



TRESILLIAN
REFLECT
RECONCILIATION ACTION PLAN

November 2021- November 2022





Acknowledgement of Country

Tresillian acknowledges Aboriginal and Torres Strait Islander people as the First Peoples of Australia. We acknowledge the Traditional Owners and Custodians of land on the countries on which we live and work in NSW, ACT and Victoria, who have lived here for over 60,000 years and are recognised as having the oldest living, continuous cultures of the world, with unique languages and spiritual relationships to the lands and seas. We pay respect to Aboriginal and Torres Strait Islander Elders, past and present, and acknowledge all the Aboriginal and Torres Strait Islander people living in the communities we serve.

Tresillian Board

The Tresillian Board acknowledges and pays respect to the Traditional Owners of the Country on which our services across NSW, Victoria and the ACT are offered.

Tresillian is committed to improving the health equity of Aboriginal and Torres Strait Islander families and we recognise the fundamental significance of cultural traditions, beliefs and connections to Country for the health and wellbeing of Aboriginal and Torres Strait Islander peoples.

We acknowledge the importance of kinship and family structures as a cohesive force that binds Aboriginal and Torres Strait Islander peoples. We recognise Aboriginal and Torres Strait Islander cultures, community connection and self-determination as critical protective factors for wellbeing.

We stand together with Aboriginal and Torres Strait Islander peoples with the vision of working together to promote the health, safety and wellbeing of Aboriginal and Torres Strait Islander babies, children, their families and communities.

We will listen to the voices of Aboriginal and Torres Strait Islander babies, children and their families and communities, and Aboriginal and Torres Strait Islander staff as we strengthen our programs and efforts to achieve this vision.

Tresillian acknowledges the past mistreatment perpetrated against the First Peoples of Australia. We are strongly committed to improving the lives of Aboriginal and Torres Strait Islander children and families; and to uphold the rights of Aboriginal and Torres Strait Islander children to be cared for within their own communities and remain connected to their families, communities and culture.

OUR BUSINESS

Tresillian

We pride ourselves on offering caring, personalised advice to parents in the early years as we help them gain confidence in their new roles as mums and dads.

Tresillian is the largest early parenting service in Australia, with over 100 years' experience as an organisation in the delivery of services for families with children aged 0-3 years. In addition, Tresillian provides expert parenting advice, support and treatment to families in the early years as well as leadership, education and support for other agencies, organisations and health professionals. Tresillian has been providing early childhood and maternal services since 1918 and is also known as the Royal Society for the Welfare of Mothers and Babies.

Working in partnership with families, Tresillian seeks to maximise positive health outcomes for primary carers, babies and young children and for all family members, while strengthening and promoting healthy physical, social and emotional development.

Each year Tresillian assists close to 80,000 families with a baby, toddler or young child. We pride ourselves on offering caring, personalised advice to parents in the early years as we help them gain confidence in their new roles as mums and dads.

Tresillian's mission is to engage, educate and support families in Australia by increasing parenting confidence: leading to improved health and wellbeing of families with young children and secure resilient family relationships.

Our vision is that all expectant families and those with infants and young children across Australia, will have access to parenting advice, support and care which will enable them to raise their children with confidence within their own cultural context and values.

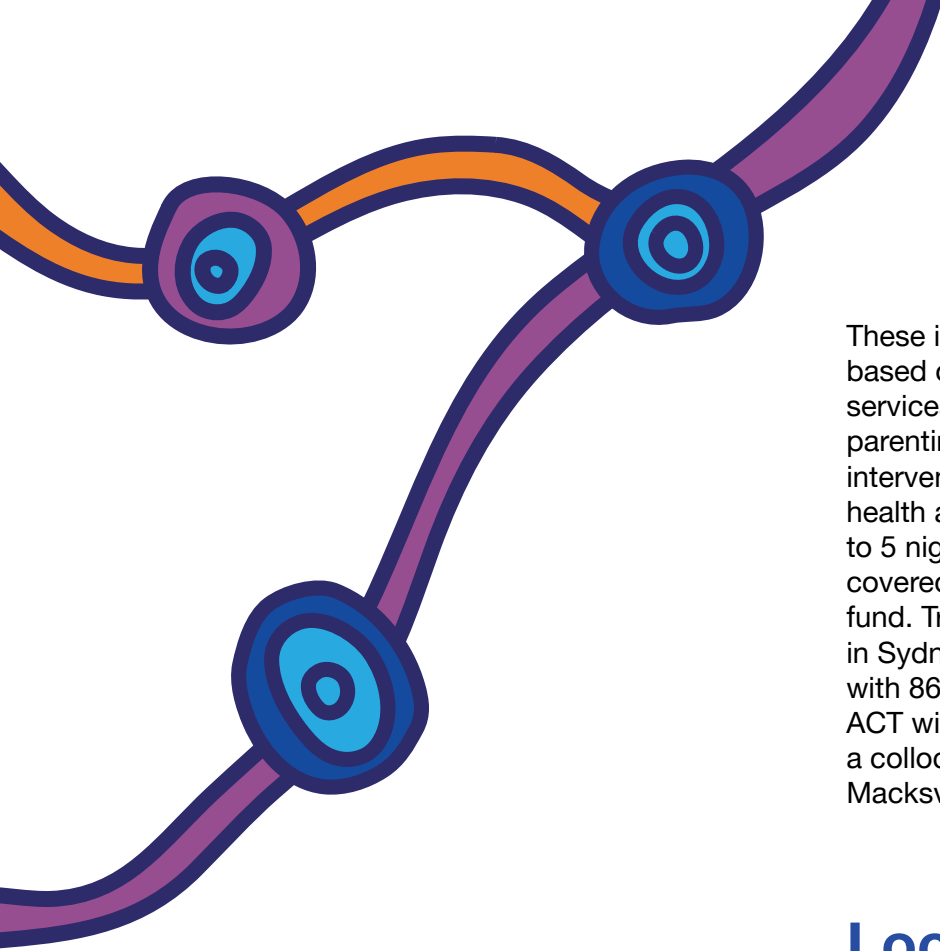
Our purpose statement, 'It's in our nature to nurture', is at the heart of our services for families.

Tresillian Workforce

Tresillian employs approximately 350 staff across its service, with most of these staff located in metropolitan areas. Our workforce includes nurses and midwives, allied health, medical, administrative and corporate staff.

This is a diverse workforce where 23.8% identify as being born overseas, 8.8% speak a language other than English, and 1.7% have a disclosed disability.

In a recent staff survey, 2.3% of respondents, identified as Aboriginal and/or Torres Strait Islander people. We currently have three dedicated Aboriginal Health Worker positions.



These include day services (centre, home based or telehealth) and residential (inpatient) services for families experiencing significant parenting challenges that require intensive intervention and strategies to promote family health and well-being. Families stay for 4 to 5 nights at Tresillian Centres with costs covered by Medicare or their private health fund. Tresillian has four family care centres in Sydney, three offering residential services with 86 beds; one family care centre in the ACT with 26 beds, and has recently opened a collocated service with 8 residential beds in Macksville Hospital.

Locations

Tresillian offers services at twenty-four locations in NSW, the ACT and Victoria.

Metropolitan Residential and Day services are offered from Canterbury, Wollstonecraft, Nepean and Willoughby in Sydney, Curtin in Canberra.

Regional Day Services include day services at Broken Hill, Coffs Harbour, Dubbo, Lismore, Queanbeyan, Taree, and Wagga Wagga. Satellite services are offered at Cooma, Woolgoolga, Grafton, Bulahdelah, Cootamundra and Coonamble and regional Residential services are provided at Macksville Hospital on the Mid North Coast of NSW.

The Tresillian 2U Mobile van takes services to families in more remote communities on the Mid-North Coast of New South Wales (at Wauchope, Kempsey, Macksville, Bowraville, and Nambucca Heads).



Tresillian Services

Tresillian offers primary, secondary and tertiary Child and Family Health support services to families.

Our Primary services include Tresillian’s Parent’s Help Line, a telephone service; Tresillian Live Advice Service, an online chat service; Tresillian Nurse in the Home telehealth consultations and parenting groups; tiered levels of evidence-based parenting tips and resources for new parents on the Tresillian website; a SleepWellBaby App; and contact through social media channels.

Tertiary and Secondary level services are based in Tresillian Centres and require a referral from a health professional. A self-referral option was introduced at the onset of the COVID-19 pandemic.

In Victoria, the Tresillian Parents and Babies Day Service is located in Albury/Wodonga.

Tresillian also offers a range of specialist programs, including:

- Extended home visiting which provides intensive support for families with vulnerabilities impacting their parenting capacity.
- Guthrie Early Learning Centre based at Tresillian, Wollstonecraft. Guthrie is a long Day Care Centre with capacity for 42 children aged under six years.
- Tresillian’s Education, Professional Practice and Innovation Centre (EPPIC), which provides a range of professional

development initiatives to build the capacity of staff and clinicians working externally in the community. This includes a partnership with University of Technology Sydney (UTS) to provide the Graduate Certificate of Child and Family Health Nursing.

Tresillian’s mission is to engage, educate and support families in Australia by increasing parenting confidence.



OUR RECONCILIATION ACTION PLAN

Our Reconciliation Action Plan (RAP)

There are a number of drivers prompting Tresillian to develop a Reflect Reconciliation Action Plan (RAP).

Tresillian is committed to contribute to the achievement of targets set by the National Agreement on Closing the Gap that have an impact on life outcomes for Aboriginal and Torres Strait Islander people.

As a health service provider for families and children, Tresillian recognises our responsibility to make our services accessible, inclusive and culturally responsive to the Aboriginal communities on whose country our services are located and to Aboriginal and Torres Strait Islander families and clients who live there.

We operate primarily in NSW and ACT where around 33% of the Aboriginal and Torres Strait Islander population lives. Originally located in metropolitan areas until 1997, Tresillian has significantly expanded its presence in regional centres over a wide geographical spread in the decades since. This includes regional locations with high Aboriginal populations, such as the mid North NSW Coast.

Tresillian services are increasingly supporting Aboriginal and Torres Strait Islander families at its service locations. In 2020, approx. 3.6% of residential based service clients, 1.6% of Sydney based Day Service clients and 9.9% of Tresillian regional service clients identified as Aboriginal and/or Torres Strait Islander people; three services reported approximately 20% of their clients identifying as Aboriginal and/or Torres Strait Islander people.

We know that the reconciliation journey will be a learning journey for our people and our organisation. Many staff can identify learning experiences which shifted their perspective and want to learn more about the history of the relationship between Aboriginal and Torres Strait Islander peoples and other Australians. We have seen professional development building greater cultural competence and confidence.

Implementing the RAP will further develop the relationships and capacities needed to improve Tresillian's service delivery with Aboriginal and Torres Strait Islander families for better outcomes. The RAP will lay the groundwork for Tresillian to support staff to acknowledge the complex history that impacts Aboriginal and Torres Strait Islander clients. It will contribute to an appreciation amongst staff of the rich history and cultures Aboriginal and Torres Strait Islander peoples bring to Australian society and how this positively impacts raising young children.

As understanding and commitment to reconciliation develops Tresillian aims for an inclusive workplace, built around mutual respect – a place where Aboriginal and Torres Strait Islander people and communities are recognised, valued and celebrated. Tresillian will develop strategies to support Aboriginal staff and help them flourish within the organisation, and to encourage and support Aboriginal and Torres Strait Islander people to join the profession and the organisation.

The initiatives Tresillian has taken to build relationships with local communities, organisations and families has already enriched our work, inspired us and generated enthusiasm for our reconciliation journey.



Within Tresillian a guiding coalition of staff and managers are ready and enthusiastic to get underway with the RAP process.

It is acknowledged that reconciliation has been a significant gap for Tresillian and the RAP process is seen as an important opportunity. In a recent RAP-related staff survey, respondents rated highly the importance of Tresillian developing a RAP and expressed a high level of confidence in Tresillian's ability to implement a RAP.

In 2020 Tresillian commissioned the Burbangana Group, a fully Aboriginal-owned consulting company, to assist in the development of our RAP. Our RAP Working Party worked with Burbangana consultants to co-design Tresillian's approach to developing our Reflect RAP.

Tresillian's CEO is Tresillian's RAP Champion. The RAP Working Group, which includes all members of the senior management team, will provide overall leadership and hold accountability for fulfilling our plan. Because Tresillian covers a wide geographical area, we recognised early that local RAP Site Champions would add a valuable dimension to our RAP process. Local RAP Site Champions were engaged to broaden awareness and ownership of the plan at various locations, and contribute local perspectives on the RAP. We are delighted that 28 staff volunteered. This group was firstly introduced to the RAP development process and piloted a staff survey.

The staff survey provided all Tresillian staff with the chance to comment on their current awareness of history and of current issues impacting reconciliation; interest in learning more; perceptions of reconciliation, the impacts Tresillian could achieve by having a RAP, their experience working with Aboriginal and/or Torres Strait Islander families, relevant learning and their assessment of organisational capacities and challenges.

This group of local site RAP Champions participated with the RAP Working Group in early 2021 to consider the results of the staff survey and generate ideas and consider priorities for attention in Tresillian's first RAP. It is envisaged that local site RAP Champions will continue to contribute as Tresillian implements the Reflect RAP.

Our Partnerships/ Current Activities

Murrumbidgee Community Consultation

Tresillian has begun community consultations to receive input from local Aboriginal community Elders, key committees, and local Aboriginal Medical Services to inform the development of culturally safe and appropriate service development and service provision.

One example is a consultation yarn was held with local Wiradjuri Elders, families, Aboriginal Medical Service and workers to inform the service development of Tresillian in Murrumbidgee Family Care Centre. Three key themes of importance to the local Aboriginal community to inform culturally safe service provision were identified: family, connectedness and nurturing.

Murrumbidgee Family Care Centre Signage

The signage was the first in the local health district to include a welcome in the Wiradjuri language. This was developed by a local Aboriginal Elder with translation assistance provided by Charles Sturt University.

These three themes informed the development of a series of artworks by Aunty Joycelan Williams local Wiradjuri Elder - which are placed throughout Tresillian in Murrumbidgee Family Care Centre.

Aunty Joycelan Williams, Wiradjuri Woman completed the art work on display in Tresillian in Murrumbidgee for the opening of the centre in May 2017.

Aunty Joycelan's artwork depict family life: incorporating the importance of both parents, extended families and the spirits of ancestors in the parenting journey. Throughout the paintings is the concept of overcoming shame and seeking help to improve our family's wellbeing and children's health.

Aunty believes the families appreciated the paintings on display – evoking warmth and safety within the centre. Aunt likens it to when she see the Aboriginal Flag on display and the feelings of inclusiveness and welcome it generates.

The Tresillian2U – The Early Years Parenting Service

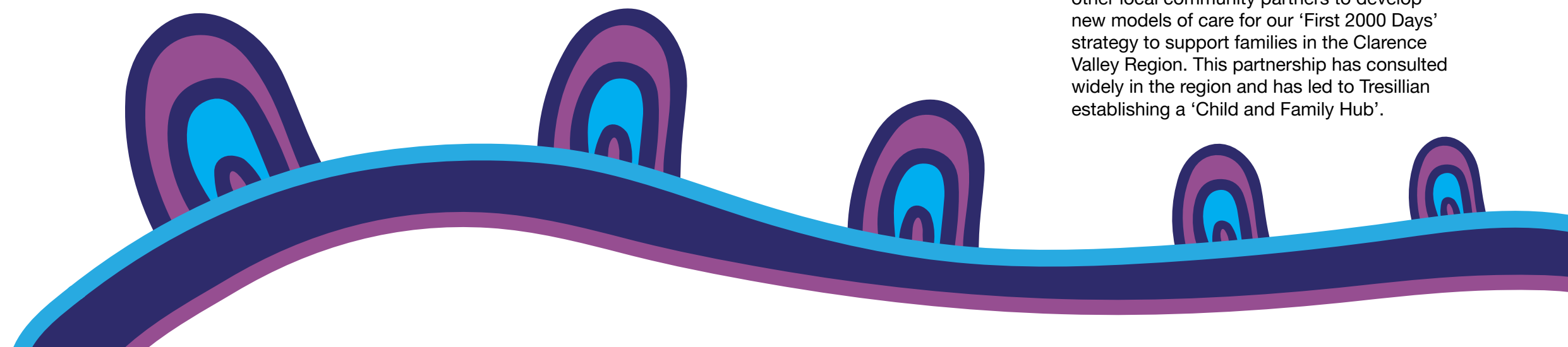
An innovative service model was developed in response to community consultation by Tresillian in partnership with the Mid North Coast Local Health District (MNCLHD). Local Aboriginal Health Workers are members of both the working group and the Tresillian & MNCLHD Joint Governance Committee. The early years parenting service, Tresillian2U, has an Aboriginal Health Worker (AHW) on its team. A collaborative relationship with the local health district Aboriginal Health Workers provides additional coverage, when Tresillian's AHW worker is not rostered on.

Development of an MOU with Durri Aboriginal Corporation Medical Service

An MOU has been signed between Tresillian and Durri Aboriginal Corporation Medical Service to enable location of the Tresillian2U van on the Durri site in Kempsey and enhance collaboration, including co-design and co-facilitation of group programs for Aboriginal parents.

Northern NSW First 2000 Days Project

In Grafton, Tresillian has partnered with the Northern NSW Local Health District, the North Coast Primary Health Network, Bulgarri Ngaru Medical Aboriginal Corporation and other local community partners to develop new models of care for our 'First 2000 Days' strategy to support families in the Clarence Valley Region. This partnership has consulted widely in the region and has led to Tresillian establishing a 'Child and Family Hub'.



Our History

Tresillian's history began with the formation of the Royal Society for the Welfare of Mothers and Babies in 1918. The Society was a NSW Government initiative sparked by soaring infant mortality rates and a desperate shortage of health services for new mothers. At that time the Society's primary aim was to make a difference to the high mortality rate of children under the age of five by establishing baby health clinics run by nurses trained in child growth, development and parentcraft skills. In 1919 the society was incorporated by an act of parliament in New South Wales. As times changed, Tresillian's scope adapted and broadened with specialised nursing, medical and psychological support available.

During our history, in the context of prevailing government policies, it is likely that Tresillian participated in caring for Aboriginal children separated from their families before they were adopted. We acknowledge that our shared history in Australia is not in the past and that the impacts of history continue today. We recognise the generations of children removed as a result of policies and institutional practices as the Stolen Generations, as well as the significant strength, resilience and resistance of Aboriginal and Torres Strait Islander families and communities. We see reconciliation is a vital process in healing our history and building shared respect and understanding.

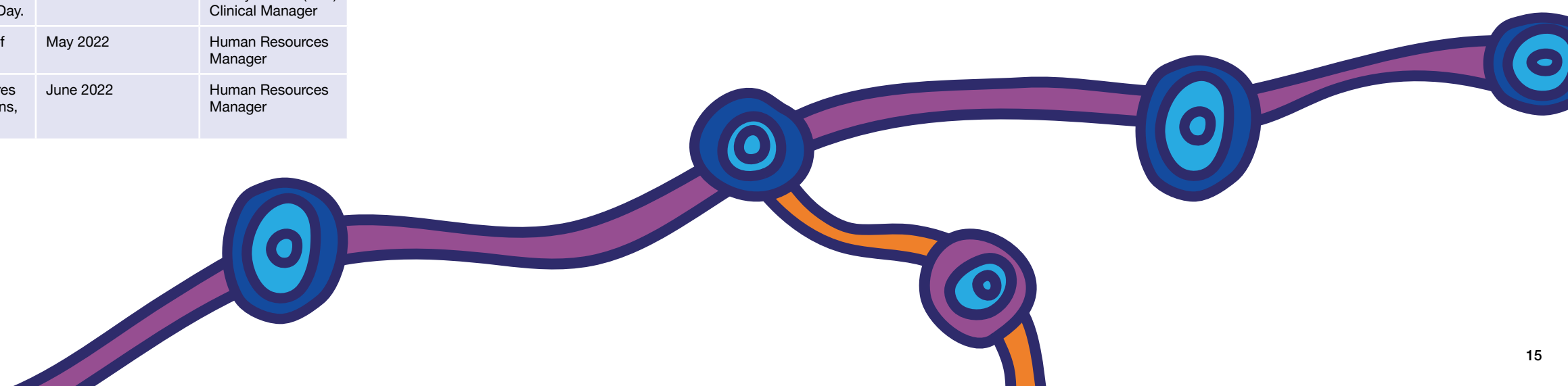


Relationships

Relationships			
Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	February 2022	Executive Support Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	February 2022	Director Clinical Service Integration
	Consult with local Aboriginal communities and relevant organisations about how Tresillian can best create welcoming service environments for Aboriginal and Torres Strait Islander clients.	February 2022	Chief Executive Officer
	Consult Aboriginal and Torres Strait Islander stakeholders in projects which develop trauma-informed/healing aware models of care.	February 2022	Executive Director Clinical Service
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Executive Director Governance Risk and Performance
	RAP Working Group members to participate in an external NRW event.	27 May- 3 June 2022	Chief Executive Officer
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June 2022	Chief Executive Officer
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	February 2022	Director Clinical Operations
	Identify criteria to assess the track record on reconciliation when selecting and developing external partnerships for child and family health education and research.	February 2022	Executive Director Governance Risk and Performance
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	April 2022	Executive Support Manager
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	April 2022	Executive Support Manager
	Plan activities to engage staff in reporting on and celebrating reconciliation actions and achievements during Tresillian's annual Team Day.	May 2022	Queen Elizabeth II Family Centre (QEII) Clinical Manager
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	May 2022	Human Resources Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2022	Human Resources Manager

Respect

Respect			
Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	April 2022	Director Clinical Service Integration
	Conduct a review of cultural learning needs within our organisation, including competencies related to cultural safety and trauma-informed/ healing-aware models of care.	April 2022	Executive Director Governance Risk and Performance
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	April 2022	Executive Director Governance Risk and Performance
	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	June 2022	Executive Support Manager
	Develop a guideline for staff on Acknowledging the Aboriginal Country on which their service is located in their day-to-day interactions.	June 2022	Executive Support Manager
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2022	Executive Director Governance Risk and Performance
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2022	Executive Director Governance Risk and Performance
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2022	Chair RAP Working Group
8. Build respect for First Nations peoples by celebrating National Aboriginal and Torres Strait Islander Children's Day	Raise awareness and share information amongst our staff about National Aboriginal and Torres Strait Islander Children's Day Week.	August 2022	Executive Director Clinical Service
	Pilot celebrations of National Aboriginal and Torres Strait Islander Children's Day in selected Tresillian services.	August 2022	Executive Director Clinical Service

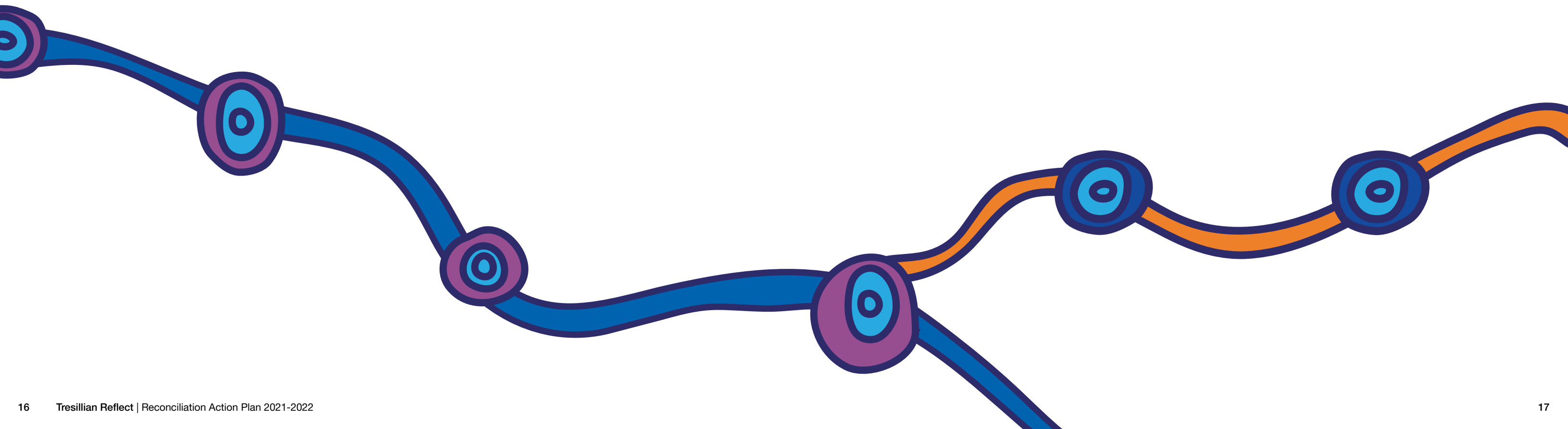


Opportunities

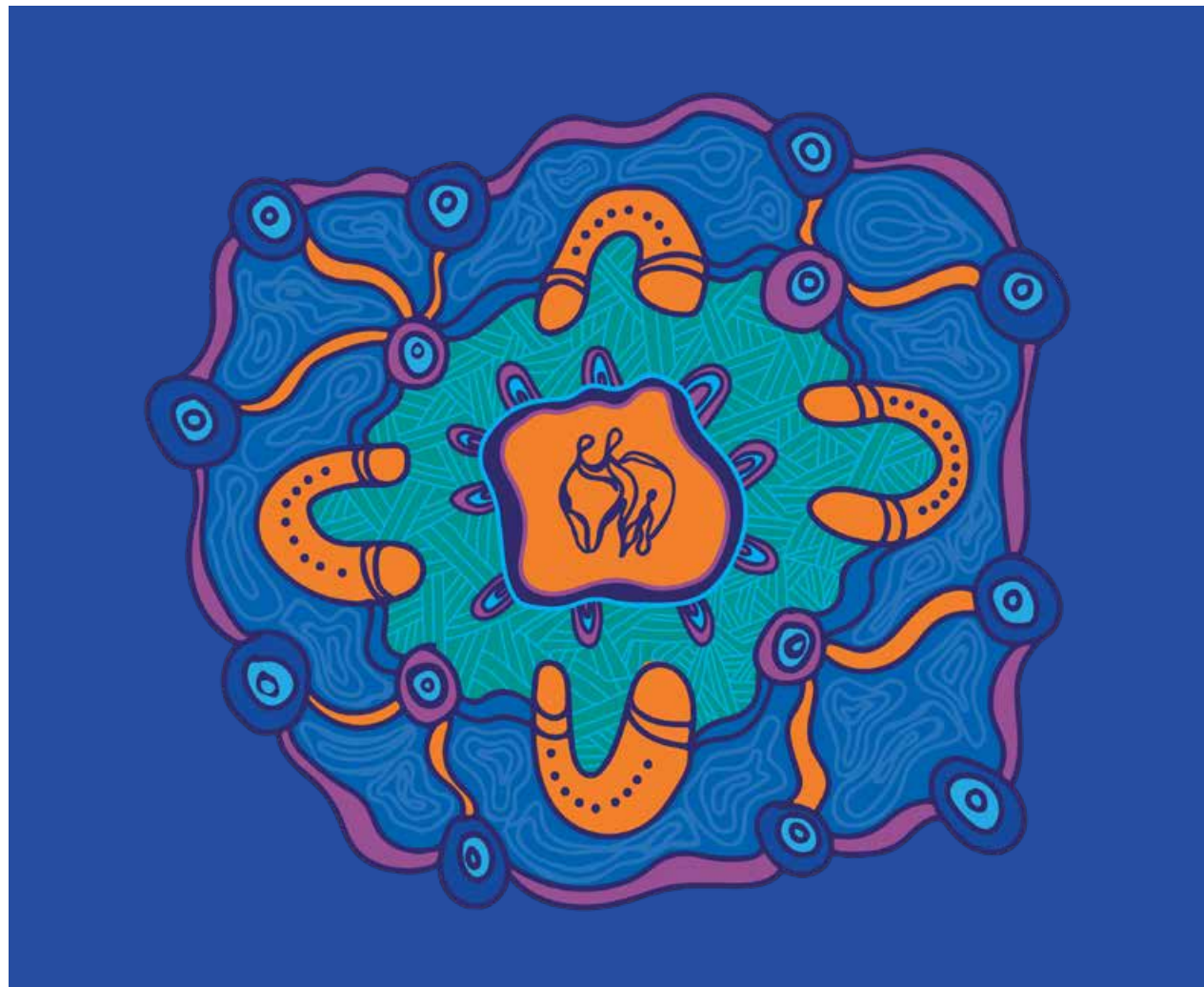
Opportunities			
Action	Deliverable	Timeline	Responsibility
9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	February 2022	Executive Director Clinical Service
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	February 2022	Human Resources Manager
		May 2022 November 2022	
10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Investigate Supply Nation membership.	February 2022	Executive Director Governance Risk and Performance
	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	November 2022	Executive Director Governance Risk and Performance

Governance

Governance			
Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	February 2022	Chief Executive Officer
	Draft a Terms of Reference for the RWG.	February 2022	Executive Director Governance Risk and Performance
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	February 2022	Chief Executive Officer
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2022	Executive Director Governance Risk and Performance
	Engage senior leaders in the delivery of RAP commitments.	November 2022	Chief Executive Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	November 2022	Executive Director Governance Risk and Performance
13. 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.	November 2022	Executive Director Governance Risk and Performance
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	June 2022	Executive Support Manager



The Artwork



The artwork reflects Tresillian's strong focus on the idea of nurturing strong relationships. Centred in the core of this artwork shows the journey of a child's upbringing and the importance of kinship. The family is surrounded by direction and support of the greater community. The elders are there as overseers, the knowledge holders and the leaders. The meeting places represent other support services, health centres, families, friends and the community.

The holistic approach of Tresillian's is reflected through the inter-connecting lines between all these elements, which recognises, the wellbeing of the parents, carers and support is just as important. The contemporary colours celebrate the brightness and joy that children bring whilst acknowledging the empowerment of healing and holistic wellness for all.

Our RAP Champion

Robert Mills, Chief Executive Officer

Contact Details

Name: Mr Robert Mills
Position: CEO
Phone: Mob +61477721775
Email: Robert.Mills@health.nsw.gov.au

Our RAP Working Group

Jenny Smit, Executive Director of Clinical Services

Marie Dickinson, Executive Director Governance, Risk and Performance

Nicola Brown, Director - Education, Professional Practice and Innovation

Deborah Stockton, Director - Clinical Service Integration (Regional Representative)

Leanne Daggar, Director - Clinical Operations

Trudy Wynne, Clinical Manager, Nursing and Midwifery, Tresillian in QEII

Rita French Executive Support Manager

Delya Smith, Aboriginal Health Worker

Sue Carswell, Consumer Representative

Yvonne Weldon, Chairperson Metropolitan Local Aboriginal Land Council, Tresillian Ambassador

