



Australian Government

Medicare Australia

## Medicare Australia's Statement of Commitment to Reconciliation

*Our Vision: An Australia that provides equal life chances for all, recognising and respecting the special place, culture and contribution of Aboriginal and Torres Strait Islander peoples as the first Australians.*

Medicare Australia is committed to contributing in a practical way to improved health and social outcomes of all Australians. We will do this through service that reflects and responds to the needs of our diverse community. This commitment embraces all aspects of Medicare Australia's business from service delivery to staff recruitment, development and retention.

Medicare Australia recognises and acknowledges Aboriginal people and Torres Strait Islander people as the original occupants of mainland Australia and the islands of the Torres Strait, with unique history, cultures, languages, religions and spirituality in relation to the land and seas. This Statement acknowledges and sustains Medicare Australia's commitment to Aboriginal and Torres Strait Islander peoples, their communities and their health service providers. This commitment extends across the boundaries of service delivery to current and potential employees.


Medicare Australia will work collaboratively with other agencies to provide a whole of government approach to service delivery for Aboriginal and Torres Strait Islander peoples. We will be responsive to the needs of our diverse communities and our key aim will always be to ensure equal access to opportunities.

Our commitment to Aboriginal and Torres Strait Islander peoples and their communities will be facilitated through:


- understanding and acknowledging the obstacles that Aboriginal and Torres Strait Islander peoples continue to face in accessing Medicare Australia's services. We will work collaboratively with communities and health service providers to address and overcome these obstacles
- listening to and learning from our Aboriginal and Torres Strait Islander peoples and work colleagues. We will actively seek to understand, develop and adopt culturally appropriate strategies for gathering feedback to understand what our future directions should be
- continuing to build on cross-agency relationships to make it easier for all Australians to access government services more conveniently
- representing and promoting Medicare Australia services at local Aboriginal and Torres Strait Islander forums and events.

Medicare Australia's commitment to our Aboriginal and Torres Strait Islander employees will be facilitated through:

- increasing the applicant pool of Aboriginal and Torres Strait Islander peoples through innovative and targeted recruitment campaigns
- providing equality of access to learning and career development opportunities for our employees, and to use this as a means to attract prospective employees
- ensuring a supportive environment that encourages a sense of belonging for Aboriginal and Torres Strait Islander peoples working in Medicare Australia, and therefore strengthens their engagement and retention.



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Minister for Human Services



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