

Aboriginal Cultural Safety

Progress Report 2021-22 and Cultural Safety Plan 2022-23

August 2022

PLAN – Aboriginal Cultural Safety Progress Report 2021-22 and Cultural Safety Plan 2022-23

Other funding relevant to the cultural safety plan. Please circle.

Koori Mental Health Liaison Officer program – YES

Koori Maternity Service – NO

Aboriginal workforce funding – NO

Others, please list:

RCH Foundation Grant (see budget attachment)

Name of health service – The Royal Children's Hospital Melbourne

Date - 16/8/2022

Cultural safety domains	Key action/s undertaken	Deliverable and status (pending, in progress, complete)	Aboriginal engagement and/or self- determination	Estimated Aboriginal cultural safety grant expenditure
1. CEO and executive leadership	Acknowledgement of Country Is given at all our formal functions and significant meetings. However, going forward, we also encourage the Chairs of RCH meetings involving a number of people such as committees or team meetings to give an acknowledgment at the opening.	Action being met – continual and ongoing Acknowledgement guidelines has been developed and endorsed by the Aboriginal Advisory Committee in June 2022 with final refinements for endorsement at the October meeting. Supporting launch materials will be implemented during the Plan period.	Aboriginal engagement	See attached budget
	Sorry Day Flag Raising Ceremony Annual recognition of all those who have been affected and continue to suffer the intergenerational trauma by the past government policies of forced removal of Aboriginal and Torres Strait Islander children from their families. RCH	Action met in 2021-22 and continues to be held annually	Aboriginal staff engagement. Organisation hosts the event to respect Aboriginal staff.	

Aboriginal staff, Elders and all RCH staff are invited to attend.		
Aboriginal and Torres Strait Islander Events Calendar	Actions met in 2021-22	All events have Aboriginal engagement. NAIDOC Week events
RCH has a significant calendar of events which are celebrated, commemorated onsite and publicised on the RCH Intranet and social media. All staff and Aboriginal Community are invited, encouraged and supported to participate, celebrate and commemorate cultural events organised by RCH, such as Sorry Day, Reconciliation Week, NAIDOC Week and National Aboriginal and Torres Strait Islander Children's Day.		are self-determined.
Aboriginal Consultative Forum The RCH Aboriginal Advisory Committee meets quarterly and includes representatives from RCH – Wadja Aboriginal Family Place and Mental Health and Aboriginal representation from other hospitals and Community organisations such as VACCA and VAHS (see further detail in 3 below).	Completed and ongoing	Self-determination – the Wadja Manager Co-Chairs the meeting with the RCH CEO. An Aboriginal Elder when engaged will be Co-Chair. Engagement – the Committee's membership includes RCH Aboriginal Staff and other Aboriginal Health organisation representatives.
Reconciliation Action Plan The RCH is currently developing its Innovate RAP (Reconciliation Action Plan) for 2022-25. Wadja continues to be a key stakeholder for consultation and assistance with community consultation.	During 2021, the proposed consultation phase was constrained by the COVID pandemic Nonetheless, the workgroup continued to meet to discuss RAP priorities, and potential solutions, which it will seek to validate and endorse through the consultation process, In particular, the working group has identified that Aboriginal and Torres Strait	High level of engagement – Aboriginal staff membership of project plus appointment of Aboriginal consultancy to the Project. Self-determination – Wadja Manager is the Co-Chair of the RAP Working Group.

		Islander employment is a key priority and procedures and guidelines have been developed. The consultation phase is commencing in September 2022. The proposed launch date will be mid-2023.		
	RCH Cultural Safety Plan	Achieved	N/A	
	CEO/executive endorsement and implementation of this RCH Cultural Safety Plan			
2. Employment of Aboriginal hospital liaison officer/Aboriginal health staffing	RCH roles are in place for Manager (1), Case Managers (4), Wadja Administration Support (0.5). Additionally, in Mental Health, there is a Koori Social and Emotional Wellbeing Officer (1).	All roles maintained in 2021-22	Self-determination	
	Only Aboriginal and/or Torres Strait Islander people are eligible to apply for these positions.			
	The Royal Children's Hospital Wadja Family Place has six identified Aboriginal positions in addition to two sessional Paediatricians and Wadja Fellow, making it amongst the most well-resourced Aboriginal health units in any paediatric hospital in Australia. Additionally, the RCH has two qualified mental health team clinicians – a Child Psychiatrist and Child Psychologist of First Nations heritage.			
	All Wadja staff inclusive of Mental Health staff receive professional, clinical, and cultural support.	Completed and ongoing. Wadja Team have been invited to the Parkville Precinct/Melbourne Health	Self-determination	

		Network for supervision, cultural support and debriefing to grow and strengthen connections and networks. Wadja Team participate in weekly huddles, fortnightly supervision, and monthly reflective case discussions		
	All staff complete Performance Development Annual plans (PDAP) in line with their position descriptions.	Completed	Self-determination	
	Wadja staff are supported and encouraged to participate in a range of professional development opportunities and complete or undergo tertiary studies.	Ongoing	Self-determination	
	All Wadja Staff continue to be supported to attend the VACCHO ICAP (Improving Care for Aboriginal Patients) State-wide forums and local area network meetings.	Ongoing Two Wadja Case Managers attended in 2022.	Self-determination	
3.Engagement and partnership	Aboriginal Advisory Committee Committee meets quarterly and membership includes RCH CEO and senior staff, RCH Aboriginal staff, Aboriginal Elders and Community members from Victorian Aboriginal Health Service, Victorian Aboriginal Childcare Agency, Aboriginal Children's Youth Commissioner and Aboriginal staff from Parkville Precinct and other tertiary hospitals. The Committee provides culturally	Completed and ongoing	Self-determination – the Wadja Manager Co-Chairs the meeting with the RCH CEO. An Aboriginal Elder when engaged will be Co-Chair. Engagement – the Committee's membership includes RCH Aboriginal Staff and other Aboriginal Health organisation representatives.	
	informed guidance to ensure RCH provides equitable, culturally safe, responsive health care that promotes			

improved health outcomes for Aboriginal children and their families.Provision of expert advice on projects, research and initiatives that relate to Aboriginal consumers and Community.			
 Collaboration with other Aboriginal agencies Engagement from Aboriginal Community and organisations to engage with the RCH in a safe and positive manner regarding Aboriginal children's health and promote the understanding that Aboriginal health is multi-faceted and encompasses physical, emotional, educational, spiritual, and cultural aspects of a patients' health, as well as the social determinants of health. Continued engagement, consultation, support, and advice with local Victorian Aboriginal Organisations such as the Victorian Aboriginal Health Service (VAHS), Victorian Aboriginal Childcare Agency (VACCA), and Victorian Aboriginal Community Controlled Health Organisations to work collaboratively, integrate great models of care, good practice, and service delivery to improve referral pathways for the Aboriginal patient population and Community. 	Completed and ongoing – Wadja continue to work in collaboration with all metro and rural ACCHO's to ensure patients' medical, social, and cultural care is met and delivered. Completed and ongoing – Wadja Team provides engagement, consultation, support, and advice to local ACCHO's and Aboriginal community to ensure referral pathways and cultural needs are being met.	Self-determination	

Elders' Luncheon RCH hosts an Elders' Luncheon annually to engage with and disseminate education and information on the Wadja program to attendees. Unfortunately, we have needed to discontinue these during the COVID-19 pandemic risks and restrictions.	Deferred until 2022-23 due to ongoing COVID -19 restrictions. Plan to organise Elder's Luncheon in December 2022	Self-determination	
Partnerships with Melbourne University regarding the Indigenous Cultural Practices Health and Wellbeing ProjectThe project is an Elder-led model of health care that includes reclamation of Indigenous cultural practices, guided by Indigenous artists which seeks to explore the role of a variety of Indigenous cultural practices for ongoing health and wellbeing for Indigenous young people and their families. Wadja will be working in collaboration with Mental Health team to identify and refer patients of Wadja Health Clinic to the program.Further detail:Exploring the contribution of Indigenous Cultural Practices for Health and Wellbeing in Indigenous young people (unimelb.edu.au)	Ongoing An Indigenous Cultural Practices project is based in the Wadja Aboriginal Family Place. Elder-governed Cultural therapy is being offered in the park outside the hospital and at Sunbury in an animal therapy practice in the foothills of the Macedon ranges. We have traditional Healers - Ngangkaris - from the NPY Women's Council in Mparntwe (Alice Springs) travelling to Narrm (Melbourne) in October to conduct healings with our Wadja young people involved in the project. We also have a Native American Healer - Prof Joe Gone - from Harvard Uni visiting after the Melbourne Cup in early November to conduct Cultural healing workshops with the Victorian Aboriginal Health Liaison Officers and Social and Emotional Wellbeing staff. Our staff includes Angel – a talented young Aboriginal Healer coordinating care - and Naomi - a very experienced qualitative researcher who is running the pre, post- and follow up- interviews.	Self-determination – Elder-led project	

	MCRI (Murdoch Children s Research Institute) – Aboriginal Reference Group Wadja Family Place is a member of Murdoch Children's Research Institute's Aboriginal Reference Group which advises on all ethics applications involving aboriginal health for children.	Ongoing – exploring preliminary ideas for developing Aboriginal-led research to priorities help address the wellbeing and rising rates of Aboriginal children in out-of- home-care, Mental Health and Social and Emotional Well-being that potentially intersect with RCH/Wadja Clinical engagement processes meaningful for Aboriginal and Torres Strait Islander patients, families, and Community.	Aboriginal engagement – Wadja Manager participates and attends meetings.	
	MOUs (memorandum of understanding) – RCH Sub-contracted services to VAHS DH (Department of Health) requested RCH that enter a memorandum of understanding (MOU) with the Victorian Aboriginal Health Service to assist in facilitating activity-based funding for additional health services for Aboriginal children. This commenced in December 2020.	The MOU was extended twice until June 2022 and met regularly to support VAHS to establish its additional staffing, activity, and reporting requirements.	Self-determination, supported by DH and other senior RCH staff. Wadja Manager participated in all meetings and provided advice to support the MOU.	
4. Identifying health needs of Aboriginal and/or Torres Strait Islander population and plans to address	Wadja Family Place Wadja Aboriginal Family Place at RCH seeks to ensure access to and excellence in health care services at RCH for Aboriginal children by providing culturally safe, respectful, and timely services throughout the hospital. This service enables Aboriginal children and their families accessing RCH services to have a positive experience in a patient and family centred model. The RCH Wadja Family Place is a unique service delivery model for Aboriginal and	Completed and ongoing with growing patient numbers year on year. During 2021-22, Wadja provided over 4830 occasions of service delivery to Aboriginal patients' and their families of the Wadja Health Clinic, inclusive of outpatients' clinics and recently discharged patients' resulting in the highest proportion with Wadja contacts which excludes delivery of service specific to Aboriginal inpatients.	Self-determination – led by Wadja Manager and Wadja Team	

Torres Strait Islander children from Victoria as well as inter-state. An Aboriginal case management model is established across all RCH inpatient medical, surgical units, emergency, and allied health departments. Aboriginal Case Managers culturally support families and provide assistance with health translation, physical and emotional support.			
Brokerage funds for patient care are set aside – for example for myki card, taxi voucher, food, overnight accommodation, and parking vouchers			
Many clinic appointments transitioned to telehealth during COVID-19 and that model is retained where it is the family's preference.			
RCH's model well exceeds the Aboriginal Hospital Liaison Officer role which often exists throughout other hospitals Australia-wide. This is due to partial funding from the RCH Foundation, but its core operations are dependent on DH funding.			
Sabbatical Project One of the Wadja Paediatricians undertook sabbatical leave from August 2020 to March 2021, with a primary focus to review the service delivery of the Wadja Health Clinic and explore outcomes against the National Framework for Health Services for Aboriginal and Torres Strait Islander Children.	Study complete and about 20 recommendations identified. RCH Aboriginal staff have selected five priority actions, implementation is continuing.	Aboriginal staff engagement (RCH and other hospitals) throughout the project. Self-determination in selecting the priority actions.	

 There was a focus on specific key approaches for Aboriginal children as outlined in the National Framework for Health Services for Aboriginal and Torres Strait Islander Children which include: 1. Provision of culturally safe and appropriate care 2. Relationship based care 3. Family centred care 4. Focus on social and emotional wellbeing Recommendations from the Project will be implemented during 2021-23. 			
Access for Aboriginal children The Wadja team is struggling to meet clinical workload, given unprecedented demand in the last two years, relating to assessment and management of severe behavioural and mental health presentations. 40% of patients attending are involved in Child Protection system and/or OoHC (out of home care) system. This was combined with the pandemic plus many challenges with team vacancies which resulted in increased workload for core staff whilst awaiting recruitment during this period. The available labour market for skilled Aboriginal Case Managers is limited.	 With the support of General Medicine, Wadja will undertake workshops during 2022-23 to: Develop and adopt a referral management process with tasks clearly allocated within the team Develop eligibility criteria/ pre-referral guidelines for GPs (General Practitioner) and other referrers Identify whether current resourcing is fit for purpose, 	Self - determination	
Patient Satisfaction Patient surveys have previously been conducted, but during the Plan period there is an action to explore adaptation	Completed – 'Feedbackly' customer satisfaction kiosk installed in Wadja Family Place.	Self-determination	

	and deployment of patient surveys already in use within RCH.			
5. Cultural safety training	Online e-Learning Aboriginal cultural e-Learning – During 2018-2019, the RCH led an inter-health service, collaborative project to develop an e-Learning package that could be adopted and customised by any public health service in Victoria. Wadja was integral in advising and shaping, engaging elders and content review. The e-Learning package was launched to all health services in March 2020. The learning package was met with great appreciation and positive feedback, and several hospitals have successfully implemented the package in its entirety. More recently, DH has referenced it as the primary source for the development of cultural safety training, as part of their Cultural Safety Plan requirements and guideline document. For RCH, the module needed adaptation to a paediatric setting.	The project is in final stages to commence later in 2022. This mandatory online training will allow all new and existing RCH Staff to gain historical insight into the cultural barriers for Aboriginal and Torres Strait Islander families accessing health care and guide RCH Staff to be culturally competent in providing culturally sensitive health care to Aboriginal children and their families presenting to RCH.	Aboriginal engagement	
	Face to Face Wadja Education Sessions Cross-cultural education sessions continue to be delivered by Wadja staff to a range of multidisciplinary medical units, allied health departments to RCH Staff outlining services provided by Wadja Aboriginal Family Place and how families can access the Wadja service.	Completed and ongoing	Self-determination	

	Grand Rounds Wadja deliver annual Grand Rounds and the substantial number of RCH staff attending these lectures indicate a desire to increase knowledge of Aboriginal health and services.	Completed – Grand Round by Wadja staff for NAIDOC Week	Self-determination
	Cultural Competency training will continue to be delivered in key areas of RCH both online and face to face education sessions.	Completed and ongoing with regular scheduled sessions.	Self-determination. Aboriginal facilitator.
6. Creating a welcoming environment	Presence of Wadja Family Place Service The Wadja Health Clinic at the RCH provides paediatric assessment and health management to Aboriginal and Torres Strait Islander children who have complex medical, social, and developmental health issues, some of whom may have experienced trauma due to separation from parents, adverse childhood experiences, grief, loss, family violence and effects of intergenerational trauma. The RCH setting provides a biomedical model of assessment and management enhanced by Aboriginal Case Management model, allowing for a greater experience and delivery of cultural safety. In attending RCH, patients' parents, guardians, and carers have access to investigations, appropriate allied health services and referral pathways to specialty medical units within the RCH, whilst maintaining seamless transition of care from hospital to	Completed and ongoing	Self-determination

community once treatment of care is completed at RCH.		
Designated Wadja Family Place physical facility	Completed and ongoing	Self-determination
The Wadja Family Place location provides a warm and welcoming environment for Aboriginal patients and families, including a lounge, kitchen, and direct access to Aboriginal staff. Families can take breaks from the ward environment, rest and receive support. Families in need can receive assistance with food vouchers, transport, and accommodation.		
Statement of Intent	Ongoing	N/A – Board and hospital management
A plaque acknowledging the traditional owners of the land 'Wurundjeri people of the Kulin Nation' is mounted at the main entrance of RCH.		
Aboriginal Flag	Ongoing	N/A – Hospital management
The Aboriginal and Torres Strait Islander Flags are always flown at RCH.		
Aboriginal Artwork	Significant new art installations	Self-determination
Aboriginal Art is displayed in inpatient and outpatient departments across RCH. Last year we installed two new major external art pieces created by First Nations artists. to create a legacy for Aboriginal and Torres Strait Islander communities and create a welcoming and culturally safe environment.	implemented in 2020-21 Over the Plan Period and from advice from the RAP Committee there is an intent to display more visible First Nations art and Acknowledgement to Country plaques at front entrance of inpatient wards.	

1.LEAF, a large, burnished bronze sculpture by Yamatji artist Robyne Latham located in the hospital's Great Northern Court and 2.TOGETHER, a four-storey mural by Pitjantjatjara, Yankunytjatjara muralist Elizabeth Close and Wurundjeri, Dja Dja Wurrung artist Samantha Roberts on the north façade of the hospital. Bush Experience – Banksia Mental Health ward Enhancing the Positive Experience of RCH staff The existence of the Wadja service within the hospital is an uplifting and enriching experience for broader RCH staff and builds understanding, empathy, cultural knowledge and experience and improved cultural safety for patients	sculpture by Yamatji artist Robyne Latham located in the hospital's Great Northern Court and 2. <i>TOGETHER</i> , a four-storey mural by Pitjantjatjara, Yankunytjatjara muralist Elizabeth Close and Wurundjeri, Dja Dja Wurrung artist Samantha Roberts on the			
	Completed and ongoing The Cultural Healing and Knowledge Program was created during 2021 and launched in February 2022. The program highlights the importance of learning and sharing First Nations Culture and has provided an opportunity for Indigenous and non-Indigenous patients and staff to connect and learn through exposure to the rich and valuable learnings of First Nations Cultural Practices and Traditions.	Self-determination		
	RCH staff The existence of the Wadja service within the hospital is an uplifting and enriching experience for broader RCH staff and builds understanding, empathy, cultural knowledge and experience and improved	Completed and ongoing	Aboriginal engagement	
7. Identification of Aboriginal and/or	Patient identification processes are built into the delivery of clinical care which includes an Aboriginal and	Completed and ongoing	Aboriginal engagement	

Torres Strait Islander patients	Torres Strait Islander flag in Epic Electronic Medical Records (EMR). Wadja staff are automatically identified when an Aboriginal and Torres Strait Islander patient is admitted to RCH and may commence a cultural assessment for both patient and family.		
	Wadja has developed inpatient and outpatient templates to be displayed in the progress notes of the patient electronic medical records such as cultural assessments, psychosocial assessments, telephone encounters, professional care team meetings, Wadja Clinical case discussions and Wadja Clinic outpatients' referrals.	Completed and ongoing	Aboriginal engagement
	There is an emphasis on Aboriginal Identification and the importance of 'Asking the Question' in RCH training.	Completed and ongoing	Aboriginal engagement
	RCH medical, nursing, and allied health staff may request Wadja contact via EMR inpatient or outpatient orders on EMR.	Completed and ongoing	Aboriginal engagement
8. Accountability, monitoring, reporting	CEO People and Culture Performance Reporting A Monthly divisional report for the Wadja program is submitted to and discussed at RCH CEO performance reviews.	Completed and ongoing	Aboriginal self-determination
	Executive support and supervision The Wadja Manager reports directly to an RCH Executive Director (People and Culture) and scheduled one on one	Completed and ongoing	Aboriginal self-determination and engagement

meetings are held three -weekly with other frequent points of contact.		
RCH Quality & Population Health Committee	Completed and ongoing	Aboriginal self-determination and engagement
An annual Wadja Performance Report is submitted to Quality & Population Health Sub Committee of the RCH Board. There are three core performance indicators used to assess the Wadja service:		
KPI 1 – Attendance – Continue to improve attendance rates at Wadja Health Clinic and all outpatient services provided at RCH		
KPI 2 – Monitor the identification rate of Indigenous patients		
KPI 3 – Evaluation		
In addition, the Chair of this Sub- Committee has an annual informal meeting with the Wadja Manager to provide encouragement and visible support to the service.		

Please provide a narrative/case study outlining a learning, quality improvement approach or example of culturally safe practice (up to approximately 400 words):

Melbourne Children's Campus, the RCH, RCH Foundation, MCRI and University of Melbourne Paediatrics came together in celebration of NAIDOC Week 2022. This was the first time a campus wide event had been held since the pandemic and there was a determination to elevate the program with a strong celebration.

NAIDOC Week celebrations are held across Australia each July to honour the history, culture, and achievements of Aboriginal and Torres Strait Islander peoples. The week is an opportunity to participate in a range of activities and to support the Aboriginal and Torres Strait Islander community.

Working Group

The week's activities were overseen by a self-nominated group of representatives across the Campus partners including First Nations employees and non-Indigenous allies. The group met on a semi regular basis from May 2022 in the lead up to NAIDOC Week and weekly closer to the Week itself.

The big week of activities included:

TuesdayAunty Daphne delivered a Creative Workshop. Shelley Ware and the Education Institute engaged RCH patients via the Creative Studios and on the Wards in a weaving activity over 2 daysWednesdayGrand Rounds – Thomas Mayor pre-recorded for online and Ella Latham.ThursdayFree the Flag Seminar in Ella Latham and Clothing the Gaps stall in Main Street.FridayPromotion of Victorian NAIDOC March.Get up! Stand up! Show up! Creative Challenge to all staff. RCH, MCRI and UoM Paediatrics came together in a joint activation, for all teams and departments to get creative across the Campus and to decorate their area/workspace in their team's best interpretation of this year's theme Get up! Stand up! Show up!All WeekThe prize for RCH (by the CEO) was a Coffee Machine and Blends – Talwali Coffee Roasters for the best and most creative presentation of the theme – with the inaugural winner BANKSIA
Wednesday Free the Flag Seminar in Ella Latham and Clothing the Gaps stall in Main Street. Friday Promotion of Victorian NAIDOC March. Get up! Stand up! Show up! Creative Challenge to all staff. RCH, MCRI and UoM Paediatrics came together in a joint activation, for all teams and departments to get creative across the Campus and to decorate their area/workspace in their team's best interpretation of this year's theme Get up! Stand up! Show up! All Week The prize for RCH (by the CEO) was a Coffee Machine and Blends – Talwali Coffee Roasters
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