

Self-ID: First Nations, Veteran, Active Reservists FAQs



FAQ No.1 - Why would a First Nations Health Practitioner Identify?

Why is Bupa inviting First Nations practitioners to self-identify?

Bupa is committed to improving access to culturally safe healthcare for First Nations Australian Defence Force (ADF) members and Veterans. We recognise that many First Nations people value the opportunity to connect with practitioners who share cultural understanding, lived experience, or a strong connection to community.

Voluntary self-identification helps make those connections possible where they are requested by the member. It also helps Bupa better understand and support the diversity of practitioners within our network and develop initiatives that strengthen culturally safe care across the ADF Health Services program.

Importantly, cultural safety is not the responsibility of First Nations clinicians alone. Creating culturally safe healthcare environments is the responsibility of every practitioner, every team member and every organisation involved in delivering care. Alongside this initiative, Bupa is launching culturally safe clinical and administrative care professional development opportunities to support all providers and staff in strengthening their cultural capability and responsiveness.

Is identification mandatory?

No. Self-identification is entirely voluntary.

Whether you choose to identify or not is a personal decision. Choosing not to identify will have no impact on your status as a Bupa provider, referrals, payments, contractual arrangements, or access to opportunities within the network.

Who will have access to my self-identification information?

Your information will be managed confidentially by Bupa's First Nations team and handled in accordance with privacy requirements and cultural governance processes.

Where you consent, your identification may be used to support care matching for First Nations ADF members or Veterans who have expressed a preference to engage with a First Nations practitioner. Your information will not be shared more broadly without your knowledge and consent.

How will identifying benefit me as a practitioner?

Choosing to self-identify may provide opportunities to:

- Connect with a community of First Nations health professionals within the ADF Health Services network.
- Access culturally informed professional development, mentoring and networking opportunities.
- Contribute your voice and lived experience to future service improvements and program design.
- Increase visibility for First Nations members and Veterans who are seeking a practitioner with shared cultural understanding.
- Receive information about initiatives and opportunities specifically designed to support First Nations providers.

Participation is entirely voluntary, and you decide the extent to which you engage.

Will identifying affect my referrals or caseload? Self-identification may increase your visibility to First Nations members who are actively seeking a First Nations practitioner or someone with shared cultural understanding.

It will not negatively affect your access to referrals, existing patients, contractual arrangements or provider status.

What cultural protocols is Bupa following in this process?

This process has been developed with guidance from Bupa's First Nations team and reflects the principles of cultural safety, self-determination, choice and respect.

We acknowledge that identity is personal and that each person's journey and connection to community is unique. Self-identification is a matter of personal sovereignty, your identity, your story and your choice.

Bupa is committed to ensuring that information is managed respectfully, confidentially and in a culturally appropriate way.

FAQ No.2 - Why would a Veteran identify?

Why is Bupa inviting Veterans to self-identify if they are First Nations? Self-identification helps Bupa understand who is in our network so we can develop tailored support, training and referral pathways that better serve the Veteran community and match members with providers who understand their background.

I am no longer serving. Does this apply to me? Yes. Veterans, those who have previously served in the Australian Defence Force are invited to self-identify if you are a Veteran. Your identification will allow Bupa to tailor specific support to the members may require.

Will identifying as a Veteran affect how I am treated as a provider? No. Self-identification carries no penalty and will not affect your contractual arrangements, payment terms or referral volumes. It is purely voluntary and designed to support better matching and care outcomes.

What support is available to as an identified Veteran provider? Bupa is developing tailored resources and support for providers with lived experience of service as Veterans. This includes guidance on caring for ADF members and access to the Bupa ADF Health Services team for questions or support specific to members.

Will Veteran status be visible to patients? Only if you consent. Your self-identification data is held confidentially and will only be made available to referring ADF clinicians and ADF members for the purpose of care matching where that is clinically and culturally appropriate.

Why does it matter that my provider is also a Veteran? Many ADF members find it easier to engage with care when their provider has a shared understanding of military culture, the demands of service and the transition experience. Having an identified Veteran provider available as an option can reduce barriers to help-seeking, improve therapeutic rapport and support better health outcomes.

FAQ No.3 - Why would an Active First Nations Reservist identify?

I am currently serving as a Reservist. Is this relevant to me? Yes. Active Reservists balance civilian professional life with ongoing service obligations and the unique experiences that come with them. Self-identifying helps Bupa recognise this dual context and are developing support services and resources relevant to providers who identify as Reservists.

What benefit does identifying offer me as an Active Reservist? Identification enables access to ADF-specific resources, support from the Bupa ADF Health Services team, and the opportunity to contribute your current service perspective to how Bupa designs and delivers care for ADF members. It also connects you with a community of Active Reservists providers with shared experience within the Bupa network.

Is my Reservist status kept confidential? Yes. As with all self-identification data, your information is held confidentially by Bupa's ADF Health Services teams and shared only for care-matching purposes where you have consented to this.

Why would a ADF member want a provider who is also an Active Reservists? Shared service experience can be a significant factor in trust and engagement for ADF members seeking healthcare. An Active Reservist provider may have current, firsthand, understanding of the culture, language and pressures of service life, which can support more effective, empathetic and culturally informed care.

Thank you

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