



Australian Government

Private Health Insurance Administration Council

Reconciliation Action Plan

As at 30 June 2010

Version 1.0



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.

When following the Reconciliation Action Plan (RAP), PHIAC will focus on the following themes:

- developing and maintaining respectful partnerships with Aboriginal and Torres Strait Islander individuals and organisations
- creating awareness within the agency of the diversity of Aboriginal and Torres Strait Islander peoples, cultures and histories
- developing a recruitment strategy to strengthen employment opportunities for Aboriginal and Torres Strait Islander within PHIAC.

This year marks the commencement of PHIAC's inaugural RAP, which will focus on raising cultural awareness within the organisation and building greater partnerships with Aboriginal and Torres Strait Islanders. This will enable PHIAC to leverage into a better position by 2011/12 to support the employment of Aboriginal and Torres Strait Islander people, in line with the Council of Australian Government (COAG) employment target of 2.7% Indigenous staffing in each Commonwealth agency by 2015.

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 injunction, PHIAC has adopted as its strategic vision:

“Protecting the interests of consumers of private health insurance.
Ensuring a well-run and competitive industry.”

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

PHIAC's RAP was developed by a Working Group comprising the Chief Executive Officer (CEO), staff of PHIAC and an Aboriginal Cultural Awareness Consultant. The group was guided by best practice and reviewed a number of other agency's RAPs, relevant government programs and reports. In addition, the Working Group incorporated advice into the RAP from PHIAC, the Department of Health and Ageing and Reconciliation Australia.

Following the launch of the RAP the Working Group will remain active in monitoring implementation of the identified actions within PHIAC. The RAP will be reviewed quarterly by the Working Group and progress will be reported annually to PHIAC and Reconciliation Australia.

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	Increase the knowledge of Indigenous issues within PHIAC by purchasing Indigenous newspapers, books and videos as appropriate and making them available to all staff.
	Responsibility — RAP Working Group
	Timeline — Commencing June 2010
	Measurable Targets — Number and type of Indigenous publications, books and videos made available to staff
1.2	Invite Aboriginal and Torres Strait Islander people to participate in PHIAC functions where appropriate.
	Responsibility — CEO with advice from RAP Working Group
	Timeline — From July 2010
	Measurable Targets — Number of events where Aboriginal and Torres Strait Islander people are invited
1.3	Establish a Calendar of Aboriginal and Torres Strait Islander Events and support staff to participate in cultural and other activities.
	Responsibility — RAP Working Group / Human Resource Manager
	Timeline — Commencing September 2010
	Measurable Targets — Calendar of events developed and circulated to staff — Number of staff supported to attend Aboriginal and Torres Islander celebratory events — Number and type of events that staff attended

1.4	Aboriginal and Torres Strait Islander guest speakers invited to host staff discussions on the history, culture and issues affecting Aboriginal and Torres Strait Islander people today.
	Responsibility — RAP Working Group/Managers
	Timeline — Commencing September 2010
	Measurable Targets — Number of discussions hosted by Aboriginal and Torres Strait Islander guest speakers

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	Host a celebratory launch of the PHIAC Reconciliation Action Plan to acknowledge the raised awareness of reconciliation within PHIAC and throughout the private health insurance industry.
	Responsibility — Senior Executive with advice from RAP Working Group
	Timeline — July 2010
	Measurable Target — Minimum of fifteen staff to attend the launch of PHIAC's RAP — Number of private health insurers represented
2.2	Purchase and display Aboriginal and Torres Strait Islander artworks in PHIAC and ensure artists and artwork are properly acknowledged.
	Responsibility — Executive Management Committee
	Timeline — July 2010
	Measurable Target — Minimum of one artwork by Aboriginal and Torres Strait Islander people to be purchased and displayed — Number of artworks displaying artist, cultural heritage and history
2.3	Celebrate Aboriginal and Torres Strait Islander cultures by supporting national days of celebration including: NAIDOC Week, National Reconciliation Week and the anniversary of the Apology to the Stolen Generation.
	Responsibility — RAP Working Group and Managers
	Timeline — Commencing June 2010
	Measurable Targets — Host two internal events annually, acknowledging Aboriginal and Torres Strait Islander peoples — All staff supported to attend external events

2.4	Provide staff with cultural awareness training
	Responsibility — Human Resources Manager
	Timeline — June 2011
	Measurable Targets <ul style="list-style-type: none"> — All existing staff to receive cultural awareness training — All new staff to have cultural awareness training included as part of their induction
2.5	Develop and implement protocols for Welcome to Country and acknowledge traditional Aboriginal and Torres Strait Islander custodianship of the land at all public events.
	Responsibility — HR Manager, with advice from RAP Working Group and Indigenous Consultants
	Timeline — Commencing June 2010
	Measurable Targets <ul style="list-style-type: none"> — Welcome to Country protocols developed and distributed to all staff — 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 — List of Aboriginal Councils and traditional owners of land developed and circulated to all sections within PHIAC — A minimum of five Welcome to Country or Acknowledgement of Country performed each year
2.6	Modify staff induction training and review human resource policies and materials to include cultural awareness components.
	Responsibility — HR Manager and Managers
	Timeline — December 2010
	Measurable Targets <ul style="list-style-type: none"> — All staff are briefed on PHIAC's RAP and the organisation's commitment to reconciliation — 'The Apology to the Stolen Generations' DVD included as part of induction package

Opportunity

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 will develop an employment strategy to enable it to meet the Australian Government's commitment to increase Aboriginal and Torres Strait Islander employment in the Commonwealth public sector to 2.7 per cent by 2015
	Responsibility — HR Manager
	Timeline — June 2011
	Measurable Target — Employment strategy developed — Relationships established with recruitment agencies and Australian Public Service Commission to assist in identifying appropriately skilled Aboriginal and Torres Strait Islander peoples for potential employment at PHIAC in 2011/12
3.2	Establish contacts with tertiary education providers that focus on Aboriginal and Torres Strait Islander training and development
	Responsibility — HR Manager
	Timeline — June 2011
	Measurable Target — Established working relationships with at least 2 tertiary education providers
3.3	Provide a forum for industry partners to participate and gain knowledge of Aboriginal and Torres Strait Islander disadvantage in accessing health services.
	Responsibility — RAP Working Group/Managers
	Timeline — February – March 2011
	Measurable Targets — One forum hosted annually for all industry stakeholders — Number of staff and industry partners who attended the forum

Tracking progress and reporting

4.1	PHIAC's Reconciliation Action Plan is made available publicly.
	Responsibility — RAP Working Group
	Timeline — June 2010
	Measurable Target — RAP published on PHIAC and Reconciliation Australia websites
4.2	Annual 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 — June 2011
	Measurable Target — Annual report approved and endorsed by the PHIAC Council and Reconciliation Australia and uploaded on both websites
4.3	Refresh and revise PHIAC's RAP
	Responsibility — RAP Working Group / Managers
	Timeline — June 2011
	Measurable Targets — Refreshed RAP endorsed by Reconciliation Australia