri and Kurna.

In line with our Reflect RAP Governance actions, the RAP Working Group (RWG) membership was reviewed and new membership is as follows:

Member	Position	Team
Reg Harris (Chair)	Executive Manager, Mental Health, Alcohol & Other Drugs and Aboriginal Health	Mental Health, Alcohol & Other Drugs and Aboriginal Health.
John Buckskin	Relationships Manager and Aboriginal representative	Mental Health, Alcohol & Other Drugs and Aboriginal Health.
Anthea Kemp (Secretariat)	Assistant Manager, Aboriginal Health	Mental Health, Alcohol & Other Drugs and Aboriginal Health.
Helen Exley	System Integration & Design Manager	Health Integration & Coordination
Tess Murton	Assistant Manager - Project Support	Performance, Quality & Information
Suzanne Delaney	Manager - Contract & Compliance	Corporate Services
Jane Cooper	Practice Support Officer	Performance, Quality & Information
Sarah Wiles	Manager, Digital Health & Systems Integration	Digital Health & Systems Integration
Kate Dorsey	Communications Officer	Media & Communications
Brenton Chappell	Manager – Community Collaborations	Community Collaborations
Megan Sexton	Health Integration & Coordination Contract Manager	Health Integration & Coordination

The RAP Working Group held a planning day in October 2021 to develop our Innovate RAP. The focus of our Innovate RAP is to:

- influence the improvement of opportunities available for Aboriginal and Torres Strait Islander peoples in our service area
- create the structures required to participate in a culturally safe working environment
- ensure systematic change is shared with our RAP network
- build on our employee’s current efforts in wholeheartedly maintaining our mutually beneficial relationships and continue the learning in Aboriginal cultures, histories, knowledge, and rights.

Country SA PHN will engage with our Aboriginal and Torres Strait Islander stakeholders surrounding our Innovate RAP to enable individuals, communities, and organisations to participate in a co-design process for our RAP as per [ACCHO-PHN Guiding Principles](#).

We will engage with:

- the Aboriginal Health Council of South Australia
- the Aboriginal Health Directors of the six regional Local Health Networks
- the Aboriginal Community Controlled Health Organisations in our service area
- Aboriginal and Torres Strait Islander people

Country SA PHN is committed to an extensive consultation process. Stakeholder organisations will be introduced to the Innovate RAP in March 2022 through our current engagement processes and invited to participate in its development via feedback to an initial draft for consultation until June 2022.

In addition, an online engagement platform [Health Connections Community](#) will be used to engage with Aboriginal and Torres Strait Islander stakeholders in our service area on the Innovate RAP. This will be supported with notifications of the survey and site, via Country SA PHN website, our social media platforms, and newsletter. While the consultation on the development of the Innovate RAP will be open from March 2022 and close June 2022, via survey, idea forums and news blogs, the site will remain as an ongoing engagement platform for Aboriginal and Torres Strait Islander peoples to provide information and feedback on Country SA PHN's reconciliation journey.

### **Our Reflect Reconciliation Journey**

Country SA PHN's Reflect RAP had two RAP Champions who assisted the RAP Working Group's activities externally in their own spheres of influence. Wayne Oldfield, the Aboriginal Consumer Representative on the Board of Directors who was instrumental in leading by example in the principles of reconciliation. Wayne continues to lead us in the Innovate RAP actions.

Dr Alison Edwards was our other Reflect RAP Champion and our inaugural Chair of Country SA PHN Board of Directors. Country SA PHN would like to thank Dr Edwards, a rural general practitioner in the Mid North, for her significant contribution.

Country SA PHN would also like to thank the outgoing Working Group members for their contribution to our Reflect RAP and development of the Innovate RAP:

- Jess Scott
- Ali Krollig
- Jim Rankin
- Leah McFarlane
- Jane Williams
- Brent Matthews

We engaged graphic design company, Ochre Dawn to design and layout our Reflect RAP document. We chose a contemporary Aboriginal artist Shane Mankitya Cook (also known as Kooka) to create our Reflect RAP artwork. Shane's striking aerosol piece beautifully reflected our organisation's reconciliation story.

The artwork was formally unveiled to the Board of Directors and the Executive at a meeting by our RAP Champions. It now takes pride of place at the entry of Country SA PHN head office at Nuriootpa, creating a welcoming environment for all Aboriginal and Torres Strait Islander visitors.

Country SA PHN's Reflect RAP Working Group was comprised of people with a genuine desire to learn, understand and promote change through our organisation, those we collaborate with and our personal and professional spheres of influence. As a Working Group we experienced many learnings through the process of participating in and contributing to our Reflect RAP. The participants were all involved in understanding and learning more about how they could make a difference to Closing the Gap in Aboriginal and Torres Strait Islander health inequity and how they could incorporate this knowledge in their daily roles, filter it through the whole organisation and their personal connections. Many of these learnings were intangibles – a shift in thoughts, perspectives and understanding but many were translated into direct changes.

These included:

- Securing a seat as a guest on the six Regional Local Health Networks (LHNs) Aboriginal Health Directors Senior Officers Group.
- Raising employee knowledge on the principles that surround Aboriginal health.
- Employees participating in National Reconciliation Week video that were promoted in our sphere of influence through our social media channels, newsletter and website.
- Our Reflect Artwork in our main office in Nuriootpa creating a Welcoming Environment for Aboriginal and Torres Strait Islander visitors.
- Supporting RAP Network partners within our service area with Welcoming Environments Grants.
- A traditional cleansing ceremony at the opening of our new Mile End office.
- Strengthening and standardising our Welcome and Acknowledgement Protocols.
- Scheduling Cultural Awareness Training for all Country SA PHN employees for May 2022.
- Amending to our position advertising process to encourage Aboriginal and Torres Strait Islander peoples to apply for vacant positions.
- Amending the employee details form to encourage identification.
- System adjustments to identify Aboriginal providers in our procurement processes (not health service commissioning).
- Monitoring of the ratio of mainstream vs Aboriginal specific funding for ACCHOs.
- Including locations on our email signatures acknowledging the Aboriginal lands on which we work. For example, Nuriootpa – Ngadjuri.

<b>Relationships</b>			
Strong relationships between Aboriginal and Torres Strait Islander stakeholders are vital to the core functions of Country SA PHN's commissioning processes and health services delivery in order to contribute to closing the gap in health equity. As the health sector takes a human rights approach to health and health services, Aboriginal and Torres Strait Islander peoples, communities and organisations are key in leading the work, for which we contribute.			
<b>Focus area:</b> <i>Bridging the gap in health equity and access</i>			
<b>Action</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> <li>Continue to implement the principles for engagement and incorporate into the renewal, strengthening and maintenance of the Aboriginal Health Partnership MOU with the Aboriginal Health Council of South Australia and Adelaide PHN.</li> </ul>	June 2024	Relationships Manager, Aboriginal Health
	<ul style="list-style-type: none"> <li>Continue to implement the principles for engagement and incorporate into the development, implementation, and maintenance of a MOU with the six regional LHN Aboriginal Health Directors Senior Officers Group.</li> </ul>	June 2024	Relationships Manager, Aboriginal Health
	<ul style="list-style-type: none"> <li>Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.</li> </ul>	September 2024	Relationships Manager, Aboriginal Health
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> <li>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our employees.</li> </ul>	May 2023 May 2024	Practice Support Officer, Performance, Quality & Information
	<ul style="list-style-type: none"> <li>RAP Working Group members to participate in an external NRW event.</li> </ul>	27 May - 3 June 2023 27 May - 3 June 2024	Practice Support Officer, Performance, Quality & Information
	<ul style="list-style-type: none"> <li>Encourage and support employees and Executive to participate in at least one external event to recognise and celebrate NRW.</li> </ul>	27 May - 3 June 2023 27 May - 3 June 2024	Practice Support Officer, Performance, Quality & Information
	<ul style="list-style-type: none"> <li>Organise at least one NRW event each year.</li> </ul>	27 May - 3 June 2023 27 May - 3 June 2024	Practice Support Officer, Performance, Quality & Information



	<ul style="list-style-type: none"> <li>Register all our NRW events on Reconciliation Australia's <a href="#">NRW website</a>.</li> </ul>	<p>May 2023 May 2024</p>	<p>Practice Support Officer, Performance, Quality &amp; Information</p>
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> <li>Implement strategies to engage our employees in reconciliation. Including and not limited to how we plan, how we record and how we perceive reconciliation.</li> </ul>	<p>August 2022</p>	<p>Digital Health Manager, Performance, Quality &amp; Information</p>
	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation publicly. Including and not limited to Aboriginal Health Council of South Australia, six regional LHN Aboriginal Health Directors, Aboriginal Community Controlled Health Organisations, General Practices, Commissioned Service Providers, Pharmacies, Local Health Clusters, Allied health Providers, LHNs and local Councils.</li> </ul>	<p>October 2022</p>	<p>Digital Health Manager, Performance, Quality &amp; Information</p>
	<ul style="list-style-type: none"> <li>Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.</li> </ul>	<p>October 2024</p>	<p>Digital Health Manager, Performance, Quality &amp; Information</p>
	<ul style="list-style-type: none"> <li>Collaborate with RAP and other like-minded organisations to develop ways to advance reconciliation. This includes and is not limited to organisations who work in primary health care, NDIS and or Aged Care.</li> </ul>	<p>October 2024</p>	<p>Digital Health Manager, Performance, Quality &amp; Information</p>
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> <li>Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs</li> <li>Develop priority matrix of policies and procedures for review</li> <li>Undertake review and escalate to Country SA PHN's Quality Committee</li> <li>Table identified policies and procedures with Country SA PHN's Board.</li> </ul>	<p>Review complete December 2021</p> <p>Matrix complete December 2021 December 2022 April 2023</p>	<p>Manager Contracts and Compliance</p>

	<ul style="list-style-type: none"> <li>• Develop an anti-discrimination policy for our organisation</li> <li>• Implement and communicate an anti-discrimination policy for our organisation.</li> </ul>	October 2022 June 2023	Manager Contracts & Compliance
	<ul style="list-style-type: none"> <li>• Engage with Aboriginal and Torres Strait Islander employees and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.</li> </ul>	December 2022	Relationship Manager, Aboriginal Health Services
	<ul style="list-style-type: none"> <li>• Educate Executive on the effects of racism.</li> </ul>	June 2024	Manager Contracts and Compliance

<b>Respect</b>			
Respect for Aboriginal and Torres Strait Islander, cultures, histories, knowledge and rights are the cornerstone of understanding and applying Aboriginal and Torres Strait Islander perspectives of health and expectations of health services. The lack of cultural safety in health services is one of the barriers for accessing services, and to ensure these barriers are removed, respect needs to be at the forefront of our work and spread throughout our sphere of influence.			
<b>Focus area:</b> Enhancing patient centred, integrated health care			
<b>Action</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
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"> <li>• Conduct a review of cultural learning needs within our organisation.</li> </ul>	October 2022	System Integration and Design Mgr.
	<ul style="list-style-type: none"> <li>• Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.</li> </ul>	October 2022	System Integration and Design
	<ul style="list-style-type: none"> <li>• Develop and implement a cultural learning framework for employees in our organisation.</li> </ul>	December 2022	System Integration and Design Mgr.
	<ul style="list-style-type: none"> <li>• Provide opportunities for our employees and Executive to participate in formal and structured cultural learning.</li> </ul>	December 2023	System Integration and Design Mgr.
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> <li>• Increase our employee and Executive team understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.</li> </ul>	December 2023	System Integration and Design Mgr.

	<ul style="list-style-type: none"> <li>Develop and implement organisational cultural protocol resources including protocols for Welcome to Country and Acknowledgement of Country.</li> </ul>	October 2022	System Integration and Design Mgr.
	<ul style="list-style-type: none"> <li>Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol to significant events each year in: <ul style="list-style-type: none"> <li>Country SA PHN All Staff Meetings</li> <li>Integrated Team Care Staff Forums</li> <li>Community forums or events facilitated by Country SA PHN.</li> </ul> </li> </ul>	June 2023 June 2024	System Integration and Design Mgr.
	<ul style="list-style-type: none"> <li>Include an Acknowledgement of Country or other appropriate protocols at the commencement of meetings and significant events., including but not exclusive to: <ul style="list-style-type: none"> <li>Country SA PHN Portfolio meetings</li> <li>Country SA PHN Executive meetings</li> <li>Country SA PHN Board meetings</li> <li>Country SA PHN Clinical Council meetings</li> <li>Community forums facilitated by Country SA PHN.</li> </ul> </li> </ul>	Jun 2022 Jun 2023 Jun 2024	System Integration and Design Mgr.
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> <li>RAP Working Group to participate in an external NAIDOC Week event.</li> </ul>	First week in July 2023 First week in July 2024	Integrated Care Program Coordinator, Health Integration & Coordination
	<ul style="list-style-type: none"> <li>Review HR policies and procedures to continue support of employees participating in NAIDOC Week.</li> </ul>	June 2023	Senior Manager, Corporate Services
	<ul style="list-style-type: none"> <li>Promote and encourage participation in external NAIDOC events to all employees.</li> </ul>	First week in July 2023 First week in July 2024	Integrated Care Program Coordinator Health Integration & Coordination

<b>Opportunities</b>			
There is vast inequity in the social determinants of health, including in employment and business outcomes which leads to poor health outcomes. Addressing the need to improve the effectiveness of health services, means that opportunities for employment in Country SA PHN and in the services we commission is an effective mechanism to address some of these social determinants and contribute to the improvement of the health and wellbeing of our communities.			
<b>Focus area:</b>			
Improving the health and wellbeing of our communities, particularly for individuals at risk of poor health outcomes.			
Increasing health services efficiency and effectiveness:			
<b>Action</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> <li>Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.</li> </ul>	Completed December 2021	Senior Manager Corporate Services
	<ul style="list-style-type: none"> <li>Engage with Aboriginal and Torres Strait Islander employee to consult on our recruitment, retention and professional development strategy.</li> </ul>	June 2023	Manager Contracts and Compliance
	<ul style="list-style-type: none"> <li>Develop an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.</li> <li>Implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.</li> </ul>	December 2023 June 2024	Manager Contracts and Compliance
	<ul style="list-style-type: none"> <li>Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.</li> </ul>	Completed December 2021	Senior Manager Corporate Services
	<ul style="list-style-type: none"> <li>Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.</li> </ul>	June 2023	Manager Contracts and Compliance
	<ul style="list-style-type: none"> <li>Increase the percentage of Aboriginal and Torres Strait Islander people applying for positions advertised.</li> </ul>	June 2024	Senior Manager Corporate Services
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> <li>Develop and implement an Aboriginal and Torres Strait Islander procurement strategy as per findings from the investigation into Supply Nation Membership.</li> </ul>	Investigation into Supply Nation completed December 2019 June 2023	Manager Contracts and Compliance

	<ul style="list-style-type: none"> <li>Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to employees.</li> </ul>	June 2024	Manager Contracts and Compliance
	<ul style="list-style-type: none"> <li>Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.</li> </ul>	June 2023	Manager Contracts and Compliance
	<ul style="list-style-type: none"> <li>Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.</li> </ul>	June 2024	Manager Contracts and Compliance
10. Continue support of the Aboriginal Community Controlled Health Organisation sector to support improved health and wellbeing outcomes.	<ul style="list-style-type: none"> <li>Review the Country SA PHN Commissioning cycle with respect to Aboriginal Community Controlled Health Sector.</li> </ul>	September 2024	Assistant Manager, Aboriginal Health
	<ul style="list-style-type: none"> <li>Continue to commission health services to the Aboriginal Community Controlled Health Organisation sector to support improved health and wellbeing outcomes via both Aboriginal specific and mainstream funding options.</li> </ul>	September 2023 September 2024	Director, Mental Health, AOD & Aboriginal Health
	<ul style="list-style-type: none"> <li>Provide support for Aboriginal Community Controlled Health Organisation sector to meet and maintain Services Australia processes, incorporating: <ul style="list-style-type: none"> <li>MBS</li> <li>Practice Incentive Program participation</li> <li>Workforce Incentive Program participation.</li> </ul> </li> </ul>	September 2023 September 2024	Practice Support Officer, PQI
	<ul style="list-style-type: none"> <li>Ensure Aboriginal Community Controlled Health Organisations have the resourcing required to extend opportunities within Country SA PHN scope of services, including, but not limited to Telehealth platform access.</li> </ul>	September 2023 September 2024	Digital Health Officer, PQI

<b>Governance</b>			
<b>Action</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
11. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> <li>Maintain Aboriginal and Torres Strait Islander representation on the RAP Working Group.</li> </ul>	October 2024	Chair, RWG
	<ul style="list-style-type: none"> <li>Apply the Terms of Reference for the RAP Working Group.</li> </ul>	October 2024	Chair, RWG
	<ul style="list-style-type: none"> <li>Ensure a review process for the Terms of Reference is undertaken at least annually and where significant changes to Country SA PHN structure or membership requirements of the RAP require changes.</li> </ul>	October 2023 October 2024	Chair, RWG

	<ul style="list-style-type: none"> <li>• Ensure RAP Working Group Members are appropriately inducted to RAP Working Group Meeting Notes and Tasks in Confluence.</li> </ul>	October 2024	Chair, RWG
	<ul style="list-style-type: none"> <li>• Meet at least four times per year to drive and monitor RAP implementation.</li> </ul>	October 2022 January 2023 April 2023 July 2023 October 2023 January 2024 April 2024 July 2024 October 2024	Chair, RWG
12. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> <li>• Define resource needs for RAP implementation.</li> </ul>	October 2022 October 2023	Chair, RWG
	<ul style="list-style-type: none"> <li>• Engage our Executive and other employees in the delivery of RAP commitments.</li> </ul>	October 2022 October 2023	Communications Officer, Communications
	<ul style="list-style-type: none"> <li>• Define and maintain appropriate systems to track, measure and report on RAP commitments.</li> </ul>	October 2022 October 2023	Communications Officer, Communications
	<ul style="list-style-type: none"> <li>• Appoint and maintain an internal RAP Champion from Country SA PHN Board.</li> </ul>	October 2022 October 2023	Chair, Board of Directors
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> <li>• Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss important RAP correspondence (timeline of June annually).</li> </ul>	July 2023 July 2024	Chair, RWG
	<ul style="list-style-type: none"> <li>• Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire (timeline of August annually).</li> </ul>	August 2023 August 2024	Chair, RWG
	<ul style="list-style-type: none"> <li>• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> </ul>	September 2023 September 2024	Chair, RWG
	<ul style="list-style-type: none"> <li>• Report RAP progress to all employees and Executive quarterly.</li> </ul>	December 2022 March 2023 June 2023 September 2023	Chair, RWG

		December 2023 March 2024 June 2024 September 2024	
	<ul style="list-style-type: none"> <li>Publicly report our RAP achievements, challenges and learnings, annually.</li> </ul>	September 2023 September 2024	Chair, RWG
	<ul style="list-style-type: none"> <li>Investigate participating in Reconciliation Australia’s biennial Workplace RAP Barometer.</li> </ul>	May 2022 May 2024	Chair, RWG
14. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> <li>Register via Reconciliation Australia’s <a href="#">website</a> to begin developing our next RAP.</li> </ul>	April 2024	Chair, RWG

**Contact details**

Name: Anthea Kemp

Position: Assistant Manager, Aboriginal Health

Phone: 08 8821 6708

Email: [akemp@countrysaphn.com.au](mailto:akemp@countrysaphn.com.au)



**phn**  
COUNTRY SA

An Australian Government Initiative

[countrysaphn.com.au](http://countrysaphn.com.au)