



Eastern Health

**Aboriginal  
Health Cultural  
Safety Plan –  
Healthier  
Together  
Towards 2024**



## About the artwork

### ***Kaberring Yirramboi – Beyond Tomorrow* by Simone Thomson**

The artwork featured in our Plan uses a section from *Kaberring Yirramboi – Beyond Tomorrow*, designed by local Woiwurrung and Yorta Yorta artist Simone Thomson, and has been adapted with the artist's permission.



## Acknowledgement



Eastern Health acknowledges the Wurundjeri people of the Kulin Nation, the Traditional Owners of the land on which its services operate, and pays respect to their Elders past, present and emerging. We also pay respect to the cultural authority of all Aboriginal and Torres Strait Islander peoples from other areas of Australia who reside in our region. Eastern Health acknowledges the colonisation of Country and the continuing impact on all Aboriginal and Torres Strait Islander peoples. We would like to acknowledge staff who contributed to the development of the Aboriginal Health Cultural Safety Plan – Healthier Together Towards 2024, in particular, our Aboriginal and Torres Strait Islander staff.

### Recognition Statement

Eastern Health is committed to achieving equality in health status between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.

Throughout this document the term Aboriginal is used to refer to all Aboriginal and Torres Strait Islander peoples. Use of the terms Aboriginal and Torres Strait Islander and Indigenous are retained in the names of programs and initiatives and unless otherwise noted are inclusive of all Aboriginal and Torres Strait Islander peoples.



Eastern Health strives to be an inclusive health care service.

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# Board Chair and Chief Executive foreword

Providing culturally safe health care at Eastern Health is both a responsibility and commitment. For our staff and our community, we are required to continually challenge ourselves to live our values and deliver our strategic promise – Healthier Together. It is a process that requires constant reflection and improvement. We are proud to present our Aboriginal Cultural Safety Plan – Healthier Together Towards 2024 that is the culmination of the efforts and reflections of our many Aboriginal staff and leaders.

We would like to particularly acknowledge the support of Senior Wurundjeri Elder, Aunty Joy Murphy, in the development of our approach and for the ongoing wisdom and guidance that is provided to our service. We will continue to work towards deepening our partnership with the diverse Aboriginal Community in Melbourne's Eastern Region.

The actions outlined in our Aboriginal Cultural Safety Plan – Healthier Together Towards 2024 will support our commitment to self-determination, Cultural Recognition, ongoing reflection and the co-design of service delivery that will support closing the gap. We would like to thank the Aboriginal staff and Community involved in this process for their trust, support and participation in this journey.



A handwritten signature in black ink, appearing to read 'Tass Mousaferiadis'.

**Tass Mousaferiadis**  
Board Chair, Eastern Health



A handwritten signature in black ink, appearing to read 'David Plunkett'.

**David Plunkett**  
Chief Executive, Eastern Health

## Board, CEO and Executive Leadership

Board, CEO and Executive Leadership	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Finalise, launch and implement Eastern Health's Innovate Reconciliation Action Plan 2022–2024.</b>	Eastern Health implements planned actions across four areas of delivery: Governance, Respect, Opportunities and Partnerships in the Innovate Reconciliation Action Plan. All actions are delivered within the timeframes outlined in the Reconciliation Action Plan.	The implementation of the Reconciliation Action Plan is monitored by the Reconciliation Action Plan Committee, which includes Aboriginal Community Elders and representatives from Mullum Mullum Indigenous Gathering Place.  The Reconciliation Action Plan Committee provides biannual progress reports to the Board.	Executive Director Clinical Operations – Acute and Aged Medicine, Specialty Medicine and Ambulatory Care, Pathology, Pharmacy, Patient Access and Allied Health (ASPPPA)	December 2022
<b>Employ a Reconciliation Action Plan Coordinator to support the Reconciliation Action Plan Committee and monitor the implementation of RAP activities.</b>	The actions on the Eastern Health Innovate Reconciliation Action Plan are delivered within the timeframes planned.	Eastern Health Innovate Reconciliation Action Plan is monitored by the Reconciliation Action Plan Committee.	Executive Director Clinical Operations (ASPPPA)	February 2023– June 2024
<b>Investigate the opportunity to encourage an Aboriginal and/or Torres Strait Islander Community member to join the Eastern Health Board.</b>	Ensure Aboriginal and/or Torres Strait Islander voice at Board level.	Developed in consultation with Aboriginal staff.	Chief Executive	June 2023
<b>Investigate the use of a self-assessment tool for the Eastern Health Board and Executive to assess Cultural Competency.</b>	Increased understanding of the Eastern Health Board and Executive regarding the stages in the development of Cultural Safety and Cultural Competency.	Developed in consultation with Aboriginal staff.	Chief Executive, Executive Director Clinical Operations (ASPPPA)	June 2023
<b>Provide annual cultural training/ immersion opportunities for Eastern Health Board and Executive members to promote enhanced understanding of Cultural Safety in health care at Eastern Health.</b>	Increased Cultural Competency of Eastern Health Board and Executive.	Developed in consultation with Aboriginal staff.	Chief Executive, Executive Director Clinical Operations (ASPPPA)	June 2023– June 2024

Board, CEO and Executive Leadership	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<p><b>Ensure compliance with industry standards and risk management for Aboriginal and Torres Strait Islander health at Eastern Health through the employment of a Clinical Risk Manager.</b></p>	<p>Eastern Health ensures compliance with National Standards for Aboriginal Health – including the National Safety and Quality Health Service Standards, Child Safety Standards, Aged Care Standards, NDIS and other industry standards relevant to Aboriginal health.</p> <p>The Clinical Risk Manager coordinates and supports clinical governance of Aboriginal health at Eastern Health through the Clinical Risk Governance Committee (CRGC) for Aboriginal and Torres Strait Islander Health and its Sub-Committees.</p> <p>The Clinical Risk Manager will also monitor and investigate incidents and risks as required.</p>	<p>The Clinical Risk Manager reports to the Executive Sponsor for Aboriginal Health and Executive Director Quality Planning and Innovation.</p> <p>Annual reports on Aboriginal Health are provided to the Board Quality and Safety Committee.</p>	<p>Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation</p>	<p>July 2022– June 2024</p>
<p><b>Develop a First Nations (Aboriginal and Torres Strait Islander peoples) health policy suite.</b></p>	<p>The policy suite will include a revised First Nations (Aboriginal and Torres Strait Islander peoples) Health and Cultural Safety at Eastern Health Standard, and be supported by five new guidelines that will guide staff practices in:</p> <ul style="list-style-type: none"> <li>• Providing a Welcoming Environment</li> <li>• Clinical Care of First Nations (Aboriginal and Torres Strait Islander peoples)</li> <li>• Cultural Heritage</li> <li>• Aboriginal Employment</li> <li>• Cultural Recognition, Engagement and Communication.</li> </ul>	<p>The development of the guidelines will be undertaken by the Clinical Risk Manager for Aboriginal and Torres Strait Islander Health (Clinical Risk Manager) and the Aboriginal Employment Coordinator. All Eastern Health Aboriginal staff will be consulted during development of the policy suite. The CRGC for Aboriginal and Torres Strait Islander Health will approve the guidelines. The CRGC currently has three Aboriginal staff representatives and one Aboriginal Community representative.</p>	<p>Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation</p>	<p>March 2023</p>

Board, CEO and Executive Leadership continued

Board, CEO and Executive Leadership	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<p><b>Develop and implement Eastern Health’s Aboriginal Workforce Plan with ongoing coordination provided by the Aboriginal Employment Coordinator.</b></p>	<p>Continue to increase and strengthen our Aboriginal workforce by focusing on impactful attraction, recruitment, on-boarding, development and retention strategies.</p> <p>Increase Aboriginal staffing levels to 110 by 2026.</p>	<p>The Aboriginal Employment Coordinator is an identified Aboriginal position.</p> <p>Biannual progress reports on the Aboriginal Workforce Plan will be provided to the Board.</p>	<p>Executive Director People and Culture</p>	<p>June 2022– July 2024</p>
<p><b>Establish an Aboriginal Workforce Sub-Committee to provide strategic leadership, facilitate governance, and create collaborative environments to support the implementation of critical Aboriginal workforce initiatives through the design and delivery of Eastern Health’s Aboriginal Workforce Plan.</b></p>	<p>Be responsible for an organisation-wide approach to increasing the employment and participation of Aboriginal people in Eastern Health’s workforce.</p> <p>Provide strategic leadership and create collaborative environments to support the delivery of Eastern Health’s Aboriginal Workforce Plan, including the development and implementation of initiatives to attract, recruit, develop and retain Aboriginal people to Eastern Health’s workforce.</p> <p>Ensure the Workforce Plan aligns with, and supports the delivery of related key actions in the Aboriginal Health Cultural Safety Plan – Healthier Together Towards 2024 and Reconciliation Action Plan (RAP).</p>	<p>The Aboriginal Workforce Sub-Committee will be chaired by the Aboriginal Employment Coordinator.</p>	<p>Executive Director People and Culture</p>	<p>June 2022– July 2024</p>



Board, CEO and Executive Leadership	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Establish the Closing the Gap Women and Children Sub-Committee.</b>	Development and oversight of actions to improve Cultural Safety in Women and Children Programs at Eastern Health.	The Team Leader – Aboriginal Hospital Liaison Officer Program is a representative on the committee. The Victorian Aboriginal Community Controlled Organisation (VACCHO) – Koori Maternity Services Senior Project Officer is also an Aboriginal representative on the committee.	Executive Director Clinical Operations (ASPPPA)	December 2022
<b>Employ a Cultural Safety Project Lead for the Women and Children Program to implement the program-specific Cultural Safety Project Plan.</b>	Improvements are implemented to support Cultural Safety in the Women and Children Program.  Aboriginal Art will support a Welcoming Environment across services in the program.	Commissioning of the new Art will be overseen by the Closing the Gap Women and Children Sub-Committee.  The Team Leader – Aboriginal Hospital Liaison Officer Program and VACCHO Koori Maternity Services Senior Project Officer are representatives on this committee.	Executive Director Clinical Operations (ASPPPA)	February 2023– June 2024
<b>Truth telling is a standing agenda item on the CRGC for Aboriginal and Torres Strait Islander Health and the Clinical Executive Committee.</b>	Improvements in leadership knowledge and understanding of the historical impacts of colonisation, intergenerational trauma and the role of health services in our region.	Proposal presented by the Aboriginal Cultural Advisor in 2021.	Executive Director Clinical Operations (ASPPPA)	July 2022– June 2024
<b>Support the ongoing activities of the Aboriginal Celebrations, Events and Communications Sub-Committee for Eastern Health.</b>	Eastern Health acknowledges significant dates and events on the Aboriginal calendar and delivers a suite of activities that promote critical discussion regarding all aspects of Aboriginal and Torres Strait Islander health.	Aboriginal staff and Community representation on the Sub-Committee.	Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation	July 2022– June 2024





## Aboriginal employment – Aboriginal Hospital Liaison Officers and leadership positions

Aboriginal employment – Aboriginal Hospital Liaison Officers and leadership positions	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Employ a Director for Aboriginal and Torres Strait Islander Health at Eastern Health. Investigate the establishment of an Aboriginal Health Unit at Eastern Health.</b>	Leadership role (Director) to provide oversight of Eastern Health’s Reconciliation Action Plan, Cultural Safety Plan and key Aboriginal Health portfolios within the organisation.	The Director – Aboriginal and Torres Strait Islander Health will be an identified position.	Executive Director Clinical Operations (ASPPPA)	February 2023– June 2024
<b><i>In line with actions from the Aboriginal Workforce Plan:</i></b> <b>Aboriginal employees are provided with opportunities to develop and progress into senior leadership roles.</b>	Identify and promote opportunities for employees to attend external Aboriginal leadership development programs.  Provide opportunities for Aboriginal staff to participate in leadership experiences. Twelve Aboriginal employees participate in leadership programs by 2026.	Aboriginal Community members and Aboriginal employees participated in the development of this action through a series of focus groups that supported the development of the Aboriginal Workforce Plan.  Biannual progress reports on the Aboriginal Workforce Plan will be provided to the Board.	Executive Director People and Culture	June 2023
<b>Ensure all Aboriginal staff have access to Cultural Supervision.</b>	Eastern Health Managers and Aboriginal and Torres Strait Islander staff have a clear understanding of Cultural Supervision and how it can be accessed.	Developed in consultation with Aboriginal staff.	Executive Director People and Culture	December 2022
<b>Deliver and finalise expansion of the Aboriginal Hospital Liaison Officer (AHLO) Program and Model of Care at Eastern Health.</b>  <b>Appoint an AHLO Team Leader to provide oversight and coordination and delivery of a seven-day a week service, including investigation of a potential 24-hour service with enhanced collaboration between the AHLOs and Social Work.</b>	AHLO services will be available across Eastern Health Emergency Department and inpatient sites to meet the health needs of the Aboriginal and Torres Strait Islander patients.  AHLO and Social Work will work in partnership to provide 24-hour care to Aboriginal and/or Torres Strait Islander patients.	The proposed Model of Care for the AHLO Program at Eastern Health has been developed with the Aboriginal Cultural Advisor and the AHLO in 2021 with review in 2022.	Executive Director Clinical Operations (ASPPPA)	June 2023

**From left to right:**

Stacey Moate – Aboriginal Hospital Liaison Officer, Jodi Chandler – Administration, Tanya Ellard – Team Leader Aboriginal Hospital Liaison Program, Arden Huxley – Aboriginal Health Team Men’s Worker, Donna Dryden – Aboriginal Health Worker, Jacqueline Sandy – Health and Community Care Worker, Nicole McErlain – Aboriginal Hospital Liaison Officer.

Aboriginal employment – Aboriginal Hospital Liaison Officers and leadership positions continued

Aboriginal employment – Aboriginal Hospital Liaison Officers and leadership positions	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Develop a process for AHLO support for patient attendance at outpatient appointments.</b>	All Aboriginal and/or Torres Strait Islander patients are offered AHLO support to attend outpatient appointments if requested.	The proposed revised Model of Care for the AHLO Program at Eastern Health has been developed with the Aboriginal Cultural Advisor and the AHLO in 2021 with review in 2022.	Executive Director Clinical Operations (ASPPPA)	December 2023
<b>Support AHLO Program operations – including uniform, office administration, Cultural Supervision and cultural resources.</b>	AHLO Program is supported and resourced to deliver timely and accessible cultural support to patients within the Emergency Department and inpatient services.	The needs of the program to be determined by the Team Leader – Aboriginal Hospital Liaison Officer Program and Aboriginal Health Team Manager.	Executive Director Clinical Operations (ASPPPA)	June 2023
<b>Recruitment of all leadership positions which involve oversight of portfolios with significant care of Aboriginal and/or Torres Strait Islander patients will include an Aboriginal representative on the interview panel.</b>	Enhanced Cultural Safety of selection, recruitment and on-boarding processes.	Aboriginal Community members and Aboriginal employees participated in the development of this action through a series of focus groups that supported the development of the Aboriginal Workforce Plan.	Executive Director People and Culture	July 2022– June 2024

## Engagement and partnership

Engagement and partnership	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<p><b>Establish the Aboriginal Health Advisory Committee for Eastern Health, including representation from the Traditional Owners, Aboriginal and/or Torres Strait Islander consumer representatives and Aboriginal Community Controlled Health Organisations (ACCHOs) and Aboriginal Community Controlled Organisations (ACCOs) in the eastern region.</b></p>	<p>Community representatives and ACCHOs in the region will have a voice at Eastern Health.</p> <p>Eastern Health will have a mechanism to consult with the Aboriginal and/or Torres Strait Islander Community in our region and to embed self-determination within the health service.</p>	<p>Model for collaboration, consultation and embedding self-determination endorsed by the CRGC for Aboriginal and Torres Strait Islander Health in May 2022.</p> <p>The Aboriginal Health Advisory Committee provides quarterly reports to the Eastern Health Board.</p>	<p>Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation</p>	<p>December 2022</p>
<p><b>Finalise the First Nations (Aboriginal and Torres Strait Islander peoples) Cultural Recognition, Engagement and Communication guideline.</b></p>	<p>Eastern Health has a clear set of guidelines and principles to support partnership development with the Aboriginal and/or Torres Strait Islander Community in the eastern region of Melbourne.</p>	<p>Guideline developed by an Aboriginal staff representative with the Quality Planning and Innovation Team and endorsed by the CRGC for Aboriginal and Torres Strait Islander Health.</p>	<p>Executive Director Clinical Operations (ASPPPA)</p>	<p>December 2022</p>
<p><b>Advocate for development of Memorandums of Understanding (MoUs) to oversee partnership development with ACCHOs and ACCOs in the region.</b></p>	<p>Eastern Health establishes agreements that support the Aboriginal and/or Torres Strait Islander Community to determine the type of partnership and support required from the health service in their area of responsibility.</p>	<p>Development of MoUs is overseen by the Clinical Risk Manager and Executive Director Clinical Operations (ASPPPA).</p>	<p>Executive Director Clinical Operations (ASPPPA), Executive Director Clinical Operations and Surgery, Women &amp; Children &amp; Acute Specialist Clinics, Mental Health &amp; Wellbeing, Medical Imaging and Statewide Services (SWMMS)</p>	<p>December 2023</p>
<p><b>Eastern Health will organise and host an agreed calendar of cultural events (e.g. during NAIDOC and Reconciliation Week) for staff, volunteers and members of the Community.</b></p> <p><b>Eastern Health will explore opportunities to collaborate in the delivery of shared celebrations with relevant Aboriginal organisations.</b></p>	<p>An agreed calendar of cultural events that include educational elements to grow knowledge and respect for Aboriginal culture and perspectives for staff, volunteers and members of the Community.</p>	<p>The agreed calendar and associated protocols developed by the Aboriginal Celebrations, Events and Communications Advisory Committee.</p> <p>The membership of this committee strives for at least 50% representation by Aboriginal and/or Torres Strait Islander staff at all meetings.</p>	<p>Executive Director Clinical Operations (ASPPPA) and Executive Director People and Culture</p>	<p>July 2022– June 2024</p>

Engagement and partnership continued

Engagement and partnership	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Deliver an annual open forum for the Aboriginal and/or Torres Strait Islander Community in the eastern region to increase understanding of the health services available at Eastern Health and gain feedback regarding how our services can continue to improve to meet the needs of the Community in the region.</b>	Eastern Health provides open opportunities for the Aboriginal and Torres Strait Islander Community and stakeholders in the eastern region to consult with the Community on their priorities and needs, and provide information on our available services.	The agenda of the open community forum will be determined by the Aboriginal Health Advisory Committee.  Representatives of Eastern Health Board and Clinical Executive Team will attend the forum.	Executive Director Clinical Operations (ASPPPA)	May 2023– May 2024
<b>Complete a Partnership Analysis to identify opportunities for improved partnerships of new and existing stakeholders that support Aboriginal and Torres Strait Islander health in the eastern region.</b>	Eastern Health has a comprehensive understanding of the stakeholders and potential partners for collaboration to improve Aboriginal and Torres Strait Islander health in the eastern region.	Developed in consultation with Aboriginal staff.	Executive Director Clinical Operations (ASPPPA)	December 2023
<b>Consult with Elders, consumer representatives, ACCHOs and Community representatives to identify opportunities for improvement in Cultural Safety in the Women and Children Program.</b>	The Aboriginal and/or Torres Strait Islander Community, including Elders, is involved in improving Cultural Safety in the Women and Children Program.	Team Leader – Aboriginal Hospital Liaison Officer Program and VACCHO Koori Maternity Strategy Senior Project Officer are part of the Closing the Gap Women and Children Sub-Committee.	Executive Director Clinical Operations (ASPPPA)	December 2023

Right: Aunty Joy Murphy Wandin AO – Launch of the Eastern Health Reconciliation Action Plan 2022





## Identifying health needs of Aboriginal and Torres Strait Islander population and service users with plans to address needs

Identifying health needs of Aboriginal and Torres Strait Islander population and service users with plans to address needs	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Develop a demographic profile of the Aboriginal and Torres Strait Islander Community in the eastern region that identifies key socio-demographic data, health indicators and the burden of disease.</b>	Eastern Health will have a clear understanding of the demographics of health and burden of disease of the Aboriginal population in our region.	The profile will be presented to the CRGC for Aboriginal and Torres Strait Islander Health, the Aboriginal Health Advisory Committee and the Clinical Executive Committee.	Executive Director Quality Planning and Innovation	December 2022
<b>Develop an annual service access profile that describes the number of patients seen, number of admissions and services accessed by Aboriginal and Torres Strait Islander patients across all Eastern Health programs.</b>	Eastern Health will have a clear understanding of the services accessed by the Aboriginal and Torres Strait Islander Community in our region.	The profile will be presented to the CRGC for Aboriginal and Torres Strait Islander Health, the Aboriginal Health Advisory Committee, Clinical Executive Committee and the Eastern Health Board.	Executive Director Quality Planning and Innovation	June 2023
<b>Investigate opportunity to partner with Eastern Melbourne Primary Health Network (EMPHN) and North Eastern Public Health Unit (NEPHU) to further understand the demographic and health needs of the Aboriginal and Torres Strait Islander Community in the eastern region to support service planning.</b>	Eastern Health will access epidemiological support and mapping of Community needs in partnership with EMPHN and NEPHU.	Developed in consultation with Aboriginal staff.	Executive Director Clinical Operations (ASPPPA)	June 2023
<b>Continue to provide brokerage funding to support patients and families engaged in the AHLO Program. Support will include practical measures such as taxi vouchers, myki cards, toiletries, overnight accommodation, food and parking vouchers.</b>	In accordance with the social determinants of health – support is provided to assist Aboriginal and/or Torres Strait Islander patients and families to receive and remain engaged with health services/treatment.	AHLO Program staff (identified roles) identify support required.	Executive Director Finance and Procurement	July 2022– June 2024

Identifying health needs of Aboriginal and Torres Strait Islander population and service users with plans to address needs	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>AHLOs to support patient feedback and complaints through documentation of direct feedback, the Centre for Patient Experience, Care Opinion website or support in completing the Patient Experience of Care Survey.</b>	10% increase in patient feedback received (compliments or complaints) compared to the number of feedback items received in the 2021/2022 year.	AHLO Program has identified additional barriers to patients providing feedback. AHLO role critical to encourage patients to provide feedback to continue to drive improvements where needed in Cultural Safety across the service.	Executive Director Clinical Operations (ASPPPA)	July 2022– June 2024
<b>Develop and finalise the Model of Care for the AHLO Program at Eastern Health, including an updated database of referral pathways to support discharge planning.</b>	Finalised Model of Care to support orientation and day-to-day operations of the AHLO Program at Eastern Health. Updated referral database to support AHLOs to coordinate discharge planning, and identifying effective pathways for Community-based support.	AHLO Team Leader is an identified position.	Executive Director Clinical Operations (ASPPPA)	June 2023
<b>Investigate new model for AHLO care at Emergency Departments, where all Aboriginal and/or Torres Strait Islander patients are immediately referred to the AHLO Program upon presentation.</b>	Investigation into feasibility of AHLO Model of Care at Emergency Departments, including assessment of current capacity and levels of presentation.	The CRGC monitors rates at which Aboriginal and/or Torres Strait Islander patients leave Emergency Departments without being seen. The CRGC currently has three Aboriginal staff and one Community member. The Eastern Health Board also monitors Cultural Safety at Eastern Health using a variety of indicators, including the proportion of patients who have left an Emergency Department without being seen.	Executive Director Clinical Operations (ASPPPA)	June 2023
<b>Investigate available options for a culturally appropriate treatment space for the Aboriginal and Torres Strait Islander Health Team.</b>	Eastern Health has reviewed the options and investigated the feasibility of additional treatment spaces for the Aboriginal Health Team to provide culturally safe care to the Aboriginal and Torres Strait Islander Community.	This need was identified by the Aboriginal Health Team, which has seven Aboriginal staff.	Executive Director Clinical Operations (ASPPPA)	December 2023

## Cultural Safety training

Cultural Safety training	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Review the effectiveness of the mandatory Cultural Awareness iLearn training for all staff and the Cultural Awareness training for Managers.</b>	Improved Cultural Awareness training delivered to all staff.	Review will be endorsed by the CRGC. Membership of this committee includes Aboriginal staff and Community representatives.	Executive Director Learning and Teaching	December 2022
<b>Develop a short video, to expand staff understanding of the Aboriginal and/or Torres Strait Islander Community in the eastern region – including historical and current cultural heritage and existing ACCHOs and ACCOs that support the Community in the eastern region.</b>	Greater understanding of Wurundjeri history and culture. Eastern Health staff will have an overview of the cultural heritage of the Wurundjeri in the eastern region and have an introductory understanding of ACCHOs and ACCOs in the region that support the Aboriginal and/or Torres Strait Islander Community.	The video will be developed in consultation with the Aboriginal Health Advisory Committee, ACCHOs in the region and Elders from the Wurundjeri Woi-wurrung Aboriginal Corporation.	Executive Director Learning and Teaching	December 2023
<b>Review and expand training on Asking the Question to support identification of Aboriginal patients at Eastern Health, including providing an additional training module on Asking the Question for all staff.</b>	Eastern Health staff will have an improved understanding of the importance of Asking the Question.	Developed in consultation with Aboriginal staff.	Executive Director Clinical Operations (ASPPPA)	June 2023
<b>Cultural Safety face-to-face training programs for key programs including Mental Health, Emergency Department, the Women and Children Program, the Aboriginal Health Team and GP clinic, led by a Training/ Administration Coordinator.</b>	Key program areas will have access to enhanced Cultural Safety training that will deepen their reflection and understanding of critical skills and attitudes to provide culturally safe care.	Eastern Health will contract external Aboriginal-led organisations to provide Cultural Safety training.  Eastern Health will consult and collaborate with the Aboriginal Health Advisory Committee to identify providers of Cultural Safety education.  Annual reports on the reach and impact of Cultural Safety training will be provided to the Eastern Health Board Quality and Safety Committee as part of the Aboriginal Health Annual Report.	Executive Director Learning and Teaching	July 2022– June 2024



Cultural Safety training	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Contribute to the establishment of an organisation-wide 'diversity and inclusion ally program'. Allies will have access to Cultural Safety education to promote and champion Cultural Safety in their area.</b>	Increased Cultural Safety knowledge of 'diversity and inclusion allies'. Allies will be equipped to share knowledge and resources at the service level with their respective teams/programs.	Content and resources provided to allies approved by the CRGC for Aboriginal and Torres Strait Islander Health.  Membership of this committee includes Aboriginal staff and Community representation.	Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation	December 2023
<b>Develop a Cultural Leadership Program for Eastern Health Managers.</b>	Enhanced cultural understanding of the history and impact of colonisation on the Aboriginal and Torres Strait Islander peoples of the eastern region, including the history and establishment of Coranderrk.  Staff will experience cultural immersion onsite, and deepen their understanding of self-determination and the cultural values of Caring for Country, Culture and Community in the wider context of health.	Wandoon Estate is developing a Memorandum of Understanding with Eastern Health to pilot the delivery of the Cultural Leadership Program.	Executive Director Clinical Operations (ASPPPA)	December 2023
<b>Maintain the Online Hub (confluence page) to provide introductory information and resources to staff of the Aboriginal and/or Torres Strait Islander Community in the eastern region. This will include a link to the library resources that identify best practice in providing culturally safe care to Aboriginal and Torres Strait Islander peoples.</b>	Eastern Health provides easily accessible information to staff to support cultural awareness and guidance on where to find further information.	Online Hub and library resources monitored by the CRGC for Aboriginal and Torres Strait Islander Health.  Membership of this committee includes Aboriginal staff and Community representation.	Executive Director Clinical Operations (ASPPPA) and Executive Director Learning and Teaching	July 2022– June 2024

## Creating a safe and welcoming environment

Creating a safe and welcoming environment	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Formalise Eastern Health's commitment to a Welcoming Environment through the development of a Welcoming Environment – First Nations (Aboriginal and Torres Strait Islander peoples) guideline.</b>	All Eastern Health services provide a consistent Welcoming Environment for Aboriginal staff, patients, their families and the Community.	Guideline to be endorsed by the CRGC for Aboriginal and Torres Strait Islander Health.  Membership of this committee includes Aboriginal staff and Community representation.	Executive Director Clinical Operations (ASPPPA)	December 2022
<b>Enable a Welcoming Environment for Aboriginal and/or Torres Strait Islander staff at Eastern Health through the development of the Aboriginal Staff Network (ASN) and Yarning Circles in line with the Aboriginal Workforce Plan.</b>	Aboriginal and/or Torres Strait Islander staff at Eastern Health will have access to the network and Yarning Circles for peer support.	The Aboriginal Workforce Plan was developed by the Aboriginal Employment Coordinator, with significant consultation with Aboriginal staff and Community members.	Executive Director People and Culture	December 2023
<b>Install plaques to acknowledge the Traditional Owners at all major Eastern Health campuses.</b>	Eastern Health formally acknowledges the Traditional Owners of the land, the Wurundjeri people of the Kulin Nation at the entrances of our major campuses.	Plaques to be produced by Wathaurong Glass. Design and wording confirmed by the CRGC for Aboriginal and Torres Strait Islander Health.  Consultation for endorsement of the plaque to occur with Senior Wurundjeri Elder Aunty Joy Murphy.	Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation	December 2022
<b>Consult with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation regarding a Woi-wurrung name for the Wantirna Residential Aged Care Facility.</b>	Eastern Health seeks permission to celebrate and recognise the cultural heritage of the Wurundjeri in our region through the naming of sites or facilities with Woi-wurrung language names.	Consultation to occur with the Wurundjeri Woi-wurrung Aboriginal Corporation – Aunty Gail Smith and Aunty Joy Murphy.	Executive Director Clinical Operations (ASPPPA)	December 2022
<b>Identify further opportunities to name facilities and teams (including the Aboriginal Health Team) within Eastern Health with a Woi-wurrung name in consultation and with approval of Wurundjeri Elders.</b>	Eastern Health seeks permission to celebrate and recognise the cultural heritage of the Wurundjeri in our region through the naming of sites or facilities with Woi-wurrung language names.	Requests to name sites will be made through the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation as agreed by the Eastern Health Board.	Executive Director Clinical Operations (ASPPPA)	December 2023

Creating a safe and welcoming environment	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Commission new Art for the entrance at murranda Residential Aged Care.</b>	A Welcoming Environment is supported at murranda Residential Aged Care with the inclusion of a visual Art piece by a Wurundjeri Artist.	This commission was endorsed by the CRGC for Aboriginal and Torres Strait Islander Health.  Membership of this committee includes Aboriginal staff and Community representation.	Executive Director Clinical Operations (ASPPPA)	December 2023
<b>Develop a catalogue of Aboriginal Art at Eastern Health, including information where known about the Artist and the location of the artwork.</b>	Eastern Health monitors and maintains its Art collection, including acknowledgement of Artists on a formal register.	Catalogue of Aboriginal Art to be monitored by the CRGC for Aboriginal and Torres Strait Islander Health and Facilities Management at Eastern Health.  Membership of this committee includes Aboriginal staff and Community representation.	Executive Director Clinical Operations (ASPPPA)	June 2023
<b>Undertake an annual audit of the front entrances of all major campuses with the Making Two Worlds Work – Front Entrance Audit Tool.</b>	Eastern Health annually assesses the provision of a Welcoming Environment at all major sites.	The Making Two Worlds Work Audit is being undertaken with an Aboriginal representative. The Making Two Worlds Work Audit tool was developed in partnership with the Mungabareena Aboriginal Corporation.	Executive Director Clinical Operations (ASPPPA)	December 2022– December 2023
<b>Undertake the Making Two Worlds Work Comprehensive Audit at program areas upon request, including all services within the Women and Children Program.</b>	All program areas within the Women and Children Program will undertake a comprehensive Making Two Worlds Work Audit Tool.	The Making Two Worlds Work Audit is undertaken with an Aboriginal representative. The Making Two Worlds Work Audit tool was developed in partnership with the Mungabareena Aboriginal Corporation.	Executive Director Clinical Operations (ASPPPA)	December 2023
<b>Commission new Art to support Cultural Safety and a Welcoming Environment across key areas in the Women and Children Program.</b>	Aboriginal Art will be displayed in the following areas to support a Welcoming Environment: <ul style="list-style-type: none"> <li>• Box Hill Paediatric Ward 5.3</li> <li>• Angliss Birthing Ward</li> <li>• Box Hill Birthing Ward</li> <li>• Antenatal Clinics.</li> </ul>	Commissioning of new Art will be overseen by Closing the Gap Women and Children Sub-Committee.  The Team Leader – Aboriginal Hospital Liaison Officer Program and VACCHO Koori Maternity Services Senior Project Officer are representatives on this committee.	Executive Director Clinical Operations (ASPPPA)	June 2024
<b>Commission new Art to support a Culturally Safe and Welcoming Environment in the Mental Health Inpatient Unit – Upton House, as part of a broader program to increase cultural support in the Unit.</b>	Aboriginal Art and/or a mural will be displayed in several parts of Upton House, supporting recognition of cultural healing and support in the recovery journey of patients.	The Team Leader – Aboriginal Hospital Liaison Officer Program supported a Making Two Worlds Work Audit of Upton House.	Executive Director Clinical Operations (ASPPPA)	June 2024

## Identifying people of Aboriginal and/or Torres Strait Islander origin – ‘Asking the Question’

Identifying people of Aboriginal and/or Torres Strait Islander origin – ‘Asking the Question’	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<b>Develop a new First Nations (Aboriginal and Torres Strait Islander peoples) – Clinical Care Guideline that ensures compliance with National Best Practice Guidelines on Aboriginal and/or Torres Strait Islander identification.</b>	Eastern Health staff and managers have clear guidelines on the requirement to Ask the Question to confirm Aboriginal and/or Torres Strait Islander status.	The First Nations (Aboriginal and Torres Strait Islander peoples) – Clinical Care Guideline to be endorsed by the CRGC for Aboriginal and Torres Strait Islander Health. Membership of this committee includes Aboriginal staff and Community representation.	Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation	December 2022
<b>Provide quarterly reports on the Aboriginal Health Scorecard on the number of Aboriginal and/or Torres Strait Islander registrations, including the number and proportion of registrations where patients refused to answer or where the patient was unable to be asked.</b>	The CRGC for Aboriginal and Torres Strait Islander Health monitors the registration of Aboriginal and/or Torres Strait patients at Eastern Health, including ensuring that the proportion where patients refused to answer/or were unable to be asked remains small (recommended <4%).	The Aboriginal Health Scorecard is monitored by the CRGC for Aboriginal and Torres Strait Islander Health. Membership of this committee includes Aboriginal staff and Community representation.	Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation	March 2023– June 2024
<b>Investigate options for the AHLO Program to confirm with Nurse Unit Managers or patients where in-patient status has not been confirmed (if unable to be asked).</b>	Eastern Health will determine if it is feasible for the AHLO Program to coordinate support for identifying patients for whom status is not known.	The proposal will be reviewed by the CRGC for Aboriginal and Torres Strait Islander Health. Membership of this committee includes Aboriginal staff and Community representation.	Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation	June 2023

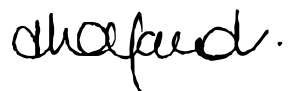


Identifying people of Aboriginal and/or Torres Strait Islander origin – ‘Asking the Question’	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Timeline
<p><b>Develop a set of materials to support Aboriginal and/or Torres Strait Islander patients to identify including:</b></p> <ul style="list-style-type: none"> <li>• A new poster and poster for children/carers of children.</li> <li>• A new brochure – Are you of Aboriginal and/or Torres Strait Islander origin?</li> <li>• Revised material on the Eastern Health website with information on services for the Aboriginal and/or Torres Strait Islander peoples in the community.</li> <li>• An internal flow chart/poster to promote Asking the Question at admission.</li> </ul>	<p>Patients are encouraged to identify across Eastern Health campuses.</p> <p>Patient information about supportive services available to Aboriginal and/or Torres Strait Islander patients and their families is accessible and visual across Eastern Health campuses.</p> <p>Staff have an accessible and visual reminder of the process for Asking the Question at Eastern Health.</p>	<p>Communication material will be co-designed with Aboriginal staff, endorsed by the Eastern Health Consumer Information Committee and the Aboriginal Health Advisory Committee.</p>	<p>Executive Director Quality Planning and Innovation</p>	<p>December 2023</p>
<p><b>Develop a face-to-face Eastern Health training package with the Team Leader – Aboriginal Hospital Liaison Officer Program/Clinical Risk Manager on Asking the Question to deliver to staff in priority areas on Asking the Question – including admission/ward clerks.</b></p>	<p>Eastern Health Admission staff have access to further training to support identifying barriers and practise change in Asking the Question at every admission.</p>	<p>Training package will be co-designed with the Team Leader – Aboriginal Hospital Liaison Officer Program.</p>	<p>Director Learning and Teaching</p>	<p>December 2023</p>
<p><b>Investigate options to link the Australian Institute of Health and Welfare’s Indigenous identification training tool to the existing Mandatory Cultural Awareness iLearn to enhance staff understanding.</b></p>	<p>Staff will have enhanced understanding of the importance of Asking the Question.</p>	<p>Investigation will be overseen by the CRGC for Aboriginal and Torres Strait Islander Health.</p> <p>Membership of this committee includes Aboriginal staff and Community representation.</p>	<p>Executive Director Clinical Operations (ASPPPA)</p>	<p>June 2023</p>

## Monitoring and accountability

Monitoring and accountability	Expected deliverable or impact	Aboriginal engagement/governance or self-determination	Lead responsible	Estimated fund allocation (\$)	Timeline
<b>Review and expand suite of indicators of Cultural Safety that are part of the Aboriginal Health Scorecard.</b>	Eastern Health monitors indicators of Cultural Safety at monthly CRGC meetings.	Eastern Health monitors indicators of Cultural Safety at the CRGC, Clinical Executive Committee and Eastern Health Board.	Executive Director Clinical Operations (ASPPPA)	In-kind	June 2023
<b>Monitor patient feedback, AHLO feedback and incidents to respond to patient or staff concerns about Cultural Safety within programs.</b>	Eastern Health reviews patient feedback and feedback from the AHLO Program at monthly CRGC meetings.	Membership of this committee includes Aboriginal staff and Community representation.	Executive Director Clinical Operations (ASPPPA)	In-kind	July 2022– June 2024
<b>Actions on the Cultural Safety Plan are monitored and reported on monthly to the CRGC for Aboriginal and Torres Strait Islander Health through their inclusion on the Improvement and Innovation Plan.</b>	The CRGC monitors monthly progress on the delivery of actions in the Aboriginal Health Cultural Safety Plan – Healthier Together Towards 2024.	Membership of this committee includes Aboriginal staff and Community representation.  Regular progress reports on the Cultural Safety Plan are monitored by the Eastern Health Board.	Executive Director Clinical Operations (ASPPPA)	In-kind	July 2022– June 2024
<b>Quarterly variance reports to the Clinical Executive Committee to monitor key indicators of Aboriginal health including Cultural Safety at Eastern Health.</b>	The Eastern Health Clinical Executive Committee is responsible for monitoring variation in Aboriginal health indicators and outcomes, including indicators of Cultural Safety at Eastern Health.	Eastern Health Clinical Executive Committee includes the Executive Sponsor for Aboriginal Health.  The Eastern Health Board also monitors variance in key indicators of Aboriginal Health.	Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation	In-kind	July 2022– June 2024
<b>Annual report on the Aboriginal Health Cultural Safety Plan – Healthier Together Towards 2024 submitted to the Eastern Health Board and Aboriginal Health Advisory Committee.</b>	Eastern Health monitors Aboriginal Health monthly and monitors progress on the Aboriginal Health Cultural Safety Plan – Healthier Together Towards 2024 through the Annual Cultural Safety Progress Report.	Eastern Health Board monitors progress on Cultural Safety Plan through submission of regular reports.	Executive Director Clinical Operations (ASPPPA) and Executive Director Quality Planning and Innovation	In-kind	October 2022– August 2023

Team Leader Aboriginal  
Hospital Liaison Officer Program



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Eastern Health acknowledges the Traditional Owners of the land on which its services operate, and pays respect to their Elders past, present and emerging. Eastern Health is committed to achieving equality in health status between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.



Eastern Health strives to be an inclusive health care service.

[www.easternhealth.org.au](http://www.easternhealth.org.au)