



# Reconciliation Action Plan – Reflect

February 2022 – February 2023

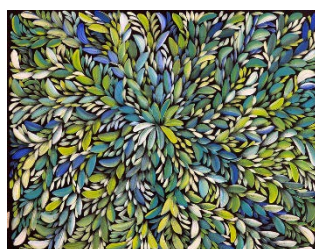


Health Education Australia Limited (HEAL)

ABN 12 142 105 771

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## Cover Artwork Acknowledgement

### ***Louise Numina - Bush Medicine Leaves (proudly displayed in HEAL’s Melbourne Office Foyer)***

Louise paints her Dreaming story, the leaves of the Bush Medicine Plant. This particular plant refers to a species of acacia, which is used as part of traditional indigenous healing. Women collect leaves from this plant and boil them to extract the resin. The resin is then mixed with kangaroo fat, which results in a paste. This paste is used to heal bites, wounds, cuts and rashes and can also be used as an insect repellent. The leaves from the plant can also be brewed to make tea and can be used to alleviate symptoms of the common flu.

# Health Education Australia Ltd (HEAL) – Reflect Reconciliation Action Plan, February 2022 – February 2023

In the spirit of reconciliation HEAL and AICG acknowledge the Traditional Custodians of Country throughout Australia and their connections to land, waters and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

## Our Business

Health Education Australia Limited (HEAL), and its predecessors (including the Victorian Medical Postgraduate Foundation (VMPF)), has offered a richness of healthcare education programs since establishment in 1920. The 100-year-old organisation was initially formed to coordinate education to assist doctors returning from the First World War to assimilate back into general medical practice, and contained representatives from the British Medical Association (which preceded the formation of the Australian Medical Association), the University of Melbourne, and each of the major teaching hospitals in Melbourne.

The name HEAL (adopted in 2012) reflects an expansion of our services beyond Victoria to support a national platform and a broader focus on the healthcare professions as a whole that better reflects our vision. HEAL is a not-for-profit organisation.

Today, HEAL combines its history and experience to deliver educational opportunities with a multidisciplinary focus to a range of professionals in the healthcare industry. This focus on multidisciplinary services allows us the ability to offer an online continuing professional development (CPD) program for health professionals, quality bridging courses, online and face-to-face courses for international medical graduates, a simulated participant program and a range of custom-designed courses developed through collaborations across disciplines and sectors.

The Australasian Institute of Clinical Governance (AICG), a division of HEAL, is now firmly established in the organisation and is committed to improving patient safety and quality care through excellence in clinical governance education. The AICG was formed in direct response to an identified need for healthcare professionals to strengthen their skills in clinical governance. It is the foundation for its flagship course, the Certificate in Clinical Governance for Patient Safety and Quality Care.

As an organisation HEAL employs the following:

- 5 Full time staff
- 7 Part time staff
- 71 Casual staff

To date HEAL has not collected information as to whether staff identify as Aboriginal and/or Torres Strait Islander people, but will do so going forward.

HEAL operates throughout Australasia, with physical locations at the following:

- Head Office – Level 16, 120 Spencer Street, Melbourne 3000
- NSW – where HEAL hires office space and training rooms as required
- Other States – where HEAL hires training rooms as required

However, by virtue of our online courses our target audience has a global reach. In particular, our courses for internationally registered doctors may be completed from their country of origin or any other chosen location.

## Our RAP

HEAL recognises the importance of supporting the national reconciliation movement. A RAP will be an important initiative to ensure that HEAL is accountable for the development of respectful relationships and to the creation of meaningful opportunities with Aboriginal and Torres Strait Islander peoples. Through the provision of continuing professional development courses to health professionals, HEAL (and the AICG) have an opportunity to improve socio-economic and health outcomes for Aboriginal and Torres Strait Islander peoples and communities.

To ensure that RAP activities and initiatives are achieved throughout the organisation HEAL has integrated the role of RAP Champion to the position description of Manager of Education and Business Development. The current incumbent strongly believes quality education in healthcare greatly improves health outcomes. He is committed to working in his role at HEAL to promote and include initiatives and strategies that have been created by Indigenous people, for Indigenous people.

Additionally, the RAP will be added as a standing agenda item of the Staff Executive Committee (as the initial RAP Working Group) that reports to the HEAL Board of Directors. The Executive staff will ensure that initiatives are implemented.

## Our Partnerships/Current Activities

The following sections highlight our engagement with Aboriginal and Torres Strait Islander peoples to date.

### Community partnerships

The HEAL Simulated Participant (SP, formerly Simulated Patient) program provides a database of consistently trained SPs that are available to hire by HEAL's client organisations for health education programs that include high stakes exams and other training and educational encounters. The HEAL Program has been in operation for over seven years and in that time we have retained our inaugural clients; such as the Australasian College of Emergency Medicine (ACEM) and Victoria University and have been able to build our client base to enable us to provide a steady flow of opportunities for SPs who provide a valuable



and positive contribution in training our health professionals. The demand for SP encounters continues to grow as they assist educators to replicate (or indeed replace) the clinical environment. By undertaking scenario based role play encounters they ensure that training for health professionals is grounded in actual practice whilst providing a safe environment to learn and develop.

In the past we have trained a few Aboriginal and Torres Strait Islander peoples to be SPs. We believe that with the growing acknowledgment of reconciliation that it is timely to train a new cohort and to advertise to our client base that they are available to work with health professionals to improve the health and wellbeing and socio-economic outcomes for Aboriginal and Torres Strait Islander peoples and communities.

### **Internal activities/initiatives**

We have already implemented some practical actions to develop respectful relationships and create meaningful opportunities with Aboriginal and Torres Strait Islander peoples. They include the following:

- Inclusion of the history of First Nations peoples in our Clinical Governance Certificate course for health professionals that is currently being reviewed by a representative from Aboriginal Health and Medical Research Council of NSW (AH&MRC)
- Inclusion of a module on Aboriginal and Torres Strait Islander peoples' specific health challenges for our International Medical Graduate (IMG) programs
- Provision of an Acknowledgment of Country at the commencement of courses and events
- Displaying the Acknowledgment of Country on staff email signature blocks and on the website

We have plans for (but not restricted to) the following:

- Inviting an Aboriginal and Torres Strait Islander representative to provide tutorial/s to IMGs
- Training a cohort of Aboriginal and Torres Strait Islander peoples to work as Simulated Participants (SPs) with our clients who hire SPs for healthcare educational encounters and high stakes exams for health professionals (as detailed above)

## Our Action Plan

The following table outlines our action plan under the four themes; relationships, respect, opportunities and governance:



### Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	March 2022	Manager of Education and Business Development
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2022	Manager of Education and Business Development
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	April 2022	CEO
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June, 2022	CEO
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June, 2022	CEO
3. Promote reconciliation through our	Communicate our commitment to reconciliation to all staff.	February 2022	CEO

sphere of influence.	Provide an orientation to new HEAL staff of the importance of reconciliation.	February 2022	Manager of Education and Business Development
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	March 2022	Manager of Education and Business Development
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	April 2022	Manager of Education and Business Development
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	February 2022	Business Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	February 2022	Business Manager



## Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures,	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	April 2022	Manager of Education and Business Development

histories, knowledge and rights through cultural learning.	Conduct a review of cultural learning needs within our organisation.	April 2022	Manager of Education and Business Development
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	April 2022	Manager of Education and Business Development
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	April 2022	Manager of Education and Business Development
7. Promote the importance of National Close the Gap Day (NCTGD) as a national day of action to pledge support for achieving Indigenous health equality.	Increase staff understanding of National Close the Gap Day (NCTGD) as a national day of action to pledge support for achieving Indigenous health equality and recognising the important success and achievements of many Aboriginal and Torres Strait Islander people, demonstrating that when equal opportunities are provided, disadvantage can be overcome.	17 March 2022	CEO
8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2022	CEO
	Introduce our staff to NAIDOC Week by promoting	4-11 July 2022	CEO



celebrating  
NAIDOC Week.

external events in our local  
area.

RAP Working Group to  
participate in an external  
NAIDOC Week event.

First week in July  
2022

CEO



## Opportunities

Action	Deliverable	Timeline	Responsibility
9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	May 2022	Business Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	May 2022	Business Manager
10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	October 2022	Business Manager
	Investigate Supply Nation membership.	October 2022	Business Manager



## Governance

Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	March 2022	CEO
	Draft a Terms of Reference for the RWG.	February 2022	CEO
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	March 2022	CEO
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2022	CEO
	Engage senior leaders in the delivery of RAP commitments.	February 2022	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	March 2022	Manager of Education and Business Development
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2022	CEO

14. Continue our reconciliation journey by developing our next RAP.

Register via Reconciliation Australia's [website](#) to begin developing our next RAP.

October 2022

Manager of Education and Business Development

## Contact Details

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(AICG is a division of HEAL)