



## **Private Health Insurance Ombudsman**

### **Reconciliation Action Plan for 2010 to 2012**

#### **Our vision for reconciliation**

Our vision is that the Private Health Insurance Ombudsman (PHIO) be recognised as the independent body that provides consumers and stakeholders with independent, high quality information, advice and complaints handling services in relation to private health insurance.

The PHIO is committed to the process of reconciliation between Indigenous and non-Indigenous Australians and recognises the importance of reconciliation to Australia's future.

The PHIO is committed to promoting reconciliation within the PHIO and across the broader Australian community by providing education forums within PHIO and working with our the Health & Ageing Portfolio in relation to the health of all Australians, including the Aboriginal and Torres Strait Islander peoples.

The PHIO is committed to creating an organisational environment where all staff have a strong understanding and appreciation of the history, culture and issues affecting Aboriginal and Torres Strait Islander peoples in Australia today, to ensure the information, advice and complaint handling services provided by PHIO are culturally appropriate.

#### **Our business**

The Private Health Insurance Ombudsman (PHIO) protects the interests of consumers in relation to private health insurance. PHIO carries out this role through its independent complaints handling service by identifying underlying problems in the practices of private health insurers or health providers relevant to the administration of private health insurance, and by encouraging health insurers to continuously improve their own complaints handling practices. PHIO provides advice to the Australian Government about issues affecting consumers in relation to private health insurance. PHIO also provides consumers with information and advice regarding private health insurance and produces and publishes a range of tools for consumers on-line, including the consumer website [www.privatehealth.gov.au](http://www.privatehealth.gov.au)

## Our Reconciliation Action Plan

Our Reconciliation Action Plan has been developed with the assistance and input of our employees. PHIO is a small organisation with 11 full-time employees and as such all staff were included in the consultation of the Reconciliation Action Plan. The RAP and our action tasks will be reviewed quarterly and its implementation supported by the Ombudsman. In developing our RAP we reviewed other RAPS, and available published material related to reconciliation.

<b>Relationships</b>	PHIO believes that building and maintaining respectful relationships with Aboriginal and Torres Strait Islanders is very important as it assists us to enhance the quality of services we deliver and results in better outcomes for Aboriginal and Torres Strait Islander clients.		
<b>Focus Area: Creating opportunities to develop relationships with Aboriginal and Torres Strait Islanders</b>			
Action	Responsibility	Timeline	Measurable Target
Develop opportunities for staff to network with Aboriginal and Torres Strait Islander staff and forums/events hosted within the Department of Health & Ageing portfolio	Ombudsman & Director, Programmes and Education	June 2011	Number of employees participating in networking events.
Provide employees with information regarding Australian Public Service-wide Indigenous initiatives	Director, Programmes and Education/Senior Project & Policy Officer	December 2010	Information distributed in staff meetings and published on intranet. Employees given opportunity to engage in at least two Indigenous public service initiatives per year.
Ensure indigenous organisations are aware of PHIO and its role in protecting consumers	Director, Programmes and Education Senior Project & Policy Officer	Ongoing	Engage with Key Stakeholder groups to raise awareness of PHIO by December 2010. Two information sessions hosted with Indigenous Stakeholder groups each year to raise awareness of PHIO by October 2011.
Maintain reconciliation page on staff intranet with links to Reconciliation Australia	Senior Project & Policy Officer	October 2010	Page is available on staff intranet.

<b>Respect</b>	Respect and understanding of Aboriginal and Torres Strait Islander culture, history and lands is important to PHIO as it assists us to meet our organisational commitment to the promotion of access, equity and diversity.		
<b>Focus Area: Acknowledging Country</b>			
<b>Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Measurable Target</b>
Provide cultural training to staff.	Director, Programmes and Education/Senior Project & Policy Officer	June 2011	80% of staff to have attended training.
Include the Reconciliation Action Plan (RAP) as part of Induction program for all employees.	Director, Programmes and Education/Senior Project & Policy Officer	December 2010	All new employees to have received RAP training at induction.
Acknowledge traditional Aboriginal and Torres Strait Islander custodianship of the land at all public events.	All Staff	October 2011	Number of Welcome to Countries provided at PHIO public events.
Increase visual presence of Aboriginal and Torres Strait Islander culture within PHIO.	Director of Policy & Client Services	December 2010	Artwork displayed at Office Entrance.
Commemorate Indigenous culture and history.	Director, Programmes and Education/Senior Project & Policy Officer	October 2011	Host at minimum two Indigenous events each for Reconciliation and NAIDOC weeks.

<b>Opportunities</b>	PHIO seeks to deepen its commitment to cultural diversity in our workforce by creating opportunities for Aboriginal and Torres Strait Islander people.			
<b>Focus Area: Employment opportunities</b>				
<b>Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Measurable Target</b>	
Examine opportunity to participate with portfolio in taking part in appropriate Australian Public Services administered employment programmes.	Director, Programmes and Education/Senior Project & Policy Officer	June 2011	Report to Ombudsman.	
Examine opportunities to take part in Australian Public Service administered inter-agency development programs (such as secondment and community leadership opportunities) on an annual basis.	Director, Programmes and Education/Senior Project & Policy Officer	June 2011	At a minimum one secondment opportunity provided to an Indigenous organisation each year. At a minimum one staff member given the opportunity to participate in Indigenous cultural event each year.	
Develop an employment strategy to enable PHIO to meet the Australian Government's commitment to increase Aboriginal and Torres Strait Islander employment in the Commonwealth public sector to 2.7 per cent by 2015.	Director, Programmes and Education/Senior Project & Policy Officer	June 2011	Employment strategy developed.  Relationships established with recruitment agencies and Australian Public Service Commission to assist in identifying appropriately skilled Aboriginal and Torres Strait Islander peoples for potential employment in 2011/12.	

<b>Tracking progress and reporting</b>			
<b>Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Measurable Target</b>
Promote the RAP to all PHIO staff.	Director, Programmes and Education/Senior Project & Policy Officer	Dec 2010	RAP launched at PHIO. RAP published on PHIO and Reconciliation Australia websites.
Conduct annual RAP review.	Director, Programmes and Education/Senior Project & Policy Officer	Dec 2010	Annual report on RAP outcomes provided to the Ombudsman and Reconciliation Australia.
Monitor and review RAP Plan	RAP Review Group	June 2011	RAP review group meets quarterly to ensure RAP actions are implemented.