

“REFLECT” Reconciliation Action Plan
East Wimmera Health Service (EWHS) October 2022
Reconciliation Action Plan (RAP)

East Wimmera Health Service (EWHS)

Reflect Reconciliation Action Plan October 2022 to March 2024

RAP-ID: RAP - 026358

Our business

Our core business is To optimise the health and wellbeing of our community by ensuring our community can access high quality, safe health care.

Our vision: To see sustainable improvement in the health and wellbeing of our community.

Our purpose: To work together with our community to achieve better health and wellbeing outcomes.

EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally, EWHS manages a number of other local services in post-acute care, planned activity groups and infection control.

EWHS currently employs 378 staff.

EWHS currently employs three Aboriginal and Torres Strait Islander peoples. This represents 0.8% of the total Shire population. With the Aboriginal and Torres Strait Islander population of Buloke Shire recognised as 1.5% and Northern Grampians Shire at 1.9% of total population EWHS should aim to increase the Aboriginal and Torres Strait Islander employee level to 1.5% of total employees.

Our organisation's geographic reach is Regional.

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Situated and providing care on the Traditional Lands and Waters of the Dja Dja Wurrung, Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagalk, and Jaara peoples.

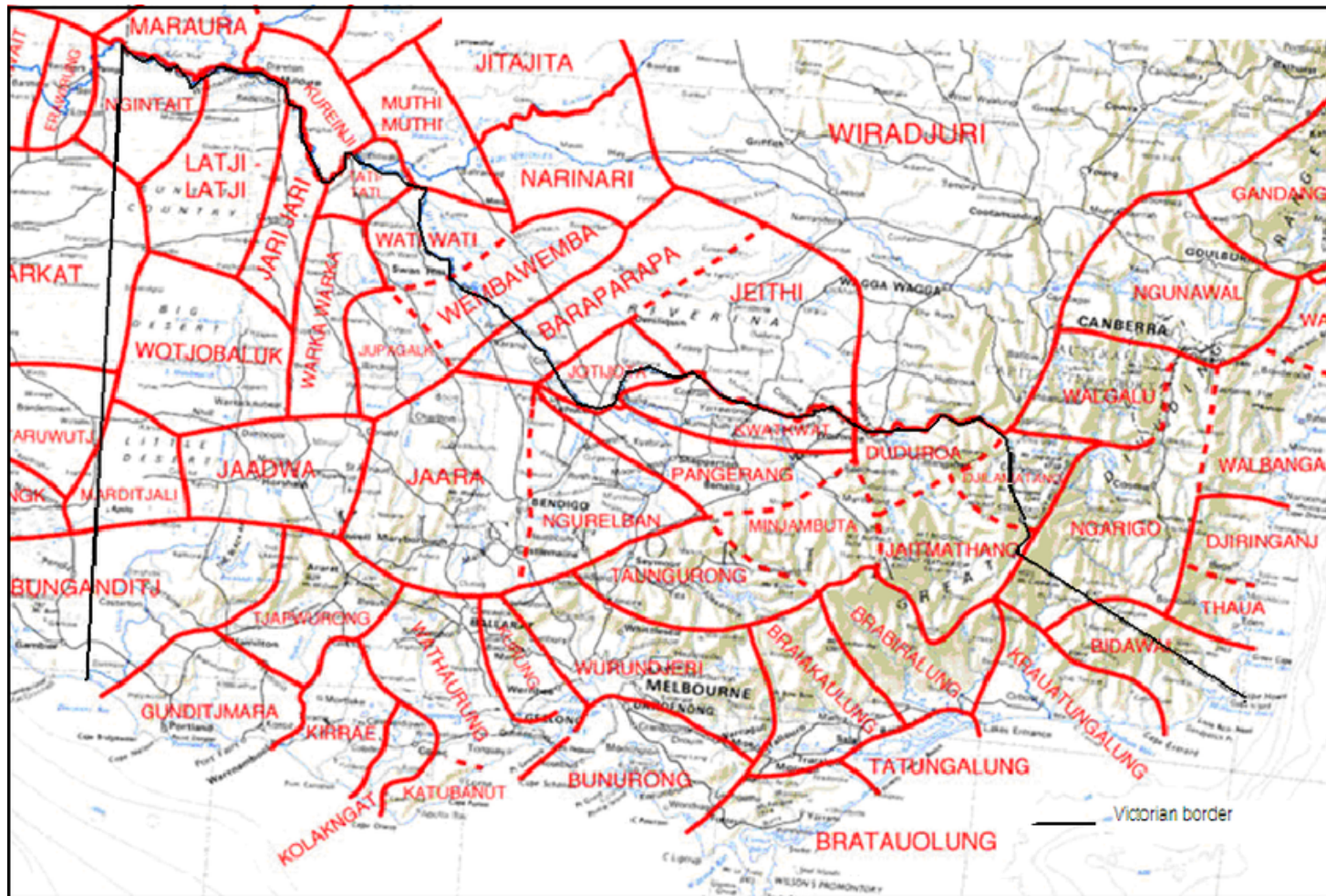
The formally recognised Traditional Owners for Birchip and Donald campuses are the Wotjobaluk, Jaadwa, Wergaia and Jupagalk Nations, who are represented by the Barengi Gadjin Land Council Aboriginal Corporation.

The formally recognised Traditional Owners for our Charlton and St Arnaud campuses are the Dja Dja Wurrung peoples who are represented by the Djarra, Dja Dja Wurrung Clans Aboriginal Corporation.

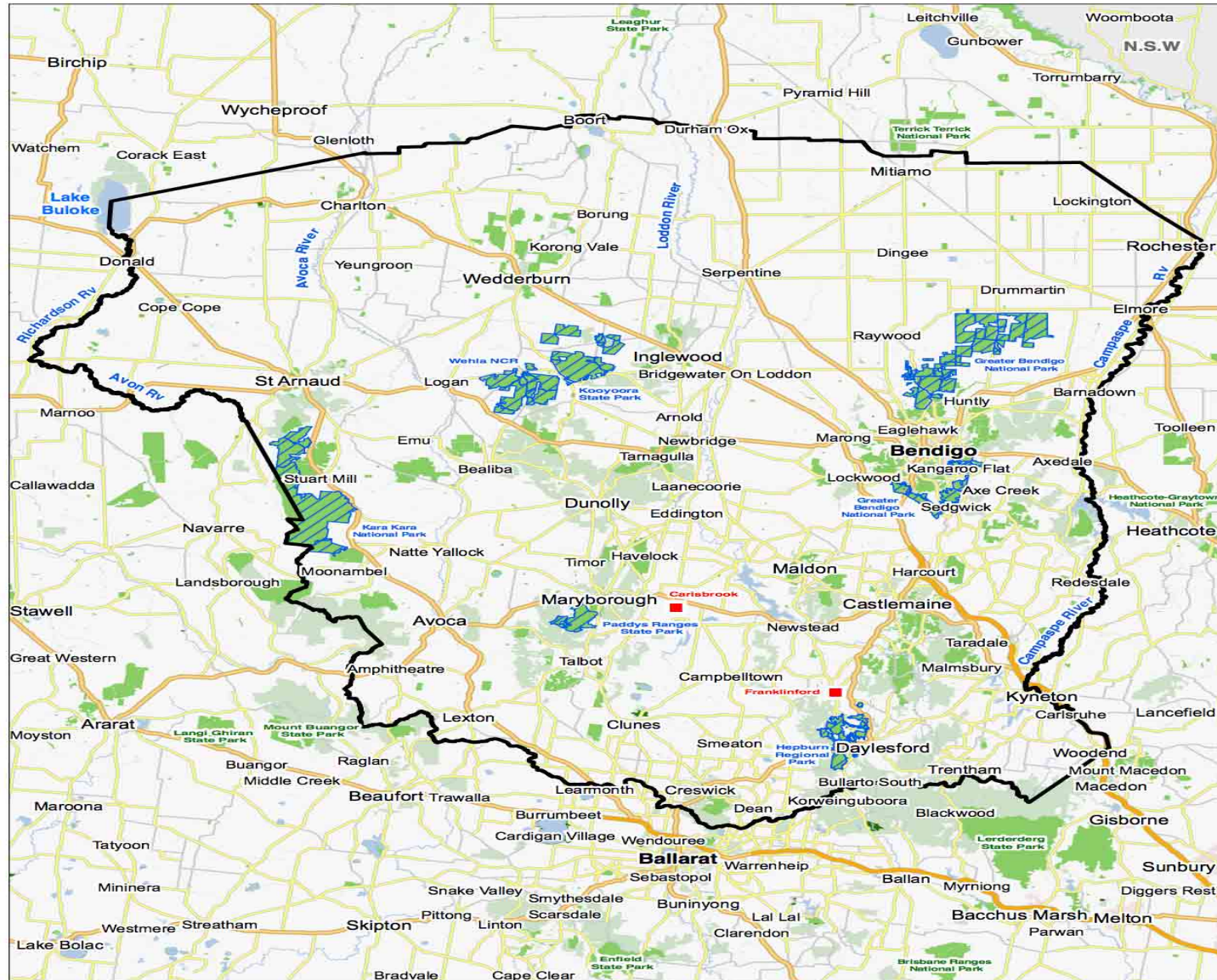
Traditional Owners have not been formally recognised for Wycheproof, however borders the Traditional Lands of our other campuses.

East Wimmera Health Service (EWHS) consists of five small rural health service sites.

St Arnaud in the Northern Grampians Shire and Birchip, Charlton, Donald, and Wycheproof in the Buloke Shire.



Dja Dja Wurrung Recognition and Settlement Agreement Area



Map Produced by Information Integration, Information Services Branch, February 2013
 File: 102461\geographic\map_v10_dja_dja_wurrung_rsa_only_overview_v1.mxd
 Spatial data is sourced from the Victorian Spatial Data Library.
 Copyright © The State of Victoria, Department of Sustainability and Environment 2013

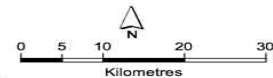
Disclaimer
 This publication may be of assistance to you but the State of Victoria and its employees do not guarantee that the publication is without flaw of any kind or a wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this publication.

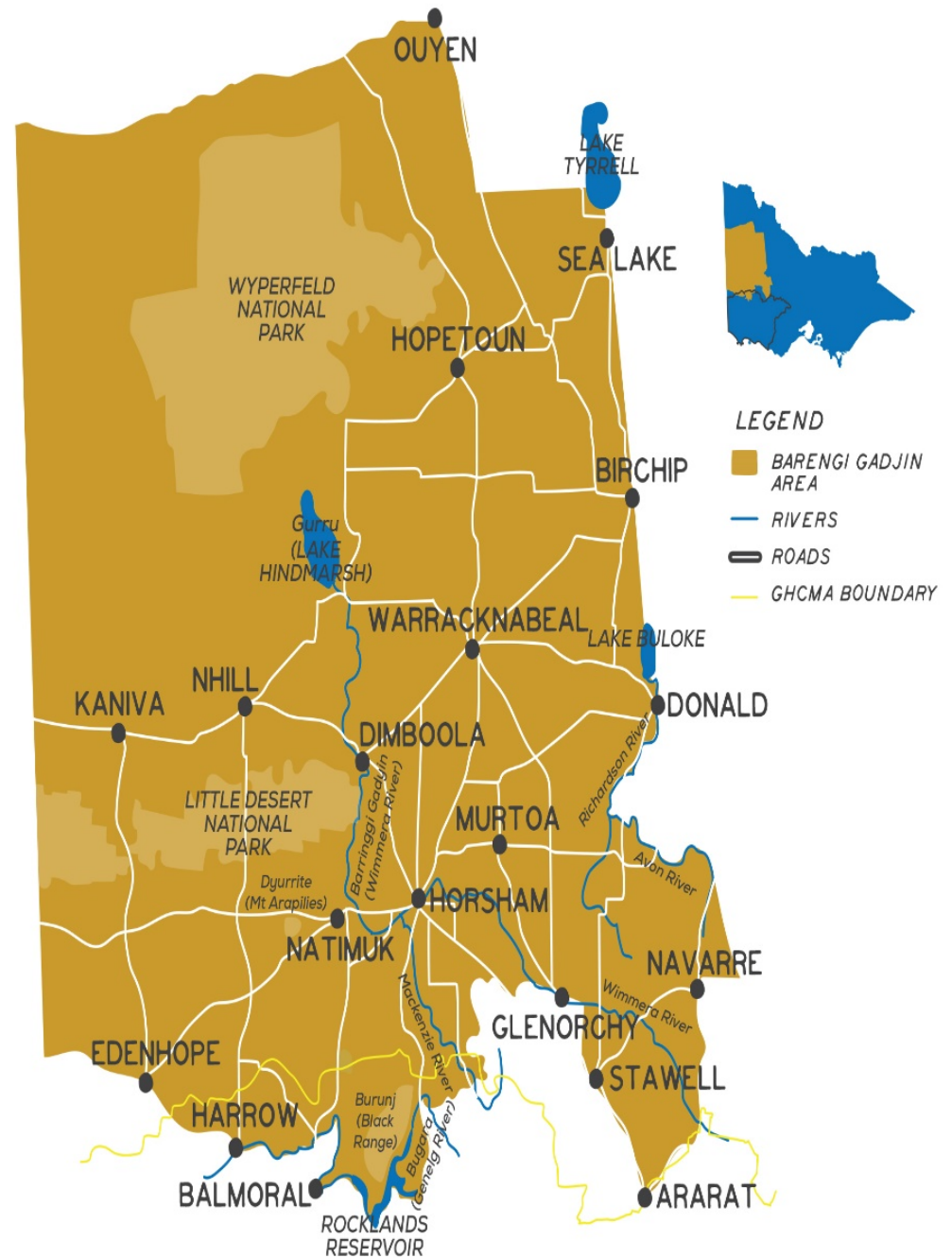
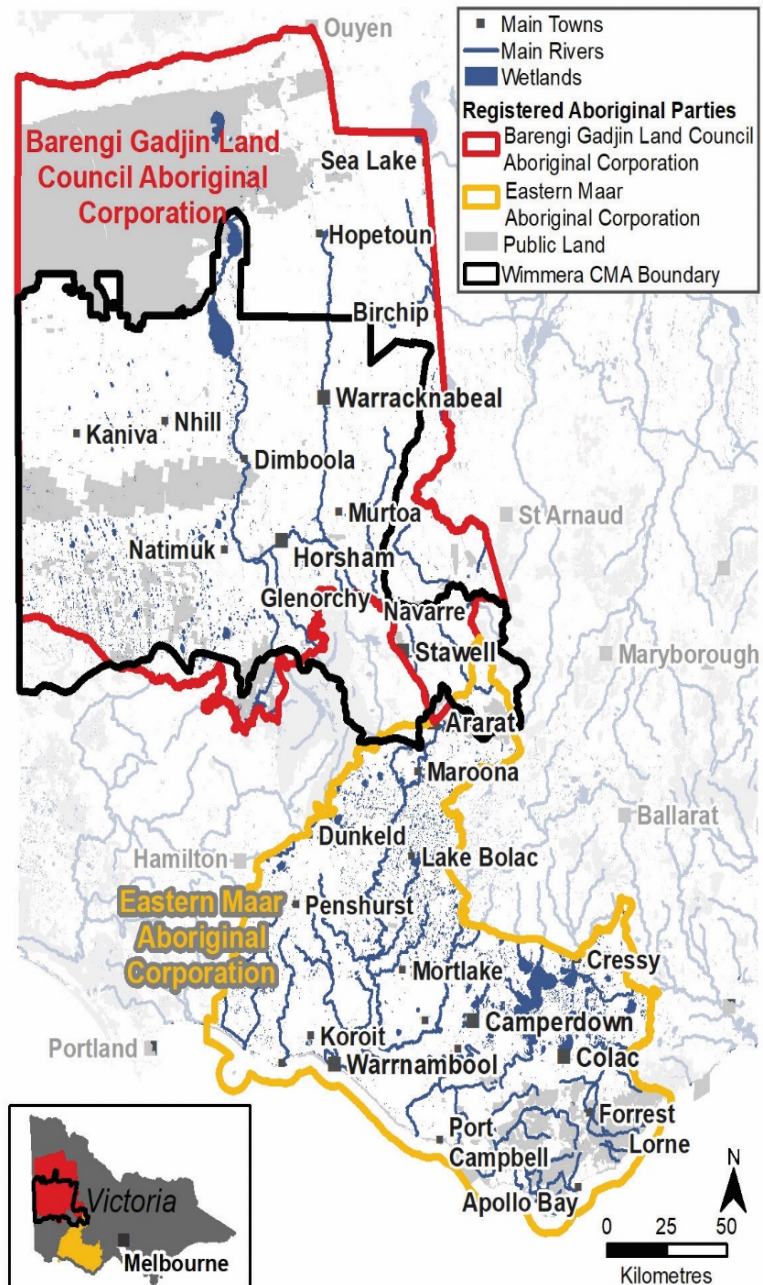
Accessibility
 If you want this publication in an accessible format, such as large print or black-and-white, please phone 130 185, or email customer.service@des.vic.gov.au.
 Deaf, or hearing or speech impaired? Call us via the National Relay Service on 133 677 or visit www.relay.vic.gov.au

Legend

- External boundary of area subject to Recognition and Settlement Agreement under Traditional Owner Settlement Act 2010 (Vic) and Indigenous Land Use Agreement under Native Title Act 1993 (Cth)
- Parks and Reserves managed by Parks Victoria
- Parks and Reserves managed by DSE/COM/Other
- Other Public Land

- Carisbrook and Franklinford freehold transfers
- Areas of Joint Management with Aboriginal Title
 - Greater Bendigo National Park
 - Kara Kara National Park
 - Paddy's Ranges State Park
 - Hepburn Regional Park
 - Kooyoon State Park
 - Wehla Nature Conservation Reserve





Our RAP

Our workplace is developing a Reflect RAP to recognise the histories and cultures of Aboriginal and Torres Strait Islander peoples, by building relationships with Aboriginal and Torres Strait Islander peoples, recognising, acknowledging and respecting historical and cultural contributions, and promoting equity, inclusiveness and opportunity.

We seek to raise awareness among staff about Aboriginal and Torres Strait Islander histories and cultures to enable staff to improve approaches to care and contribute to enhancing the health and wellbeing of Aboriginal and Torres Strait Islander communities.

EWHS intends to educate staff regarding histories, cultures, customs and beliefs in order to improve our ability to connect with Aboriginal and Torres Strait Islander peoples, to make our service more welcoming, trusted and culturally safe in order to assist with optimising health and wellbeing for all.

Our vision for reconciliation is to:

Ensure that we build relationships with, provide opportunities for Aboriginal and Torres Strait Islander employees and the broader community, and develop mutual respect between First Nations and non-Indigenous employees through a work environment that is respectful and celebrates the diversity of our communities.

- **How we intend to approach implementing our RAP.**

Through deep engagement and consultation with Reconciliation Australia, Reconciliation Victoria, Land Councils, Traditional Owners, Aboriginal Community Controlled Health Organisations (ACCHO) and Aboriginal Co-operatives, EWHS intends to provide learning modules for staff to develop improved understanding and practice.

We aim to continue to increase the complexity and detail in training to deliver ongoing improvement in the ability of staff to approach care in the best possible way, delivering the best possible outcomes.

We intend to challenge, through engagement, applied education and training, existing approaches and beliefs among staff in order to deliver culturally safe and appropriate services for Aboriginal and Torres Strait Islander peoples.

We will set a timeframe of 18 months to implement our Reflect RAP.

- **Our workplace's reconciliation journey to date.**

- Our RAP Committee: Lorraine Donaldson, Service Coordinator participated in the Reconciliation Australia RAP Development webinar series and shared with members of the EWHS Consumer Partnerships Committee and the and attended RAP Impact webinar.
- Developed a RAP Committee, incorporating:
- Geoff Lord, Director of People and Culture,
- Leanne Jeffrey, Director of Primary Care,
- Lorraine Donaldson, Service Coordinator as the EWHS RAP Champion

- and Matt Doyle, Campus Manager @ Wycheproof Campus as well as representatives from the local Aboriginal and Torres Strait Islander Community through local Land Councils and ACCHOs
- Attendance at Ya-Yapaneyepuk (Walk Together) Aboriginal Cultural Awareness Forum and Expo April 2022 by Service Coordinator
- Consultation with Barengi Gadjin Land Council and Dja Dja Wurrung Aboriginal Corporation to source Local Aboriginal Artists to design Artwork for our Reflect RAP. Plans for theme banners or watermarks, EWHS Footprint Artwork specific to the Five Campus grouping. Artwork will also be utilised for our Strategic Plan, Annual Reports and Diversity Action Plans etc.



Photos from the “Friends of Kooyoora” NRW event May 2019.

Elder Uncle Rick Kerr performing the Smoking Ceremony.

Aunty Gaby Gamble, Dja Dja Wurrung Elder and Bendigo Artists Inc (BAI) Artist working with EWHS representative Lorraine Donaldson (red cardigan) on the ‘Friends of Kooyoora’ Art Project.



Birchip Campus Building Smoking Ceremony October 2021.

Uncle Ron Marks, a Wergaia and Dja Dja Wurrung man, conducted a smoking ceremony to acknowledge the opening of the Birchip Campus Building Development for the Birchip Community.

He is pictured with Danuta Piechowski (Resident) and Julie Lowry (Staff).

Our partnerships/current activities

The purpose of this section is to highlight your engagement with reconciliation and Aboriginal and Torres Strait Islander peoples to date. In paragraphs, describe any partnerships or current reconciliation activities you have in place:

- **Community partnerships**

To date, EWHS has:

- Consulted with Dja Dja Wurrung Clans Aboriginal Corporation and Barengi Gadjin Land Council to provide feedback on the development of our Acknowledgement of Country email signature for all staff and for meeting agendas
- Held face-to-face Cultural Awareness Training with Jo Harrison Clarke and Lissy Johns held at St Arnaud Campus November 2019, attended by twenty-four staff, including CEO and Executive Staff members
- Victorian Aboriginal Community Controlled Health Organisation Inc. (VACCHO) Aboriginal Cultural Safety training completed by six Community Health staff and one Administration staff member September 2020
- Delivered Cultural Awareness Training to staff. In 2021, staff were required to view Emma Leehane's Cultural Insights Webinar as an Introduction to Cultural Awareness
- For 2022 all staff are required to complete mandatory eLearning Aboriginal and Torres Strait Islander Cultural Appreciation training
- Recognised and celebrated Aboriginal and Torres Strait Islander days and events of significance such as Survival Day, National Apology Day, National Close the Gap Day, Harmony Day, National Sorry Day, National Reconciliation Week – 27 May to 3 June, Mabo Day – 3 June (part of National Reconciliation Week), NAIDOC Week, and National Aboriginal and Torres Strait Islander Children's Day,
- Regularly shared information with staff and communities regarding Aboriginal and Torres Strait Islander supports, resources to assist staff to engage in a culturally sensitive manner, information on the Aboriginal Health Liaison Officers throughout the region, days of significance to Aboriginal and Torres Strait Islander peoples, and Cultural Awareness training opportunities to build staff knowledge of the issues that are important to Aboriginal and Torres Strait Islander peoples through email, newsletters and events.
- Participated in National Reconciliation Week and NAIDOC events held locally and virtually
- Service Coordinator Lorraine Donaldson participated in the May 2019 local National Reconciliation Week event "Friends of Kooyoora" held in the Kooyoora State Park. Dja Dja Wurrung Elders, Dja Dja Wurrung Artists Aunty Gaby Gamble from Bendigo Artists Inc. (BAI) and Tashara Roberts, Dja Dja Wurrung Indigenous Park Ranger, representatives from Bendigo & District Aboriginal Co-operative (BDAC), North Central Catchment Management Authority, local mob, non-Indigenous people, guest speakers and Government representatives attended. Uncle Rick Kerr, Dja Dja Wurrung Elder, performed a Welcome to Country and Smoking Ceremony
- EWHS have a registration and admission process where Aboriginal and Torres Strait Islander peoples can choose to self-identify
- Welcome to Country and Smoking Ceremony performed by Traditional Owner and Elder Uncle Ron Marks at the opening of Birchip Campus Redevelopment October 2021
- Collaboration with Maryborough District Health Service (MDHS): consultation with Sarah Broad MDHS Operations Manager Organisational Development.
- Collaboration with Buloke Shire Council and commitment to work together with Local Traditional Owners to celebrate days of significance and hold events

EWHS has established and maintains relationships with nearby Aboriginal Controlled Community Health Organisations to assist with training, with celebrating cultural events, in promoting awareness and in connecting people to appropriate services.

EWHS is a signatory to the Grampians Region Partnership Agreement with Budja Budja Aboriginal Cooperative (2018).

EWHS Service Coordinator has been a member of the Grampians Pyrenees Aboriginal Health Sub Committee since 2016 and attends quarterly meetings at Budja Budja Aboriginal Cooperative (Halls Gap).



One of the significant projects for this partnership, Deakin University and community members, was the development of Budja's mobile clinic van Tulku wan Wininn, which is from the local Djab Wurrung language meaning 'Health to You'. Significant grants were obtained from both Indigenous Affairs, Department of Prime Minister and Cabinet and through Deakin Rural Health (a University Department of Rural Health) to make this happen.

We have plans in 2023 to bring the mobile clinic van to St Arnaud to raise awareness of this service and to provide an alternative and culturally safe service for local Aboriginal and/or Torres Strait Islander children and their families. The mobile clinic van has a significant role in health promotion and education as well as completing general health checks, and eye and hearing tests.

EWHS has an established connection with Grampians Region Sector Development Aboriginal Development Officer Jimmy Driscoll and Loddon Mallee Sector Development Aboriginal Development Officer Vicki Walker. Community Development Worker Service Coordinator Lorraine Donaldson attended two day Ya Yapaneyepuk (Walk Together) Aboriginal Cultural Awareness Forum & Expo in April 2022, Vicki Walker was the Master of Ceremonies.

- *Internal activities/initiatives*

EWHS has delivered Cultural Awareness training, celebrated Aboriginal and Torres Strait Islander events and shared information with staff and communities regarding Aboriginal and Torres Strait Islander matters.

Service Coordinator has developed a staff resource to ensure EWHS staff have knowledge of Aboriginal Health Liaison Officers (AHLOs) and other supports available to Aboriginal and Torres Strait Islander peoples living in the region.

EWHS displays the Aboriginal and Torres Strait Islander flags at the entrances to all campuses alongside signage identifying and acknowledging the Traditional Owners of the Lands.

EWHS undertakes activities with aged care residents that serve to educate both residents and staff about Aboriginal and Torres Strait Islander culture, in particular, recipes. EWHS is trialling meal plans using Traditional Indigenous ingredients. These have been sourced and are currently being tested across our campuses.

EWHS undertakes acknowledgements to Traditional Owners at the commencement of meetings and includes an Acknowledgement at the conclusion of all emails.

Relationships			
Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	October 2022	Lorraine Donaldson, CDW Service Coordinator Geoff Lord, Director of People and Culture Leanne Jeffrey, Director of Primary Care Matt Doyle, Wycheproof Campus Manager
	<ul style="list-style-type: none"> Engage Bendigo District Aboriginal Cooperative, Goolum Goolum Aboriginal Co-operative and Budja Budja Aboriginal Cooperative to assist with the above 	November 2022	Lorraine Donaldson, CDW Service Coordinator Geoff Lord, Director of People and Culture
	<ul style="list-style-type: none"> 		
	<ul style="list-style-type: none"> Invitations to BGLC, Goolum Goolum, VACCHO, Dja Dja Wurrung, Budja Budja Aboriginal Cooperative representatives to sit on the EWHS RAP Committee. Formalised process including Terms of Reference, with appropriate compensation for expertise and guidance to be developed. 	October 2022	Geoff Lord, Director of People and Culture
	<ul style="list-style-type: none"> Research and apply best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations 	October 2022	RAP Committee Lorraine Donaldson, Service Coordinator,

			Geoff Lord, Director of People and Culture
2. Build relationships through marking National Reconciliation Week (NRW) 2023.	<ul style="list-style-type: none"> • Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. • National Reconciliation information for newsletters • Hold an EWHS National Reconciliation event 	May 2023	RAP Committee Lorraine Donaldson, Service Coordinator & Geoff Lord, Director of People and Culture
	<ul style="list-style-type: none"> • RAP Working Group members to participate in an external NRW event. 	May 2023	RAP Committee Lorraine Donaldson Geoff Lord
	<ul style="list-style-type: none"> • Encourage and support staff and senior leaders to participate in at least one external event to recognise and mark NRW. 	May 2023	EWHS Board and Executive
3. Promote Reconciliation through our sphere of influence.	<ul style="list-style-type: none"> • Communicate EWHS's commitment to reconciliation to all staff. • Include an Acknowledgement of Country on every agenda of all meetings • Signage visible on entry to buildings 	Ongoing	RAP Committee Lorraine Donaldson
	<ul style="list-style-type: none"> • Identify external allies in reconciliation that our organisation can engage and partner with including Buloke Shire and Northern Grampians Shire 	May 2022	RAP Committee Lorraine Donaldson
	<ul style="list-style-type: none"> • Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	May 2022	RAP Committee Lorraine Donaldson
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> • Research best practice and policies in areas of race relations and anti-discrimination. • Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs. 	Ongoing	All committees

Respect			
Action	Deliverable	Timeline	Responsibility

5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander Cultures, Histories, Knowledge and Rights through Cultural Learning.	<ul style="list-style-type: none"> Develop a business case to invest in training that will increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within EWHS 	May 2022	Director of People and Culture
	<ul style="list-style-type: none"> Conduct a review of Cultural Learning needs within EWHS Identify, develop, source Aboriginal and Torres Strait Islander Cultural Training Learning module e.g. Koorie Heritage Trust - Discover Aboriginal Victoria! Or YOUR MOB Cultural Learning Package 	August 2021 & September 2022	Executive
	<ul style="list-style-type: none"> Ensure 'Cultural Insights webinar with Emma Leehane (Ballarat Health Services Aboriginal Health, Team Leader) training video and powerpoint resource mandated to be viewed by all staff Purchase and display maps of Indigenous Australia at all campuses. 	December 2022	CEO/Executive
	<ul style="list-style-type: none"> Purchase books by Aboriginal and Torres Strait Islander authors/artists in conjunction with The Indigenous Literacy Foundation ILF reading opens doors charity non-profit to create a library for each campus - Strengthen existing systems and approaches to ensure a Culturally Safe environment is created and maintained to enable Aboriginal and Torres Strait Islander People to be provided Culturally appropriate care. 	July 2022	Lorraine Donaldson, Service Coordinator
6. Demonstrate respect to Aboriginal and Torres Strait Islander Peoples by observing Cultural protocols.	<ul style="list-style-type: none"> Develop an organisational understanding of the local Traditional Owners and Custodians of the Lands and Waters within EWHS's operational area to develop stronger relationships and deep trust 	September 22	RAP Committee
	<ul style="list-style-type: none"> Increase staff understanding of the purpose and significance behind Cultural protocols, including Acknowledgement of Country and Welcome to Country protocols through circulation of information in newsletters and in discussion, as well as in everyday practice and at significant events. 	September 21	RAP Committee
7. Build respect for Aboriginal and Torres Strait Islander Cultures and Histories by	<ul style="list-style-type: none"> NAIDOC week recognition and celebration annually Raise awareness and share information amongst our staff about the meaning and significance of NAIDOC Week to strengthen Cultural connections in conjunction with local Aboriginal and Torres Strait Islander Communities. 	July Annually	RAP Committee

celebrating NAIDOC Week.	<ul style="list-style-type: none"> Aged Care Resident activity programs that include taking part in Aboriginal themed painting to strengthen understanding and links to Culture Utilise Australian native foods within menus and cooking activities such as Wattle seed Damper 		
	<ul style="list-style-type: none"> Introduce staff to NAIDOC Week by promoting external events in our local area independently and in collaboration with RAP allies. 	July Annually	RAP Committee
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	Annual	RAP Committee

Opportunities			
Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation utilising the Victorian Department of Health Koolin Balit resources 	March 2022	Director of People and Culture
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing profile to inform future employment and professional development opportunities. 	March 2022	Director of People and Culture
	<ul style="list-style-type: none"> Advertise job vacancies with Rural Workforce Agency Victoria (RWAV) and the Koorie Mail to reach potential Aboriginal and Torres Strait Islander candidates 	Ongoing	HR Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses such as The Australian Super Food Company and The Kakadu Plum Company 	December 2021	Scott Wilson, Manager Support Services/ RAP Committee
	<ul style="list-style-type: none"> Investigate Supply Nation membership 	December 2022	Directors People and Culture/ Finance and Administration
Governance			
Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP	<ul style="list-style-type: none"> Maintain a RAP Committee to govern RAP implementation. Invite EWHS staff to join the RAP Committee 	July 2023	RAP Committee

Working Group (RWG) to drive governance of the RAP.			Lorraine Donaldson/ /Leanne Jeffrey Geoff Lord
	<ul style="list-style-type: none"> Prepare a Terms of Reference for the RAP Committee 	October 2022	RAP Committee
	<ul style="list-style-type: none"> Maintain Aboriginal and Torres Strait Islander representation on the RAP Committee. Vicki Walker – Loddon Mallee Sector Development Team Auntie Gabby Gamble Jimmy Driscoll – Grampians Sector Development Team 	May 2022	RAP Committee
	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	December 2021	RAP Committee and Executive
	<ul style="list-style-type: none"> Engage EWHS senior leaders in the delivery of RAP commitments. 	December 2021	Executive
	<ul style="list-style-type: none"> Define appropriate KPI's to track, measure and report on RAP commitments 	January 2023	Executive and RAP Committee
11. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	September 2023	RAP Committee
12. Continue and expand Reconciliation by developing and achieving EWHS next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing EWHS's next RAP. 	September 2023	RAP Committee

Primary Contact details:

Name: Lorraine Donaldson – RAP Champion
Position: Community Development Worker Service Coordination
Phone: (03) 5477 2206
Mobile: 0491 214 944
Email: lorraine.donaldson@ewhs.org.au

Secondary Contact details:

Name: Geoffrey Lord
Position: Director of People and Culture
Phone: (03) 5477 2159
Mobile: 0457 823 685
Email: geoffrey.lord@ewhs.org.au

Name: Leanne Jeffrey
Position: Director of Primary Care
Phone: (03) 54777109
Mobile: 0429 902 171
Email: leanne.jeffrey@ewhs.org.au

References:

<https://www.reconciliation.org.au/reconciliation-action-plans/>

[The Indigenous Literacy Foundation | ILF | reading opens doors charity non profit](#)

[Reconciliation Victoria](#)

[Koorie Heritage Trust - Discover Aboriginal Victoria!](#)

[Koolin Balit: Aboriginal health strategy](#)

[1405012_koolin_balit_info_web---pdf.pdf \(health.vic.gov.au\)](#)

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/health-oatsih-rap>

<https://www.humanservices.gov.au/organisations/about-us/publications-and-resources/reconciliation-action-plan>

<https://www.aihw.gov.au/reports/corporate-publications/reconciliation-action-plan-2018-2020/contents/our-vision-for-reconciliation>