

Northeast Health Wangaratta

Reflect Reconciliation Action Plan

March 2021- September 2022



WARNING

Aboriginal people are advised that this document contains images of deceased people.

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Northeast Health Wangaratta acknowledges the Traditional Owners of the lands on which our campuses are situated, the Bpangerang peoples. We pay our respects to the Elders past, present and emerging.

UNCLE FREDDIE DOWLING

Late respected senior
Bpangerang Elder

Howdy,

It is with great pleasure that I endorse and support this important document that proves that all involved at Northeast Health Wangaratta are really committed to creating an enjoyable and good working relationship with Aboriginal and Torres Strait Islander peoples.

Being Truthful and up front in all issues will reap great benefits to everyone concerned.

Best wishes for the future,

Uncle Freddie Dowling



ANITA COOPER

NHW Aboriginal Health Development Officer

Reconciliation comes in many forms, it's not just words on a piece of paper, it is real actions and outcomes you see in everyday business.

I am proud to see that Northeast Health Wangaratta is making real efforts to work closely with local Traditional Owners, Bpangerang people and other Aboriginal and Torres Strait Islander communities to improve their health care journey through Northeast Health. We have a long journey ahead, but I look forward to working with you and your team to encourage these changes.

Anita Cooper





I would like to acknowledge the Bpangerang peoples who are the Traditional Custodians of the land that the Northeast Health campuses of the Hospital at Green Street and Illoura residential aged care facility reside on. I pay my respects to their Elders past, present and emerging.

My journey at Northeast Health began in 2018. It was just before Northeast Health formally started its Reconciliation journey; committing to the development of a Reflect Reconciliation Action Plan (RAP). I have watched both CEOs that I have worked under at Northeast Health demonstrate meaningful and purposeful connection in their words and engagement with the Aboriginal and Torres Strait Islander peoples whilst not glossing over the wrongs of the past.

As the Interim CEO I want to continue this work and ensure that we deliver on the commitments we have made along this journey towards reconciliation, by:

- Creating a safe and welcoming place for all our Aboriginal and Torres Strait Islander peoples who have need for our services;
- Improve their engagement with healthcare and their health and wellbeing outcomes;
- Create greater awareness and understanding within our own workforce of the barriers to healthcare that Aboriginal and Torres Strait Islander peoples face and make sure we break those down;
- Increase and grow our Aboriginal and Torres Strait Islander workforce within our health service and ensure that these staff feel safe to identify and be overtly proud of their heritage; and
- Identify education opportunities for our workforce to provide culturally responsive and respectful services.

This RAP has been created through the enormous hard work of a team of current staff in absolute partnership with local community members. I would like to acknowledge their leadership and willingness to support Northeast Health on its reconciliation journey.

At its heart reconciliation is about strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, for the benefit of all Australians. For me it's about acknowledgement of the past, learning from Australia's past mistakes and wrongs and setting a course for change that supports healing, breaks down barriers and builds unity.

As the major health service for our region, I know that Aboriginal and Torres Strait Islander peoples access and rely on us for their health care. We are fully committed to our reconciliation journey.

I am very pleased to present the Northeast Health Wangaratta Reflect Reconciliation Action Plan March 2021 – September 2022.

Fiona Shanks

OUR BUSINESS

Northeast Health Wangaratta is a subregional public health service providing healthcare to the Victorian Central Hume region.

Established in 1872 as the Wangaratta Hospital, we have evolved into a modern, dynamic health service that provides care to the 90,000 people who call north east Victoria their home. Northeast Health also acts as the major referral centre of the nearby townships of Yarrawonga, Benalla, Mansfield, Beechworth and the Alpine communities and works closely with the small rural hospitals in these towns to provide continuous and comprehensive care.

Our main campus is a 130 bed hospital, providing a broad spectrum of specialist inpatient care including 24/7 emergency care, intensive care, medical, surgical, orthopaedic, obstetric, gynaecological, paediatric, geriatric and rehabilitative medical care. In addition, we also provide outpatient care through our specialist outpatient clinics, allied health, dental services, oncology services, dialysis services, and community care services. We provide residential aged care through our Illoura RACF which is a 72 bed facility, separate to our main campus.

With 1,457 current employees, we are the largest employer in the north east region and we continually strive to be an employer of choice. Fifteen of our current employees identify as Aboriginal and/or Torres Strait Islander peoples. We play an important role in training the next generation of medical, nursing and allied health staff with strong training relationships with local hospital and community health services, metropolitan health services, as well as university affiliations.

Our mantra of “Every Patient, Every Time” underlies our committed and consistent approach to service delivery. The values of Excellence, Respect, Integrity, Fairness, Kindness and Courage underlie our organisation and everything we do.

Wangaratta, as per the 2016 census, has a population 28,324 people and an estimated population of 385 Aboriginal and Torres Strait Islander peoples (1.3% of the population¹). Anecdotal evidence suggests that this is an underestimation of the Aboriginal and Torres Strait Islander population and also it is known that there is a dynamic transient Aboriginal and Torres Strait Islander community that regularly accesses our services.

KINDNESS

We support one another, care deeply about our community, and treat each and every person with kindness and compassion.

COURAGE

We demonstrate boldness and bravery to meet the needs of our community.

EXCELLENCE

We continually strive to deliver efficient, innovative and evidence-based healthcare.

OUR VALUES

RESPECT

We believe that positive outcomes are achieved through trust and mutual understanding.

INTEGRITY

We are open and ethical in all our actions.

FAIRNESS

We promote equity and fair access that is sensitive to individual needs.

OUR MISSION

To implement a RAP that takes a genuine and conscientious whole of organisation approach to embedding and empowering Aboriginal and Torres Strait Islander health, wellbeing and cultures into our business model.



OUR RECONCILIATION ACTION PLAN (RAP)

Our workplace is developing a RAP because we recognise the need for our health service to be a leader in rural healthcare for all community members. We acknowledge that Aboriginal and Torres Strait Islander patients, both permanent and transient members of the community, access and rely on our service for their health. We will achieve our RAP mission through actively collaborating with community, staff and management to continually strive to improve better health and wellbeing outcomes in the north east region for the Aboriginal and Torres Strait Islander community.

We have already created a Reconciliation Working Group (RWG) who have collaboratively created our RAP, are actively involved in patient advocacy on the wards, and arranged celebrations for National Reconciliation Week and NAIDOC Week. As per our RWG Terms of Reference, our team is made up of the Aboriginal Health Development Officer, the Director of Partnerships and Well Ageing, a Community Cultural Liaison from Central Hume Primary Care Partnership, a member of NHW's clinical staff, a member of NHW's Human Resources team, a member of NHW's Education and Research team, and a member of the Aboriginal and Torres Strait Islander communities external to NHW. The Champion of our RAP is the Director of Partnerships and Well Aging, a role filled by David Kidd.

We intend to implement our RAP through the driving force of the RWG and active collaboration with community and the NHW Executive team.

As the largest employer for the north east we have a responsibility to create a diverse and representative workforce, and continue to identify and promote opportunities that support economic prosperity for our Aboriginal and Torres Strait Islander Community. Our RAP will assist in building our business's awareness, capacity and culturally responsive approach to meaningful employment and career pathways with Aboriginal and Torres Strait Islander community.

Target areas encompassed in our RAP include:

- Patient engagement and support throughout their hospital journey and into the community.
- Community engagement and involvement at all levels of health service delivery.
- Employment and training opportunities for Aboriginal and Torres Strait Islander peoples.
- Education opportunities for all staff members to provide culturally responsive services.



OUR PARTNERSHIPS

DIRRAWARRA INDIGENOUS NETWORK (DIN)

Dirrawarra Indigenous Network is a Local Aboriginal Network established in Wangaratta in 2008. The DIN is a key partner in developing and implementing our RAP as they guide our cultural appropriateness, are central to our community relevance, and are a key player in enabling our community engagement. This is a formal partnership with our RWG, and came about through the relationship our Aboriginal Health Development Officer has with community. The co-chair of DIN has been attending RWG meetings as a member of Aboriginal and Torres Strait Islander communities which is external to our organisation.

VICTORIAN ABORIGINAL CHILD CARE AGENCY (VACCA)

VACCA is a state-wide organisation supporting culturally strong, safe and thriving Aboriginal communities. The Wangaratta VACCA office works collaboratively with NHW's Aboriginal Health Development Officer to support families in engaging with Department of Health and Human Services, police and the Family Court. They are a key partner in developing and implementing our RAP as they support our organisation in culturally appropriate mentoring and support on our wards. This is an informal partnership with the RWG. The relationship with NHW is long-term and ongoing and came about through shared care of patients in the community.

CENTRAL HUME PRIMARY CARE PARTNERSHIP (CHPCP)

Central Hume Primary Carer Partnership is a service that coordinates local health care providers and tailors available health services to the needs of individuals. The CHPCP also promotes community wellbeing through advocacy and community engagement events. CHPCP is a key partner in the development and implementation of our RAP as they have provided a Aboriginal Community Support Worker to guide the progress of our RAP Working Group (RWG). This is a formal partnership with the RWG and came about through the relationship our Aboriginal Health Development Officer has with community. The Senior Cultural Liaison role is to attend RWG meetings when available and to be available to culturally support and guide the direction of the RWG.



ALBURY WODONGA ABORIGINAL HEALTH SERVICE (AWAHS)

Albury Wodonga Aboriginal Health Service is a Victorian Aboriginal Community Controlled Health Organisation (VACCHO) in our neighbouring city Albury-Wodonga. In collaboration with Mungabareena Aboriginal Health Service, they provide outreach services to NHW through their Chronic Diseases Team. The Chronic Disease Team, in collaboration with our Aboriginal Health Development Officer, work to provide individual integrated care to Aboriginal and Torres Strait Islander peoples accessing NHW's health service. They are a key partnership for our RAP in supporting patient health and wellbeing and fostering community relationships. This is an informal partnership with RWG. The relationship is with NHW is long-term and ongoing and came about through shared care of patients in the community.

MUNGABAREENA ABORIGINAL HEALTH SERVICE (AHS)

Mungabareena AHS is an Aboriginal Health Service based in Wodonga. Mungabareena AHS works in partnership with AWAHS to provide an integrated Chronic Disease Team and works in collaboration with our Aboriginal Health Development Officer. They are a key partnership for our RAP in supporting patient health and wellbeing and fostering community relationships. This is an informal partnership with RWG. The relationship is with NHW is long-term and ongoing and came about through shared care of patients in the community.

DEPARTMENT OF EDUCATION AND TRAINING– KOORIE ENGAGEMENT UNIT

In Wangaratta the Koorie Engagement Unit has Koorie Education Support Officers (KESOs). KESOs in Wangaratta are area-based professionals who identify as Aboriginal and/or Torres Strait Islander and live locally in the north east of Victoria with an understanding of local Aboriginal and Torres Strait Islander cultures and histories of the communities they work in. NHW's Aboriginal Health Development Officer and local KESOs work with students to discuss career opportunities at NHW, provide open days and site tours for year 9-12 students from schools in the north east region. They are a key partner for our RAP especially for achieving deliverables in our opportunities section. This is an informal partnership with RWG. The relationship is with NHW is long-term and ongoing and came about through shared care of patients in the community.

OUR CURRENT ACTIVITIES

MEMBER OF DIRRAWARRA INDIGENOUS NETWORK

This involves monthly representation of an NHW staff member at a community stake-holder meeting to report on activities of the RWG, to maintain a reciprocal formal partnership of exchanging ideas and resources, and to stay up to date with community concerns.

ABORIGINAL HEALTH DEVELOPMENT OFFICER (AHDO)

In 2019 NHW was successful in employing an AHDO after a period without one. Anita Cooper has been instrumental in developing the RAP, support for Aboriginal and Torres Strait Islander staff and patients and creating training opportunities for community members. Significantly, since Anita's employment there has been an increase in staff self-identifying as Aboriginal and/or Torres Strait Islander peoples.



NAIDOC WEEK CELEBRATION

In 2019 NHW celebrated NAIDOC week through multiple education sessions with doctors, nurses and allied health staff regarding Aboriginal and Torres Strait Islander health and community members' experiences at NHW. Additionally, information booths and displays were constructed regarding Aboriginal and Torres Strait Islander health. Notable staff profiles were created by the Aboriginal Health and Development Officer championing members of staff who self-identify as Aboriginal and/or Torres Strait Islander peoples.

PROUD AND DEADLY AWARDS

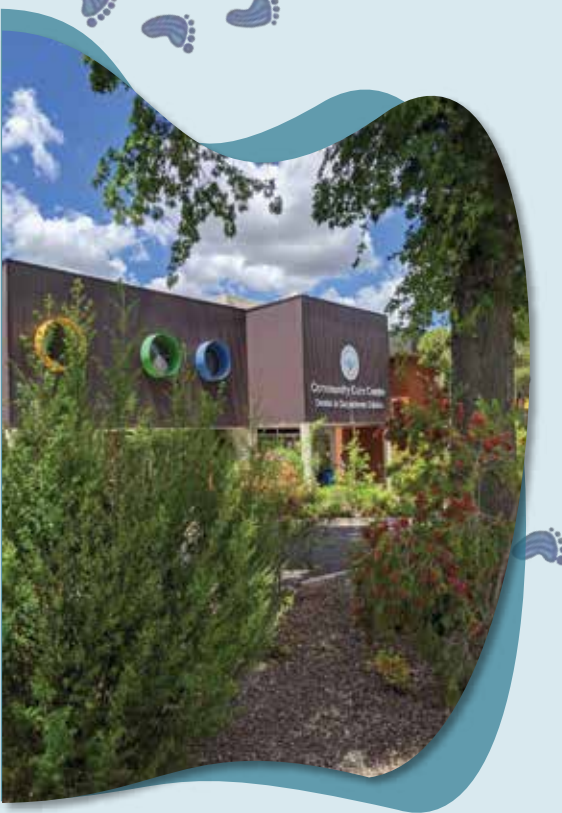
The Proud and Deadly Awards are an annual award ceremony that recognise Aboriginal and Torres Strait Islander students' achievements in our community. In 2019 NHW committed to three years of sponsoring an award as well as showcasing a career pathway stall at the event. This has been a launching pad for ongoing engagement with high school students and facilitating hospital tours and work experience opportunities.

COMMUNITY COLLABORATION AND CONSULTATION IN THE HOSPITAL REDEVELOPMENT PLAN

Ongoing and productive collaboration with Aboriginal and Torres Strait Islander stake holders on incorporating Aboriginal cultures into the NHW's major redevelopment. Key features involve incorporating Aboriginal and Torres Strait Islander art and imagery in the Emergency Department waiting room and the Paediatric Ward.

ASKING THE QUESTION

Training sessions run by the AHDO with Emergency Department and allied health staff on how, why and when to ask patients if they self-identify as Aboriginal and/or Torres Strait Islander peoples.



ELDERS AND COMMUNITY MEETING WITH SENIOR HOSPITAL MANAGEMENT

In 2019 a productive and collaborative meeting and discussion was held between Aboriginal Elders, Indigenous community members and the NHW's CEO, Executive Committee and Board of Directors; signposting future collaboration, healthy relationships with community and ongoing shared interest in achieving the best possible health, training and employment outcomes for our community. This was a fundamental meeting for the development of the RAP and community relationships with NHW.



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	February 2021	Aboriginal Health Development Officer
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	October 2021	Research and Development Support Officer
	Actively participate in monthly stakeholder engagement meetings with Dirrawarra Local Indigenous Network.	March 2021	Aboriginal Health Liaison Officer
	Invite key stakeholders from other healthcare providers and key community members to an annual meeting to discuss coordinated service delivery across Central Hume health services.	October 2021	Chief Executive Officer
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff annually.	April 2021, 2022	Executive Assistant to the CEO
	Reconciliation Working Group members to participate in an external NRW event.	27 May – 3 June 2021, 2022	Reconciliation Working Group Leader
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2021, 2022	Chief Executive Officer
	Reconciliation Working Group to design and organise a minimum of one internal NRW event that is open to all staff and members of the Aboriginal and Torres Strait Islander community at the health service base.	27 May – 3 June 2021, 2022	Reconciliation Working Group Leader
	Reconciliation Working Group to design and organise a minimum of one internal NRW event that is open to all staff and members of the Aboriginal and Torres Strait Islander community at Illoura RACF.	27 May – 3 June 2021, 2022	Reconciliation Working Group Leader

RELATIONSHIPS



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	June 2021	Chief Executive Officer
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	June 2021	Aboriginal Health Development Officer
	Identify other like-minded organisations including those with established reconciliation action plans that we could approach to collaborate with on our reconciliation journey including smaller regional health services in our catchment.	June 2021	Aboriginal Health Development Officer
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	July 2022	Research and Development Support Officer
	Conduct a review of human resources policies and procedures to identify existing anti-discrimination provisions, and future needs.	November 2021	Director of Partnerships and Well Ageing



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	September 2021	Aboriginal Health Development Officer
	Conduct a review of cultural learning needs within our organisation.	September 2021	Education and Research Unit Director
	Develop a calendar of ongoing Aboriginal and Torres Strait Islander health education programs and training opportunities for all members of staff.	July 2021, 2022	Education and Research Unit Director
	Ensure a minimum of one intern teaching session, one Emergency Department teaching session, one paediatric morning meeting, and one nurse education session to be reserved for ongoing cultural awareness training per year.	August 2021, 2022	Education and Research Unit Director
	Provide cultural awareness training as part of orientation for all incoming Hospital Medical Officers and Visiting Medical Officers.	July 2021, 2022	Education and Research Unit Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2021	Reconciliation Working Group Leader
	Develop and implement a culturally appropriate Smoking Ceremony protocol, procedure and space.	June 2021	Aboriginal Health Development Officer
	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	May 2021	Reconciliation Working Group Leader



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2021	Reconciliation Working Group Leader
	Introduce our staff to NAIDOC Week by promoting external events in our local area. Encourage and support staff to participate in NAIDOC week celebrations.	First week of July 2021, 2022	Reconciliation Working Group Leader
	Reconciliation Working Group to participate in an external NAIDOC Week event.	First week of July 2021, 2022	Reconciliation Working Group Leader
	Reconciliation Working Group to design and organise a minimum of one internal NAIDOC event that is open to all staff and members of the Aboriginal and Torres Strait Islander community at the health service base.	First week of July 2021, 2022	Reconciliation Working Group Leader
	Reconciliation Working Group to design and organise a minimum of one internal NAIDOC event that is open to all staff and members for the Aboriginal and Torres Strait Islander residents at Illoura aged care facility.	First week of July 2021, 2022	Reconciliation Working Group Leader
8. Have the architecture, design and displays at the hospital celebrate and recognise Aboriginal and Torres Strait Islander Cultures.	Display Aboriginal and Torres Strait Islander artwork in patient rooms, waiting rooms, high traffic thoroughfares and Illoura aged care facility.	March 2021	Director of Redevelopment
	Fly the Aboriginal and Torres Strait Islander Flags outside the hospital and Illoura aged care facility at all times.	February 2020	Chief Executive Officer



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
9. Ensure our service reflects a culturally safe environment.	Ask all people who present to the Emergency Department whether they self-identify as Aboriginal and/or Torres Strait Islander in a culturally safe way.	July 2022	Emergency Department Nurse Unit Manager
	Provide individual follow-up of all Aboriginal and/or Torres Strait Islander patients presenting to the Emergency Department including those who did not wait to be seen by a health professional.	October 2021	Aboriginal Health Development Officer
	Offer primary health care pathways for Aboriginal and/or Torres Strait Islander peoples presenting to the Emergency Department.	October 2021	Aboriginal Health Development Officer
	Provide follow-up for each Aboriginal and/or Torres Strait Islander patient presentation to NHW for chronic conditions by AHDO and Complex Care Services.	October 2021	Aboriginal Health Development Officer
	Ask all patients presenting to any NHW service, including outpatient clinics and community services whether they identify as Aboriginal and/or Torres Strait Islander in a culturally appropriate manner.	August 2022	Aboriginal Health Development Officer

OPPORTUNITIES



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
10. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	July 2022	Employee Wellbeing Coordinator
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	November 2021	Employee Wellbeing Coordinator
	Reserve 2 of the 8 School Based Apprenticeships and Traineeships (SBATs) positions for Aboriginal and Torres Strait Islander applicants.	January 2022	Executive Director Workforce Operations
	Reserve 1 of the 3 Gap Year Program placements for Aboriginal and Torres Strait Islander applicants.	January 2022	Executive Director Workforce Operations
	Proactively engage with Post Graduate Medical Council of Victoria (PMCV) Graduate Nurse placement program to become a preferred pre-match employer Aboriginal and Torres Strait Islander nursing students.	November 2021	Education and Research Unit Manager
	Ask all new staff whether they identify as an Aboriginal and/or Torres Strait Islander in a culturally appropriate manner.	April 2022	Director of Partnerships and Well Ageing
	Ask all students attending placement whether they identify as an Aboriginal and/or Torres Strait Islander in a culturally appropriate manner.	April 2022	Education and Research Unit Director
11. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Investigate Supply Nation membership.	January 2022	Reconciliation Working Group Leader
	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	January 2022	Executive Director Corporate Operations



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
12. Support young people in the Northeast to engage with NHW for work experience and employment opportunities.	Work alongside with local Koorie Education Support Officers to provide work-experience opportunities for high school students in the region.	September 2021	Aboriginal Health Development Officer
	Support a minimum of 2 Aboriginal and Torres Strait Islander students to undertake work experience at NHW per year.	September 2021	Aboriginal Health Development Officer
	Investigate Career Trackers Membership.	January 2022	Reconciliation Working Group Leader
	Continue to provide sponsorship for the local Proud and Deadly Awards which recognise young people's achievements in the region.	July 2022	Chief Executive Officer
	Develop an NHW relevant award to present at the Proud and Deadly Awards.	July 2022	Chief Executive Officer
13. Create an evidence base from presentation of Aboriginal and Torres Strait Islander peoples to our health service to inform a health targets framework.	Conduct research in line with NHMRC Ethical Guidelines for research with Aboriginal and Torres Strait Islander Peoples to better understand the health context of our patient base.	October 2021	Education and Research Unit Director
	Consult with key stakeholders and community members regarding proposed Aboriginal and Torres Strait Islander health programs and interventions.	April 2022	Aboriginal Health Liaison Officer
	Identify risk factors associated with Aboriginal presentations to NHW Emergency Department through a dedicated research project.	November 2021	Education and Research Unit Director
	Present an internal biannual Aboriginal health data report based on emergency and inpatient attendance risk factors to the Executive and Board of Directors.	November 2021 February 2022	Reconciliation Working Group Leader



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
15. Establish and maintain an effective RAP Working Group to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	March 2021	Aboriginal Health Development Officer
	Maintain and update a Terms of Reference for the RWG.	June 2021	Reconciliation Working Group Leader
	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	March 2021	Reconciliation Working Group Leader
	Meet at least twice per year to discuss RAP related activities.	June 2021, 2022 January 2022	Reconciliation Working Group Leader
16. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	June 2021	Reconciliation Working Group Leader
	Engage senior leaders in the delivery of RAP commitments.	March 2021	Reconciliation Working Group Leader
	Maintain direct communication between the RAP working party, NHW Board of Directors, Executive and management via combined meetings at least annually.	July 2021, 2022	Reconciliation Working Group Leader
	Define appropriate systems and capability to monitor, measure, evaluate and report on RAP commitments.	July 2021	Reconciliation Working Group Leader
17. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2021	Reconciliation Working Group Leader
18. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	July 2021	Reconciliation Working Group Leader



PARTNERS

ALBURY WODONGA ABORIGINAL HEALTH SERVICE

ALBURY

644 Daniel St, Glenroy NSW 2640

WANGARATTA

86-90 Rowan Street, Wangaratta VIC 3677

Freecall: 1800 421 640

Ph: (02) 60401200

CENTRAL HUME PRIMARY CARE PARTNERSHIP

56 Samaria Road, Benalla VIC 3672

Ph: (03) 5761 4217

Email: admin@centralhumepcp.org

MUNGABAREENA ABORIGINAL HEALTH SERVICE

21 Hovell Street, Wodonga Vic 3690

Ph: (02) 6024 7599

Email: reception@mungabareena.org.au

VICTORIAN ABORIGINAL CHILD CARE AGENCY (VACCA)

Oven Murray Office

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Ph: (03) 5756 9000

Email: vacca@vacca.org

VICTORIAN DEPARTMENT OF EDUCATION AND TRAINING— KOORIE ENGAGEMENT UNIT

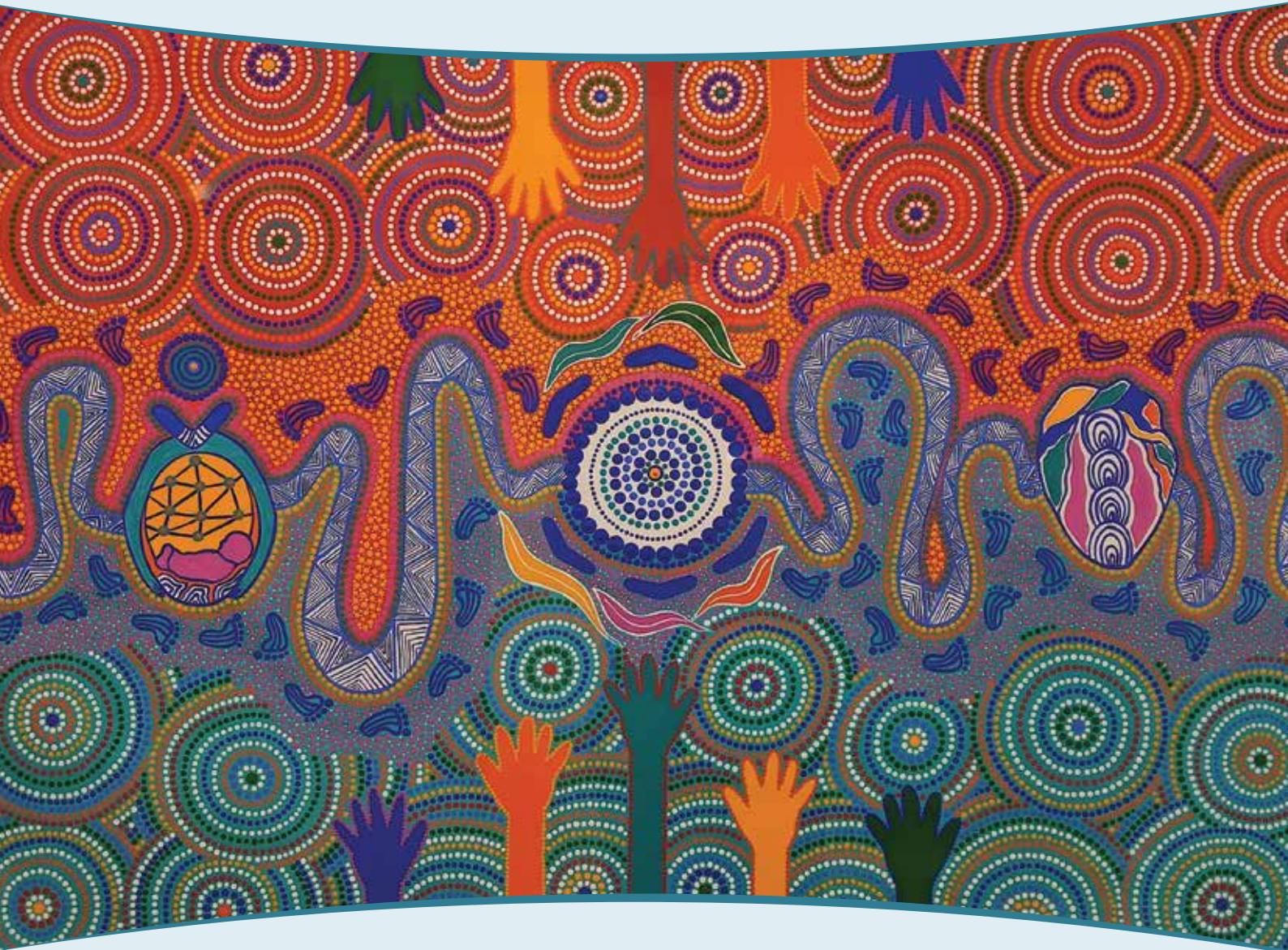
North East Victoria

Ph: 1300 333 231

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ARTWORK



THE GREATEST WEALTH IS HEALTH

The centre circle surrounded by small boomerangs represents a meeting place or community gathering. The wavy lines coming out from the meeting represents the river which is a giver of life, health and wellbeing. The river and community gathering are linked.

The different coloured gum leaves represent the values of Northeast Health Wangaratta:

- Light blue represents caring. Being responsive to and caring for community, patients, their families, carers and staff.
- Green represents excellence. Continually striving to deliver efficient, innovative and evidence based health care.
- Yellow represents respect. Believing that positive outcomes are achieved through trust and mutual understanding.
- Pink represents integrity. Being open and ethical in all our actions.
- Red represents fairness. Promoting equity and fair access to individual needs.

The different coloured dots at the top and the bottom of the painting represent the different health organisations within the region, linking in and working together to build a healthier and stronger community. Mother and baby represent Northeast Health Wangaratta. The smaller circles linked together inside the mothers stomach represent all the departments within Northeast Health Wangaratta. The half circle designs inside the heart represent a strong, healthy hospital. Footprints following the river line represent people from all walks of life in and around our community finding their way to and from Northeast Health Wangaratta.

ARTIST



TAMARA MURRAY

Tamara May Murray was born on the 3rd of December 1985 and raised in the small country town of Coomealla (25kms north west of Mildura on the New South Wales and Victorian borders in Australia) on the Namatjira Mission.

Tamara is a proud member of the Barkindtji tribe originating from Coomealla, Lake Victoria and the Mungo regions from her mother's ancestors. Tamara also belongs to the Yorta Yorta and Dhudaroah tribes from her father's ancestors.

For Tamara, her art is not simply paint on a canvas. It's a story, it's a place, it's someone she has met along the way that has inspired her. It's a deep connection to the land and her culture. It's stories that have been passed down.

"I want my art to help break down barriers between Indigenous and non-Indigenous Australians. I hope I can help educate and contribute to a more peaceful world where our children can all walk as one, hand in hand, no matter their skin colour or cultural identity."



CONTACT DETAILS

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Northeast Health Wangaratta
Every patient, Every time