



Bethesda Health Care Reflect Reconciliation Action Plan

October 2019 – October 2020

Our business

Bethesda Health Care (Bethesda) is a private, independent acute surgical and specialist palliative care organisation, with its hospital situated on the Derbarl Yerrigan (Swan River) in Claremont.

Our Mission is to deliver the highest quality healthcare experience for patients. We do this by embracing Christian-based values and working together to express God's love through a caring expression of kindness, tolerance and tenderness.

Our Vision is to be the preferred choice for doctors, employees and patients and be recognised for the provision of high quality, acute surgical services and palliative care.

Our Values_

Teamwork

We create an environment of unity and togetherness

Respect

We recognise and acknowledge the uniqueness and value of every individual

Integrity

We demonstrate honesty and trust

Compassion

We work to express God's love through a caring expression of kindness, tolerance and tenderness

Excellence

We excel in all that we do so that we can promote our mission

Professionalism

We have pride in the high level of care and service we offer

Our Team_

Bethesda currently employs 256 permanent staff and 91 casual staff. 49 volunteers also engage with the hospital and our patients.

We have begun capturing data on the diversity of our workforce, including whether our staff identify as Aboriginal and/or Torres Strait Islander peoples.

Bethesda treats around 11,000 patients per year. Approximately 0.3% of our patients are Aboriginal and/or Torres Strait Islander peoples who visit Bethesda as inpatients, day patients or as part of our palliative care service.

Adventure Behind The Art_

Every great artwork has a story woven through it — the piece covering this years' RAP Report, by local Indigenous Artist, Jordan Lovegrove is no different.

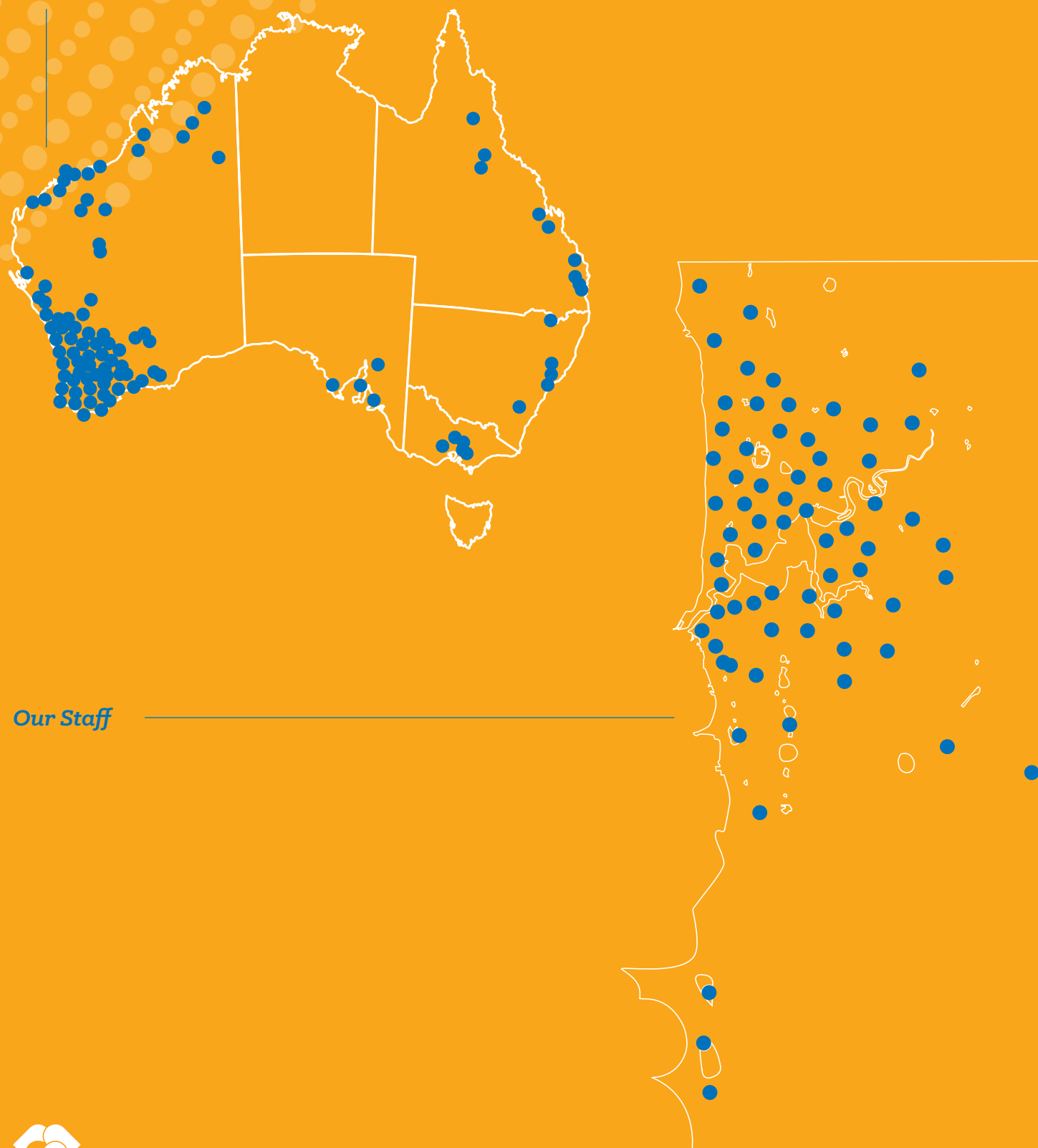
The blue area represents the Swan River (Derbarl Yerrigan), with the yellow area showcasing the surrounding land. The three left hand circles are the meeting place (Bethesda) — three to represent teamwork and the community efforts involved in running the Hospital. The large yellow circles represent families, with pathways connecting them to the meeting place and our associated networks.



Our Reach

While Bethesda has treated patients from all over Australia; most live in WA. Our staff live all over Perth.

Our Patients



Our Staff

Our RAP

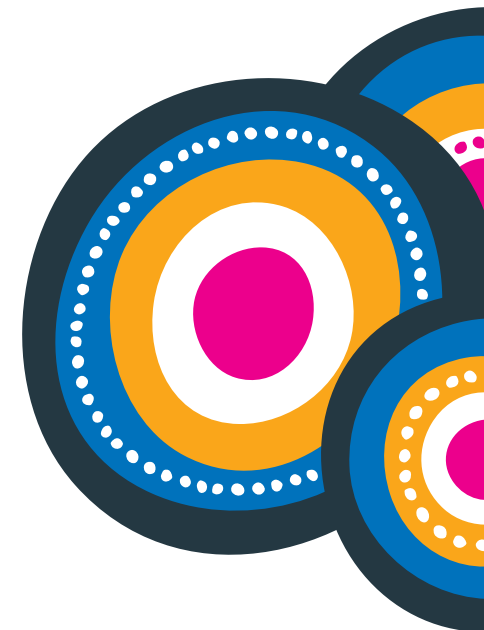
Reconciliation Australia's vision for a just, equitable and reconciled Australia aligns closely with Bethesda's Values of Teamwork and Respect; we strive to create an environment of unity and togetherness, recognising and acknowledging the uniqueness and value of every individual. As such, we see the development of a Reflect RAP as a key part of achieving our own Mission and Vision.

As a health organisation, Bethesda is uniquely placed to positively contribute to the Close the Gap campaign. In implementing our RAP, we aim to build relationships with Aboriginal and Torres Strait Islander peoples across the communities in which we work, using their input to inform our service delivery and support to Aboriginal and Torres Strait Islander peoples.

People all around Perth and WA interact with Bethesda: patients and their families, staff, doctors, volunteers. By developing a RAP and embracing it within our organisation, we stand with Aboriginal and Torres Strait Islander peoples and encourage our partners and stakeholders contribute to reconciliation.

As part of our Reflect RAP, we will form a RAP Working Group, to be chaired by our CEO, Neale Fong. We will engage a consultant RAP Advisor who will help us to learn about the Traditional Owners or Custodians of the land and waters around Bethesda. While the Advisor is yet to be appointed, we will seek a local Whadjuk Noongar representative to share their stories and partnerships with our group.

In addition, we have identified several RAP Champions within our organisation who will join the RAP Working Group. The RAP Champions will act to build momentum and engagement with the RAP among staff as well as communicate to staff the positive steps we are taking toward Reconciliation.





Our Partnerships/ Current Activities

As part of our commitment to reconciliation, we have begun working on some current reconciliation activities:

An Acknowledgement of Country is part of Bethesda's formal meetings:

- + Board meetings
- + Hospital Management Committee
- + Safety, Quality & Risk Committee
- + Nursing Team
- + Infection Prevention and Control Committee
- + Consumer Partnership Committee
- + Occupational Safety and Health Committee
- + Antimicrobial Stewardship Committee
- + Product Evaluation Committee

As an initial part of our cultural awareness training, our staff recently participated in sessions with Ron Bradfield, taking part in a cultural conversation and developing a shared artwork. The artwork is now on display in our hospital, with a written caption so patients and visitors can understand that the artwork represents our commitment to increasing cultural awareness and promoting Reconciliation

Our Cultural and Linguistic Diversity resources (available for all staff on our intranet) include the Western Australian Aboriginal Primary Care Resource Kit (produced by WA Department of Health), the Aboriginal and Torres Strait Islander Patient Quality Improvement Toolkit for Hospital Staff (produced by La Trobe University) and details on Aboriginal Interpreting Western Australia

Our collaboration with Russel James

In 2010, Russell James, a Perth-born, New York-based fashion and art photographer was instrumental in collaborating on a Bethesda Hospital fundraising evening, donating his time and allowing his artwork to be displayed. Three of his pieces remain in the Hospital Café for the enjoyment of patients, staff and the wider community. Russell is renowned for his fine art project Nomad Two Worlds, informed both by Australia's ancient past and by an unfolding, present-day political narrative. His work has become a global example of cultural collaboration and reconciliation in action.



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.	January 2020	RWG Chair
	+ Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2020	RWG Chair
2. Build relationships through celebrating National Reconciliation Week (NRW).	+ Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2020	Hospital Managers
	+ RAP Working Group members to participate in an external NRW event.	27 May- 3 June, 2020	RWG Chair
	+ Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2020	Hospital Managers
3. Promote reconciliation through our sphere of influence.	+ Communicate our commitment to reconciliation to all staff.	November 2019	Hospital Managers
	+ Identify external stakeholders that our organisation can engage with on our reconciliation journey.	March 2020	RWG Chair
	+ Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	March 2020	RWG Chair
4. Promote positive race relations through anti-discrimination strategies.	+ Research best practice and policies in areas of race relations and anti-discrimination.	August 2020	Business Analyst
	+ Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2020	HR Manager

Respect_

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	+ Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	March 2020	RWG Chair, Business Analyst
	+ Conduct a review of cultural learning needs within our organisation.	May 2020	Quality Manager
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.	June 2020	RWG Chair
	+ Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	March 2020	Hospital Managers, RAP Champion
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	+ Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2020	Hospital Managers, RAP Champion
	+ Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2020	Hospital Managers, RAP Champion
	+ RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2020	RWG Chair



Opportunities_

Action	Deliverable	Timeline	Responsibility
8. 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.	October 2020	Business Analyst, HR Manager
	+ Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March 2020	HR Manager
9. 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 2020	Business Analyst, HR Manager
	+ Investigate Supply Nation membership.	May 2020	Business Analyst, HR Manager

Governance_

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	+ Form a RWG to govern RAP implementation.	November 2019	RWG Chair
	+ Draft a Terms of Reference for the RWG.	November 2019	RWG Chair
	+ Establish Aboriginal and Torres Strait Islander representation on the RWG.	March 2020	RWG Chair
11. Provide appropriate support for effective implementation of RAP commitments.	+ Define resource needs for RAP implementation.	November 2019	RWG Chair
	+ Engage senior leaders in the delivery of RAP commitments.	November 2019	Hospital Managers
	+ Define appropriate systems and capability to track, measure and report on RAP commitments.	March 2020	Hospital Managers
12. 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, 2020	RWG Chair
13. Continue our reconciliation journey by developing our next RAP.	+ Register via Reconciliation Australia's website to begin developing our next RAP.	July 2020	RWG Chair

