



Australian Government

Private Health Insurance Administration Council

Reconciliation Action Plan

2012- 2014



Reconciliation
A U S T R A L I A
RECONCILIATION ACTION PLANS

Vision

The Private Health Insurance Administration Council's (PHIAC) vision for reconciliation is one of a united Australia where Aboriginal and Torres Strait Islander heritage, culture and peoples are respected and valued and their interests as consumers of private health insurance are protected.

Commitment to reconciliation

PHIAC commits to increasing our knowledge of Aboriginal and Torres Strait Islander heritage, culture and peoples through building cultural awareness, respect, support and understanding of Aboriginal and Torres Strait Islander organisations, issues and peoples across the private health insurance industry.

Our approach to reconciliation

As a custodian of both public and consumer interests, PHIAC will promote reconciliation within our agency, the industry, with consumers of private health insurance and with other stakeholders, by promoting awareness of Aboriginal and Torres Strait Islander cultures and issues.

This Reconciliation Action Plan (RAP) 2012–2014 is based on three principles — relationships, respect and opportunities and builds on the previous Reconciliation Action Plan 2010–2011.

When establishing the Reconciliation Action Plan (RAP), PHIAC focused on the following themes:

1. Maintaining respectful relationships with Aboriginal and Torres Strait Islander individuals and organisations
2. Ensuring continued respect for Aboriginal and Torres Strait Islander peoples, cultures and histories within the agency
3. Strengthening employment opportunities for Aboriginal and Torres Strait Islander peoples within PHIAC as part of a wider government commitment to closing the gap on Indigenous disadvantage.

Our business

PHIAC is Australia's national prudential regulator of private health insurers. PHIAC is a statutory corporation of the Commonwealth, established in 1989. PHIAC's objectives are set out in the *Private Health Insurance Act 2007* (the Act). Section 264-5 of the Act states:

In performing its functions and exercising its powers, the Council must take all reasonable steps to achieve an appropriate balance between the following objectives:

- fostering an efficient and competitive health insurance industry
- protecting the interests of consumers
- ensuring the prudential safety of individual private health insurers.

Reflecting this statutory requirement, PHIAC has adopted the following strategic vision:

“Protecting consumers of private health insurance by ensuring an industry which is competitive, efficient and financially sound”

As an agency of the government of Australia, PHIAC is committed to doing its work in a way which is consistent with the highest standards of the Australian Public Service.

Our Reconciliation Action Plan

This RAP was developed by a Working Group comprising the Chief Executive Officer (CEO), staff of PHIAC and an Aboriginal Cultural Awareness Consultant. It sets a three year vision for reconciliation within PHIAC. The Working Group incorporated key learning outcomes from its 2010-11 RAP report.

RAP actions will be reviewed regularly as targets are met and new actions are identified.

Progress against the RAP will be reported biannually to PHIAC Executive Management Committee and Reconciliation Australia, and will be included in PHIAC's Annual Report.

1. Relationships

PHIAC believes relationships between Aboriginal and Torres Strait Islander peoples are important to building the cultural diversity of our organisation and we will strive to develop and maintain respectful and valued partnerships with Aboriginal and Torres Strait Islander peoples and ensure their interests are fairly represented within the private health insurance industry.

Focus area: Engaging with Aboriginal and Torres Strait Islander peoples

1.1	Maintain a Reconciliation Working Group
	Responsibility — CEO
	Timeline — Meet quarterly, each year
	Measurable Target — Quarterly meetings of Rap Working Group – progress report on action items. — Report biennially to Executive Management Committee and reconciliation Australia on progress with the RAP.
1.2	Establish networks with Indigenous groups within the Canberra region.
	Responsibility — RAP Working Group
	Timeline — September 2012 and ongoing.
	Measurable Targets — Calendar of events developed and updated on PRIME and promoted in the office. — Attendance by PHIAC staff at Aboriginal and Torres Islander events. — Record of networking with Indigenous groups demonstrates improved awareness of local Indigenous groups and events.
1.3	Aboriginal and Torres Strait Islander guest speakers invited to host staff discussions during National Reconciliation Week on the history, culture and issues affecting Aboriginal and Torres Strait Islander people today.
	Responsibility — RAP Working Group/Managers
	Timeline — May each year
	Measurable Target — An Aboriginal or Torres Strait Islander speaker participates at a PHIAC National Reconciliation Week activity each year.

2. Respect

PHIAC will acknowledge Aboriginal and Torres Strait Islander peoples as the custodians of this land and assist staff and stakeholders to broaden their understanding of Aboriginal and Torres Strait Islander peoples, history, culture and issues. This will ensure PHIAC is able to adequately represent and protect Aboriginal and Torres Strait Islander consumer rights within the private health insurance industry.

Focus area: Increasing Cultural Awareness

2.1	Explore opportunities for the promotion of our RAP through the internet and other mechanisms
	Responsibility — Senior Executive with IT advice
	Timeline — By June 2012 and ongoing
	Measurable Target — Increased content on PHIAC RAP page.
2.2	Setup online Indigenous publications and audio visual library. Purchase a diverse range of publications and audio visuals for library.
	Responsibility — Executive Management Committee, Working Group and staff
	Timeline — September 2012
	Measurable Target — Library established with publications and videos available for staff to access.
2.3	Celebrate Aboriginal and Torres Strait Islander cultures by supporting national days of celebration including: NAIDOC Week, and the anniversary of the Apology to the Stolen Generation.
	Responsibility — RAP Working Group and Managers
	Timeline – Annually
	Measurable Targets — Host two internal events annually, acknowledging Aboriginal and Torres Strait Islander peoples. — Support provided to staff to attend external events.

2.4	Continue to provide staff members with cultural awareness training.
	Responsibility — Corporate Services Manager
	Timeline – December 2012
	Measurable Targets <ul style="list-style-type: none"> — 100% of all new staff to have cultural awareness training. — Introduction to the RAP included in the induction package. — Working group members increase cultural understanding.
2.5	Maintain protocols for Welcome to Country and acknowledge traditional Aboriginal and Torres Strait Islander custodianship of the land at all relevant events.
	Responsibility — Executive Management Committee and Directors
	Timeline — Ongoing
	Measurable Target <ul style="list-style-type: none"> — Acknowledgement of Aboriginal and Torres Strait Islander custodianship to be performed as the first item at all PHIAC Council meetings, training programs and industry events.
2.6	Review staff induction training and human resource policies and materials to ensure they properly reflect RAP objectives.
	Responsibility — Corporate Services Manager and RAP Secretariat
	Timeline – December 2012
	Measurable Targets <ul style="list-style-type: none"> — All new staff briefed on PHIAC’s RAP and the organisation’s commitment to reconciliation. — Audit of HR policies demonstrates RAP objectives incorporated.

3. Employment Opportunities

Creating employment opportunities for Aboriginal and Torres Strait Islander peoples is important to PHIAC because it will allow PHIAC to increase its knowledge on Indigenous issues, contribute to closing the gap in disadvantage between Indigenous and non-Indigenous peoples, strengthen PHIAC's commitment to being an equal opportunity employer and enhance the diversity of the workplace.

Focus area: Aboriginal and Torres Strait Islander Employment Strategy

3.1	PHIAC to actively work towards employing Indigenous people.
	Responsibility — Corporate Services Manager
	Timeline — June 2012
	Measurable Targets <ul style="list-style-type: none"> — Reports to each working group meeting on strategy by Corporate Services Manager — Relationships established with recruitment agencies and Australian Public Service Commission. — Strategies to achieve the objective are demonstrable.
3.2	Maintain contacts with education providers that focus on Aboriginal and Torres Strait Islander training and development
	Responsibility — HR Manager
	Timeline — June 2012
	Measurable Target <ul style="list-style-type: none"> — Working relationships maintained with at least 2 education providers.
3.3	Send a letter to the industry co-signed by PHIAC's CEO and Reconciliation Australia CEO informing them about Reconciliation Action Plans.
	Responsibility — RAP Working Group/CEO
	Timeline — June 2012
	Measurable Target <ul style="list-style-type: none"> — Letter sent by June 2012.

3.4	Look for opportunity to support Aboriginal and Torres Strait Islander communities such as artists.
	Responsibility — Executive Management Committee, Working Group and staff
	Timeline - September 2012
	Measurable Target — Minimum of one artwork by Aboriginal and Torres Strait Islander people to be purchased and displayed by target date.

4. Tracking progress and reporting

PHIAC will conduct a program of reporting both our plans for reconciliation and our performance against those plans.

4.1 PHIAC's 2012-14 Reconciliation Action Plan is made available publicly.	
	Responsibility — RAP Working Group
	Timeline — December 2011
	Measurable Target — RAP published on PHIAC and Reconciliation Australia websites
4.2 Biennial report, utilising Reconciliation Australia's traffic light system, completed to identify achievements, future opportunities and learning from current RAP.	
	Responsibility — RAP Working Group / Managers
	Timeline — October 2012
	Measurable Target — Biennial report approved and endorsed by the PHIAC Council and Reconciliation Australia and uploaded on both websites.
4.3 Refresh and revise PHIAC's future Reconciliation Action Plans	
	Responsibility — RAP Working Group / Managers
	Timeline — November 2014
	Measurable Targets — Refreshed RAP for the years post 2014 endorsed by Reconciliation Australia by the target date.