

REFLECT

Reconciliation Action Plan (RAP)

Diabetes WA July 2022 - June 2023





Diabetes WA would like to acknowledge Australian Aboriginal artist Rebecca Morgan for use of her artwork throughout this document.

Each individual circle represents unity as all cultures come together as one, and my use of multiple circles together in the artwork signifies community. The lines in the artwork indicate a journey, and the placement of the community circles within those lines symbolises working together as a community on a journey to better health.

Rebecca Morgan.

Acknowledgment of Country

Diabetes WA acknowledge and recognise Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of the lands where we live, learn and work.

We pay respects and acknowledge the important role of Elders past and present, for they hold the memories of the traditions, cultures, and aspirations of Australia's First Nations peoples, and have taken on the responsibility to protect and promote our culture and leave a legacy for future Elders and leaders. We acknowledge any Sorry Business that may be affecting individuals, families, and communities at this time.

As an organisation, we understand the impact that diabetes has on Aboriginal and Torres Strait Islander peoples across Australia and as such we promise to be respectful, take lead from the community and walk together with Aboriginal and Torres Strait Islander peoples, communities, and organisations in our journey to reducing the impact of diabetes for the First Peoples of Australia.

Deceased Persons

Aboriginal and Torres Strait Islander peoples are warned that this document may contain images of or name and references to people who may have passed away.



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CEO Statement



Reconciliation Australia welcomes Diabetes WA to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Diabetes WA joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes. These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

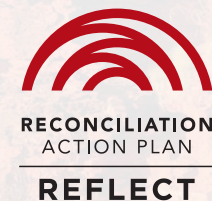
It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Diabetes WA to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Diabetes WA, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine

Chief Executive Officer
Reconciliation Australia



CEO Statement



I am proud to present Diabetes WA's first Reconciliation Action Plan. We know that Aboriginal and Torres Strait Islander people are at far greater risk of – and from – diabetes than other Western Australians. Our organisation is dedicated to working with Communities across our state to address that risk.

Diabetes WA is based on Noongar Boodjar land and we acknowledge the Traditional Owners of the land, the Whadjuk Noongar people. We also provide support for Aboriginal and Torres Strait Islander people living with diabetes on traditional Country across Western Australia. We pay our respects to all Elders, both past and present, as it is their knowledge and experiences that holds the key to addressing the burden of diabetes in the future.

Diabetes WA recognises the impact that a just, equitable and reconciled Australia will have in the future development and management of diabetes in Aboriginal and Torres Strait Islander peoples. We are committed to a journey of reconciliation for our organisation and our sphere of influence.

As an organisation, we are committed to our role and contribution in addressing the five dimensions of reconciliation race relations; equality and equity, institutional integrity; unity and historical acceptance.

Diabetes WA Reconciliation Action Plan is our commitment to advancing reconciliation within the sphere of our influence. We have already taken some significant actions to develop strong relationships, improve staff knowledge and understanding of Aboriginal and Torres Strait Islander cultures. By formally engaging in a Reconciliation Action Plan, we acknowledge that we still have a long way to go and commit to continuing to move forward with open hearts and minds on our reconciliation journey.

Melanie Gates

CEO

Diabetes WA



Our Business

Today, nearly half a million Western Australians either live with diabetes (type 1, type 2, gestational diabetes) or pre-diabetes. Diabetes WA is a leading and innovative health solution provider, helping to reduce the impact of diabetes on lives and deliver a more sustainable, equitable health system in WA. Our mission is to provide support and services to all people living with or affected by diabetes and related chronic conditions, to help them lead full, healthy lives. Diabetes WA takes guidance from the Australian Government's National Diabetes Strategy and Western Australian Health strategies and works collaboratively to implement their recommendations. Our evidence-based, person-centred self-management programs and digital wraparound services empower and activate people to effectively manage their condition and stay physically and mentally healthy. We work across the health system in collaborations with like-minded parties to ensure our services are available equitably to everyone.

Diabetes WA employs approximately 80 staff, including casual and part time employees with two main offices based in Subiaco and Belmont. Diabetes WA has regional staff who co-locate with other health services

in regional areas in the Kimberley, South-West and Mid-West. Diabetes WA programs and services are offered across Western Australia, made possible through new digital health solutions such as 'Diabetes Telehealth for Country WA' and web-based applications 'My DESMOND' and 'Baby Steps'.

Diabetes WA currently employs two Aboriginal and Torres Strait Islander staff. These staff are involved in the provision of innovative diabetes programs and services for Aboriginal and Torres Strait Islander people living with and at risk of diabetes in Western Australia, in particular DESY (**D**iabetes **E**ducation and **S**elf-**M**anagement **Y**arning) and Diabetes Telehealth for Country WA. Diabetes WA is committed to building an Aboriginal Health Workforce in Diabetes across Western Australia.

The Diabetes WA Board has recently appointed Chad Stewart as a Board Director. As an Aboriginal man, Chad brings significant leadership and experience in the Aboriginal Health sector and fills an identified gap on the Diabetes WA Board. Chad will support management and the RAP Working Group in the implementation of the RAP Plan.



Our RAP Journey

Aboriginal and Torres Strait Islander people bear a disproportionate burden of diabetes in comparison to other Western Australians. Diabetes WA is based on Noongar Boodjar and acknowledges the Traditional Owners of the land, the Whadjuk Noongar people. We also provide support for Aboriginal and Torres Strait Islander people living with diabetes on traditional Country across of Western Australia. We pay our respects to all Elders, both past and present, as it is their knowledge and experiences that holds the key to addressing this burden of diabetes in the future.

Diabetes WA recognises the impact that a just, equitable and reconciled Australia will have in the future development and management of diabetes in Aboriginal and Torres Strait Islander peoples and is committed to a journey of reconciliation for our organisation and our sphere of influence. If as an organisation we can contribute to addressing the five dimensions of reconciliation, we will in turn be recognising the history, inequity and racism that has contributed to the disproportionate burden of diabetes that Aboriginal and Torres Strait Islander peoples bear. Aboriginal and Torres Strait Islander people:

- Are three times more likely to have type 2 diabetes compared to other Australians (Baker IDI, 2012);
- Have a prevalence of diabetes as high as 30% of the population in some Aboriginal and Torres Strait Islander communities (MacRae et al, 2012);
- Develop type 2 diabetes at earlier ages than other Australians (Baker IDI, 2012);
- Are almost seven times more likely to die from diabetes related complications than other Australians (MacRae et al, 2012);
- Living in remote areas are twice as likely to have diabetes as other Australians living in remote areas (MacRae et al, 2012);
- Have the highest rate of kidney failure in Australia (Baker IDI, 2012); and
- Are 38 times more likely than other Australians to have lower limb amputations due to diabetes (Norman et al, 2010).

Diabetes WA has already taken some significant actions to develop strong relationships, improve staff knowledge and understanding of Aboriginal and Torres Strait Islander cultures and provide equal

opportunities for participation in cultural safe programs and services and promotion of National Reconciliation Week activities to staff. We still however have a long way to go and by formally engaging in a Reconciliation Action Plan, it ensures that we continue to move forward on our reconciliation journey.

A significant amount of work has assisted Diabetes WA to get to this point, including much valued guidance and support from Aboriginal consultants Kimberley Bridge and Verity Jane Leach and our Cultural Awareness Training providers, Jolleen Hicks and Danny Ford, in addition to the feedback we have received from Aboriginal and Torres Strait Islander consumers living with diabetes. Management staff have also participated in Tracy Westerman's Cultural Competency for Supervisors of Aboriginal People Workshop. To date, the reconciliation journey has largely resided with the Health Services division which has resulted in significant improvements in partnerships with the Aboriginal Community Controlled Sector, improved cultural appropriateness of services and the employment of an Aboriginal Health Coordinator and two Aboriginal Health Workers since 2018. One of these Aboriginal Health Workers has chosen to go back to Country but takes with her the diabetes self-management education skills built during her time at Diabetes WA. She has inspired Diabetes WA to think beyond our own employees and how we can also build and support the Aboriginal Health and Diabetes Workforce within our sphere of influence.

The establishment of the Board sponsored 'Diabetes WA Reconciliation Action Working Group' (RAWG) takes the ownership of the Reconciliation Action Plan from a health services initiative and elevates it to an Executive and Board priority for 2022/23. Championed internally by executive member Sophie McGough, General Manager for Growth and Innovation, the RAWG has a self-nominated champion from each internal team. This ensures that the plan is owned by all teams across the organisation and enhances the ability and motivation for its actions and activities to be included in all team budgets and plans for 2022/23. We intend to achieve the actions outlined in this Reflect RAP by June 2023, with the intention to extend to an Innovate RAP in 2023/24



Staff pledged their commitment to fulfilling the practical actions of our Reconciliation Action Plan by placing a hand print on a canvas that will be exhibited in our Subiaco Office.



NDSS National Gathering in Brisbane of Aboriginal Health Workers - Cultural Day at Beenleigh Historical Village and Museum



On the last day of National Reconciliation Week 2022, Diabetes WA walked alongside thousands of West Australians through Kaarta Koomba (Kings Park) for the Walk for Reconciliation.





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.	August 2022	General Manager Growth and Innovation
	• Identify Aboriginal and Torres Strait Islander peoples and Communities in all areas where we deliver programs and services that we could approach to connect with on our reconciliation journey.	December 2022	Clinical Services Manager
	• Identify and develop mutually beneficial relationships with the ACCHO sector and other Community Controlled organisations with an interest in improving diabetes outcomes for Aboriginal and Torres Strait Islander peoples.	December 2022	Chief Executive Officer
	• Strengthen existing external relationships and identify opportunities to establish formal partnerships and collaborations with Aboriginal-led organisations, community groups and organisations working in the Aboriginal health sector.	June 2023	Chief Executive Officer
	• Develop a formal and mutually beneficial relationship with Traditional Owners of the lands and waters of the Whadjuk Noongar Nation to mentor and support Diabetes WA employees on their reconciliation journey.	December 2022	Human Resources Manager
	• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations as part of strategic planning process.	August 2022	General Manager Growth and Innovation
2. Increase knowledge and understanding of National Agreement on Closing the Gap and the Priority Reforms.	• Encourage Diabetes WA staff attendance at AHCWA State Conference.	March 2023	Human Resources Manager
	• Provide a Diabetes WA internal professional development opportunity to increase understanding of Priority Reforms.	December 2022	Human Resources Manager
	• Embed partnering with ACCHO sector for leadership and shared decision making for Aboriginal Health and Diabetes Initiatives in WA as part of the Diabetes WA strategic plan.	December 2022	Chief Executive Officer
	• Encourage other organisations within our sphere of influence to commit to priority reforms.	March 2023	Chief Executive Officer

3. Build relationships through celebrating National Reconciliation Week (NRW).	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff and members.	May 2023	Marketing Manager
	• RAWG members to participate in an external NRW event.	27 May - 3 June 2023	Human Resources Manager
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2023	Chief Executive Officer
4. Promote reconciliation through our sphere of influence.	• Communicate our commitment to reconciliation to all staff.	July 2022	Chief Executive Officer
	• Develop and implement a plan to raise awareness amongst all staff across the organisation about our RAP commitments.	Oct 2022	General Manager Marketing and Fundraising
	• Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Oct 2022	General Manager Growth and Innovation
	• Develop and implement a communications plan to raise awareness of our RAP amongst key external stakeholders.	Oct 2022	Marketing Manager
	• Identify other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	July 2022	Project Lead Aboriginal Workforce Development Project
	• Focus on building and collaborating with Aboriginal Community Controlled sector and celebrating Aboriginal Health Workforce achievements in diabetes.	December 2022	General Manager Marketing and Fundraising
	• Consult with Aboriginal and Torres Strait Islander leaders, consultants and organisations who have achieved Innovate RAPs to mentor and support us on our continued reconciliation journey.	May 2023	Chief Executive Officer
5. Promote positive race relations through anti-discrimination strategies.	• Research best practice and policies in areas of race relations and anti-discrimination.	August 2022	Human Resources Manager
	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and implement any identified change to these policies and procedures.	August 2022	Human Resources Manager



Respect

Action	Deliverable	Timeline	Responsibility
6. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none"> Ensure the Board has an understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	October 2022	Diabetes WA Board Chair
	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within the organisation. 	July 2022	Chief Executive Officer
	<ul style="list-style-type: none"> Ensure staff have access to Cultural Awareness Training specific for the Aboriginal and Torres Strait Islander Country that they are working on. 	June 2023	Human Resources Manager
	<ul style="list-style-type: none"> Ensure Commitment from all staff in Subiaco/Belmont and the Diabetes WA Board to attend Cultural Awareness Training specific for Whadjuk people of the Noongar Nation. 	June 2023	Human Resources Manager
	<ul style="list-style-type: none"> Ensure all supervisors of Aboriginal and Torres Strait Islander employees attend Tracy Westerman cultural workshop or equivalent to build knowledge and understanding of Aboriginal and Torres Strait Islander people, cultures and histories. 	June 2023	Human Resources Manager
	<ul style="list-style-type: none"> Conduct a consultation with Diabetes WA Aboriginal and Torres Strait Islander employees to evaluate their experiences of Diabetes WA as a valued, respected, supported and safe working environment and identify areas for continued quality improvement. 	March 2023	Chief Executive Officer
	<ul style="list-style-type: none"> Ensure All new Diabetes Educators are booked into cultural awareness training within probation period. 	June 2023	Human Resources Manager
	<ul style="list-style-type: none"> Continually investigate and promote new and alternative sources of cultural awareness activities/training/events. 	September 2022	Human Resources Manager

7. 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 physical locations; Whadjuk Noongar Nation and where delivering services on other Country, ensuring Diabetes WA are aware of and show acknowledgement to Traditional Owners of those lands and waters.	August 2022	Aboriginal Health Coordinator
	• Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2022	Chief Executive Officer
	• Develop, implement and communicate a cultural protocol procedure, including guidelines for meetings, emails, website, building locations, external training and workshops. Eg Acknowledgement to Country to be provided at start of all significant meetings.	July 2022	Human Resources Manager
	• Integrate Country specific cultural protocols within existing marketing and communication documents and processes, such as language statements and style guides.	December 2022	General Manager Marketing and Fundraising
8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	• Raise awareness and share information amongst our staff and members about the meaning of NAIDOC Week.	July 2022	Marketing Manager
	• Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2022	Aboriginal Health Coordinator
	• RAWG to participate in an external NAIDOC Week event.	First week in July 2022	Aboriginal Health Coordinator



Opportunities

Action	Deliverable	Timeline	Responsibility
9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	• Actively seek funding and opportunities for Aboriginal and Torres Strait Islander employment within our organisation and in diabetes roles external to Diabetes WA.	June 2023	General Manager Health Services
	• Investigate Aboriginal and Torres Strait Islander employment pathways in diabetes with Marr Moorditj (e.g. traineeships or internships at Diabetes WA).	October 2022	Health Services Operations Manager
	• Advocate for an increased Aboriginal Health Workforce in Diabetes WA.	November 2022	General Manager Growth and Innovation
	• Support scholarships for Aboriginal and Torres Strait Islander students to be trained in DESY (Diabetes Education Self-Management Yarning) or HP scholarships at Diabetes WA.	June 2023	Health Services Operations Manager
	• Support internal Aboriginal and Torres Strait Islander staff leadership development.	March 2023	Human Resources Manager
	• Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	February 2023	Chief Executive Officer
	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2022	Health Services Operations Manager
10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	• Increase our supplier diversity by using Supply Nation search engine and investigate additional benefits of becoming a member.	July 2022	Aboriginal Health Coordinator
	• Investigate Supply Nation membership.	September 2022	Finance Manager
	• Review current vendor selection procedure to ensure Aboriginal and Torres Strait Islander potential vendors are able to be identified/included.	December 2022	Finance Manager
	• Investigate current small business (B2B) relationships to influence their Aboriginal and Torres Strait Islander owned company supply options.	June 2023	General Manager Corporate Services



Governance

11. Establish and maintain an effective RAP Working Group (RAWG) to drive governance of the RAP.	• Form a RAWG to govern RAP implementation and meet on a quarterly basis and keep a log of actions.	July 2022	General Manager Growth and Innovation
	• Draft a Terms of Reference for the RAWG.	July 2022	General Manager Growth and Innovation
	• Ensure Aboriginal and Torres Strait Islander representation on the RAWG.	July, 2022	Chief Executive Officer
12. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	July 2022	General Manager Corporate Services
	• Engage senior leaders in the delivery of RAP commitments through. <ul style="list-style-type: none"> o Regular agenda item at executive and all of staff meetings o Representation on RAP Working Group from all departments o Inclusion of RAP progress report in Board meetings 	October 2022	Chief Executive Officer
	• Define appropriate systems and capability to track, measure and report on RAP commitments. <ul style="list-style-type: none"> o Track progress against actions o Issues and lessons learned register 	October 2022	Senior Project Manager
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.	September 2022	Human Resources Manager
14. Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia's website to begin developing our next RAP.	March 2023	General Manager Growth and Innovation



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