iFHP Indigenous Health Network

Inaugural Meeting — Summary

Date: 9 September 2025
Coordinator: Sophie Jennings (iFHP)

About iFHP & Member Networks

The International Federation of Health Plans (iFHP) is a global network of health insurers and health service organisations. Our membership spans private health plans, not-for-profit insurers, and related organisations across more than 20 countries. iFHP provides a platform for collaboration, knowledge sharing, and peer-to-peer learning across international markets.

Our Member Networks bring together professionals with shared roles and focus areas to exchange experiences, co-develop solutions, and amplify best practice. Some existing networks include Mental Health, Sustainability, VBHC and now the Indigenous Health Network; launched to support cross-jurisdictional learning and action on Indigenous health equity.

Purpose of the Indigenous Health Network

To connect organisations across Aotearoa New Zealand, Australia, Canada, USA and South Africa sharing approaches to Indigenous health, co-designing solutions, and amplifying strengths-based initiatives that improve health and wellbeing in culturally safe ways.

Opening & Acknowledgements

• Karakia (NZ): Maria Williams (ACC) grounded the session.
• Acknowledgement of Country (AU): Renea Gilbert (nib Australia) paid respects to Aboriginal and Torres Strait Islander peoples.
• Land Acknowledgement (CA): Leza Muir (Pacific Blue Cross) recognised Musqueam, Tsleil-Waututh and Squamish Nations.

Attendees

Southern Cross (NZ) • nib (NZ & AU) • ACC (NZ) • Medibank (AU) • Police & Emergency Services Health (AU) • UNI Med (NZ) • Pacific Blue Cross

(CA) • Manitoba Blue Cross (CA) • HCF (AU)

Highlights & Learnings

• Co-design & Self-determination: Embed tino rangatiratanga; partner with iwi/First Nations from inception to governance and delivery.
• Holistic, preventative care: Address social determinants alongside clinical care; invest for intergenerational change.
• Culturally responsive networks: Build/curate provider panels that are culturally safe, with community input and standards.
• Remove access barriers: Simplify pre-approvals, streamline claims, provide navigation (kaiārahi) and wellness coaching.
• Data sovereignty: Prioritise Indigenous ownership, control, access, and stewardship of data; design with communities.
• Measurement: Develop meaningful indicators beyond utilisation - engagement, experience, outcomes, equity gaps.

Case Snapshots

nib Aotearoa — Toi Ora (Māori partnership model)
- Iwi-funded cover; navigators and wellness coaches; culturally responsive provider network.
- Reported Social Return on Investment ≈ 220% (1-year basis); iterative product redesign via data + community feedback.

RAP Framework (Australia) — nib AU
- Organisation-wide Reconciliation Action Plan (Innovate tier) to build capability, partner with ACCHOs, and drive equitable access.

Pacific Blue Cross x First Nations Health Authority (BC, Canada)
- Co-created extended benefits for ~150k First Nations people; removed pre-authorisations; digitised claims.
- Outcomes: first-time dental access for 10–15% of clients; approval times reduced from months to hours; staff-wide cultural safety training.

Decisions & Network Cadence

• Meeting frequency: Quarterly (4× per year, virtual + option to meet in person in 2026).
• Focus: Balance acknowledging inequities with strengths-based sharing of initiatives and wins.
• Chair: Expressions of interest to be collected via post-meeting survey.

Actions

- Sophie to circulate a post-meeting survey (topics, chair nominations, availability).
- Resource hub: Create a shared page for links, research, case studies, and tools.
- Future session ideas discussed:
  - Indigenous data sovereignty (incl. governance & consent models).
  - Joint nib NZ + nib AU session (Toi Ora & RAP in practice).
  - PBC & FNHA case study on benefits design + cultural safety.
- Co -develop a Terms of Reference to set the purpose, aims and scope of the network.

Contact

Coordinator: Sophie Jennings — sophie@ifhp.com
Network: iFHP Indigenous Health Network