

As the operator of Western Australia's three Primary Health Networks, WA Primary Health Alliance (WAPHA) has a responsibility to improve access to affordable, quality health care for people and communities most at risk of poor health outcomes.

WAPHA values diversity and inclusion and we provide support to our commissioned service providers to deliver equitable, safe and inclusive primary health care in Western Australia. We know it is an ongoing journey of continuous individual learning and organisational improvement to ensure best practice in health service delivery. This involves listening to, and learning from, the community on how to better engage, commission and deliver safe services.

We strive to create a safe and inclusive culture for our people, commissioned service providers, partners, and community members with a particular focus on Aboriginal people, LGBTIQA+ people, multicultural communities, people with disability, and neurodivergent individuals.

The continued contribution and participation of people with diverse bodies, identities and experiences is crucial to the work we do and allows us to shape a health system fit for the future.

Guiding principles and frameworks

Cultural competency, diversity and inclusion are a key focus of WAPHA's Strategic Plan. Effective services are those people feel safe to use, and cultural competency is integral to achieving health equity.

Our commitment to cultural competency, equity and inclusion is demonstrated through our Innovate Reconciliation Action Plan (RAP), Rainbow Tick accreditation and QIC Health and Community Services Standards accreditation as well as the implementation of our three Cultural Competency, Equity and Inclusion Frameworks:

- [Aboriginal Cultural Competency and Capability Framework](#)
- [LGBTIQA+ Equity and Inclusion Framework](#)
- [Multicultural Competency and Capability Framework](#)

Together, these Frameworks guide our efforts to progress and evolve our cultural competency, equity and inclusion practices both internally and across the primary health care services we commission.

Embedding cultural diversity, equity and inclusion

To maintain and mature a culturally safe, equitable and inclusive culture across WAPHA, we have:

- Developed a [Reconciliation Action Plan](#) and Reconciliation Position Statement.
- Established a Cultural Competency, Equity and Inclusion (CCEI) working group, responsible for CCEI leadership and quality improvement across the organisation.
- Established an LGBTIQA+ stakeholder reference group and multicultural stakeholder reference group to help inform and shape our work and mature our inclusive practice.
- Developed an LGBTIQA+ Position Statement.
- Achieved and continued to maintain Rainbow Tick accreditation.

- Joined Pride in Diversity, Australia's first and only not-for-profit employer support program specifically designed to support employers to create an inclusive workplace for employees of diverse sexuality and gender.
- Joined Diversity Council Australia, the independent not-for-profit peak body leading diversity and inclusion in the workplace.
- Implemented mandatory cultural competency, equity and inclusion learning and development requirements for all WAPHA employees.

Our commitment

WAPHA will continue our work, within WAPHA and across the primary care sector, to improve access, equity and inclusion for all Western Australians both by:

- Continuing to advocate for safe, inclusive, culturally appropriate and equitable services for everyone, with a focus on our under-served communities.
- Continuously improving and maturing cultural competency, equity and inclusion training and development for our workforce.
- Supporting our commissioned service providers to embed cultural safety and inclusive practices.
- Advocating to build strong strategic partnerships with other state-wide organisations, stakeholders and service providers to support work on shared priorities.