

# Pika Wiya Health Service Aboriginal Corporation

## Strategic Plan 2025-2030 Overview

PIKA WIYA
HEALTH SERVICE

# Vision

Our vision is to see Pika Wiya Heath Service develop into a one-stop shop that encompasses all the health, wellbeing, education and employment needs of the community in a culturally appropriate and safe manner. We are people-first and partnership rich, prioritising the needs of community, with a focus on building trust and encouraging preventative measures.

# Mission Statement

Pika Wiya Health Service inc. Will provide a culturally appropriate service to Aboriginal and Torres Strait Islander People, addressing preventative, promotive and curative aspects of health, which encourages our community to achieve greater dignity and quality of life equal with all Australians.

# Values

- Peaceful and calm
- Respect each other
- Kind-hearted
- Strong
- United





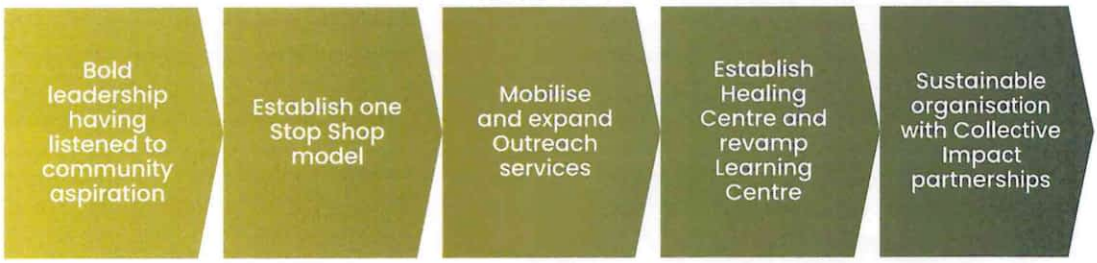
Artwork by: Jennifer Williams

Pika Wiya Health Service Aboriginal Corporation has listened to communities in its catchment area, staff and members and will strive to be innovative and respectful in delivering culturally appropriate and sensitive holistic care. The Strategic Plan recognises the importance of collective impact partnerships in Pika Wiya becoming a centre of excellence in Aboriginal healthcare in the region.

# Opportunities for our Organisation



1. Develop a One Stop Shop model to be launched by 2030.
2. Embrace collective impact partnerships in region
3. Revamp the Pika Wiya Learning Centre
4. Implement the 5-year IT plan developed by Commuserv.
5. Support the development of the Pika Wiya Healing Centre
6. Develop a strong partnership with BHP in supporting a Mobile Health Clinic and Transport needs for Aboriginal community in outreach areas.
7. Develop a strong partnership with NIAA to support and fund innovation outlined in the Strategic Plan.
8. Implement a Cultural Safety Officer role at Pika Wiya and develop a cultural awareness package to inform and educate mainstream agencies in the region to provide better care.
9. Develop a regional Prevention Plan and Transport Plan to be ready for 2027



# Our Strategic Priorities

Pika Wiya prioritises holistic health and wellbeing above all else. In line with our vision to become a one-stop shop for comprehensive care and aspiration, Pika Wiya becomes an opportunity for community engagement. We prioritise culturally aware health promotion services for community, alongside the safety and wellbeing of our staff.

The priorities outlined by community and staff for Pika Wiya 2025-2030 include:

1. One-stop shop model of holistic comprehensive care and education and employment attainment
2. Strengthen and expand prevention and health promotion services, particularly focused on schools, youth, suicide prevention, food and nutrition and lifestyle programs.
3. Develop a Mobile Outreach Clinic for regional catchment area.
4. Develop the Pika Wiya Healing Centre and revamp the Learning Centre
5. Professional development and upskilling, providing pathways and job security
6. Cultural awareness training for all new staff specific to the region
7. Cultural safety for staff and clients
8. Collective impact and interagency partnerships
9. Strong governance and leadership that is trusted, team focused and provides stability
10. Upgrade policy and procedures
11. Community engagement activity that utilises social media and IT resources to empower community knowledge.






# Our Operational Plan

| Strategy Domain | Strategies and Initiatives |
|---|---|
| **Governance** | Constitutional Reform to enhance operational and strategic strength of the organisation. To include<br>• With support from lawyer, amend Rule Book to protect Pika Wiya from sabotage, community politics, lateral vio-lence.<br>• Upgrade policy and procedures<br>• Imbed values and guiding principles<br>• Realign structure and membership to meet contemporary needs |
| **Leadership** | • Regular face to face meetings with staff and community Forums<br>• Fortnightly email updates for staff to facilitate transparency and unity<br>• Leadership training and succession planning for staff built into an upskilling fund<br>• Upgrade organisational policy and procedures with particular focus on Cultural Leave, Cultural Safety and pro-fessional development<br>• All Managers participate in Change Management Training |
| **Funding** | • Quarterly meetings with key funding partners at Pika Wiya to monitor and advance Service Agreements<br>• Explore funding partnership agreement with BHP<br>• Explore funding partnerships with Education providers, RFDS, Local Councils, NIAA. |
| **Innovation Learning Centre** | • Learning Centre revamp to incorporate all modes of face to face and online accredited and non-accredited training.<br>• Training to incorporate Nursing, SEWB, Allied Health, Aged Care, Cultural Awareness, IT, Management, Food and Nutrition, Personal Development, First Aid<br>• Appoint a Learning Centre Project Officer to seek funding for infrastructure, positions and training and develop a new operational model for the next 5 years |
| **Staff Education and Training** | • Partner with the Learning Centre<br>• Undertake Staff Training Needs Analysis<br>• Develop a funding plan and policy for professional development and upskilling of staff<br>• Develop organisational succession plan.<br>• Provide Cultural Awareness training for mainstream agencies in the region |
| **Innovation Outreach** | Investigate a Project Brief and Business Case for an Outreach Mobile Clinic model to service Quorn, Hawker, Leigh Creek, Copley, Nepabunna, Marree, Roxby Downs and Homelands with clinical, prevention and allied health programs.<br><br>Outreach services need to be carefully planned to encompass:<br>• Safety<br>• Transport needs to access specialists in addition to PATS<br>• Mental Health and suicide prevention initiatives<br>• Health Promotion in schools to prevent Diabetes<br>• Access to Step Down accommodation<br>• NDIS and Aged care Packages<br>• Immunisation and Screening Services<br>• Pharmaceutical support<br>• Men and Women AHP roles<br>• First Aid Training |
| **Innovation IT** | Implement Commuserv 5-year IT strategy in a phased approach |
| **Community Engagement** | • Quarterly community Forums at Pika Wiya<br>• Develop a strategy using social media platforms to engage with community<br>• Every program Responsible for community engagement<br>• AGM<br>• Attendance at community events, Cultural celebrations and school initiatives<br>• Youth Forum<br>• Elders Forum |
| **Mental Health SEWB** | • Investigate a Project Brief and Business case to support the development of the Pika Wiya Healing Centre<br>• Seek Capital Infrastructure funding for Men and Women's Programs to provide confidential counselling and workshop space<br>• Fund Male and female Nurse positions<br>• Purchase suicide prevention training for staff and community |

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| **Partnerships** | Quarterly meetings with Collective Impact Partners at Pika Wiya to monitor Service Agreements and MOU agreements. This includes:<br>• Regional Aboriginal Communities<br>• SA Health and Port Augusta Hospital<br>• Department of Health and Ageing<br>• NIAA<br>• NACCHO and Aboriginal Health Council SA<br>• Leigh Creek Health Service<br>• Regional Secondary and Primary Schools<br>• Regional Local Councils<br>• Community Mental Health<br>• Ngangkari<br>• University Hub and Tafe<br>• Regional Employment agencies<br>• NDIS<br>• Royal Flying Doctor<br>• Housing SA<br>• DASA<br>• Spiritual groups – Chaplain<br>• Rehab Centres<br>• Prison Health<br><br>Actively seek partnership with BHP and NIAA, Local Council, Outback Communities<br><br>Participate in regional community joint initiatives |
| **Cultural Integrity** | • Policy on Cultural Awareness training for Pika Wiya staff will be strongly embedded in Human Resources policy and guidelines<br>• Face to face regional focused Cultural Awareness training for all new staff<br>• Aboriginal staff and Aboriginal Health Worker role promoted as heartbeat of organisation. General Practitioners must understand Aboriginal Health Worker Role<br>• Community involved in designing regional specific Cultural Awareness training for staff<br>• Cultural leadership in the organisation through the provision of a Cultural Safety Officer<br>• Work Shadow opportunities for non-Aboriginal staff<br><br>Cultural Leave provision for Pika Wiya staff that is sensitive to kinship needs<br>• Cultural leave needs embedded in HR policy<br><br>Appropriate Physical Space that considers:<br>• A welcoming atmosphere for the entrance and waiting area that has more signage, flags, artwork<br>• Change visual aspect – add culture, steer away from grey hospital feel<br>• Bigger workspaces needed – spaces need to be confidential<br>• Cultural cooking areas and yarning circles<br>• Space for Elders to gather<br>• Men & women's groups space<br>• Child friendly spaces<br><br>Community Engagement - Participation in regional Aboriginal cultural events<br><br>Provision of confidential complaints form & feedback form for community clients<br>• Ngangkari role to be available for community clients |
| **Research** | • Implement a Research Officer position to ensure all programs and services designed and implemented are most effective for community<br>• Undertake rigorous evaluation of programs and services. |
| **Prevention** | Develop and implement a plan that strengthens and expand prevention and health promotion services, particularly focused on schools, youth, suicide prevention, food and nutrition and lifestyle programs.<br><br>Prevention plan to include:<br>• Screening services<br>• Youth mental health support via youth centre<br>• Working with youth under 18<br>• Connected beginnings through child development<br>• Paediatric space for 5-16 year olds<br>• Suicide prevention<br>• Food and nutrition<br>• Smoking<br>• Substance misuse<br>• Poverty and homelessness<br>• Domestic violence |
| **Marketing and Publicity** | • Develop and Implement Social Media Strategy<br>• Website revamp<br>• Pika Wiya Open day<br>• Celebrate Cultural Community Events |

# Our Strategic Narrative




# Key Recommendations to action immediately

1. Investigate a Project Consultant to develop a Project Brief and Business Case for a One Stop Shop model to be launched by 2030.
2. Investigate a Project Consultant to develop a Project Brief and Business Case for the revamp of the Pika Wiya Learning Centre.
3. Implement the 5-year IT plan developed by Commuserv.
4. Investigate a project Consultant to develop and Project Brief and Business Case for a Mobile Outreach Clinic.
5. Develop a Project Brief and Business Case to support the development of the Pika Wiya Healing Centre.
6. Employ a Policy Officer to develop and implement policy and guidelines that support the operations of Pika Wiya Health Service.
7. Develop a strong partnership with BHP in supporting Mobile Health Clinic and Transport needs for Aboriginal community in outreach areas.
8. Develop a strong partnership with NIAA to support and fund innovation outlined in the Strategic Plan.
9. Reignite a partnership agreement with Royal Flying Doctor to support access to services in outreach communities.
10. Implement a Cultural Safety Officer role at Pika Wiya and develop a cultural awareness package to inform and educate mainstream agencies in the region to provide better care.
11. Make constitutional changes to Rule Book that enhance the Board and leadership to focus on Vision of the organisation with minimal disruption.
12. Develop a regional Prevention Plan and Transport Plan to be ready for 2027.



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