

REFLECT

Tweddle Child & Family Health Service (Tweddle) Reflect Reconciliation Action Plan (RAP) November 2019 – October 2020

We Acknowledge:

- Aboriginal and Torres Strait Islander peoples as the First Nations people of Australia and that they are the Traditional Owners and Custodians of the land and waterways throughout our country.
- Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands and waters upon which our activities are held and pay our respect to Elders past, present and emerging.
- Aboriginal and Torres Strait Islander cultures' unique relationships with lands and waterways.
- There is diversity of Aboriginal and Torres Strait Islander peoples, languages and cultures that have existed across different lands and still exist today.
- Aboriginal and Torres Strait Islander sovereignty that has never been ceded to the British Crown or the Australian Commonwealth government.
- Trauma caused by colonisation and a history of injustice and inequity that continues to effect Aboriginal and Torres Strait Islander peoples and their access to the health service system.
- Transgenerational trauma can result in an increased risk of family violence, suicide, criminality, drug and substance abuse. In order to support Aboriginal and Torres Strait Islander peoples, services need to be trauma informed and provide flexible and tailored responses to meet complex needs.

Our Business

Tweddle is primarily funded by the Victorian Department of Health and Human Services as an Early Parenting Centre with public hospital status. Tweddle is one of Victoria's three Early Parenting Centres providing specialist support services to babies, toddlers and their families. Tweddle's reach within northern and western Victorian communities has been built over 99 years of service provision to parents and their babies/children who experience periods of vulnerability and distress. Tweddle promotes the social model of health which is fundamental to wellbeing and is intrinsic to healthy resourceful families connected to their community. Tweddle services are delivered either in partnership with other organisations or directly in the community.

Tweddle's highest priority is to provide assistance to vulnerable families facing multiple and complex issues that may be impacting on their capacity to provide a safe and optimal caregiving environment for their child. These challenges are often underpinned by poor mental health, substance use, family violence and relationship conflict, isolation, health conditions, financial stress, homelessness, ethnicity and other factors.

Tweddle seeks to provide a 'home-like' environment where parents and other carers acquire sound parenting skills, develop an understanding of their child's needs and build on the parent/child attachment relationship.

The main Tweddle site is located in Footscray and includes a 22 bed residential unit. A redevelopment project was completed in early 2018 which expands this capacity by another 4 family units. Residential, Day Stay, In Home Service and a 10 day Parenting Assessment & Skill Development for families involved with Department of Health and Human Services - Child Protection Services. A Day Stay program is also delivered from a site in Geelong. Tweddle provides Day Stay services in community settings in partnership with other organisations in Brimbank, Bacchus Marsh, Whittlesea, and Terang.

Tweddle provides a broad range of services including:

- Residential Unit parenting program
- Parenting assessment and skill development service – a residential 10 day program for child protection clients (PASDS)
- Psychology consultancy– secondary consultation and staff education
- Childbirth education program
- Community-based day programs
- Therapeutic support including group programs (Working Out Dads, Circle of Security)
- Parenting support for families with children with additional needs via the MyTime program
- Parenting advice and support through publications and multimedia
- Professional support and advice in the areas of child and family health
- Partnership with universal services to support families seeking parenting advice
- Advocacy on key parenting issues facing families in our community
- Parenting and relationships education and support for mothers, fathers and carers in correctional services
- Assessment and Intake services
- Health and social service student placements

Other Tweddle programs include:

- Tweddle Parenting Program delivered at the Dame Phyllis Frost Centre
- Cradle to Kinder in partnership with a consortia led by Melbourne City Mission
- Child Birth Education program delivered in partnership with Western Health

- MyTime in partnership with the Parenting Research Centre across 6 Western Metropolitan Melbourne sites
- Community Education workshops including professional development sessions for Family Partnership Model and Keys to Caregiving.
- Social media such as Facebook, website and Twitter provide access to the broader community about parenting advice and education.

Tweddle employs over 80 staff, 1 of whom identifies as being Aboriginal.

Our Vision for Reconciliation

Tweddle's vision for reconciliation is that all Aboriginal and Torres Strait Islander babies and children in Victoria grow up in a secure environment, supported by strong families with a cultural connection to community.

Tweddle believes in working in partnership with Aboriginal and Torres Strait Islander communities in order to develop an understanding about transgenerational trauma impacts. This is important to us because we believe in delivering inclusive practice and programs in the best interest of Aboriginal and Torres Strait Islander babies, children and families.

Our Journey towards Reconciliation

In 2012 Tweddle released its 'Statement of Commitment to Aboriginal Families, their communities and Aboriginal Peak Bodies' to demonstrate the organisation's good intentions for acknowledging the past and present traumas of the Aboriginal and Torres Strait Islander communities and in providing better access to services. The Statement articulates Tweddle's vision for "Happy, healthy Aboriginal kids connected to their family, story and communities".

In 2016, Tweddle embarked on a quality improvement project to propel the intentions of the 'Statement of Commitment to Aboriginal Families, their communities and Aboriginal Peak Bodies' into a plan for action that creates meaningful changes for Aboriginal children and their families. Outcomes of this project include:

- The development of a Reconciliation Action Plan
- Improved capacity of clinical staff to identify Aboriginal and Torres Strait Islander families so we can be culturally sensitive to any specific needs.
- Creation of an environment that is welcoming, inclusive and engaging for Aboriginal and Torres Strait Islander people, including the recruitment and retention of Aboriginal and Torres Strait Islander staff.

Other initiatives that have contributed towards improving pathways for Aboriginal and Torres Strait Islander children and families to access early parenting programs and supports include:

- The participation of two Tweddle Managers in a 12 month Koolin Balit funded program to build the capacity of Tweddle in the Inner North West Primary Care Partnerships Network. Koolin Balit means healthy people in Boonwurrung language and is a Victorian Government strategy which commits the health system to improve the length and quality of life of Aboriginal people in Victoria by 2022.
- The participation of a Tweddle staff member in an 'Early Years Forum' which brought the sector and key stakeholders together to discuss strategies that respond to this fragmentation by workshopping an early years model for Aboriginal and Torres Strait Islander children and their families in the western suburbs.
- Participation in Footprints to Success and consortium member which is jointly led by The Victorian Aboriginal Child Care Agency (VACCA), Moondani Balluk (Victoria University) and cohealth.

Our Commitment to Reconciliation

As a statewide provider of early parenting services, Tweddle is committed to the spirit and the process of reconciliation. The Board of Management has an articulated commitment as outlined in the Strategic Plan 2017 – 2020 to *'Promoting the importance of cultural safety in all aspects of service delivery including as a priority for Aboriginal and Torres Strait Islander peoples'*.

Tweddle is committed to providing accessible, inclusive practices and programs in the best interests of Aboriginal and Torres Strait Islander children and families for a safe, thriving and strong start to life.

Tweddle is committed to continued partnerships with Aboriginal and Torres Strait Islander peoples, communities and organisations in order to continuously improve and build upon achievements towards reconciliation to date.

Our Reconciliation Action Plan

Reconciliation Action Plan for the years November 2019 – October 2020

Relationships			
Action	Deliverable	Timeline	Responsibility
1. Establish a RAP Working Group (RWG) within the Quality and Safety Committee	<ul style="list-style-type: none"> Utilize the Quality and Safety Committee to govern RAP implementation and launch: <ul style="list-style-type: none"> Update the Committee's Terms of Reference Monitor and report on RAP implementation Establish Aboriginal and/or Torres Strait Islander representation on the Committee. 	October 2020	Manager Quality
2. Build internal and external relationships	<ul style="list-style-type: none"> Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could approach to connect with on our reconciliation journey. Maintain connections with other like-minded organisations with RAPs that could be approached during our reconciliation journey for support such as Footprints for Success with whom we have a Memorandum of Understanding (MOU) with. Participate on Koolin Balit funded partnerships – Footprints for Success and Inner North West Primary Care Partnership (NWPCP). Investigate opportunities to enhance existing relationships with VACCA eg. additional funding for co-designed and co-delivered Ballert Bubup program and other partnerships for targeted program delivery. 	April 2020 October 2020 October 2020 June 2020	Manager Quality Manager Community Programs Manager Community Programs Manager Community Programs
3. Participate in and celebrate National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Encourage our staff to attend a National Reconciliation Week (NRW) event. Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	May – June 2020 May – June 2020	Communications Manager Communications Manager

	<ul style="list-style-type: none"> Ensure Tweddle participates in an external event to recognise and celebrate NRW. 	May – June 2020	High Risk Manager Residential Unit Manager Program Manager – Community Programs
4. Raise internal awareness of our RAP	<ul style="list-style-type: none"> Develop and implement a plan to raise awareness amongst all staff across the organisation about our RAP commitments. Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP. 	December 2019 December 2019	Manager Quality Manager Quality
5. Raise external awareness of our RAP	<ul style="list-style-type: none"> Utilize social media channels to raise awareness and launch our RAP 	November 2019	Communications Manager
6. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs. 	March 2020 March 2020	Organisational Development Manager Organisational Development Manager
Respect			
Action	Deliverable	Timeline	Responsibility
7. Provide all staff cultural competency training to increase knowledge of Aboriginal and Torres Strait	<ul style="list-style-type: none"> Build on the 'Train the Trainer' culturally sensitive supervision session model established in 2017 with further face to face cultural competency training for all staff. 	February 2020	Assistant Director of Clinical Services, Education and Research

<p>Islander peoples histories and cultures</p>	<ul style="list-style-type: none"> • Conduct a review of cultural awareness training needs within our organisation for e-learning modules. • Deliver e-learning training, mandatory component of Induction and biennially face to face refresher training for all existing staff. 	<p>January 2020</p> <p>June 2020</p>	<p>Assistant Director of Clinical Services, Education and Research</p> <p>Assistant Director of Clinical Services, Education and Research</p>
<p>8. Participate in and celebrate NAIDOC Week</p>	<ul style="list-style-type: none"> • Promote NAIDOC Week to staff and inform them about community events in our local area. • Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities. • Ensure Tweddle RWG members and other representatives participate in an external NAIDOC Week event. 	<p>June 2020</p> <p>June 2020</p> <p>June 2020</p>	<p>Communications Manager</p> <p>Communications Manager</p> <p>Manager Quality</p>
<p>9. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols</p>	<ul style="list-style-type: none"> • Explore who the Traditional Owners are of the lands and waters in our local area and review the Tweddle website and email signatures. • Acknowledgement of Country delivered at key meetings and forums. • Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols). • Display an Acknowledgement of Country and Aboriginal and Torres Strait Islander flags in prominent place such as reception and meeting rooms. 	<p>November 2019</p> <p>November 2019</p> <p>February 2020</p> <p>November 2019</p>	<p>Manager Quality</p> <p>Meeting Chair</p> <p>Manager Quality</p> <p>Manager Quality</p>
<p>10. Identify other opportunities to enhance service response</p>	<ul style="list-style-type: none"> • Display culturally appropriate posters, toys, books in key communal spaces • Create and communicate a calendar of Aboriginal and Torres Strait Islander dates of significance to all staff 	<p>February 2020</p> <p>November 2019</p>	<p>Manager Quality</p> <p>Operations Coordinator</p>

Opportunities

Action	Deliverable	Timeline	Responsibility
11. Implement processes to ensure clients who identify as Aboriginal and/or Torres Strait Islander people are accurately captured in client documentation and health records	<ul style="list-style-type: none"> • Monitor data regarding uptake of Tweddle services by Aboriginal and Torres Strait Islander peoples and report trends to the Executive Team. • Review and update admission forms and other documentation to assist in the identification of Aboriginal and/or Torres Strait Islander clients. • Review policies, procedures, frameworks, guidelines, tools and templates with a culturally sensitive lens in accordance with the review schedule. • Review practices for 'Asking the Question' to improve data integrity to reflect current access to services of Aboriginal and Torres Strait Islander peoples. 	June 2020 June 2020 June 2020 June 2020	Systems Administrator Manager Residential High Risk Manager Residential Unit Manager Program Manager – Community Programs Assistant Director of Clinical Services, Education & Research
12. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> • Develop a strategy for Aboriginal and Torres Strait Islander employment within Tweddle • Build understanding of Aboriginal and Torres Strait islander staff to inform future employment and development opportunities • Utilise tools and resources provided by Koolin Balit Inner NWPCP partnership to support recruitment and retention of Aboriginal and Torres Strait Islander staff. 	July 2020 July 2020 September 2020	Organisational Development Manager Organisational Development Manager Organisational Development Manager

13. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses 	October 2020	Director of Finance and Corporate Services
	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses where aligned with state purchasing contracts 	October 2020	Director of Finance and Corporate Services
	<ul style="list-style-type: none"> Investigate Supply Nation Membership 	October 2020	Director of Finance and Corporate Services

Tracking and Progress

Action	Targets	Timeline	Responsibility
14. Build support for the RAP	<ul style="list-style-type: none"> Define resource needs for RAP development and implementation 	March 2020	Manager Quality
	<ul style="list-style-type: none"> Define systems and capability needs to track, measure and report on RAP activities 	March 2020	Manager Quality
	<ul style="list-style-type: none"> Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia 	September 2020	Manager Quality
15. Review and Refresh RAP	<ul style="list-style-type: none"> Liaise with Reconciliation Australia to develop and new RAP based on learnings, challenges and achievements. 	June 2020	Manager Quality
	<ul style="list-style-type: none"> Submit draft RAP to Reconciliation Australia for formal review and endorsement. 	August 2020	Manager Quality

Contact details

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