



The RACGP
Reconciliation
Action Plan

2014 - 2015

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We recognise the traditional custodians of the land and sea on which we work and live

Acknowledgements

The Royal Australian College of General Practitioners (RACGP) acknowledges the Traditional Custodians of the Country on which all our employees live and work throughout Australia. We respectfully recognise that a strong connection to country, culture and community is integral to strong health and wellbeing for Aboriginal and Torres Strait Islander peoples.

The RACGP acknowledges the Wurundjeri people of the Kulin Nation as the Traditional Custodians of the land on which the RACGP National Office is located in Melbourne. We also acknowledge the Traditional Custodians of the lands on which each of our state/territory faculties are located, and pay our respect to Elders past, present and future.

The RACGP Reconciliation Action Plan (RAP) Project Team wishes to thank the contribution of the RACGP National Faculty of Aboriginal and Torres Strait Islander Health and its associated expert cultural advisors, together with our valued general practitioner (GP) members, who have advocated for the development of a RACGP RAP. We respectfully acknowledge Associate Professor Brad Murphy, Faculty Chair, and Associate Professor Mary Martin, Honorary Provost, as being integral to informing the cultural context of our RAP and associated RAP journey. Most especially, we wish to acknowledge all our valued RACGP employees across the country who have embraced this organisational journey of reconciliation with such commitment, wholehearted interest and willingness to learn.

Creation story – Healing place

Smooth iridescent skin caresses the earth, unfolding its many layers. Mounds rise up towards the sky; valleys are created. This is the land you belong to; these are the songs you sing. Thick smoke rises through the fresh morning air. Bodies are adorned for this rite of passage in a place of healing.

The Rainbow Serpent, the Creation Spirit, moves throughout the land, creating the landscape. It gives people the knowledge and wisdom of the land, ceremony, song, dance and lore – food to eat and medicine to heal.

Surrounding the Rainbow Serpent are patterns depicting locations across Australia from the Torres Strait Islands through Queensland across to the Northern Territory, Western Australia, South Australia, New South Wales, Victoria, the Australian Capital Territory and Tasmania. The patterns also refer to carvings, markings, tracks, scarification and body adornments – what is found in the landscape and people's interpretation of this landscape reflected on their own bodies.

This artwork also represents the traditional possum skin cloaks worn by the people of the Victorian region. The squares of the checkerboard design represent individual possum skins that are sewn together to form the cloak. Old and new meld.

Through this, the RACGP pays its respect to Aboriginal and Torres Strait Islander communities across Australia and to the Glimbaa land on which general practitioners learn, teach and practice the art of medicine.

Artwork acknowledgement

In October 2010, the RACGP National Faculty of Aboriginal and Torres Strait Islander Health was invited to identify Aboriginal and Torres Strait Islander artwork to be incorporated into the RACGP ceremonial gown and to create a new accompanying sash for Aboriginal and Torres Strait Islander GPs. Gilimbaa, an Aboriginal and Torres Strait Islander creative agency based in Brisbane, was commissioned by the RACGP to develop the artwork for the ceremonial gown and sash and this artwork has been used in the development of our Reflect RAP.



President's introduction

The Royal Australian College of General Practitioners (RACGP) is the peak general practice body in Australia and is Australia's largest professional medical college. The RACGP sets and maintains the standards for high quality general practice in Australia and advocates on behalf of the general practice discipline. As a national peak health body representing over 28,000 members in Australia, our core commitment is to support Australia's general practitioners (GPs) to address the primary healthcare needs of the Australian public.

I am proud to represent an organisation that has developed our first Reconciliation Action Plan (RAP) in direct response to member feedback received at our 2013 RACGP annual conference. I am equally proud our valued RACGP employees have been actively involved in creating our first RAP, in consultation with our cultural advisors. The RACGP's advisory network includes Associate Professor Brad Murphy and Associate Professor Mary Martin, who are members of the National Faculty of Aboriginal and Torres Strait Islander Health Board and have played an integral role in providing expert cultural guidance to the RAP Steering Group.

As a founding signatory to the *Close the Gap Statement of Intent*, the RACGP is committed to improving the health and wellbeing of Aboriginal and Torres Strait Islander peoples. Our *Position Statement on Aboriginal and Torres Strait Islander Health* created in 2010 states the RACGP is committed to reconciliation with Aboriginal and Torres Strait Islander peoples. This demonstrates our commitment to the broader reconciliation goals of Reconciliation Australia, which will be further strengthened and supported through the implementation of our RAP program.

This is our 'introductory' RAP which will build the foundations for cultural respect across our entire organisation. The RAP will influence our employees to foster a workplace culture and environment where Aboriginal and Torres Strait Islander employees, students, members and stakeholders feel welcome, supported and respected. By embracing the RAP journey as a whole-of-organisation responsibility, our employees will be better placed to support our GP members (and those working to become GPs), to deliver comprehensive primary healthcare services that are culturally sensitive to the holistic needs of Aboriginal and Torres Strait Islander communities and individuals.

Through the implementation of our Reflect RAP, we will contribute to the ultimate goal of achieving equity in health outcomes for Aboriginal and Torres Strait Islander peoples.

I am proud to introduce you to our first RAP.



Associate Professor Frank R Jones
President, RACGP

Acronyms

ACCHS – Aboriginal Community Controlled Health Services
 ACRRM – Australian College of Rural and Remote Medicine
 AIDA – Australian Indigenous Doctors' Association
 ARDTA – Australian Rural Doctor Trainees' Association
 ARST – Advance Rural Skills Training
 CRANA – Council of Remote Area Nurses of Australia
 FARGP – Fellowship of Advanced Rural General Practice
 FRACGP – Fellowship of the RACGP
 GP – General practitioners
 GPET – General Practice Education and Training

GPRA – General Practice Registrars Australia
 IGPAN – Indigenous General Practice Registrars Network
 NACCHO – National Aboriginal Community Controlled Health Organisation
 NAHS – National Aboriginal Health Strategy
 NAIDOC – National Aboriginal and Islander Day Observance Committee
 NFATSIH – National Faculty of Aboriginal and Torres Strait Islander Health
 NFSI – National Faculty of Specific Interests
 NRF – National Rural Faculty
 NRW – National Reconciliation Week
 OSCE – Objective Structural Clinical Examination
 QI&CPD – Quality Improvement and Continuing Professional Development
 RACGP – The Royal Australian College of General Practitioners
 RAP – Reconciliation Action Plan



About our RACGP Reflect RAP

As our first RAP, this is an important step for the RACGP in achieving a genuine and meaningful change in the way **ALL** our employees and members contribute to improving health outcomes for Aboriginal and Torres Strait Islander peoples.

For the 12-month duration of this Reflect RAP, our priority is to focus on internal changes that will enhance understanding of Aboriginal and Torres Strait Islander culture. We will create a workplace culture that recognises why we need to embed Aboriginal and Torres Strait Islander perspectives into our everyday work practice. Each employee must appreciate the importance of building a personal foundation of cultural knowledge and understanding before they can achieve respectful and meaningful partnerships with Aboriginal and Torres Strait Islander stakeholders and individuals.

By embarking on this phased approach to enhancing cultural respect in the workplace, future communications and collaborations will be undertaken with profound respect, a deeper understanding, and a genuine intent to make a difference in Aboriginal and Torres Strait Islander health. Ultimately, this knowledge will be shared with our valued GPs and stakeholders who will in turn be equipped with the necessary skills and knowledge to deliver culturally respectful healthcare services to Aboriginal and Torres Strait Islander patients.

Strengthening existing relationships with Aboriginal and Torres Strait Islander members and stakeholders is fundamental to the RACGP's role in supporting our members to Close the Gap in health disparities between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians. Our future RAPs will draw on what we learn in this coming year and incorporate extensive consultation with our numerous Aboriginal and Torres Strait Islander stakeholders and other key partners. We will in turn develop sustainable, long-term strategies to support our employees, members, and other spheres of influence, to embed Aboriginal and Torres Strait Islander perspectives into everyday practice.

Timeline of our RAP journey

The RACGP recognises we are not the experts in Aboriginal and Torres Strait Islander health – we subsequently rely on valued Aboriginal and Torres Strait Islander stakeholders to inform the specialised work we do in this area.

The timeline below includes the steps that have brought us to where we are today in our RAP journey and is a reflection of enduring stakeholder relationships which have evolved over many years. As a consequence of this journey and through extensive consultation with internal stakeholders and cultural advisors, we are now ready to develop and implement our first RAP with confidence and clarity.

Of particular significance, we will be implementing the RAP as a whole-of-organisation initiative and the responsibility of providing leadership with the RAP does not lie solely with any particular faculty, team or individual. We acknowledge that Aboriginal and Torres Strait Islander health is everyone's responsibility and as a leader in the Australian primary healthcare sector the RACGP looks forward to sharing our journey with our members, stakeholders and other spheres of influence.



About the RACGP

The RACGP vision: Healthy profession. Healthy Australia.

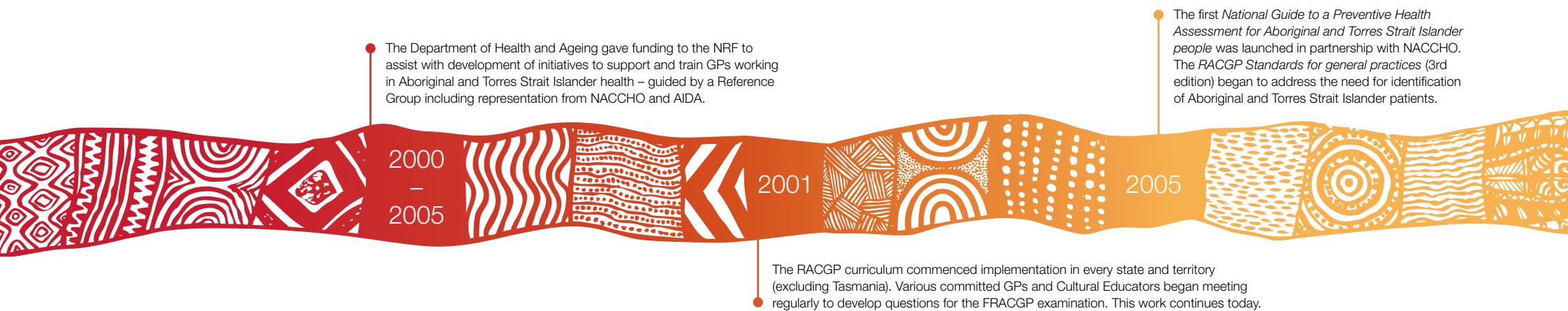
The RACGP is the peak general practice body in Australia. Our mission is to improve the health and wellbeing of all people in Australia by supporting GPs, general practice registrars and medical students through our principal activities of developing clinical resources, business support tools and educational programs. The RACGP works alongside its members to shape a well-resourced and sustainable general practice profession now and into the future.

The RACGP employs over 270 employees across Australia. The National Office is located in Melbourne, along with the National Rural Faculty (NRF), the National Faculty of Specific Interests (NFSI) and the National Faculty of Aboriginal and Torres Strait Islander Health.

State and territory faculties also directly support members of their states and territories, and constitute almost 25% of our total workforce. We have over 28,000 members working in or towards a career in general practice and have between 600–1000+ candidates enrolled in the fellowship program at any one time. These candidates have the opportunity to sit exams scheduled throughout the year and must pass a combination of both written and practical exams in order to become an RACGP Fellow and practice unsupervised as a qualified GP.

Our GP members and employees aim to improve the health of all people in Australia through our core strategic objectives of providing:

- a welcoming, collegiate environment delivering exceptional value to all members
- quality general practice – appropriately resourced, sustainable and vibrant, at the heart of an effective and efficient Australian healthcare system
- equitable access throughout Australia to quality general practice
- a forward-thinking organisation, leading and advocating for continuous improvement through clinical, education and electronic health (e-health) advances.



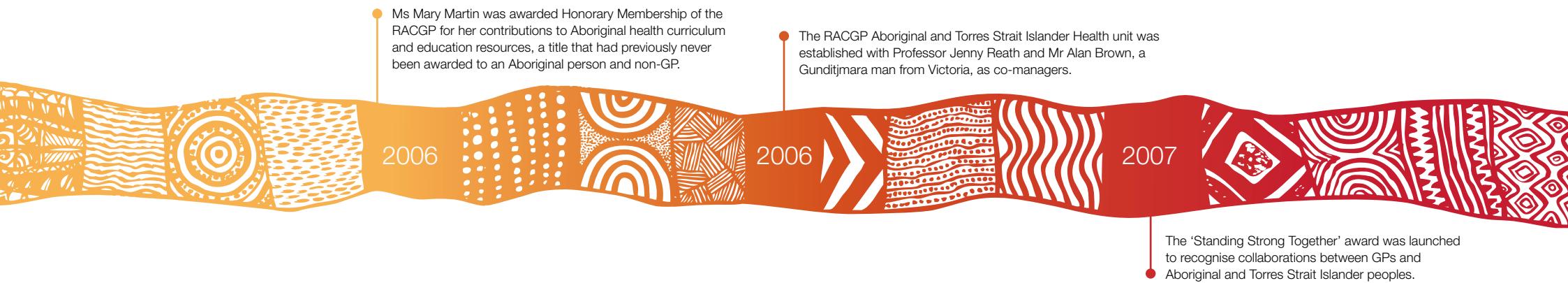
Aligning our RACGP strategic directions to our RAP

The RACGP strategic direction is closely aligned to the three themes of our RAP – respect, relationships and opportunities. By focusing on these themes, we seek to improve the health of Aboriginal and Torres Strait Islander peoples, thus working to achieve the RACGP's core strategic objective of improving the health of all people in Australia.

Mission statements

Our RAP mission is to:

- increase our employees' understanding of Aboriginal and Torres Strait Islander culture and perspectives
- embed Aboriginal and Torres Strait Islander perspectives into everyday practice at the RACGP



- develop and maintain effective and sustainable relationships with Aboriginal and Torres Strait Islander stakeholders, communities and individuals, who will influence our members and stakeholders to deliver culturally appropriate care to Aboriginal and Torres Strait Islander patients and communities.

The Reflect RAP will support our employees to respectfully embed cultural awareness principles into everyday work practice, communications and decision-making processes. This will in turn support and influence our 27,500 members to provide quality care which meets the specific cultural needs of Aboriginal and Torres Strait Islander patients and communities.

Vision statements

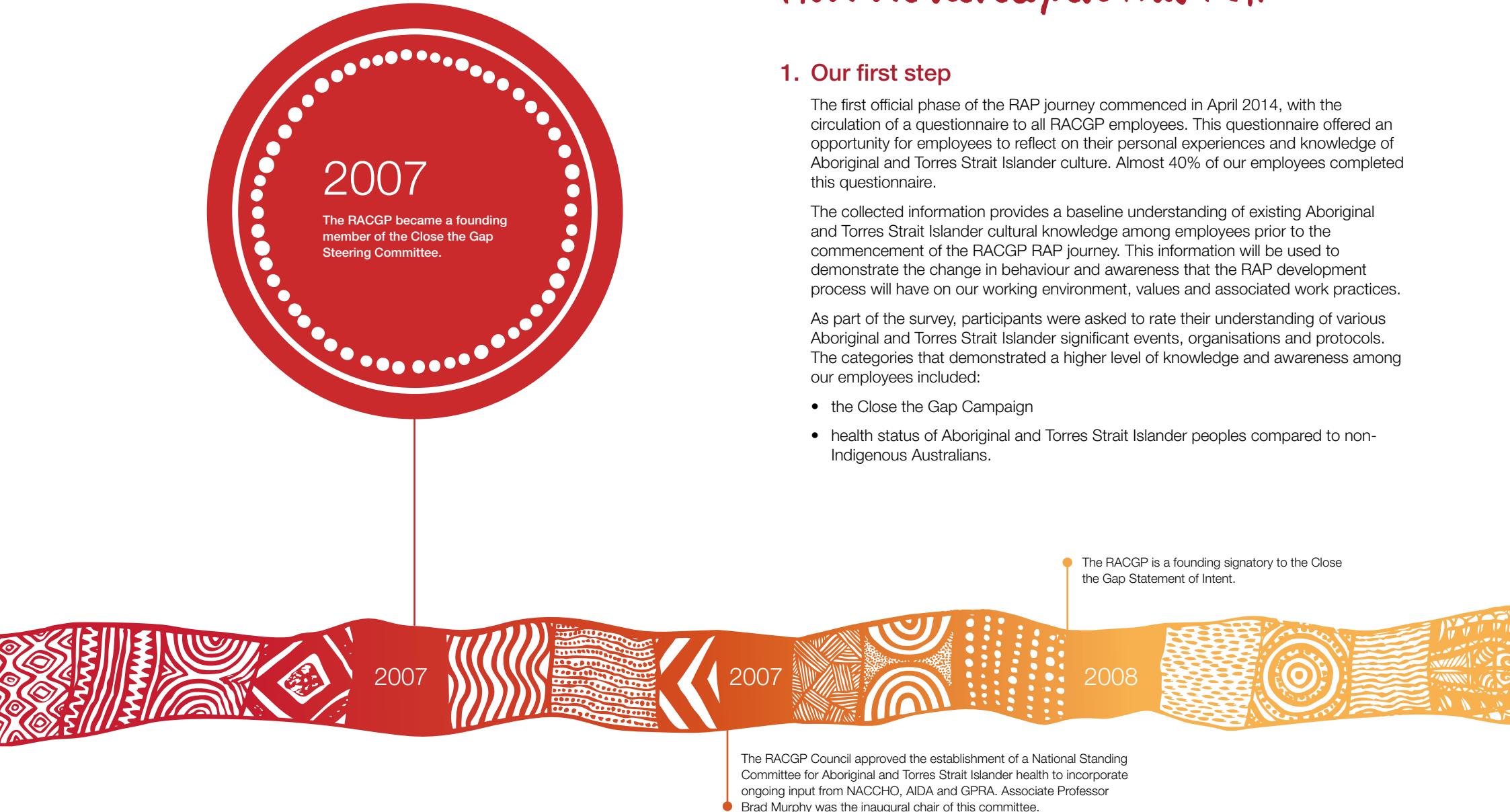
Our Reflect RAP vision statement

To build the foundations of cultural respect across our entire organisation so Aboriginal and Torres Strait Islander healthcare is everyone's responsibility.

Our RACGP reconciliation vision statement

To embed Aboriginal and Torres Strait Islander perspectives into everyday work practice.

How we developed this RAP



These two categories have been promoted by the National Faculty of Aboriginal and Torres Strait Islander Health, demonstrating communication strategies are having a positive impact on employees. Employees identified lower knowledge levels for other categories such as National Aboriginal and Islander Day Observance Committee (NAIDOC) week, National Reconciliation Week (NRW) and Welcome to Country and Acknowledgement of Country protocols.

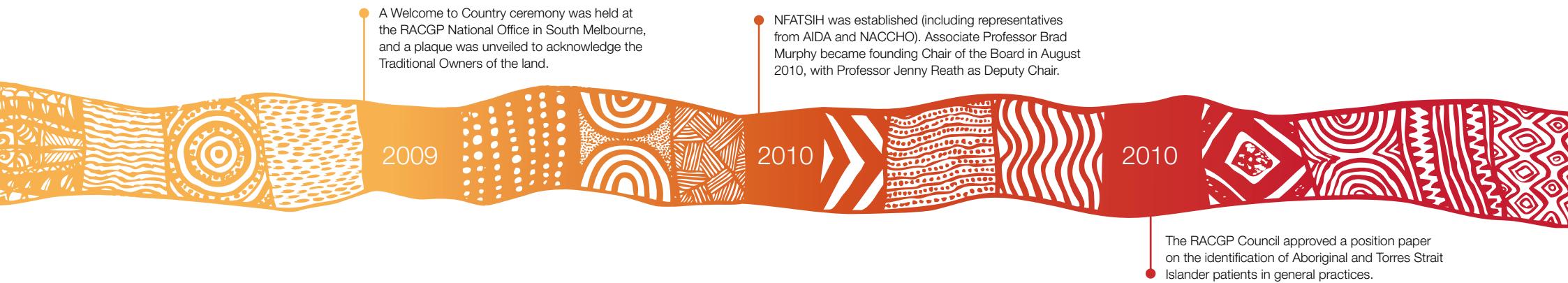
Opportunities for employees to provide feedback demonstrated mostly positive comments and commended the RACGP for embracing the RAP initiative. Some responses indicated further engagement and education opportunities are critical to ensure there is a collective understanding across all areas of the RACGP, of the strategic importance this project has on our core business values and professional reputation.

2. Our next steps

To support the development of our RAP, the RACGP appointed the following operational groups, which continue to champion and support this RAP:

- The RAP Project Team
- The RAP Steering Group, comprised:
 - representatives from the RACGP Senior Leadership Team, and the National Faculty of Aboriginal and Torres Strait Islander Health Manager
 - Cultural Advisors, who are also members of the RACGP National Faculty of Aboriginal and Torres Strait Islander Health Board
- The RAP Working Group, which is comprised of 21 self-appointed employee representatives from a diverse cross-section of the organisation

The content of our RAP was determined after the RAP project team conducted consultations with employees from all programs, faculties and departments across the country. All employees were invited to attend consultation meetings and teams and then complete their own individual RAP templates. All, 27 teams completed these templates from which we identified common themes and formed priority areas of focus for the RACGP Reflect RAP. This information is also be used to inform key priority areas for our next RAP.



The RACGP's commitment to improving Aboriginal and Torres Strait Islander health outcomes

The RACGP's ability to deliver quality services to our GP members and their patients is influenced by an understanding of the communities in which our members work. We recognise Aboriginal and Torres Strait Islander communities have specific needs and it takes time to build trusting and enduring relationships. Our employees will be encouraged to develop stakeholder relationships based on a 'built-in' rather than a 'bolt-on' approach.

The RACGP encourages all GPs to develop an understanding of Aboriginal and Torres Strait Islander culture, history and health. GPs are encouraged to incorporate this into their professional practice through a team-based holistic, comprehensive and primary healthcare approach. A strong culture is central to strong health and wellbeing for Aboriginal and Torres Strait Islander peoples. The RACGP is committed to supporting our 28,000 members to

practice in a culturally respectful way and to close the gap in health disparities between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.

The timeline below demonstrates our history and commitment to reconciliation and improving health outcomes. The establishment of the National Faculty of Aboriginal and Torres Strait Islander Health in February 2010 represented a significant milestone in more than 25 years of work by the RACGP. In its 2010 position statement on Aboriginal and Torres Strait Islander health, the RACGP acknowledges improving the health of Aboriginal and Torres Strait Islander people is one of Australia's highest health priorities. The RACGP is a signatory to the *Close the Gap Statement of Intent* and is a founding member of the Close the Gap campaign Steering Committee.

The RACGP continues to develop resources and tools that support GPs and their practice teams to deliver quality care. This is demonstrated by the significant number of publications, toolkits and guidelines published, several of which are specific to the Aboriginal and Torres Strait Islander sector and have been developed in close collaboration with the Aboriginal Community Controlled Health Organisations.

Aboriginal health (as defined in NACCHO's constitution)

The National Aboriginal Community Controlled Health Organisation (NACCHO) is the peak body for Aboriginal health in Australia. The RACGP recognises that NACCHO is entrusted to represent the health needs and interests of Aboriginal peoples on behalf of its members and the broader Aboriginal community. The RACGP respectfully acknowledges the NACCHO definition of Aboriginal health:



'Aboriginal health refers to the physical well-being of an individual, and the social, emotional and cultural well-being of the community in which each individual is able to achieve their full potential. It is a whole-of-life view and includes the cyclical concept of life-death-life.'

The RACGP strives to embed the philosophy of this definition in all of our programs, policies, submissions and initiatives that are specific to Aboriginal and Torres Strait Islander peoples. As part of our Reflect RAP journey, the RACGP encourages employees to 'think about doing things differently' so this philosophy is incorporated into all of our programs, policies, submissions and initiatives, not just those that are specific to Aboriginal and Torres Strait Islander health. Our intention is, after implementing our second RAP, for this philosophy to become second nature for all of our employees, regardless of their role. We are already planning for our second RAP and acknowledge our RAP journey will be a life-long journey for the RACGP, its employees and its members.

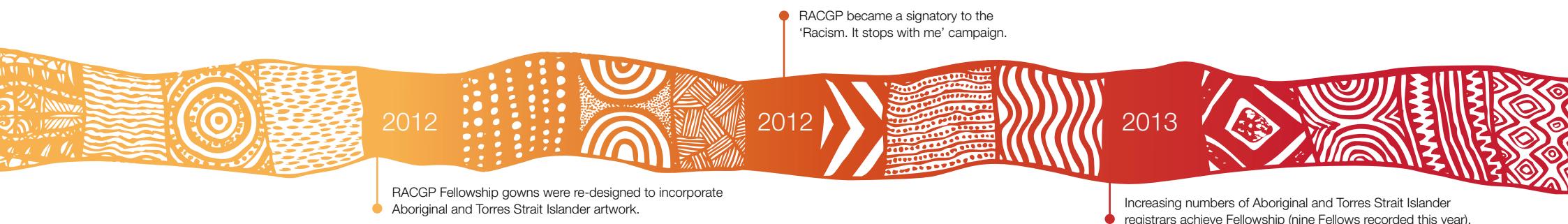
Aboriginal and Torres Strait Islander representation at the RACGP

The RACGP actively encourages Aboriginal and Torres Strait Islander peoples to apply for employment roles at the RACGP. The RACGP Council has recently approved a 'Creating a culturally safe workplace for Aboriginal and Torres Strait Islander peoples policy' to support this commitment. While Aboriginal and Torres Strait Islander peoples have been employed in a number of positions at the RACGP in the past, we presently do not have any employees who identify as an Aboriginal and/or Torres Strait Islander person via our staff induction process. It should be noted that results from our employee questionnaire circulated in April 2014 indicated two employees identify as being of Aboriginal and/or Torres Strait Islander origin.

We recognise the development of a long-term employment strategy to promote the recruitment and retention of Aboriginal and Torres Strait Islander employees will allow us to attract, select and retain suitable Aboriginal and Torres Strait Islander candidates. The RACGP estimates 0.2% of our members identify as an Aboriginal and/or Torres Strait Islander person. As part of our RAP journey, we have identified the need to improve current methodologies used to record Aboriginal and Torres Strait Islander status for members and have included this as an action point in the RAP template.

The RACGP has a number of Aboriginal and Torres Strait Islander GPs and community member representatives on our various committees, including the National Faculty of Aboriginal and Torres Strait Islander Health Board, Aboriginal and Torres Strait Islander Health Education Committee, Awards Committees and Working Groups. Associate Professor Brad Murphy, National Faculty of Aboriginal and Torres Strait Islander Health Chair and RACGP Council member, is an Aboriginal man from the Kamilaroi people of northwest New South Wales. Associate Professor Ms Mary Martin and Honorary National Faculty of Aboriginal and Torres Strait Islander Health Faculty Provost, is a Traditional Owner and Elder from her Dad's country of Minjerribah in the Quandamooka region of Moreton Bay, Queensland. The RACGP holds exams twice a year and approximately 0.5–1.5% of our RACGP fellowship candidates who are studying to become a qualified GP identify as an Aboriginal and/or Torres Strait Islander candidate.

Aboriginal and Torres Strait Islander GPs and community members also work with the RACGP as advisors for content development and policy reviews. Twice a year, the RACGP employs a number of Aboriginal and/or Torres Strait Islander actors for exam role-play scenarios.



Partnerships and activities with Aboriginal and Torres Strait Islander organisations

The RACGP is committed to working with Aboriginal and Torres Strait Islander organisations to advance efforts to close the gap in health disparities. The RACGP is already working with the following organisations and is involved in various national initiatives including:

1. Close the Gap Campaign

The RACGP is a signatory to the *Close the Gap Statement of Intent* and was one of the first health organisations to commit to improving the health and life expectancy of Aboriginal and Torres Strait Islander peoples in 2007. The RACGP is a member of the national Close the Gap Steering Committee, comprising Australia's peak Aboriginal and Torres Strait Islander and non-Indigenous health bodies and human rights organisations. The Steering Committee, which meets every two months, aims to raise the health and life expectancy of Aboriginal and Torres Strait Islander peoples to that of Australia's non-Indigenous population. Associate Professor Brad Murphy, Chair of the National Faculty of Aboriginal and Torres Strait Islander Health at the RACGP, is a representative on the Steering Committee.

2. National Aboriginal Community Controlled Health Organisation

The RACGP has been working with NACCHO for almost 20 years and shares a commitment to improving the health of Aboriginal and Torres Strait Islander peoples through Aboriginal community control principles, self-determination, and advocating

for culturally safe and clinically appropriate healthcare. Working in partnership, the RACGP has created several publications, including the *National Guide to Preventive Health Assessment for Aboriginal and Torres Strait Islander people* (1st and 2nd editions) and the *Interpretive guide to the RACGP Standards for general practices* (3rd and 4th editions) for Aboriginal Community Controlled Health Services.

A NACCHO representative also sits on the board of the RACGP's National Faculty of Aboriginal and Torres Strait Islander Health.

3. Australian Indigenous Doctors' Association

The RACGP has a strong relationship with Australian Indigenous Doctors' Association (AIDA), the peak membership and advocacy body for Aboriginal and Torres Strait Islander medical students and doctors. An AIDA member sits on the board of the RACGP's National Faculty of Aboriginal and Torres Strait Islander Health and the two organisations regularly collaborate. In recent times, the two organisations have been working together to develop a mentoring program for GP registrars and RACGP Fellows.

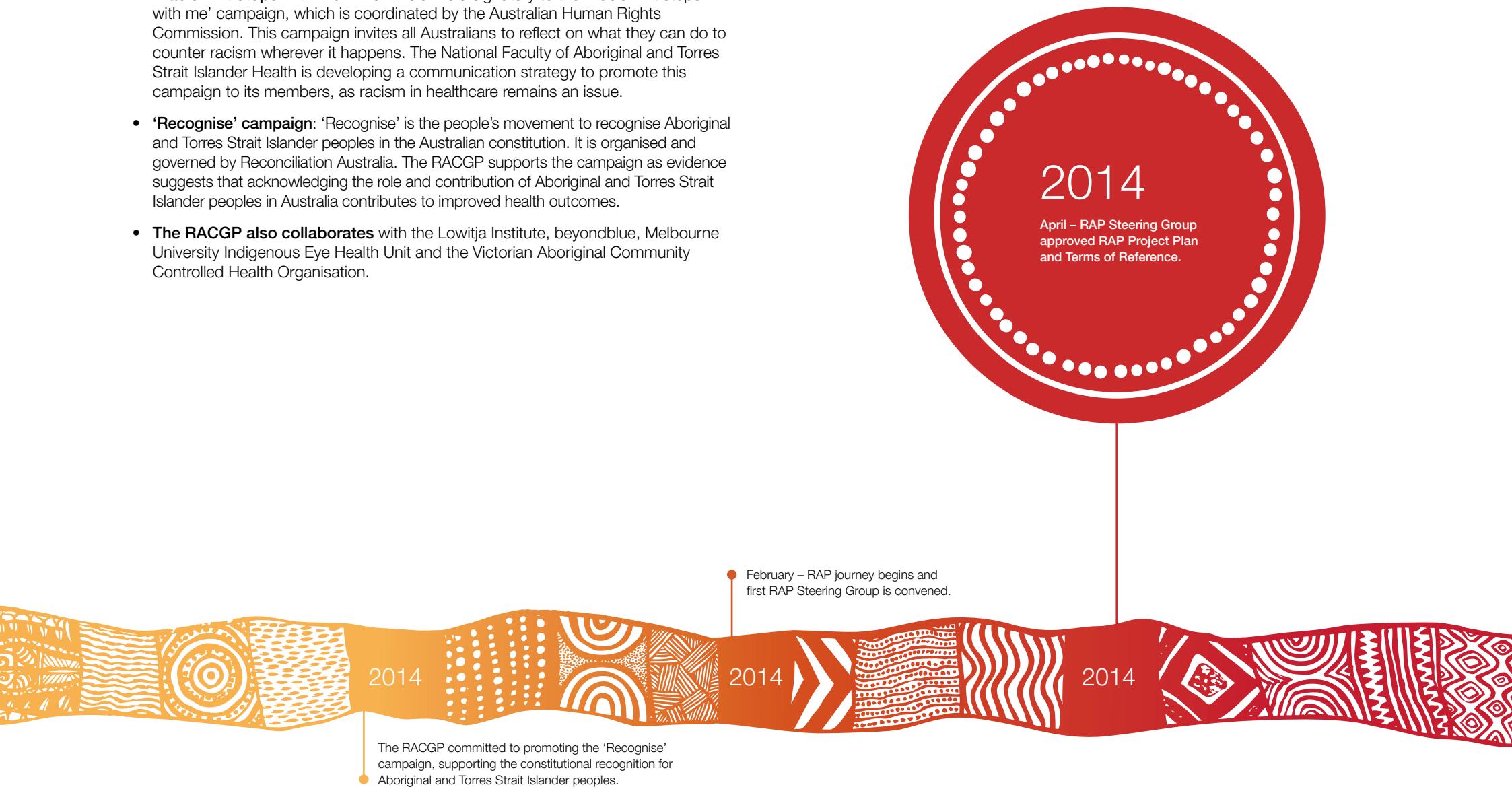
4. Indigenous General Practice Registrar's Network

The Indigenous General Practice Registrar's Network (IGPRN) was established in 2008 as a means for Aboriginal and Torres Strait Islander registrars to provide professional and cultural support to one another. The IGPRN Chair has a position on the RACGP's National Faculty of Aboriginal and Torres Strait Islander Health Board and the organisations work collaboratively to prepare GP registrars for exams. Most recently, the RACGP and the IGPRN worked together to develop a resources document that informs Aboriginal and Torres Strait Islander registrars about available educational and personal support.



5. Other partnerships

- **'Racism. It stops with me'**: The RACGP is a signatory to the 'Racism. It stops with me' campaign, which is coordinated by the Australian Human Rights Commission. This campaign invites all Australians to reflect on what they can do to counter racism wherever it happens. The National Faculty of Aboriginal and Torres Strait Islander Health is developing a communication strategy to promote this campaign to its members, as racism in healthcare remains an issue.
- **'Recognise' campaign**: 'Recognise' is the people's movement to recognise Aboriginal and Torres Strait Islander peoples in the Australian constitution. It is organised and governed by Reconciliation Australia. The RACGP supports the campaign as evidence suggests that acknowledging the role and contribution of Aboriginal and Torres Strait Islander peoples in Australia contributes to improved health outcomes.
- **The RACGP also collaborates** with the Lowitja Institute, beyondblue, Melbourne University Indigenous Eye Health Unit and the Victorian Aboriginal Community Controlled Health Organisation.



RACGP deliverables achieved prior to Reflect RAP endorsement

1. RACGP resources

The National Faculty of Aboriginal and Torres Strait Islander Health was established in 2010 and advocates for culturally appropriate health delivery systems that improve outcomes for Aboriginal and Torres Strait Islander peoples. The Faculty continues to take a leading role in supporting the RACGP to progress its commitments to Aboriginal and Torres Strait Islander Health, and contributes to a large range of publications and RACGP initiatives. The Faculty is represented on an extensive list of national Aboriginal health advisory groups and committees.

The RACGP resources listed below were developed and/or supported by the National Faculty of Aboriginal and Torres Strait Islander Health.

- Publications and position statements:
 - An introduction to Aboriginal and Torres Strait Islander cultural protocols and perspectives

- RACGP Position Statement on Aboriginal and Torres Strait Islander Health
- RACGP position on cultural awareness and cultural safety training for Quality Improvement and Continuing Professional Development (QI&CPD)
- Building sector capacity through stronger investments in Aboriginal Community Controlled Health Services (ACCHS)
- Addressing cost barriers (pharmaceutical) through the expansion of proven strategies
- Improving primary care provision to Aboriginal and Torres Strait Islander patients
- Racism in the healthcare sector
- A commitment to stronger future collaborative reform
- National Guide to Preventive Health Assessment for Aboriginal and Torres Strait Islander people
- Interpretive guide to the RACGP Standards for general practices (4th edition) for Aboriginal Community Controlled Health Services.
- Policies and procedures:
 - RACGP Policy on Identification of Aboriginal and Torres Strait Islander people in Australian general practice
 - RACGP Welcome to Country and Acknowledgement of Country Procedure – plus event checklist for organising Welcome to Country



- Creating a Culturally Safe Workplace for Aboriginal and Torres Strait Islander People Policy
- Policy for gifting and use of Aboriginal and/or Torres Strait Islander ceremonial sashes
- Procedure to obtain Aboriginal and/or Torres Strait Islander sashes for RACGP Fellowship ceremonies
- Procedure for Aboriginal and Torres Strait Islander actors for the Objective Structural Clinical Examination (OSCE) component of the RACGP Fellowship exam
- Aboriginal and Torres Strait Islander content in the FRACGP exam.
- Fact sheets and guidelines:
 - RACGP SEAD (Employee Equity and Diversity) fact sheet – Aboriginal and Torres Strait Islander target group
 - Frequently asked questions about gifting and use of RACGP Aboriginal and/or Torres Strait Islander ceremonial sashes
 - Guidelines for inclusion of Aboriginal and Torres Strait Islander health content in the RACGP examinations.

Where appropriate, these resources are regularly reviewed with appropriate internal and external consultation.

2. RACGP RAP-related activities

The RAP project team was established in March 2014 and has a national focus based in the Human Resources department. The RAP project team comprises of a full-time equivalent RAP Project Officer and the National HR Manager. This team is responsible for providing leadership for the RAP across all RACGP faculties and departments, and collaborates closely with the RACGP National Faculty of Aboriginal and Torres Strait Islander Health.

The following RAP-related activities have occurred since the RAP Project Team was established:

- Each RACGP team and faculty participated in a one-hour RAP information session, facilitated by RAP Project Team.
- Coordination of three RAP Steering Group meetings.
- Appointment of RAP Working Group membership and chaired five RAP Working Group meetings.
- Information related to the history of the local Aboriginal community, information on the Close the Gap campaign and the RACGP RAP has been incorporated into a faculty's new employee orientation manual.
- Commemoration of Close the Gap Day (20 March 2014) – the National Faculty of Aboriginal and Torres Strait Islander Health hosted an event at the national office, including guest speakers and a movie screening.



- Celebration of NRW (27 May – 3 June 2014) – the RAP project team and the National Faculty of Aboriginal and Torres Strait Islander Health hosted a program of events at the national office, including a movie screening and two information sessions. A series of daily emails was also circulated, including various Reconciliation Australia fact sheets.

State and territory faculties held various events locally:

- RAP lunch team meeting to discuss NRW and reflecting activities
- Team lunch to finalise new staff induction manual followed by a quiz to assess knowledge gained
- Lunch meeting to discuss the National Faculty of Aboriginal and Torres Strait Islander Health resource, An introduction to Aboriginal and Torres Strait Islander cultural protocols and perspectives
- Inaugural RAP working group participation.
- Celebration of NAIDOC Week (6–13 July 2014) – the RAP project team, the National Faculty of Aboriginal and Torres Strait Islander Health and RAP Working Group hosted a program of events at the national office in 2014, including a movie

screening, two information sessions and a ‘Cook Up and Dress Up’ day where employees were encouraged to come dressed in yellow, red and black. The theme for the ‘Cook Up’ was ‘Indigenous ingredients’.

State and territory faculties held various events locally:

- Screening of the film Utopia over two sessions – followed up by discussion on thoughts, feelings and insights into film messages
- Visit to Community Elder gathering place to learn about community work and history
- Discussion on preferred terminology in the Aboriginal and Torres Strait Islander health sector – facilitated by RAP project officer via teleconference
- Attend state Aboriginal art gallery
- Attend state-based Rural Health Conference with Aboriginal Health focus
- Combined office relocation opening event and NAIDOC celebration – included recognition of gifted Aboriginal artwork received from a state GP fellow member who works for three months of each year in the Utopia and Kintore regions of the Northern Territory.



RACGP Reflect RAP

Our 28,000 members provide healthcare to Aboriginal and Torres Strait Islander peoples across Australia every day. The RACGP encourages all GPs to develop an understanding of Aboriginal and Torres Strait Islander culture, history and health. GPs are encouraged to incorporate this into their professional practice through a team-based holistic and comprehensive primary healthcare approach. The RACGP is committed to supporting members to provide culturally appropriate healthcare and ultimately work towards achieving equity in health outcomes for Aboriginal and Torres Strait Islander peoples.

The RACGP Reflect RAP will be a 'living' document for the next 12 months with an ongoing commitment to existing culturally appropriate activities and protocols. In

addition, we will commit to new initiatives which will complement existing activities and create new opportunities to embed the principles of our RAP vision statement across our entire organisation. Our commitment to the three themes of the RAP program will adopt a 'doing things differently' approach as described below.

Note: NFATSIH refers to the National Faculty of Aboriginal and Torres Strait Islander Health, PPI refers to Policy, Practice and Innovation, HR refers to Human Resources.

1. Relationships

Our focus area is to build respectful relationships with Aboriginal and Torres Strait Islander stakeholders by adopting a 'built-in' rather than a 'bolt-on' approach – we recognise and value that we need to work 'with' communities not 'for' communities. The RACGP acknowledges these relationships require time, trust and mutually respectful collaboration. Strengthening our existing relationships with Aboriginal and Torres Strait Islander stakeholders is fundamental to the RACGP's role in supporting our GP members to close the gap in health disparities between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.

Action	Responsibility	Timeline	Deliverables
Continue RAP Steering Group and RAP Working Group to monitor RAP development, including implementation of actions, tracking progress and reporting	National Manager, HR	February, 2015	<ol style="list-style-type: none"> 1. The RACGP RAP Steering Group continues to be active, comprising both Aboriginal and Torres Strait Islander peoples and non-Indigenous Australian representatives. The Steering Group supports high level decision making processes and is responsible for: <ul style="list-style-type: none"> • providing subject matter expertise for content inclusion in the RAP • providing strategic direction, guidance and cultural advice to inform development of the RAP and RAP-related initiatives.
	National Manager, HR	February, 2015	<ol style="list-style-type: none"> 2. The RACGP RAP Working Group continues to be active, comprising internal employee representatives from all areas of the RACGP. The Working Group supports the operational development and execution of the RAP and is responsible for: <ul style="list-style-type: none"> • promoting a culture of reconciliation in the workplace • providing appropriate support to employees and members who wish to collaborate with Aboriginal and Torres Strait Islander stakeholders • sharing relevant education or initiatives as deemed relevant to the Group's purpose • providing updates to their respective RACGP regular team meetings • becoming 'RAP Ambassadors'.

Action	Responsibility	Timeline	Deliverables
Develop external relationships that will improve the RACGP's understanding and implementation of their RAP commitments	Manager, NFATSIH, and state faculty managers	July, 2015	3. Create a list of Aboriginal and Torres Strait Islander communities, organisations and stakeholders within local and national locations
	Manager, NFATSIH	December, 2014	4. Develop a memorandum of understanding between the RACGP and NACCHO
Seek opportunities to engage in relevant national initiatives, as deemed appropriate for the peak general practice body in Australia	Manager, NFATSIH	February 2015	5. The RACGP is a signatory to the <i>Close the Gap Statement of Intent</i> to reduce health inequalities faced by Aboriginal and Torres Strait Islander peoples, and attends bi-monthly meetings of the Close the Gap Steering Committee
	Manager, NFATSIH, and National Manager, HR	August , 2015	6. The RACGP is a signatory to the 'Racism. It stops with me' campaign, which asks all Australians to reflect on what they can do to counter racism wherever it happens. Communications will be developed to promote the campaign to our members and employees
	Manager, NFATSIH	August, 2015	7. The RACGP has committed to the 'Recognise' campaign supporting constitutional recognition for Aboriginal and Torres Strait Islander peoples. Communications will be developed to promote the campaign to our members and employees
Continue to work in partnership with relevant stakeholder to develop resources specific for Aboriginal and Torres Strait Islander health settings	Manager, PPI	February, 2015	8. Ensure adequate representation of the Aboriginal Community Controlled Health sector is included in all consultations which actively inform the review, evaluation and development of all future editions of the RACGP <i>Standards for general practices</i>
Raise internal awareness of the RAP and the role of NFATSIH	National Manager, HR	February, 2015	9. Deliver bi-monthly update of RAP-related initiatives in employee newsletter and intranet
	National Manager, HR	February, 2015	10. Include NFATSIH presentation and RAP information session as part of quarterly face-to-face induction program for new employees
	Manager, NFATSIH	July, 2015	11. Deliver an annual NFATSIH information session for all employees to explain role, functions and stakeholder relationships associated with the Faculty
	National Manager, HR	October, 2015	12. Deliver RAP education training for employees attending the RACGP Conference for General Practice 2015 (GP15)
Support employees to engage effectively with Aboriginal and Torres Strait Islander stakeholders	Manager, NFATSIH	March, 2015	13. Develop an internal summary sheet advising employees of how NFATSIH can assist with their work
	Manager, NFATSIH	October, 2015	14. Create an RACGP Aboriginal and Torres Strait Islander stakeholder engagement strategy – include a checklist for engagement, consultation or advisory group involvement

Action	Responsibility	Timeline	Deliverables
Raise external awareness of the RAP	National Manager, HR	October, 2014	15. Develop a formal communication to circulate to our valued Aboriginal and Torres Strait Islander stakeholders to advise of the RAP journey and why we have chosen to embark on a Reflect RAP
	National Manager, HR, and Manager, Corporate Affairs	February, 2015	16. Utilise marketing channels to promote the RAP – email signature banner, website carousel, flyers, brochures at conferences, etc.
	Manager, Marketing, and Manager, IT	October, 2014	17. Launch RAP link on RACGP website
	Manager, Marketing	October, 2014	18. Create promotional materials such as posters, merchandise and GP member/employee lanyards with RAP logo embossed
	National Manager, HR, and Manager, NFATSIH	November, 2014	19. Coordinate official RAP launch ceremony at National Office – invite external stakeholders
Celebrate NRW	National Manager, HR	27 May – 3 June, 2015	20. National Office to host a program of events on-site, which includes at least three 30-minute events, and encourage employees to be aware of local NRW program of events in Victoria
	State faculty managers	27 May – 3 June, 2015	21. Each state faculty to host at least one 30-minute event and encourage employees to be aware of local NRW program of events in each state
Commemorate Close the Gap Day	Manager, NFATSIH, and state faculty managers	20 March, 2015	22. Commemorate Close the Gap Day at each RACGP faculty office by holding an event

State and territory faculties have established local Aboriginal and Torres Strait Islander partnerships and will continue to strengthen these and explore new local stakeholder partnerships:

- NACCHO affiliates.
- Local Aboriginal Community Controlled Health Services.
- Local Elders in the community.
- Employment of Aboriginal and Torres Strait Islander actors for exam role-play scenarios.
- Local and state Aboriginal Health Alliance organisations.
- Aboriginal art and craft suppliers for examiner awards and speaker gifts.

- Aboriginal and Torres Strait Islander stakeholders attending community events.
- Dedicated morning tea with Elders in the community.
- Smoking ceremonies performed on-site.
- Aboriginal and Torres Strait Islander health research bodies and university departments.
- Local Aboriginal and Torres Strait Islander cultural centres and institutes.
- Local Aboriginal and Torres Strait Islander businesses to supply catering, gifts merchandise, etc.
- Potential board members who identify as an Aboriginal and/or Torres Strait Islander person.

2. Respect

Our focus area is to support each individual employee to improve their understanding of Aboriginal and Torres Strait Islander culture, history, perspectives and protocols. By building the foundations for cultural respect across the entire organisation, employees will be more effective in supporting our members to address the challenges that influence Aboriginal and Torres Strait Islander health status.

Action	Responsibility	Timeline	Deliverables
Develop relevant policies, procedures and guidelines for employees and/or GP members to gain a greater understanding of Aboriginal and Torres Strait Islander culture	National Manager, HR	December, 2014	1. Create RAP-related summary fact sheets to support employee understanding of Aboriginal and Torres Strait protocols which can be applied in everyday work practice (eg. introduction to preferred terminology and Acknowledgement of Country fact sheet)
	Manager, NFATSIH	October, 2014	2. Develop an RACGP flag-flying protocol to support the various offices across Australia to help create a culturally inclusive workplace for Aboriginal and Torres Strait Islander peoples
	Manager, NFATSIH	December, 2014	3. Develop a position statement on constitutional recognition to support the RACGP's support of the 'Recognise' campaign and raise awareness among employees and members
Encourage understanding of Acknowledgement of Country protocols to ensure shared meaning of the protocols among staff	National Manager, HR	March, 2015	4. Deliver a 30-minute in-house education session every six months at National Office on Welcome to Country and Acknowledgement of Country protocols (state faculties to organise a similar session annually)
	National Manager, HR, and state faculty managers	November, 2014	5. Create an RACGP internal resource which acknowledges the Traditional Owners of the lands on which all RACGP offices are located
Ensure Welcome to Country ceremony is performed at all significant RACGP events	Manager, Corporate Affairs	October, 2014 (annually)	6. Organise for a Welcome to Country ceremony to be performed at all annual RACGP national conferences, state conferences and faculty award ceremonies
	State faculty managers	August, 2015	7. Organise for a Welcome to Country ceremony to be performed at all RACGP state faculty fellowship ceremonies
	National Manager, HR	November, 2014	8. Organise for a Welcome to Country ceremony to be performed at the RACGP RAP launch
Offer external cultural awareness development opportunities for employees to build understanding of Aboriginal and Torres Strait Islander history, cultures and contributions	National Manager, HR, and state faculty managers	February, 2015	9. Deliver cultural face-to-face training on-site annually (state faculties to source local providers): <ul style="list-style-type: none"> • Compulsory for all senior employees • Compulsory for all employees attending the annual RACGP Conference for General Practice
	General Manager, Education	October, 2015	10. Offer cultural face-to-face training sessions every two years to Board of Censors, Board of Assessment and National Standing Committees
	National Manager, HR, and state faculty managers	August, 2015	11. Offer a local cultural excursion every 12 months for all employees to attend
	National Manager, HR	February, 2015	12. Develop a cultural awareness component to be incorporated into the RACGP employee induction package. An induction to the NFATSIH is offered if an employee has a personal interest
	National Manager, HR	March, 2015 (annually)	13. Conduct an annual employee survey to assess baseline understanding of Aboriginal and Torres Strait Islander history, cultures and contributions

Action	Responsibility	Timeline	Deliverables
Offer cultural awareness development opportunities for GP members	Manager, NFATSIH, and General Manager, RACGP Products	July, 2015	14. Review and enhance online <i>gplearning</i> cultural awareness program as part of the GP continuing professional development program (six-hour duration)
	Manager, NFATSIH	October, 2014 (annually)	15. Deliver face-to-face cultural awareness training at the RACGP Conference for General Practice 2014 (GP14) and 2015 (GP15)
	General Manager, Education Services, and Manager, NFATSIH	December, 2014	16. Enhance methodologies currently used to evaluate accredited cultural awareness training programs by external providers
	General Manager, Education Services, and Manager, NFATSIH	December, 2014	17. Actively encourage and support Aboriginal and Torres Strait Islander service providers to create and accredit their cultural awareness training programs to RACGP QI&CPD standards
Create a culturally respectful workplace for Aboriginal and Torres Strait Islander staff, members and stakeholders	National Manager, HR, and state faculty managers	June, 2015	18. Ensure all RACGP offices have: <ul style="list-style-type: none"> • three flags on display at reception desk (Aboriginal, Torres Strait Islander and Australian) • Traditional Owner acknowledgement plaque at reception • an Aboriginal language map on display on site in designated area • relevant local artwork where applicable • created accompanying guidelines for achieving these requirements
	Manager, Publications	June, 2015	19. Include Aboriginal and Torres Strait Islander editorial guidelines in the editorial style guide
	Manager, Publications	December, 2014	20. Include an Acknowledgement of Country statement in significant RACGP publications (ie. Annual report, <i>Good Practice</i> and <i>RACGP Standards for general practices</i>)
Celebrate NAIDOC Week to provide opportunities for Aboriginal and Torres Strait Islander staff, members and stakeholders to celebrate their cultures and communities	National Manager, HR	July, 2015 (annually)	21. National Office to host a program of events on-site, which includes at least two 30-minute events, and encourage employees to be aware of local NAIDOC program of events in Victoria
	State faculty managers	July, 2015 (annually)	22. Each state faculty to host at least one 30-minute event and encourage employees to be aware of local NAIDOC program of events in each state

Action	Responsibility	Timeline	Deliverables
Create reference source of Aboriginal and Torres Strait Islander information relevant to RACGP history and general practice	Manager, Knowledge Management Team	July, 2015	23. Include historical RACGP events related to Aboriginal and Torres Strait Islander health and communities in current archives collection
		July, 2015	24. Investigate artefacts, transcripts, past 'stories' and interviews/articles with past and retired GPs who have had service delivery experience in the Aboriginal and Torres Strait Islander health sector
		July, 2015	25. Include non-medical resources with a social and cultural context in the RACGP Library portal and resource collection for Aboriginal and Torres Strait Islander health (currently limited to medical resources only)
Include and update Aboriginal and Torres Strait Islander content in GP training curriculum	General Manager, Education	July, 2015	26. Review and update minimum requirement content for clinical and cultural appropriateness every three years. This review will occur with relevant Aboriginal and Torres Strait Islander cultural and medical experts
Review Aboriginal and Torres Strait Islander content in GP fellowship exam	General Manager, Education, and Manager, NFATSIH	October, 2014	27. Include at least two cultural advisors in the development of all exam questions which have relevant Aboriginal and Torres Strait Islander content
Create a culturally safe environment for Aboriginal and Torres Strait Islander students, GP registrars, and casual role players/actors recruited for exam settings	General Manager, Education, and state faculty managers	October, 2015	28. Create policies and implement strategies for supporting Aboriginal and Torres Strait Islander actors and community members who participate in OSCE role play activities.
		October, 2015	29. Ensure all examiners receive appropriate cultural awareness training
		October, 2015	30. Create policies to support a culturally safe environment for GP registrars undertaking exams, taking into account specific considerations for both written and practical exams

3. Opportunities

Creating opportunities for Aboriginal and Torres Strait Islander individuals, stakeholders and businesses to be a part of our everyday work ethos is paramount to our RAP journey. The RAP will influence organisational workplace culture to create an environment where Aboriginal and Torres Strait Islander employees, students, members and stakeholders feel welcome, supported, respected and valued.

Action	Responsibility	Timeline	Deliverables
Consider Aboriginal and Torres Strait Islander employment	National Manager, HR	February, 2015	1. Advertise job opportunities on relevant job seeker websites and in designated Aboriginal publications (eg. <i>Koori Mail</i>)
	National Manager, HR	December, 2014	2. Develop an Employee Value Proposition, including appropriate recognition of Aboriginal and Torres Strait Islander culture as part of the RACGP Employee Equity and Diversity Program
Consider supplier diversity	Manager, NFATSIH	October, 2015	3. Create a list of national and state Aboriginal and Torres Strait Islander businesses which are relevant to RACGP supplier needs (eg. catering, printers, design, gifts, stationery, etc.)
Consider available resourcing to support the RAP implementation	National Manager, HR	February, 2015	4. Ensure timelines and deliverables are monitored every six months
Support Aboriginal and Torres Strait Islander GP registrars and fellows	Manager, NFATSIH	February, 2015	5. Coordinate Indigenous Fellowship Excellence Program
	Manager, NFATSIH	March, 2015	6. Offer pre-FRACGP exam support to Aboriginal and Torres Strait Islander registrars
	Manager, NFATSIH	March, 2015	7. Develop mentoring program for Aboriginal and Torres Strait Islander registrars in collaboration with AIDA

4. Tracking progress and reporting

Action	Responsibility	Timeline	Deliverables
Build support for the RAP	National Manager, HR, and Manager, NFATSIH	August, 2015	<ol style="list-style-type: none">1. We have defined available resourcing for our RAP2. Our data collection is able to measure our progress and successes
Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report	National Manager, HR	October, 2015	<ol style="list-style-type: none">3. Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually

Contact details

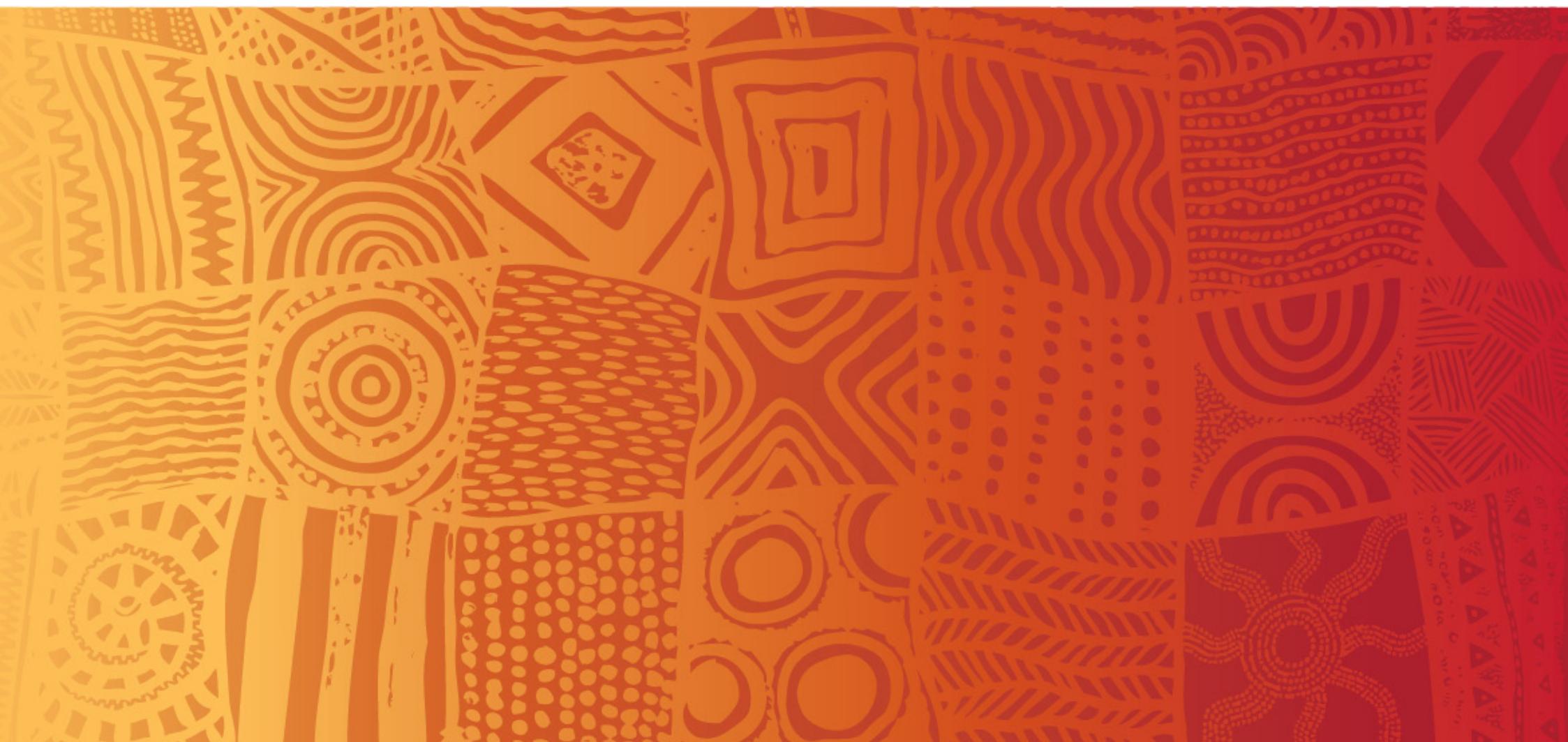
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