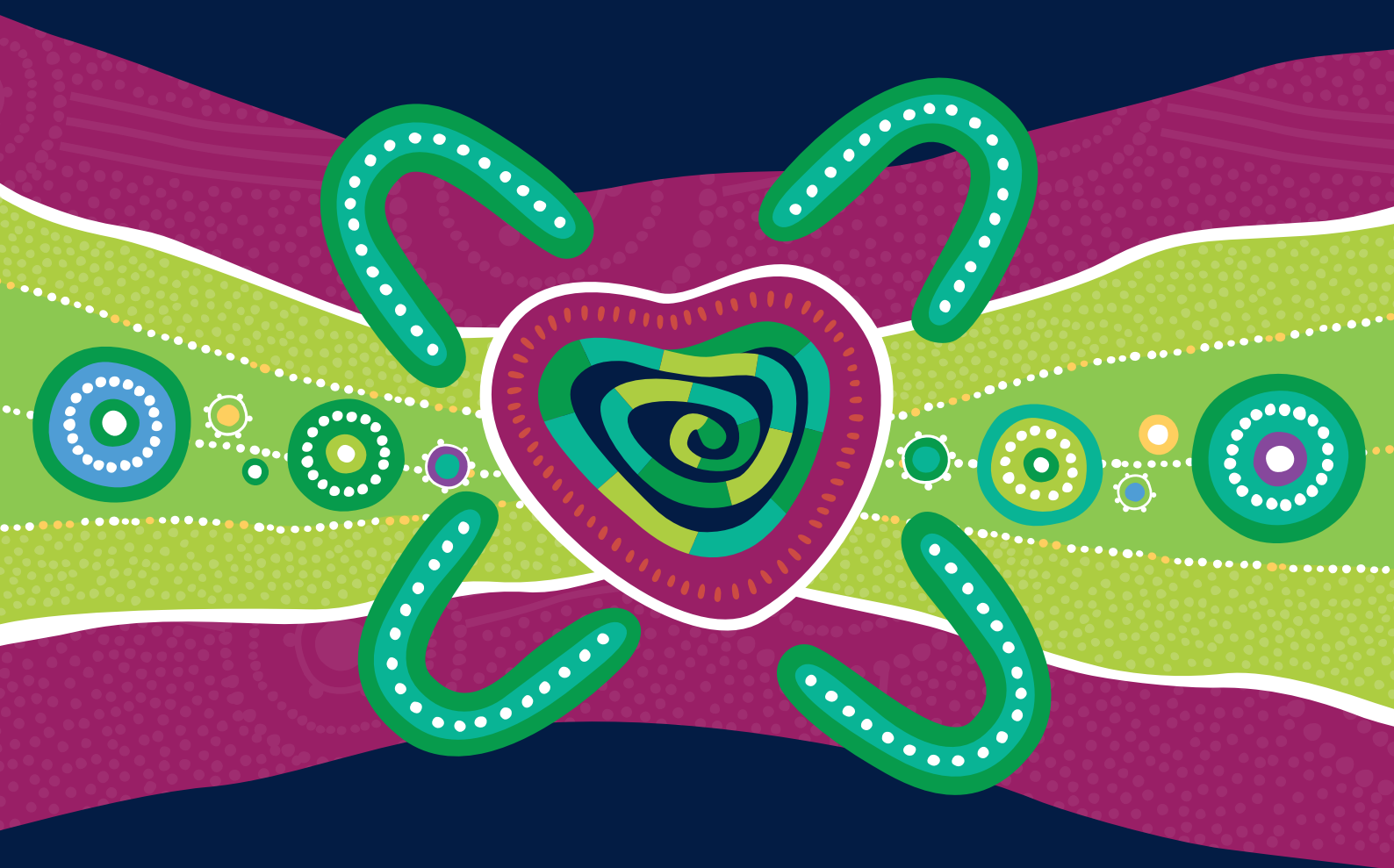




REFLECT RECONCILIATION ACTION PLAN

January 2022 – January 2023



ACKNOWLEDGEMENT OF COUNTRY

Teachers Health respectfully acknowledges the Traditional Custodians of this land. We also recognise that Aboriginal and Torres Strait Islander peoples were the first educators and healers and have held the knowledge of this land for many thousands of years. We pay respect to Elders past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples and celebrate their enduring connections to and knowledge of the land, waterways and sky.



ABOUT THE ARTIST

Charmaine Mumbulla is a Kurna/Narungga woman and Sydney-based artist who is passionate about working on projects that support reconciliation and social justice.

Generations of Charmaine's family lived on Point Pearce Mission Station on the Yorke Peninsula in South Australia. During the 1950s and 60s, many members of Charmaine's family were removed from the mission under Aboriginal child removal policies. These stolen generation experiences had a significant impact on Charmaine's immediate and extended family and made her passionate about improving outcomes for Aboriginal people and communities. Charmaine now lives with her family in Sydney where she works as an artist and runs an Aboriginal creative agency with her partner.

In the artwork, a HEART represents the values of Teachers Health, who put members at the centre of everything they do. HEART is at the essence of Teachers Health's culture. It defines the set of principles that all employees work towards to create an exceptional member and employee experience.

The symbols around the HEART represent all members across Australia, including Teachers Health, Nurses & Midwives Health and UniHealth members. The design represents all three brands and reflects the unity they demonstrate in serving members together.

Teachers Health's employees are also represented in the symbols around the HEART. They are instrumental in bringing the organisation's promise to members to life – putting them at the HEART of all they do.





MESSAGE FROM TEACHERS HEALTH

As CEO of Teachers Health Group, I'm proud to champion the organisation's commitment to reconciliation with our first Reconciliation Action Plan (RAP).

While this is our first formal RAP, Teachers Health has always had a focus on building respectful relationships and working together with our Aboriginal and Torres Strait Islander staff, members, stakeholders, and communities we operate in. But we know there's more we can do.

At Teachers Health, our RAP program is a key focus for the organisation. Our aim is to build formal frameworks that create meaningful opportunities with Aboriginal and Torres Strait Islander peoples and achieve long lasting and equitable outcomes.

It extends beyond a formal process for us. The RAP is an extension of our values, attitudes and beliefs and our genuine promise to achieving positive change.

Our people are at the HEART of our reconciliation journey and I'm heartened by the strong level of support they continue to demonstrate. I would like to specifically acknowledge and thank our internal RAP Working Group, formed from an expression of interest process, who continue to work towards implementing our RAP.

I would also like to recognise the invaluable guidance and support provided by NSW Teachers Federation's Aboriginal Education Officer, the NSW Aboriginal Education Consultative Group (AECG) and Aboriginal creative agency, Mumbulla Creative.

I look forward to leading our RAP program over years to come and I'm personally committed to ensuring Teachers Health makes a meaningful and long-lasting contribution to reconciliation.

Brad Joyce
CEO, Teachers Health





MESSAGE FROM RECONCILIATION AUSTRALIA

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

Teachers Health 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 Teachers Health 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 Teachers Health, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine

CEO, Reconciliation Australia

OUR BUSINESS

Teachers Health was established in 1954 by the NSW Teachers Federation to provide accessible private health insurance for members of the education industry and their families. Since then, we've grown to cover the lives of over 370,000 teachers, education and university staff – and more recently nurses and midwives – and their families around Australia.

.....
Our RAP is an extension of our values, attitudes, and beliefs and our genuine commitment to positive change.
.....

Teachers Federation Health Ltd operates three health insurance brands: Teachers Health, Nurses & Midwives Health and UniHealth, as well as subsidiary companies Teachers Health Centres, Teachers Healthcare Services and an education research arm – Teachers Health Foundation.

We're Australia's largest industry-based health fund – a position made possible due to our large, loyal and diverse membership. We're also a member of Members Health Fund Alliance, a group of 26 not-for-profit health funds that work together to advocate positive change across the health insurance policies that affect consumers.

At Teachers Health, our members are at the HEART of everything we do. That's our purpose and our promise to our members. We're a values-based organisation and everything we do is anchored in our well-established values. Our RAP is an extension of our values, attitudes, and beliefs and our genuine commitment to positive change.

We're proud to be the health fund for those who play such an important role in supporting our communities – Australia's teachers, educators, nurses, midwives and their families. Members across our health insurance brands include teachers, administration and support staff working in public, private and independent primary and secondary schools, as well as tertiary institutions and nurses and midwives who work in public and private hospitals and similar health facilities. Importantly, once our members join, they choose to stay with us, as highlighted by our industry-leading retention rate of 96%.

We employ over 400 staff nationally and currently have four staff members that identify as Aboriginal Australians. We're committed to building knowledge and understanding of and connections with First Nations peoples across our members, workforce, suppliers and in the communities we operate in.

Our Head Office is based in Surry Hills, on Gadigal land. We have six Teachers Health Centres across Australia located on the land of the:

- GADIGAL PEOPLES Surry Hills NSW
- DARUG PEOPLES Parramatta NSW
- AWABAKAL PEOPLES Hamilton NSW
- WODI WODI PEOPLES Wollongong NSW
- KAURNA PEOPLES Adelaide SA
- WURUNDJERI PEOPLES Richmond VIC





OUR VISION FOR RECONCILIATION

A key focus for Teachers Health going forward is developing respectful relationships and creating meaningful opportunities together with Aboriginal and Torres Strait Islander peoples. This commitment has been established by the Teachers Health Group CEO, who continues to champion the formal reconciliation journey for the organisation.

As Australia's largest industry-based health fund that prides itself on putting the interests of members, employees and the communities we serve at the HEART of our business practices, we see a clear role for our business and people in contributing to reconciliation in Australia. We recognise that Aboriginal and Torres Strait Islander peoples were the first educators and healers and have held the knowledge of this land for many thousands of years. We value the wealth of perspectives and important customs First Nations people have to offer and want to be able to draw on this to create mutual respect and understanding.

We also recognise that in creating a culture of trust and respect, we need to acknowledge the terrible wrongs experienced by Aboriginal and Torres Strait Islander peoples, and the impact that inequity, discrimination and dispossession has had on multiple generations. We know that a gap remains. By participating in the reconciliation process in a meaningful and tangible way, we can all contribute to closing that gap – and our RAP will provide the framework to enable us to do that.

The Teachers Health's RAP Working Group comprises 12 staff and the Aboriginal Education Coordinator from the NSW Teachers Federation has agreed to join us to provide insight and guidance from an Aboriginal and Torres Strait Islander perspective. The RAP Working Group members represent people from across our business including executive leadership, middle management and frontline staff. The group has valuable knowledge of the business, strong links to key stakeholders in the community and a shared passion for contributing to reconciliation in a genuine and meaningful way.

To ensure effective implementation of our RAP, we have developed a list of measures to help track our progress so that we can build on a strong foundation based on respect and shared understanding. Our RAP Working Group will provide regular quarterly updates to the Brand and Culture Committee, chaired by our RAP Champion, Teachers Health Group CEO. The RAP Working Group will regularly monitor and track progress of implementation, with quarterly meetings and reporting to the Brand and Culture Committee, the Leadership Team, Teachers Health Group CEO, and ultimately the Board.

OUR PARTNERSHIPS AND ENGAGEMENT TODAY

Teachers Health has recently connected with a local Aboriginal creative agency, Mumbulla Creative, to help articulate our reconciliation story through art. Aboriginal and Torres Strait Islander peoples have been connecting to culture and Country through art over many generations to share their stories and knowledge.

At Teachers Health, we embrace the use of art to share knowledge and information and we plan to incorporate artwork into our communications and place it throughout our offices as part of our reconciliation journey. An internal workshop was held with the agency to identify what reconciliation means to us as an organisation. We'll continue to work with Mumbulla Creative as they bring the artwork to life throughout our Reconciliation journey.

Over many years, Teachers Health has supported Aboriginal and Torres Strait Islander inclusion activities through our partnerships across Australia. We're grateful for our union partners nationally who have provided insight and support to assist us in the development of our RAP. We look forward to continuing to connect with them as our Reconciliation Action Plans progress through the stages set out in the framework.

We have a strong relationship with NSW Teachers Federation (NSWTF) and we've attended and supported events and activities specifically for Aboriginal and Torres Strait Islander peoples including NSWTF's Annual Aboriginal Conference. NSWTF's dedicated Aboriginal and Torres Strait Islander Education team continues to support us in our reconciliation journey and their Aboriginal Education Coordinator sits on our Working Group to provide guidance as we implement and embed our RAP deliverables.

We've also worked with the NSW Aboriginal Education Consultative Group (AECG) who have provided education and training for our working group members in preparation for our RAP journey. We'll continue to work with the AECG to build understanding, awareness and achieve greater cultural capability throughout our organisation.

Teachers Health supports the Uluru Statement from the Heart – a statement developed by over 250 First Nations delegates representing Aboriginal and Torres Strait Islander peoples across Australia. We've accepted the invitation provided in the Uluru Statement from the Heart to walk with them “a movement of the Australian people for a better future”.





1. RELATIONSHIPS

| Action | Deliverables | Timeline | Responsibility |
|--|--|--------------------------------------|---|
| 1.1 Establish or continue to strengthen existing relationships with Aboriginal and Torres Strait Islander peoples and organisations. | <ul style="list-style-type: none"> ▶ Identify and maintain relationships with Aboriginal and Torres Strait Islander stakeholders and organisations in our local areas and/or spheres of influence. | January 2022 to be updated quarterly | National Stakeholder Manager and Diversity & Inclusion Specialist |
| | <ul style="list-style-type: none"> ▶ Look for opportunities to create partnerships with Aboriginal and Torres Strait Islander peoples and organisations. Provide the RAP Working Group with a list that can be updated over time. | January 2022 | Diversity & Inclusion Specialist and Brand Manager |
| 1.2 Participate in and celebrate National Reconciliation Week (NRW). | <ul style="list-style-type: none"> ▶ Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. | April/May 2022 | Diversity & Inclusion Specialist and Brand Manager |
| | <ul style="list-style-type: none"> ▶ RAP Working Group members to participate in an external NRW event. | May/June 2022 | Chair, RAP Working Group |
| | <ul style="list-style-type: none"> ▶ Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. | May/June 2022 | Diversity & Inclusion Specialist |
| 1.3 Raise awareness of our RAP to promote reconciliation across our organisation. | <ul style="list-style-type: none"> ▶ Develop and implement a plan to raise awareness to staff of our commitment to the RAP. | January 2022, ongoing | Diversity & Inclusion Specialist and Brand Manager |
| | <ul style="list-style-type: none"> ▶ Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP. | January 2022, ongoing | Diversity & Inclusion Specialist |



1. RELATIONSHIPS

| Action | Deliverables | Timeline | Responsibility |
|--|--|---|---|
| | <ul style="list-style-type: none">▶ Identify external stakeholders that our organisation can engage with on our reconciliation journey.▶ Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. | <p>January 2022</p> <p>January 2022</p> | <p>Diversity & Inclusion Specialist</p> <p>Diversity & Inclusion Specialist</p> |
| 1.4 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. | <p>May 2022</p> <p>May 2022</p> | <p>Diversity & Inclusion Specialist</p> <p>Diversity & Inclusion Specialist</p> |



2. RESPECT

| Action | Deliverables | Timeline | Responsibility |
|---|--|------------------------|---|
| 2.1 Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultural learning and development. | <ul style="list-style-type: none"> Develop a plan for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. | March 2022 | Diversity & Inclusion Specialist with Brand Manager |
| | <ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. | March 2022 | Diversity & Inclusion Specialist with P&L |
| 2.2 Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols. | <ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. | February 2022 | Diversity & Inclusion Specialist with Brand Manager |
| | <ul style="list-style-type: none"> Increase employee understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. | February 2022 | Diversity & Inclusion Specialist with Brand Manager |
| 2.3 Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week. | <ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. | 4 July to 12 July 2022 | Diversity & Inclusion Specialist and Brand Manager with RAP Champion, Group CEO |
| | <ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. Consider holding an internal event for staff. | 4 July to 12 July 2022 | Diversity & Inclusion Specialist with Brand & Culture Committee |
| | <ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. | July 2022 | Diversity & Inclusion Specialist |



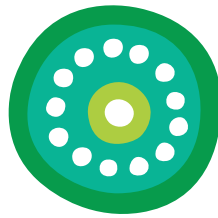
3. OPPORTUNITIES

| Action | Deliverables | Timeline | Responsibility |
|--|---|------------|---|
| 3.1 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development. | <ul style="list-style-type: none"> ▶ Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. | May 2022 | Diversity & Inclusion Specialist |
| | <ul style="list-style-type: none"> ▶ Develop a business case to commence a future Aboriginal and Torres Strait Islander employment plan. | July 2022 | Diversity & Inclusion Specialist |
| 3.2 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes. | <ul style="list-style-type: none"> ▶ Review procurement processes and consider opportunities to develop new relationships with Aboriginal and Torres Strait Islander suppliers. | April 2022 | Diversity & Inclusion Specialist with Brand Manager |



4. GOVERNANCE AND TRACKING PROGRESS

| Action | Deliverables | Timeline | Responsibility |
|--|--|----------------|---|
| 4.1 Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP. | ▶ The RWG will meet on at least a bi-monthly basis to govern RAP implementation. | January 2022 | Diversity & Inclusion Specialist |
| | ▶ Draft a Terms of Reference for the RWG. | January 2022 | Diversity & Inclusion Specialist |
| | ▶ Review and maintain Aboriginal and Torres Strait Islander representation on the RWG. | January 2022 | Diversity & Inclusion Specialist |
| 4.2 Provide appropriate support for effective implementation of RAP commitments. | ▶ Define resource needs for RAP implementation. | January 2022 | Diversity & Inclusion Specialist |
| | ▶ Engage senior leaders in the delivery of RAP commitments through RAP being a standing agenda item at senior leadership meetings. | February 2022 | Group CEO RAP Champion |
| | ▶ Define appropriate systems and capability to track, measure and report on RAP commitments. | January 2022 | Diversity & Inclusion Specialist with Brand Manager |
| 4.3 Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally. | ▶ Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. | September 2022 | Diversity & Inclusion Specialist |
| 4.4 Continue our reconciliation journey by developing our next RAP. | ▶ Register via Reconciliation Australia's website to begin developing our next RAP. | September 2022 | Diversity & Inclusion Specialist |



CONTACT

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Information in this document is accurate as of August 2021

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