

Dokotela Pty Ltd

# Reflect Reconciliation Action Plan

*November 2021 – November 2022*



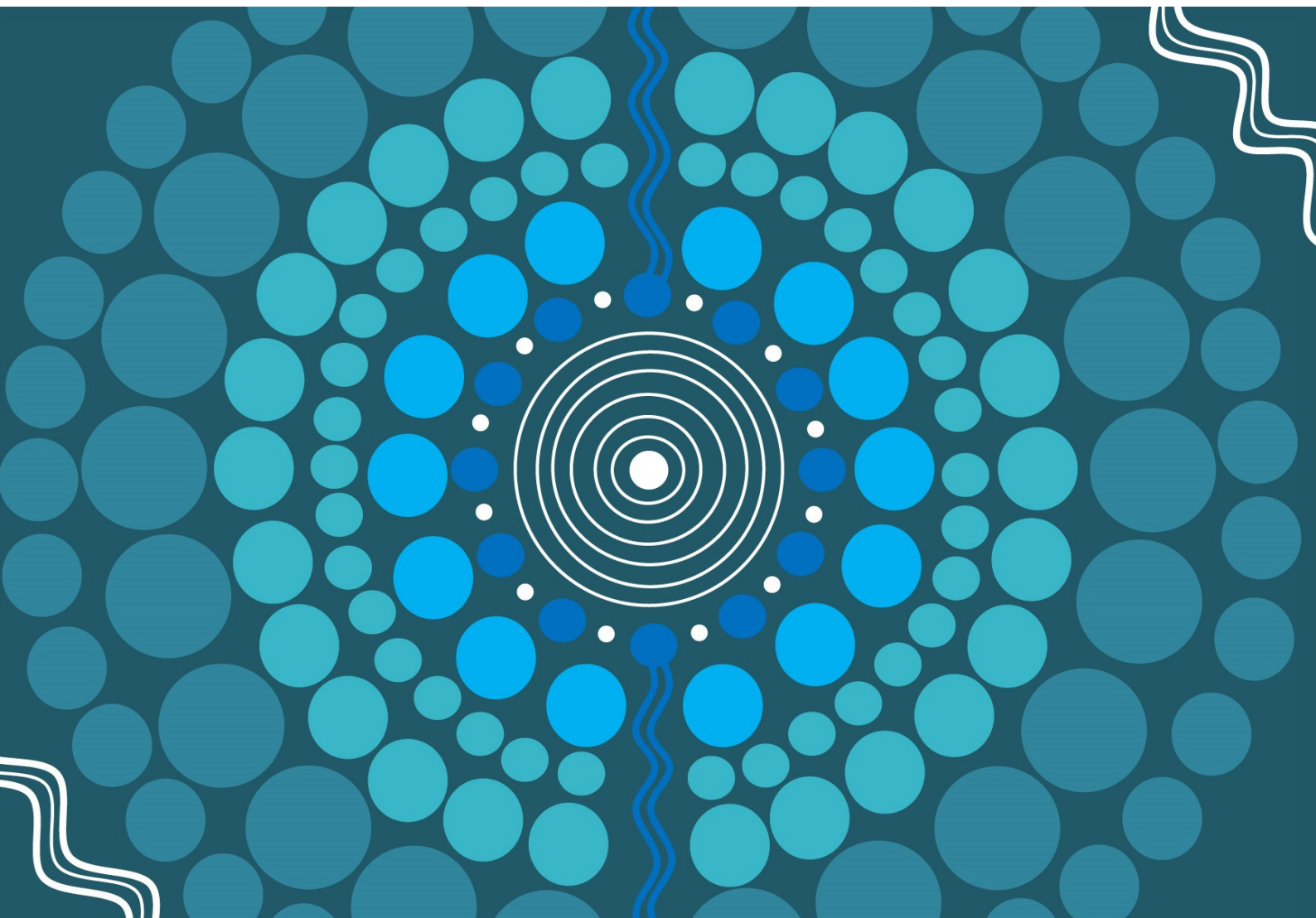
**dokotela**

# About the Artist

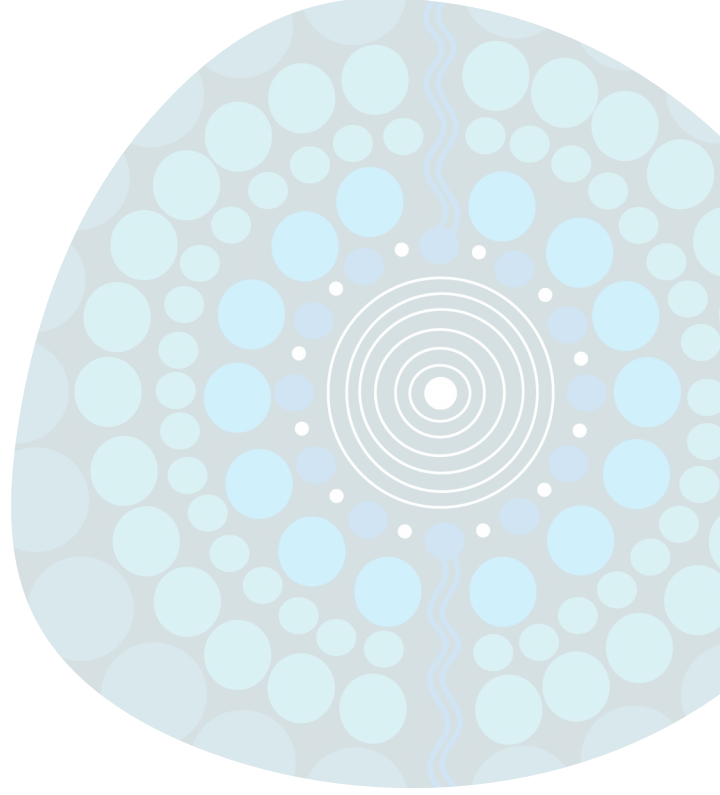
We commissioned artist Kristi Kirk to create our Reconciliation Action Plan (RAP) artwork. Kristi, is a proud Aboriginal woman, who is known in the community and surrounding area's as an Artist from the Kamilaroi (Gamilaraay, Gomeroi) tribe in the Northwest regional city of Tamworth,

Kristi tells us that her artwork represents the following,

- The circles represent the different communities within Australia, meeting together with Specialist Doctors and Clinicians focusing on Psychiatry & Mental Health.
- The inner circles of the design represent Dokotela.
- All circles (communities & Health Providers) joining together and therefore connecting making Dokotela more accessible for our First Nations People.
- Colours reflecting the Saltwater/Freshwater peoples being the different shades of blue, green & grey.
- The colour white represents physical, spiritual and emotional health & wellbeing.



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# Message from Reconciliation Australia

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

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

*Karen Mundine*  
Chief Executive Officer  
Reconciliation Australia

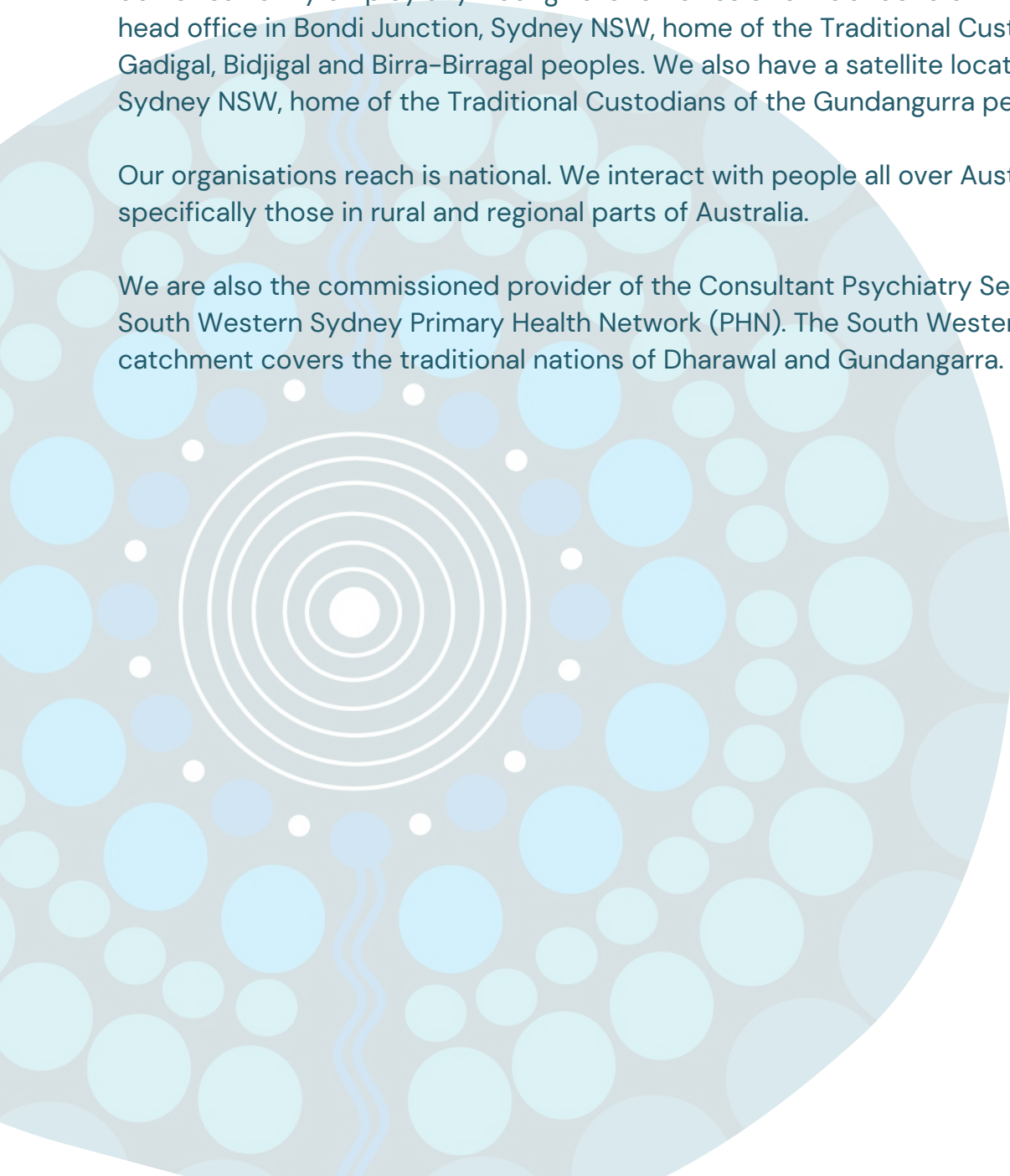
# Our Business

Dokotela is an Australian owned and operated company making specialist care more accessible by connecting patients across Australia with specialist doctors and clinicians through a secure online booking and video-conferencing platform. Our team of doctors and staff have significant clinical and medical practice administration experience, ensuring patients and practitioners receive the highest quality of service and outcomes. We aim to work closely with our referring practitioners to provide patients with a coordinated and timely approach to care.

We have 14 head office staff that are employed by Dokotela. We have an additional 39 Practitioners that operate as sole traders working under the umbrella of Dokotela. We do not currently employ any Aboriginal and Torres Strait Islander staff. We have our head office in Bondi Junction, Sydney NSW, home of the Traditional Custodians the Gadigal, Bidjigal and Birra-Birragal peoples. We also have a satellite location in Tahmoor, Sydney NSW, home of the Traditional Custodians of the Gundangurra peoples.

Our organisations reach is national. We interact with people all over Australia – but specifically those in rural and regional parts of Australia.

We are also the commissioned provider of the Consultant Psychiatry Service for the South Western Sydney Primary Health Network (PHN). The South Western PHN catchment covers the traditional nations of Dharawal and Gundangarra.



# Our Reconciliation Journey

Dokotela provides On Country telehealth services for Aboriginal and Torres Strait Islander Peoples at Aboriginal Community Controlled Health Services (ACCHS) and Aboriginal Medical Services (AMS), as well as GP Clinics, community organisations and other mental health centres across Australia. As Dokotela is providing mental health services to Aboriginal and Torres Strait Islander peoples our organisation is compelled to ensure we are providing the most culturally appropriate Psychiatric services. To do so, our organisation must undertake the process of developing a Reconciliation Action Plan (RAP).

RAPs provide a structured and established model through which we can formalise our commitment to reconciliation, whilst also enabling us to create a shared set of values and goals as an organisation. Dokotela hopes the development and implementation of the RAP will enhance the capability of our staff to forge more meaningful partnerships with Aboriginal and Torres Strait Islander community stakeholders.

Dokotela has set up an internal RAP Working Group to work on RAP initiatives and help actualise our plan. The RAP Working Group formally consists of Dominique McCabe, Outreach and Partnerships Manager, Emma Connell, Care Coordination and Outreach Manager, Renae Tadd, Practice Manager, Leeann Lamotte, Head of People and Anita Mustac, Founder. None of the formal members of the RAP Working Group identify as Aboriginal and/or Torres Strait Islander people. Our Partnerships Manager, Dominique McCabe will act as our RAP Champion and will be responsible for driving and championing internal engagement and awareness of the RAP.

We are seeking external guidance through the Cultural Advisory Unit at GP Synergy – working directly with Cultural Educators, Christopher O'Brien, Anthony Paulson and Walter Dorrington to ensure the delivery of our telehealth service aligns with cultural best practice.

Dokotela has engaged with the Cultural Advisory Unit at GP Synergy to ensure our organisation is providing culturally appropriate services. Under the guidance of the Cultural Advisory Unit at GP Synergy, Dokotela created a telehealth guide to ensure our external health messaging is culturally appropriate.

Dokotela commissioned an Aboriginal Artist to create a graphic artwork to feature across our promotional materials, digital channels, and other publications as our cultural branding respecting the First Nations People. The Graphic artwork is representative of the intersection between mental, physical, and spiritual wellbeing. Graphic artwork reflects 'Saltwater, Freshwater, Land and Desert' people across key Country elements.

Dokotela actively pursues partnerships with Aboriginal and Torres Strait Islander stakeholders through regular outreach. This involves calling Aboriginal Community Controlled Health Services (ACCHS) & Aboriginal Medical Services (AMS) Australia wide to solicit our bulk-billed telehealth service. At a minimum, all our Practitioners have cultural awareness training.

Dokotela's journey to reconciliation is still in its infancy and we have a long way to go yet, but our organisation is entirely committed to fulfilling our reconciliation initiatives.



# Our Reconciliation Journey

## Community Partnerships

Dokotela is currently receiving mentorship from the Aboriginal and Torres Strait Islander Cultural Education Unit at GP Synergy. The Cultural Educators at GP Synergy regularly review Dokotela's promotional materials and educational resources to ensure they are culturally appropriate. The Cultural Educators also provide recommendations to Dokotela on operational workflow to ensure our policies and procedures align with the structure of the AMS' and ACCHS' we work with.

We currently provide On Country psychiatric telehealth services at the following ACCHS' & AMS':

- Gandangara Health Services
- Tharawal Aboriginal Corporation
- Katungul Aboriginal Corporation Regional Health and Community Services
- Maari Ma Health
- Walhallow Aboriginal Health Corporation
- Bawruna Gilgandra
- Bawruna Macksville
- Bawruna Nambucca Heads
- Tobwabba Aboriginal Medical Service
- Biripi Aboriginal Corporation Medical Centre Town Clinic
- The Aboriginal and Torres Strait Islander Community Health Service Brisbane
- Tamworth Aboriginal Medical Services
- Puntukurnu Aboriginal Medical Service
- Ungooroo Aboriginal Corporation

This involves providing bulk-billed psychiatric and psychological services via telehealth to consumers at the ACCHS & AMS. The Dokotela Practitioners work closely with the employees of the ACCHS and AMS; this involves working within a collaborative care model whereby the Dokotela Specialist will work in alliance with the AMS/ACCHS General Practitioner, Nurse Practitioner, Aboriginal Health Worker and/or Practice Nurse to ensure best possible outcomes for the consumer.

## Internal activities/initiatives

- Dokotela is an equal opportunity employer and encourages Aboriginal and Torres Strait Islander peoples to apply for all advertised roles.
- Dokotela has set up an internal RAP Working Group to work on RAP initiatives and help actualise our plan.
- Under the guidance of our Cultural Educators, we are in the process of creating culturally appropriate marketing material which we will disseminate amongst the AMS' & ACCHS' that engage with our mental health service.



# 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.	December 2021	Partnerships Manager
	Strengthen relationship with Gandangara ACCHS in Liverpool and Tharawal AMS in Airds. Try and develop formal partnership for provision of services.	December 2021	Partnerships Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	3rd June 2022	Partnerships Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	April 2022	Partnerships Manager
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2022	Founder
	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	Founder
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	April 2022	Practice Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	April 2022	Partnerships Manager
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	April 2022	Partnerships Manager
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	March 2022	Head of People
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	March 2022	Head of People





# 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.	July 2022	Partnerships Manager
	Work with the Cultural Advisory Unit at GP Synergy to achieve culturally appropriate telehealth resource.	July 2022	Partnerships Manager
	Conduct a review of cultural learning needs within our organisation.	July 2022	Partnerships Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	July 2022	Partnerships Manager
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2022	Partnerships 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.	4 July – 11 July 2022	Partnerships Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	4 July – 11 July 2022	Partnerships Manager
	RAP Working Group to participate in an external NAIDOC Week event.	4 July – 11 July 2022	Partnerships Manager



# Opportunities

Action	Deliverable	Timeline	Responsibility
8. 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.	September 2022	Practice Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2022	Practice Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	October 2022	Practice Manager
	Investigate Supply Nation membership.	October 2022	Practice Manager



# Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	January 2022	Partnerships Manager
	Draft a Terms of Reference for the RWG.	January 2022	Partnerships Manager
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	October 2022	Partnerships Manager
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	July 2022	Partnerships Manager
	Engage senior leaders in the delivery of RAP commitments.	July 2022	Partnerships Manager
	Define appropriate systems and capability to track, measure and report on RAP commitments.	July 2022	Partnerships Manager
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to ensure that our primary and secondary contacts are up-to-date to ensure we are receiving important correspondence.	June 2022 and annually	Partnerships Manager
	Follow up with Reconciliation Australia if we have not yet received our unique reporting link to participate in the RAP Impact Measurement Questionnaire.	August 2022 and annually	Partnerships Manager
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2022 and annually	Partnerships Manager
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	August 2022	Founder



# Contact

## RAP Contact Details

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