


RECONCILIATION ACTION PLAN

North Richmond Community Health Reflect
January 2022 - January 2023





ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

North Richmond Community health is situated on Wurundjeri land. Staff and Board Members of Wulempuri – Kertheba acknowledge the Wurundjeri people, the traditional custodians of the land we work on.

We respect the land in honour of the Wurundjeri Ancestors, who cared for this land for thousands of years. Wurundjeri Senior Elder Doreen Garvey-Wandin named North Richmond Community Health Wulempuri-Kertheba, which means 'staying healthy together' in the Woiwurrung language.

NRCH CEO AND BOARD STATEMENT

We are proud to present North Richmond Community Health (NRCH) Reflect Reconciliation Action Plan (RAP), a decisive step to continuously develop and strengthen our reconciliation commitments.

This Reflect RAP represents for NRCH, a firm commitment towards meaningful and purposeful reconciliation with the traditional owners of the land upon which we stand, to dispense health services and care to the people of the Kulin Nation and to all other Aboriginal and Torres Strait Islander peoples, and to our broader community, many of whom are from a refugee and asylum seeking background.

NRCH proudly began supporting the Richmond community in 1974. We are an organisation built and mandated to care for and promote the health, safety, and wellbeing of a very rich and diverse community.

This Reflect RAP, the first step in a succession of RAP steps – Reflect, Innovate, Stretch and Elevate – will guide our genuine commitment towards reconciliation by building and fostering meaningful relationships, respect, and trust between NRCH and our Aboriginal and Torres Strait Islander clients and community.

Our Reflect RAP is structured around Reconciliation Australia's framework of relationships, respect, opportunities.

To advance action under these three core pillars, we are:

- Promoting culturally safe practices across our organisation to ensure Aboriginal and Torres Strait Islander clients using NRCH's services, receive high quality, accessible, and culturally appropriate care.
- Strengthening and fostering existing relationships with Aboriginal and Torres Strait Islander peoples.
- Increasing and improving Aboriginal and Torres Strait Islander employment opportunities at North Richmond Community Health.
- Increasing our organisational understanding of Aboriginal and Torres Strait Islander histories, cultures, customs, and identities.

We proudly take this first step and look forward to continuing our journey towards reconciliation.



Sally Mitchell
*Chair
NRCH*



Patricia Collocott
*Chief Executive Officer (CEO)
NRCH*

RECONCILIATION AUSTRALIA CEO STATEMENT



Reconciliation Australia welcomes North Richmond Community Health to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

North Richmond Community Health joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables North Richmond Community Health to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations North Richmond Community Health, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer

ABOUT NRCH

North Richmond Community Health (NRCH) began supporting the Richmond community on Wurundjeri land in 1974. Then called the North Richmond Family Care Centre, it was an organisation built to support the diverse needs of the 4,000 strong community members of the Langdon Park Ministry of Housing estate.

A group of progressive doctors approached the estate's community-led Tenants Union in the early 1970s, and together they came up with the idea of a health centre that didn't just provide vital medical services, but also fostered and supported the community.

We work with everybody in this community and try to deliver services that work for all people regardless of their background.

We're experts in working effectively with migrant and refugee clients. We share this knowledge with other organisations through our program The Centre, for Culture Ethnicity and Health (CEH). CEH helps Victorian organisations deliver and improve their services so they are easy to access and provide fair treatment to migrant and refugee clients.

NRCH's current building opened in late 2012. At that time, NRCH was given the honour of an Aboriginal name by Wurundjeri Senior Elder Doreen Garvey-Wandin: Wulempuri-Kertheba,

which translates from Woi wurrung as 'staying healthy together' in the Woi Wurrung language.

NRCH has a long history, with many relationships in the community going back 46 years. We look forward to many more years of learning, working and building healthier communities.

Our health, medical and social services are specially designed to provide the best support for you and your family. We provide care in our local area, across Victoria, interstate and internationally. All are welcome at NRCH.

NRCH employs around 260 people with the number of employees identifying as Aboriginal and Torres Strait Islander recorded at NRCH being four.



OUR SERVICES



Doctors and
Nurses



Oral Health
Services



Nutrition and
Dietetics



Aged Care
Services



Child
Health and
Development



Counselling
and Casework



Medically
Supervised
Injecting Room



Harm Reduction



Post Acute
Care



Healthy
Communities



Diabetes
Education



Community
Nurse



Groups and
Activities



Cafe



NDIS Services



Centre for Culture
Ethnicity and Health



OUR RAP

NRCH will use the guidance of Reconciliation Australia to plan and develop our RAP in support of improving the health outcomes for Aboriginal community members and creating a definitive culturally safe and welcoming service.

We also aim to develop and maintain deeper connections with Aboriginal and Torres Strait Islander peoples and to contribute to the national reconciliation movement in a more deliberate and meaningful way.

NRCH has developed a working group to drive the implementation of Reflect RAP with support from a RAP champion, Executive Manager of Community Services we will create processes that will ensure compliance and excellence in the delivery and implementation of NRCH's RAP.



OUR PARTNERSHIPS

Employment of an Aboriginal Health worker who started in March 2021, this is a first step to address and make the changes required to fulfil our reconciliation obligations in the right way. The Aboriginal Health Worker with the aid of NRCH's executive support has, and will continue to support and celebrate important dates throughout the year, and bring knowledge and more awareness about Aboriginal and Torres Strait Islander histories, cultures and perspectives.

NRCH has a number of Aboriginal and Torres Strait Islander people employed over many years. The organisation has conducted many events and activities to recognise Reconciliation, such as Sorry Day, National Reconciliation Week, Close the Gap and Harmony Day. These activities have included BBQs, Smoking Ceremonies and fire keeping, Welcome to Country provided by a local Elder.

NRCH has strong relationships with Aboriginal and Torres Strait Islander communities with many clients accessing our services. NRCH works with the City of Yarra- Aboriginal Yarra, along with relationships and connections to the Victorian Aboriginal Community Services Association Limited (VACSAL).

RELATIONSHIPS



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
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 2022	Executive Manager Community Services and Community Empowerment
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2022	Executive, Medically Supervised Injecting Room (MSIR) Medical Director
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Manager Communications and Community Engagement
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2022	RAP Champion
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2022	RAP Champion



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	February 2022	Manager Communications and Community Engagement
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	February 2022	Multicultural Drug and Alcohol Project (MDAP) and Clinical Lead
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	February 2022	MDAP and Clinical Lead
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	February 2022	Harm Reduction Practitioner
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	March 2022	People and Culture

RESPECT



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
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.	April 2022	Executive Manager Corporate Services
	Conduct a review of cultural learning needs within our organisation.	February 2022	People and Culture
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	March 2022	Aboriginal Health Worker
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	February 2022	Aboriginal Health Worker



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
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 2022	Aboriginal Health Worker
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	First week in July 2022	Aboriginal Health Worker
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2022	CEO

OPPORTUNITIES



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
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	Executive Manager Corporate Services
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	February 2022	Project and Clinical Lead
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	April 2022	Executive Manager Corporate Services
	Investigate Supply Nation membership.	February 2022	Business Development Manager

GOVERNANCE



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	November 2021	Health Promotion Coordinator
	Review Terms of Reference for the RWG.	November 2021	Health Promotion Coordinator
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	December 2021	People and Culture
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2022	Executive Manager Community Services and Community Empowerment
	Engage senior leaders in the delivery of RAP commitments.	February 2022	Executive Manager Community Services and Community Empowerment
	Define appropriate systems and capability to track, measure and report on RAP commitments.	February 2022	Health Promotion Coordinator



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
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 2022	Health Promotion Coordinator
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	October 2022	Health Promotion Coordinator

CONTACT

Ismail Elrifae | Health Promotion Coordinator



Email

ismaile@nrch.com.au



Telephone

(03) 9418 9925



Website

www.nrch.com.au