Aboriginal Health Cultural Safety Plan – Healthier Together Towards 2024

**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 service.

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.

**Tass Mousaferiadis, Board Chair**

**David Plunkett, Chief Executive**

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| **Board, CEO and Executive Leadership** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| Finalise, launch and implement  Eastern Health’s Innovate  Reconciliation Action Plan  2022–2024. | 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 |
| Employ a Reconciliation Action  Plan Coordinator to support the  Reconciliation Action Plan Committee  and monitor the implementation  of RAP activities. | 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 |
| Investigate the opportunity to invite/  encourage an Aboriginal and/or Torres Strait Islander Community member to join the Eastern Health Board. | Ensure Aboriginal and/or Torres Strait  Islander voice at Board level. | Developed in consultation  with Aboriginal staff. | Chief Executive | June 2023 |
| Investigate the use of a self assessment tool for the Eastern  Health Board and Executive  to assess Cultural Competency. | 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 |
| 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. | 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** |
| 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. | 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.  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.  The Clinical Risk Manager will also  monitor and investigate incidents  and risks as required. | The Clinical Risk Manager reports to the Executive Sponsor for Aboriginal Health and Executive Director Quality, Planning and Innovation. Annual reports on Aboriginal Health are provided to the Eastern Health Board Quality and Safety Committee. | Executive Director Clinical Operations  (ASPPPA) and Executive Director  Quality Planning and Innovation | July 2022–  June 2024 |
| Develop a First Nations (Aboriginal  and Torres Strait Islander Peoples)  Health policy suite. | 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:  • Providing a Welcoming Environment  • Clinical Care of First Nations (Aboriginal  and Torres Strait Islander Peoples)  • Cultural Heritage  • Aboriginal Employment  • Cultural Recognition, Engagement  and Communication | 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 currently  has three Aboriginal staff representatives and one Aboriginal Community representative. | Executive Director Clinical Operations  (ASPPPA) and Executive Director  Quality Planning and Innovation | March 2023 |
| **Board, CEO and Executive Leadership** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| Develop and implement Eastern  Health’s Aboriginal Workforce Plan  with ongoing coordination provided  by the Aboriginal Employment  Coordinator. | Continue to increase and strengthen  our Aboriginal workforce by focusing  on impactful attraction, recruitment,  on-boarding, development and  retention strategies.  Increase Aboriginal staffing levels  to 110 by 2026. | The Aboriginal Employment Coordinator is an identified Aboriginal position. Biannual progress reports on the Aboriginal Workforce Plan will be provided to the Board. | Executive Director People and Culture. | June 2022–  July 2024 |
| 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. | Be responsible for an organisation-wide  approach to increasing the employment  and participation of Aboriginal people  in Eastern Health’s workforce.  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. Ensure the Workforce Plan aligns with, and supports the delivery of, related key actions in the Aboriginal Health Cultural Safety Plan and Reconciliation Action Plan (RAP). | The Aboriginal Workforce Sub-Committee will be chaired by the Aboriginal Employment Coordinator. | Executive Director People  and Culture | June 2022–  July 2024 |
| Establish the Closing the Gap  Women and Children  Sub-Committee. | 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 |
| **Board, CEO and Executive Leadership** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| Employ a Cultural Safety Project  Lead for the Women and Children  Program to implement the  program-specific Cultural Safety Project Plan. | 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 |
| Truth telling is a standing agenda  item for the CRGC for Aboriginal and  Torres Strait Islander Health and the  Clinical Executive Committee. | 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 |
| Support the ongoing activities of the  Aboriginal Celebrations, Events and  Communications Sub-Committee for  Eastern Health. | 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 |

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| **Aboriginal employment – Aboriginal Hospital Liaison Officers and leadership positions** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| Employ a Director for Aboriginal and Torres Strait Islander Health at Eastern Health. Investigate the establishment of an Aboriginal Health Unit at Eastern Health. | 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 |
| *In line with actions from the*  *Aboriginal Workforce Plan:*  Aboriginal employees are provided  with opportunities to develop and  progress into senior leadership roles. | 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 |
| Ensure all Aboriginal staff have  access to Cultural Supervision. | 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 |
| Deliver and finalise expansion of the Aboriginal Hospital Liaison Officer (AHLO) Program and Model of Care at Eastern Health.  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 day service with enhanced collaboration between the AHLOs and Social Work. | 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 |
| **Aboriginal employment – Aboriginal Hospital Liaison Officers and leadership positions** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| Develop a process for AHLO support for patient attendance at outpatient appointments. | 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 |
| Support AHLO Program  operations – including uniform,  office administration, cultural  supervision and cultural resources. | 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 |
| 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. | 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 |

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| **Engagement and Partnership** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| 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. | Community representatives and ACCHOs in the region will have a voice at Eastern Health. 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. | Model for collaboration, consultation and embedding self-determination endorsed by the CRGC for Aboriginal and Torres Strait Islander Health in May 2022. The Aboriginal Health Advisory Committee provides quarterly reports to the Eastern Health Board. | Executive Director Clinical Operations  (ASPPPA) and Executive Director Quality Planning and Innovation | December 2022 |
| Finalise the First Nations (Aboriginal and Torres Strait Islander Peoples) Cultural Recognition, Engagement  and Communication Guideline. | 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. | 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. | Executive Director Clinical Operations (ASPPPA) | December 2022 |
| Advocate for development of  Memorandums of Understanding (MoUs) to oversee partnership  development with ACCHOs  and ACCOs in the region. | 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. | Development of MoUs is overseen by the Clinical Risk Manager and Executive Director Clinical Operations (ASPPPA). | Executive Director Clinical Operations (ASPPPA) and Executive Director Clinical  Operations - Surgery Women & Children  & Acute Specialist Clinics Mental Health & Wellbeing Medical Imaging and Statewide Services (SWMMS) | December 2023 |
| **Engagement and Partnership** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| 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.  Eastern Health will explore  opportunities to collaborate in the delivery of shared celebrations with relevant Aboriginal organisations. | 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. | The agreed calendar and associated  protocols developed by the Aboriginal Celebrations, Events and Communications Advisory Committee.  The membership of this committee  strives for at least 50% representation by Aboriginal and/or Torres Strait Islander staff at all meetings. | (ASPPPA) and Executive Director People and Culture | July 2022–  June 2024 |
| 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. | 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 |
| 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. | 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 |
| **Engagement and Partnership** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| Consult with Elders, consumer  representatives, ACCHOs and  Community representatives  to identify opportunities  for improvement in Cultural  Safety in the Women and  Children Program. | 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 |

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| **Identifying health needs of Aboriginal and Torres Strait Islander population and service users with plans to address these** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| 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. | 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 |
| Develop an annual service access  profile that describes the number of patients seen, number of admissions and services accessed across by Aboriginal and Torres  Strait Islander patients across  all Eastern Health programs. | 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 |
| 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. | 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 |
| **Identifying health needs of Aboriginal and Torres Strait Islander population and service users with plans to address these** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| 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. | 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 |
| 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. | 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 |
| 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. | 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. | Team Leader – Aboriginal Hospital Liaison Officer Program is an identified position. | Executive Director Clinical  Operations (ASPPPA) | June 2023 |
| **Identifying health needs of Aboriginal and Torres Strait Islander population and service users with plans to address these** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| 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. | 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 |
| Investigate available options  for a culturally appropriate  treatment space for the  Aboriginal and Torres Strait  Islander Health Team. | 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 |

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| **Cultural Safety Training** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| Review the effectiveness of the  mandatory Cultural Awareness iLearn training for all staff and the Cultural Awareness training for Managers. | 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 |
| 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. | Greater understanding of Wurundjeri  history and culture, and 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 |
| 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. | 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 |
| **Cultural Safety Training** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| 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. | 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 |
| 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. | 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 |
| **Cultural Safety Training** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| Develop a Cultural Leadership  Program for Eastern Health  Managers. | 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 |
| 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. | 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 |

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| **Creating a safe and welcoming Environment** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead responsible** | **Timeline** |
| 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. | 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 |
| 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. | 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 |
| Install plaques to acknowledge  the Traditional Owners at all  major Eastern Health campuses. | 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 |
| **Creating a safe and welcoming Environment** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead responsible** | **Timeline** |
| Consult with the Wurundjeri  Woi-wurrung Cultural Heritage  Aboriginal Corporation regarding a Woi-wurrung name for the Wantirna Residential Aged Care Facility. | 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 –  Aunt Gail Smith and Aunty Joy Murphy. | Executive Director Clinical  Operations (ASPPPA) | December 2022 |
| 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. | 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 |
| Commission new Art for the entrance at murrenda Residential Aged Care. | A Welcoming Environment is supported at murrenda 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 |
| Develop a catalogue of Aboriginal Art at Eastern Health, including information where known about the  Artist and the location of the artwork. | 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 |
| **Creating a safe and welcoming Environment** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead responsible** | **Timeline** |
| Undertake an annual audit of the front entrances of all major campuses with the Making Two Worlds Work – Front Entrance Audit Tool. | 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 |
| Undertake the Making Two Worlds Work Comprehensive Audit at program areas upon request, including all services within the Women and Children Program. | 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 |
| Commission new Art to  support Cultural Safety and a  Welcoming Environment across  key areas in the Women and  Children Program. | Aboriginal Art will be displayed  in the following areas to support  a Welcoming Environment:  • Box Hill Paediatric Ward 5.3  • Angliss Birthing Ward  • Box Hill Birthing Ward  • Antenatal Clinics. | Commissioning of new Art will  be overseen by Closing the Gap Women and Children Sub-Committee. The AHLO Team Leader and VACCHO Koori  Maternity Services Senior Project Officer are representatives on this committee. | Executive Director Clinical  Operations (ASPPPA) | June 2024 |
| 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. | 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 |

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| **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** |
| 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. | 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 |
| 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. | The CRGC for Aboriginal and/or 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 |
| 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). | 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** |
| Develop a set of materials to support Aboriginal and/or Torres Strait Islander patients to identify  including:  • A new poster for children/carers of children.  • A new brochure – Are you of Aboriginal and/or Torres Strait Islander origin?  • Revised material on the Eastern Health website with information on services for the Aboriginal and/or Torres Strait Islander peoples in the community.  • An internal flow chart/poster to promote Asking the Question  at admission. | Patients are encouraged to identify  across Eastern Health campuses.  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. Staff have an accessible and visual reminder of the process for Asking the Question at Eastern Health. | Communication material will be co-designed with Aboriginal staff, endorsed by the Eastern Health Consumer Information Committee and the Aboriginal Health Advisory Committee. | Executive Director Quality Planning and Innovation | December 2023 |
| Develop a face-to-face Eastern Health training package with the AHLO Team Leader/Clinical Risk Manager on Asking the Question to deliver to staff in priority areas on Asking the Question – including  admission/ward clerks. | Eastern Health Admission staff have access to further training to support identifying barriers and practice change in Asking the Question at every admission. | Training package will be co-designed with the Team Leader Aboriginal Hospital Liaison Officer (identified role). | Director Learning and Teaching | December 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** |
| 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. | Staff will have enhanced understanding of the importance of Asking the Question. | Investigation will be overseen 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) | June 2023 |

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| **Monitoring and Accountability** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| Review and expand suite of indicators of Cultural Safety that are part of the Aboriginal Health Scorecard. | Eastern Health monitors indicators  of Cultural Safety at monthly  CRGC meetings. | Eastern Health monitors indicators of Cultural Safety at CRGC, Clinical Executive Committee and Eastern Health Board. | Executive Director Clinical Operations  (ASPPPA) | June 2023 |
| Monitor patient feedback, AHLO feedback and incidents to respond to patient or staff concerns about Cultural Safety within programs. | 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) | July 2022–  June 2024 |
| 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. | The CRGC monitors monthly progress on the delivery of actions in the Cultural Safety Plan. | 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) | July 2022–  June 2024 |
| Quarterly variance reports to the Clinical Executive Committee to monitor key indicators of Aboriginal health including Cultural Safety at Eastern Health. | 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 | July 2022–  June 2024 |
| **Monitoring and Accountability** | **Expected deliverable or impact** | **Aboriginal engagement/governance or self-determination** | **Lead Responsible** | **Timeline** |
| Annual report on the Cultural Safety Plan submitted to the Eastern Health Board and Aboriginal Health Advisory  Committee. | Eastern Health Board monitors Aboriginal Health monthly and monitors progress on the Aboriginal Health Cultural Safety Plan through submission of  the Annual Cultural Safety Progress Report. | Eastern Health Board monitors progress on Cultural Safety Plan through submission of the regular reports. | Executive Director Clinical  Operations (ASPPPA) and  Executive Director Quality  Planning and Innovation. | October 2022–  August 2023 |