



Reflect Reconciliation Action Plan

July 2021 – July 2022





About the artist

Rhys Paddick

Rhys is a Budimia / Yamatji / Nyungar Australian digital artist whose passion lies in connecting people to stories. Everyone has a story, and Rhys believes this can be represented cross culturally through art. Traditionally working in Aboriginal education, Rhys has found a natural passion in drawing and expressing stories as a teaching tool to help educate people on Aboriginal culture.

Acknowledgement of Country

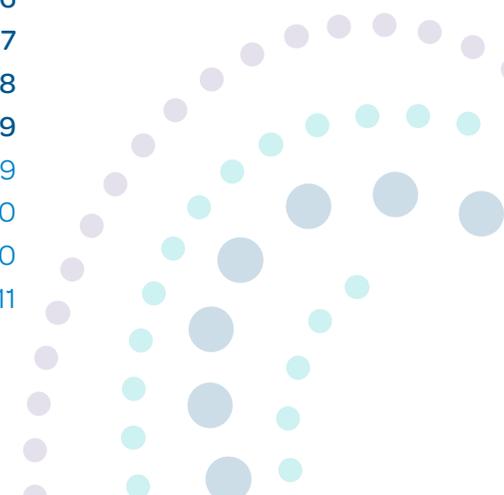
HIF kadij nitja boodjar ngullar koorl nyininy Whadjuk Nyungar boodjar. Ngullar wongi baal birdiyah wiern, moort kura yeye boorda.

HIF knows this country we move and sit on is Whadjuk Nyungar country. We speak to spirits and families from the past, today and the future.

HIF extends this acknowledgement to all Aboriginal and Torres Strait Islander Peoples across Australia, in which we live and work.

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From the CEO

Justin James

In 2020, HIF took its first long overdue steps toward reconciliation. As a business and as individuals, we want to make a commitment to educate ourselves and do better in acknowledging, respecting and learning from our First Nations People, which includes listening to confronting story telling of how our country was first settled and stolen from its traditional land owners.

For our REFLECT plan, HIF worked closely with internationally renowned Nyungar Cultural Advisor, Ingrid Cumming, to genuinely understand what our first steps should be, and how our plan will evolve as we move through the reconciliation process.

While we are proud of the foundational steps we have made, we acknowledge we have a long journey ahead of us to truly understand and respect what reconciliation means.

Our plan needs to be entrenched throughout every area of our business, not just as a plan on a page. We acknowledge that we need to build meaningful

relationships with Aboriginal and Torres Strait Islander stakeholders, encourage cultural awareness and show respect to the Traditional Custodians of the Land.

Over the coming years, we will explore and investigate what practical actions we can take to advocate and positively influence our organisation to ensure permanent change occurs that respects and acknowledges our First Nations people.

We look forward to taking our members and all of our stakeholders on this journey with us.

“...we need to build meaningful relationships with Aboriginal and Torres Strait Islander stakeholders, encourage cultural awareness and show respect to the Traditional Custodians of the Land.”

Our Vision for Reconciliation

Our vision for reconciliation is to create a more inclusive and culturally aware organisation. An organisation that will harness its networks' sphere of influence to increase opportunities for Aboriginal and Torres Strait Islander peoples.

We will actively create greater opportunity for Aboriginal and Torres Strait Islander people to access better health care including developing a greater understanding of what they have to offer regarding their history and culture.

Our Reflect Plan is built on a foundation of respect, trust and connection and we commit to a deeper level of understanding with this relationship.

HIF's vision for reconciliation will be achieved by engaging the strengths of the organisation to build meaningful relationships, enhance respect, promote and provide accessibility to improved health care opportunities for Aboriginal and Torres Strait Islander peoples.

Our Values

Community

Value and Affordability

Integrity

Member for Life

Accountability

Reconciliation Australia CEO Statement

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

HIF 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 over 2.3 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 HIF 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 HIF, 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

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Our Business

HIF is a not-for-profit health fund, with one office location in Perth on Whadjuk Nyungar Boodjar. Our core business is to provide health insurance to all Australians along with providing a range of general insurance products.

Our vision is to renew community confidence by upholding our five core values: Community, Value and Affordability, Integrity, Member for Life and Accountability.

HIF has been working hard to establish key partnerships over the past year that will provide greater choice and access for members, but also, are instrumental in helping to close the current gaps that are prevalent in our health system. To address growing health gaps in our own backyard that impact not just our members, but the wider community. As a health fund, we have a responsibility to help improve the healthcare system for all and help address some of the growing concerns that our country is facing.

Our journey began in 1954 as the Western Australian Government Railways Employees Hospital and Medical Benefits Fund Inc, providing health insurance to railways employees. In 1978 our name changed to Health Insurance Fund of

WA (HIF) and In June 2010 we changed our name to Health Insurance Fund of Australia to reflect our increasingly nationwide membership base.

Based in Western Australia, we service the whole of Australia with over 100,000 members.

We currently employ 125 staff, most of which are on Whadjuk Nyungar Country. We also have staff in Victoria and Queensland. We acknowledge the Bunurong, Boon Wurrung and Wurundjeri peoples of the East Kulin Nation (Pahran), and also the Turrbal and Yuggera peoples on Yuggera Country (Brisbane).

We currently have no known Aboriginal or Torres Strait Islander employees. In the future we will be improving the diversity of our workforce and inviting our team to advise us if they identify as an Aboriginal or Torres Strait Islander.

Choice, access and ethics are three fundamental drivers that have become the cornerstones of our strategy.

Our RAP

HIF want to create a more inclusive and culturally aware workplace, a workplace that understands, values, and respects the histories and cultures of Aboriginal and Torres Strait Islander peoples.

In order to contribute to reconciliation as an organisation we will build relationships with Aboriginal and Torres Strait Islander stakeholders, encourage cultural awareness and show respect to the Traditional Custodians of the Land. Developing a RAP aligns with our community values and demonstrates our commitment to working with Aboriginal and Torres Strait Islander peoples to ensure equal opportunities exist.

We want to develop meaningful relationships with Aboriginal and Torres Strait Islander communities which is built on a foundation of respect, trust and connection and we commit to a deeper level of understanding of this relationship.

A Working Group has been formed, chaired by our Chief People Leader, and includes team members from across all areas of the business who are responsible for implementing the RAP. Our Chief Member Leader has been appointed as lead RAP Champion, outside of the Working Group.

We launched our RAP internal communication page and reconciliation journey strategy to all staff at the start of NAIDOC week 2020. We have also introduced an Acknowledgment of Country at Board meetings, Community Lounge events and Leadership Team meetings.

We will build relationships with Aboriginal and Torres Strait Islander stakeholders, encourage cultural awareness and show respect to the Traditional Custodians of the Land.

Collaboration and partnership

We are extremely pleased to be working with Ingrid Cumming on our reconciliation journey. She is internationally recognised for her work in leadership, Nyungar and wider Aboriginal and Torres Strait Islander knowledge, research, community, and cultural development.

Internal activities/initiatives

- Amended the language in all externally advertised positions to be inclusive of Aboriginal and Torres Strait Islander Peoples.
- Wallet sized cards with Nyungar greetings, pronunciations and Acknowledgement of Country for all staff and external stakeholders to use or refer to.

Cultural Awareness

- An internal intranet page was launched where all staff can learn about our journey toward reconciliation to date, upcoming cultural awareness events, links to external websites and provides an opportunity where questions can be asked.
- Jayde Conway facilitated the Wogga Warniny (the blanket exercise) immersion session to our Leadership Team and their direct reports in December 2020. This session grew awareness of the contact history between First Nations people of Western Australia and colonisers.

Welcome to Country and Acknowledgement of Country

- Welcome to Country by Traditional Whadjuk Custodian Ingrid Cumming for the new branch opening – July 2020.
- A plaque has been placed at the front of the building and one in our foyer acknowledging the Traditional Custodians of this Whadjuk Nyungar boodjar.

Key Deliverables

Action	Deliverable	Timeline	Responsibility	
Relationships				
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.	October 2021	Working Group Initiative Lead
		Research best practice and principles that support partnerships with Indigenous Australian stakeholders and organisations.	October 2021	Working Group initiative Lead
2.	Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Working Group initiative Lead
		RAP Working Group (RWG) members to participate in an external NRW event.	27 May - 3 June 2022	Working Group initiative Lead
		Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2022	Chief People Leader
3.	Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	July 2021	CEO
		Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2021	Chief People Leader and Communications Manager
		Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	September 2021	Communications Manager
		Develop and implement a strategy to communicate the RAP to internal and external stakeholders.	September 2021	Communications Manager
		Ensure all staff engage in activities and initiatives in support of reconciliation.	September 2021	Chief People Leader
4.	Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	September 2021	Chief People Leader
		Conduct a review of Human Resources policies and procedures to identify existing anti-discrimination provisions, and future needs.	November 2021	Chief People Leader

Action	Deliverable	Timeline	Responsibility	
Respect				
5.	Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	Develop a strategy for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within our organisation.	August 2021	Chief People Leader
		Conduct a review of cultural learning needs within our organisation.	September 2021	Chief People Leader
6.	Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	September 2021	RWG Chair and Chief People Leader
		Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	August 2021	Communications Manager
7.	Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2021	Communications Manager and Working Group initiative lead
		Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2021	Communications Manager and Working Group initiative lead
		RWG to participate in an external NAIDOC Week event.	July 2021	Working Group initiative lead
Opportunities				
8.	Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Develop a strategy for Aboriginal and Torres Strait Islander employment within our organisation.	January 2022	Chief People Leader
		Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	November 2021	Chief People Leader
		Pursue opportunities and partnerships to support employment of Aboriginal and Torres Strait Islander peoples.	March 2022	Chief People Leader
9.	Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Review procurement policies and procedures to identify and remove barriers to Aboriginal and Torres Strait Islander business to supplying good and services.	July 2021	Working Group initiative Lead
		Investigate feasibility of Supply Nation membership.	July 2021	Working Group initiative Lead

Action	Deliverable	Timeline	Responsibility	
Governance				
10.	Establish and maintain an effective RWG to drive governance of the RAP.	Maintain the HIF RWG to govern RAP implementation.	July 2021	CEO
		Draft a Terms of Reference for the RWG.	July 2021	Chief Risk Officer
		Establish Aboriginal and Torres Strait Islander representation on the RWG.	September 2021	RWG Chair and Chief People Leader
11.	Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	August 2021	RWG Chair
		Engage senior leaders in the delivery of RAP commitments.	August 2021	Working Group initiative Lead
		Define appropriate systems and capability to track, measure and report on RAP commitments.	July 2021	Chief Risk Officer
12.	Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally & externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2021	RWG Chair
13.	Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	February 2022	RWG Chair

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