



NSW Health Aboriginal Workforce Newsletter ISSUE 5, 2014



From left to right: Les Daniel (Descendance), Paul Gavel (Director of Workforce HealthShare NSW), Arthur Turtle Tamwoy (Descendance) Wayne McEwen (HealthShare NSW Aboriginal Workforce HR partner)

HEALTHSHARE LAUNCH OF EMPLOYMENT STRATEGY

HealthShare NSW seeks big boost in Aboriginal staff numbers

HealthShare NSW plans to increase the number of Aboriginal people it employs by almost half.

The shared services arm of NSW Health, HealthShare NSW provides support services such as food, linen, human resources, finance and procurement to NSW public hospitals and health agencies.

HealthShare NSW employs around 125 Aboriginal staff members but seeks to increase that by up to 60 positions by June 2015, making its Aboriginal workforce 2.6 per cent of total staff,

reflecting the population of the state. This is a first step in a wider strategy to increase Aboriginal employment at HealthShare NSW.

HealthShare NSW launched its Aboriginal Employment Strategy at a celebration in Chatswood, in Sydney on National Close the Gap Day, Thursday, 20 March that featured a performance by Aboriginal dance troupe Descendance.

"Equal access to healthcare is an important human right," said acting Chief Executive Michael Walsh.

"Equally important is equal access to employment. Having an Aboriginal Employment Strategy will help us to be fully representative of the people to whom we provide our services."

HealthShare NSW acknowledges the Traditional Owners of this land and the many Aboriginal tribes of New South Wales. We pay our respects to Elders past and present and acknowledge Aboriginal people's connection to country, culture and heritage.



Working Together

Interweaves illustrates the services that HealthShare NSW provides to the NSW public health system while simultaneously representing the Aboriginal methods of service caring for country and people.

The horizontal panels on the left represents the diversity of NSW's Aboriginal and non-Aboriginal inhabitants - our different nations, languages and families.

The central panel illustrates the varied landscapes of the State including bush and pine sheils, forest on the coast to the granite and barrier found inland. The message with respect to communication and the traditions were everything together, representing the importance of collaboration.

On the right, the mountain ranges and rivers represents unification of land, sky and water and the importance of the sacred sites of the State working together, with the eagle flying, represents leadership and direction and illustrates HealthShare NSW's commitment to Closing the Gap Aboriginal Employment.



"The Aboriginal Employment Strategy is a roadmap to making the organisation an employer of choice for Aboriginal people."

"We have set ourselves three clear goals," he said. "We will work with Aboriginal communities to seek people with the skills we

need to join our teams; we will support our Aboriginal staff with career planning and training to strengthen skills and provide opportunities and we will enhance our knowledge and understanding of Aboriginal culture, customs and heritage."

Lana Kelly, Manager of Aboriginal Workforce Development says a number of mainstream positions will be targeted throughout the year to recruit Aboriginal people.

Aboriginal job seekers interested in applying for a job with HealthShare NSW can send their resume to aboriginalcareers@hss.health.nsw.gov.au or call 1800 004 546.



Health

Important dates

- **National Sorry Day:**
Sunday 26 May 2014
- **National Reconciliation Week:**
Tuesday 27 May 2014 to
Tuesday 03 June 2014
- **NAIDOC Week:**
Sunday 6 July 2014 to
Sunday 13 July 2014

Get to know....



HETI Donna Fong



Hi, my name is Donna Fong and I'm the Senior Program Officer, Scholarships and Sponsorships Unit at the Health Education and Training Institute (HETI). Since

September 2012 I have been working with Wendy Bryan-Clothier, Senior Program Officer, Aboriginal Workforce Unit at the Ministry of Health in transferring the management of the Aboriginal Allied Health Cadetship Program to HETI from 1st January 2013.

Wendy and I attended the Indigenous Allied Health Australia Conference last November to promote the Cadetship Program. It was a great opportunity to meet and network with so many passionate and inspiring people involved in varied Indigenous Allied Health disciplines.

HETI is in the process of recruiting an Aboriginal Program Officer who will be the first point of contact for the Cadetship Program. In the meantime, please do not hesitate to contact me on 1800 855 494 for any enquiries you may have about the Cadetship Program.

Applications for the Aboriginal Allied Health Cadetship Program are now open until 15th February so please express your interests by sending me an email at Cadetship@doh.health.nsw.gov.au and I'll email you further information and the application form.

HealthShare Wayne McEwen



Hi my name is Wayne McEwen and I'm a proud Bundjalung man originally from the far North Coast of NSW. My role as a HR Business Partner - Aboriginal

Workforce for HealthShare NSW is the first of its kind in NSW Health. I will be Supporting Lana Kelly, Manager of Aboriginal Workforce Development, with the implementation of our Aboriginal Employment strategy, by travelling around metropolitan and regional areas to provide managers and employees with advice, coaching and support on issues that impact our Aboriginal workforce.

My goal is to promote HealthShare NSW within NSW's diverse Aboriginal communities as an attractive employer offering not only entry-level jobs but also positions suited to skilled Indigenous workers who are looking to enter the corporate arm of our business. The *Aboriginal Employment Strategy 2014-2016* is our game plan for success. Collaboration is the key to achieving our target of employing the right people for the right job, and closing the gap.

It speaks volumes for a business when its Executive team endorses strategies around Aboriginal employment to close the gap and in particular at higher-level roles across the business. HealthShare NSW now has its own Aboriginal Employment Strategy, which is a step in the right direction not only in terms of attracting and retaining Aboriginal people, but also in promoting HealthShare NSW as a great place to work among Aboriginal communities across NSW.

Overall Respecting the Difference is an Aboriginal Cultural Training Framework for NSW Health, and HealthShare NSW has a responsibility to deliver this training to all employees. I find Cultural Awareness Training a very rewarding experience for all, as it is essentially knowledge sharing and delivering messages through storytelling around individual experiences - not to mention a great opportunity for me to connect with my city and country colleagues.



good health-great jobs



NSW Ambulance / Health working to Close the Gap

NSW Ambulance has officially launched its *Respecting the Difference Aboriginal Cultural Training* program, which aims to help close the life expectancy gap and improve Aboriginal health outcomes within a generation.

The program was launched as part of National Close the Gap Day (March 20, 2014) and represents a NSW Health initiative being rolled out across the state.

Charles Davison, Manager Aboriginal Workforce NSW Ministry of Health, who was a guest speaker at Thursday's launch, said Aboriginal Australians were still dying 10 to 17 years younger than other Australians, while Indigenous infant mortality was also up to three times higher.

He said seven different National Indigenous Partnership Agreements had been signed by the Federal and State Governments to improve Aboriginal life expectancy and health outcomes within a generation. These were known as Close the Gap agreements.

He applauded NSW Ambulance for taking this important step in helping its staff gain a better understanding of Aboriginal people.

He said the *Respecting the Difference: An Aboriginal Cultural Training Framework* was developed by NSW Ministry of Health to provide all health staff with an opportunity to gain a better understanding and appreciation of Aboriginal people, their history, culture and health and employment situation.

"The program aims to give all health service staff the tools, through education (eLearning) and Face to Face (localised context and engagement with community) to provide better health services for Aboriginal people in NSW that is consistent with national and state commitments to Close the Health and Employment Gap between Aboriginal and Non-Aboriginal Australians," Mr Davison said.



At the launch of NSW Health's *Respecting the Difference Aboriginal Cultural Training* program across NSW Ambulance are (from left) Liam Harte - Acting Station Officer Sydney Ambulance Centre, Charles Davison - Manager Aboriginal Workforce NSW Ministry of Health and NSW Ambulance Assistant Commissioner Jamie Vernon.

NSW Ambulance Assistant Commissioner Jamie Vernon, who launched the NSW Ambulance program, said *Respecting the Difference* was mandatory for all health employees. "This unique program empowers employees to deliver more responsive and culturally sensitive health services to Aboriginal patients, their families and communities," he said.

"The program facilitates a continuity of services for Aboriginal people, who may require complex primary care across the health system during their lifetime. The program starts with an eLearning component and our Close the Gap pledge includes completion of the eLearning by all employees by 31 August 2014."

To date, 206 NSW Ambulance staff members (4.6 per cent) have completed the eLearning process.

"Benefits include an ability to identify the barriers that paramedics' local Aboriginal community faces in accessing health services, and appreciate the special effort needed to interact positively with Aboriginal people," Mr Vernon said. "Aboriginal people will in turn hopefully feel safer and more confident in their

Respecting the Difference Aboriginal Cultural Training for NSW Health

Empowering employees to deliver more responsive and culturally sensitive health services to Aboriginal patients and their families.

FOR MORE INFORMATION

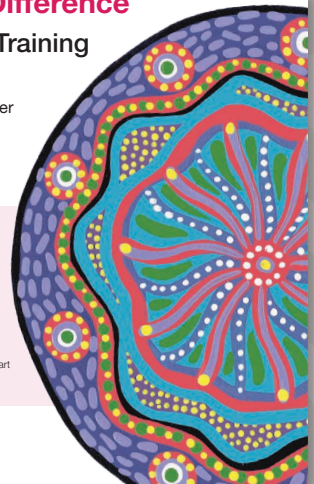
Visit the intranet or contact:
Callista Bryan, Aboriginal Employment Coordinator on (02) 9320 7644 or cbryan@ambulance.nsw.gov.au

Learning and Development (eLearning enquiries only) on (02) 9320 7346 or learning@ambulance.nsw.gov.au

Artwork: *Spiritual Nutrition* by Bronwyn Bancroft is part of a series that has been designed for the *Respecting the Difference* program.



**Ambulance Service
of New South Wales**



dealings with NSW Ambulance, especially during patient care."

Mr Vernon said NSW Ambulance was committed to employing Aboriginal people in recognition that Aboriginal employment contributed towards the economic participation of Aboriginal communities, which in turn promoted health and wellbeing.

NSW Ambulance currently employs 105 Aboriginal employees (2.3 percent of the total workforce).

This includes 77 paramedics. The 2.3 per cent employment rate is up from 1.8 per cent last year. This is a robust achievement towards the Close the Gap target of at least 2.6 per cent Aboriginal employment in the public sector by 2015.



Work experience gives Kempsey student an insight into health sector

Kempsey District Hospital has offered local Year 10 work experience students an insight into the operation of the Maternity Unit for the first time.

Two students have already undertaken the program, including Melita McMeekin whose work experience visit late last year has led her to consider a career in the health sector.

As part of their placement over five days, the students observed the daily running of the unit and were provided with a student handbook to document their experience.

Mid North Coast Local Health District Executive Director of Nursing, Midwifery and Workforce, Stephen Rodwell said programs like this support the future sustainability of the health workforce and increasing the number of Aboriginal people who might consider a career in health care with the MNCLHD.

"Kempsey District Hospital will be expanding this program into other areas such as in Nursing and Allied Health," Mr Rodwell said.



Kempsey Adventist School student Melita McMeekin pictured with baby Jyson during her work experience at Kempsey District Hospital's Maternity Unit.



"HANDS UP FOR HEALTH!" gives students an insight into health careers

Aboriginal students from schools across the Hastings will take part in a workshop in Port Macquarie next week (Monday 11 November) designed to provide them with an insight into careers in the health sector.

The Mid North Coast Local Health District (MNCLHD) is working in partnership with Charles Sturt University's (CSU's) Future Moves aspiration-building program and Indigenous Student Services (ISS) to present the workshop for Year 10 Aboriginal and Torres Strait Islander students.

MNCLHD Aboriginal Workforce and Innovation Coordinator, Rob Barnett said the aim of the "Hands up for Health!" workshop is to provide Aboriginal students with an understanding of the variety of health careers available and the necessary study pathways and encourage them to consider and ultimately pursue careers in the health industry.

"Students will be given the unique opportunity to tour the local hospital campus, take part in hands-on demonstrations and numerous information sessions from health professionals currently working in the industry as well as relevant education providers," Mr Barnett said.

"As the Mid North Coast continues to grow, there is a need for employment in all aspects of the health sector from administration and finance through to clinical care and community health careers. The MNCLHD also has specific targets for Aboriginal workers which align

with Aboriginal population figures for the region," Mr Barnett said.

CSU's Future Moves program is designed to encourage students to explore career options and the opportunities that come from higher education as well as help students to identify the appropriate pathways to achieve their goals. The University's Indigenous Student Services unit works closely with indigenous students at CSU as well as schools and the wider Mid North Coast community to support students' transition to university and help them succeed in their studies.

"Hands Up for Health! is a great way for students to get a taste of the many opportunities available in the health sector and we hope that the day will inspire students to consider a health-related career," said Indigenous Student Support Officer, Helene Jones.

"We are working closely with the MNCLHD to provide study pathways for school students into the health sector. Hands Up for Health! will hopefully be the first step on that pathway for many students," Ms Jones added.

Media opportunity: The Hands Up for Health! workshop will be held at Port Macquarie Base Hospital on Monday 11 November from 9:30am to 2pm. Media representatives are welcome to attend (meet at main hospital entrance). Please advise attendance so that we can make arrangements for you to take photographs/footage or interview organisers and participants.



Up skilling and creating culturally safe environments in the workplace.



left to right; Patricia O'Rourke, Chief Executive Officer, Public Hospitals Division, St Vincent's Health Australia, Gary Ella, Regional Director, NSW Office of Communities, Aboriginal Affairs, Pauline Deweerd, Aboriginal Health Network Co-ordinator, St Vincent's Health Australia, Sydney, Anthony Schembri, Chief Executive Officer, St Vincent's Health Network Sydney, Paul Robertson AM, Chair, St Vincent's Health Australia

St Vincent's Hospital – Committed to Closing the Gap

PREFACE: Establishing culturally safe environments for Aboriginal clients, carers and families is a key priority for NSW Health. How people implement the day to day activities which can affect patient care outcomes is a priority for NSW Health services to address closing the gap. The following story outlines day to day practices we all should be prioritising. For more information on how NSW Health staff can help to Close the Gap in Aboriginal health outcomes, do the *Respecting the Difference* training (Aboriginal Workforce Unit).

Committed to closing the gap, St Vincent's has recently completed an Aboriginal Identification Hospital Quality Improvement Program (AIQHIP). Funded by NSW Health, St Vincent's is one of eight sites across NSW to complete this project. Trialled in our Emergency Department (ED) with a view to rolling out to the wider Hospital, the project aims to improve the rate of correct identification of Aboriginal and Torres Strait Islander people, as well as reduce the number of Aboriginal and Torres Strait Islander patients that leave ED before completing their treatment.

A NSW Health mandatory question, the Project focussed on educating both staff and patients of the importance of asking every patient that comes in to our care if they identify as an Aboriginal and/or Torres Strait Islander person. Capturing more accurate data will help to ensure that the health of our Indigenous communities are benefited by having a

better understanding of the scale and breadth of health issues being dealt within our Indigenous communities.

Having formed a working group to determine the reasons that previously inhibited proper identification collection, the project team were able to implement a number of strategies to ensure that this important question was not overlooked. In essence, it was discovered there is a culture shift that needs to occur within all NSW health facilities, and a need to educate the public about the significance of this mandatory question, the fact that everybody is asked, and for those who do identify as Aboriginal and/or Torres Strait Islander, that it doesn't affect treatment in any way.

Strategies include educational posters and audio visual screens, culturally welcoming messages, displaying Aboriginal artworks, including Koori Radio and NITV on our patient entertainment channels, providing cultural awareness training for our staff and providing greater links to external services that can be accessed upon leaving our care.

In particular, St Vincent's Hospital Sydney and the Redfern Aboriginal Medical Service (AMS) have just announced an official partnership, meaning our Aboriginal and Torres Strait Islander patients that the Hospital receives can expect continuity of care and support upon leaving St Vincent's.

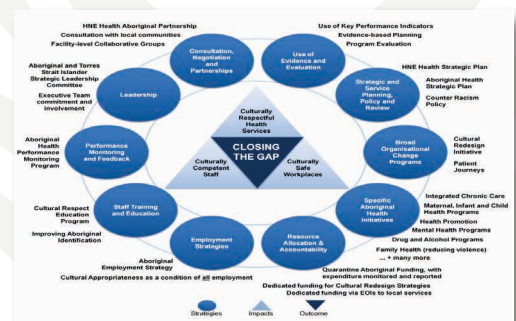
These initiatives were launched at a very special Close the Gap event, celebrated by all at St Vincent's including Executive staff, with special guests from the AMS, Elders and Members from our Aboriginal Community, as well as Ministry of Health

Hunter New England Health Closing the Gap Strategies

PREFACE: Closing the Gap in Aboriginal health outcomes is a key priority for NSW Health. Read the following story and refer to the Closing the Gap diagram Hunter New England have provided, to see how they link Aboriginal employment and education priorities to locally identified Closing the Gap target areas. (Aboriginal Workforce Unit).

Closing the Gap is a key strategic priority for HNE Health that aims to improve health and wellbeing outcomes for the Aboriginal and Torres Strait Islander community. Each service is expected to implement strategies that contribute towards this organisational goal. This document includes some Closing the Gap strategies that managers and staff can consider implementing in their services. This is an interim document and will be updated by November 2013 to include a more comprehensive list of evidence-based Closing the Gap strategies.

HNE Health is undertaking to implement a coordinated and whole of organisation approach to Closing the Gap. This approach is demonstrated in the diagram below. This diagram is described in the article: Hunter New England Health Aboriginal and Torres Strait Islander Strategic Leadership Committee. Closing the gap in a regional health service in NSW: a multi-strategic approach to addressing individual and institutional racism. NSW Public Health Bulletin 2012; Vol. 23(3-4).



Click for enlarged view



Hunter New England Aboriginal Employment

PREFACE: It is important to remember how big an impact Aboriginal administration officers can have in our services. Culturally responsive and able to work with all clients, Aboriginal people at the front desk can have a big impact on Aboriginal clients, carers and family members feeling of safety in an often unfamiliar and scary environment. In addition, recruiting Aboriginal people, to any position, supports the economic capacity of the community and is known to impact on overall social, health and wellbeing outcomes. (Aboriginal Workforce Unit).

3.7% of the total workforce which includes Permanent, Temporary and Casual positions and equates to a workforce of 570 Aboriginal and Torres Strait Islander staff. Casual positions are not counted in the benchmark. Hunter New England Health continues to achieve its stretched Aboriginal Employment benchmark and will achieve a permanent Aboriginal Workforce by December 2014 of 3.6%.

To achieve an Aboriginal workforce to represent 3.6% of the total workforce by December 2014, Hunter New England Health will employ another 22 Permanent Aboriginal and Torres Strait Islander people and our commitment to achieving the benchmark will ensure that our service is a perceived as a leader in Aboriginal employment.

22 Permanent appointments will be made by end June 2014.

Reports reveal Hunter New England Health has employed 57 Aboriginal and Torres Strait Islander staff into permanent, temporary and casual positions in 2014.

The units which have achieved the 2014 target of 3.6% already are as follows:

- Armidale Hospital
- Acute Human Resources
- Tamworth Hospital
- Aboriginal Health
- John Hunter Children's hospital Adolescent Unit
- John Hunter Children's hospital Medical & Emergency
- John Hunter Children's hospital Outpatients
- Children and Family Health Services

- John Hunter Children's Hospital Pain Services
- District Hospitals and Primary Community Networks
- Health Transport
- Clinical Governance
- Innovation Support
- Population Health and Planning
- Workforce

New Training Programs

Hunter Novaskill and Hunter TAFE Aboriginal jobseekers have graduated from the Health Administration Business Course (designed for HNE Health) and will be introduced to HNE Health's Acute Clerical Managers at Waratah Campus in April 2014. Mock interviews for jobseekers will be held during the day including an introduction to HNE Health Core Values. 1 Jobseeker has already secured a permanent administration role in Acute.

Red Cross College are requesting Expressions of Interests from jobseekers

located in the New England and Hunter Regions for enrolment into another two Health Administration Business Courses to commence May 2014.

Scholarships – The University of Newcastle

4 Scholarships valued at \$5,000 per student for each year of continuous study are being advertised for Nursing and Midwifery, Medicine and Allied Health students – donated by Workforce.



From left to right: Kelly L, Lorraine Kelly, Kalina Kelly and Chloe Smith. All four have found employment opportunities with Hunter New England Local Health District after undertaking the Novoskill and TAFE course run in Community for training in Hunter New England Health Administration roles.

Cluster Description	All Emp Count	ATSI Count	Non-ATSI Count	% ATSI	HNE ATSI Target	Variance %	Variance Count
Aboriginal Health	23	21	2	91.3 %	3.6%	87.7%	
Acute Facilities	4614	143	4471	3.1%	3.6%	-0.5%	23
Acute Other	28	1	27	3.6%	3.6%	0.0%	0
Allied Health	29	0	29	0.0%	3.6%	-3.6%	1
Child and Family	9	0	9	0.0%	3.6%	-3.6%	0
Clinical Governance	29	2	27	6.9%	3.6%	3.3%	
Communications and Stakeholders	8	0	8	0.0%	3.6%	-3.6%	0
CYPF Networks and Streams	1	0	1	0.0%	3.6%	-3.6%	0
Dental	183	11	172	6.0%	5.0%	1.0%	
District Services	18	1	17	5.6%	3.6%	2.0%	
Drug & Alcohol	119	7	112	5.9%	7.7%	-1.8%	2
Family First	9	0	9	0.0%	3.6%	-3.6%	0
Finance	270	9	261	3.3%	3.6%	-0.3%	1
Genetics	22	0	22	0.0%	3.6%	-3.6%	1
Greater Newcastle Cluster	698	7	691	1.0%	3.6%	-2.6%	18
Health Transport	77	5	72	6.5%	3.6%	2.9%	
Hunter Valley Cluster	637	17	620	2.7%	3.6%	-0.9%	6
Imaging Services	384	10	374	2.6%	3.6%	-1.0%	4
Information Services	81	0	81	0.0%	3.6%	-3.6%	3
Kaleidoscope	506	13	493	2.6%	3.6%	-1.0%	5
Lower Mid-North Coast Cluster	278	7	271	2.5%	3.9%	-1.4%	4
Mehi Cluster	283	21	262	7.4%	10.0%	-2.6%	7
Mental Health	1074	31	1043	2.9%	3.6%	-0.7%	8
Northern Child Health Network	7	0	7	0.0%	3.6%	-3.6%	0
Nursing and Midwifery	78	1	77	1.3%	3.6%	-2.3%	2
Peel Cluster	332	24	308	7.2%	7.7%	-0.5%	2
PHPP	89	11	78	12.4%	3.6%	8.8%	
Primary & Community Services	85	8	77	9.4%	7.0%	2.4%	
Tablelands Cluster	284	8	276	2.8%	4.2%	-1.4%	4
Workforce	96	4	92	4.2%	3.6%	0.6%	
Total	10,353.	362	9,991	3.5%			91

ATSI is only used due to space limitations. No disrespect is intended



News in Brief

National activities

Practitioner Registration

1 July 2012 saw the commencement of Aboriginal Health Practitioner registrations through the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA) which is a division of Australian Health Practitioner Regulation Agency (AHPRA). Aboriginal Health Practitioner is a protected title by law. ATSIHPBA discusses the function of Practitioner registration and Practitioner registration rates in their monthly Communiqués. Communiqués can be accessed through ATSIHPBA's website at: <http://www.atsihealthpracticeboard.gov.au/News/Communiqués.aspx>

For information on Practitioner Registration:

<http://www.atsihealthpracticeboard.gov.au/Registration.aspx>

NSW Update

Aboriginal Health Worker project

NSW Health released the Information Bulletin 2014_001: *Definition of an Aboriginal Health Worker* at the beginning of the year. The Information Bulletin reflects the modern concept of the Aboriginal Health Worker, their expected skill levels and provides an insight into the greater structure and capacity we expect to see developing within the workforce in the coming years.

Very shortly we expect to release the Aboriginal Health Worker Guidelines for NSW Health, which will provide even greater depth as we move to increasing the skills, qualifications and level of competence within the Aboriginal Health Worker workforce. The Guidelines will also assist in embedding Aboriginal Health Workers within their clinical teams, with greater clarity of roles and responsibilities which support clinically and culturally safe client outcomes.

AHW Up-skill Project

Aboriginal Health Workers who are enrolled with the Aboriginal Health College, to attain their qualification in Aboriginal Primary Health Care by the end of the 2013-2014 financial year are nearing completion of their course requirements. We look forward to informing you of their successful program completion in future newsletters.

Aboriginal Workforce

Aboriginal Workforce – Recruitment and Retention Resource

As mentioned in the previous *Good Health – Great Jobs Newsletter Issue 4* the Aboriginal Recruitment and Retention (multimedia) Resource has engaged Noetic Solutions, Digital Eskimo and Origin Communications in the development of content, concept design and functionality of the resource.

An advisory group has been established to provide valuable input toward the structure and overall design of the resource. The advisory group is involved in three core project components that will explore the branding of the resource, appropriate content elements, functionality of the multimedia platform and adaptability of the resource in New South Wales health care system.

The Aboriginal Recruitment and Retention Resource is currently in the design phase whereby the visual concept design strategy and user interface has been developed. Phase two of the project is the integration of content elements into the design platform, the resource is proposed to be completed by mid-2014 with implementation across the state to follow.

