

ARCHE HEALTH

RECONCILIATION ACTION PLAN



July 2023 - July 2025

www.archehealth.com.au





Ngaala kaaditj noongar moort keyen kaadak nidja boodja

Arche Health respects and acknowledges all Traditional Custodians of the lands across the nation, and importantly the Whadjuk peoples, on the Noongar lands in which we live, learn and work. Arche Health and its associated services pay respect to Elders past, present and future, and is committed to recognising the value and importance of cultures and continued connection to the land, waters and seas of all Aboriginal and / or Torres Strait Islander peoples and communities.

We would like to recognise the commitment of the Noongar Elders for continuing cultural, spiritual and educational practices.



Kookaburra Club members,
clients and Care Coordinator



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Artwork

About the Artist



Rickesha Burdett is a 25 year old Noongar woman. Rickesha grew up on Menang Country which is located in the Greater Southern region of Western Australia (WA). Rickesha as an emerging artist has created her new art design business Makuru Designs. Rickesha creates a youthful contemporary style with the inclusion of traditional Aboriginal artwork.

Rickesha's father (R.I.P) too was a Aboriginal artist who is now her biggest inspiration to continue reconnecting with her culture, family and traditions through art.



About the Artwork

This painting symbolises the healing of our mob.

The roots are the foundation and the identity of Aboriginal people, the stories, song and language shared by our ancestors and elders grounding our culture of who we are.

Our hands are our connection to the land and is the centre of a person's health and wellbeing journey:

- Physical
- Emotional
- Spiritual
- Environmental and;
- Cultural

As a community we need to provide support to each other and come together, empowering our mooritj mob to ask and accept help from those around us.

We must never forget who we are, where we come from and that each day is a new beginning.

- Roots - Foundation and Identity
- Hand - Who we are & our Moort
- Yellow - Centre of our journey
- Green - Health and Wellbeing
- Blue - Our community and mob



Message from the Chairperson



Dr Kanwal J. Singh

It is with great pleasure we present Arche Health's Reconciliation Action Plan (RAP). Arche Health is sincere about the provision of the highest quality care for Aboriginal and / or Torres Strait Islander communities by valuing our commitment to care and collaborate towards excellence in service delivery.

The challenge in healthcare is increasingly complex, we recognise that we are operating within a rapidly changing, dynamic environment with many financial constraints. However, we explicitly remain true to our founding principles in promoting healthy communities and equitable healthcare for all.

On behalf of the Board and the Executive Team, we are indebted to the contributions made by our staff and local communities in helping inform and direct this plan. We look forward to working with you all to achieve these goals.



Message from the CEO



Sujeewe Gamagedera

We are pleased to present Arche Health's Innovate Reconciliation Action Plan (RAP), a two-year commitment that provides real opportunities for our organisation, to work alongside Aboriginal and / or Torres Strait Islander peoples and the wider communities, in providing services that promote and support self-determination and culturally safe access to health care throughout their health and wellbeing journey.

Our Innovate RAP builds upon 20 years of providing health related services to people and communities within our catchment areas, incorporating years of reflection, mentoring and guidance from our Community Advisory Committee. We continue in the desire to provide culturally safe, quality health services that meet the needs of all our consumers. Our RAP journey has provided some key focus areas, including employment and training, integrated health care across all services and broader Cultural Awareness for all staff.

Through the development and implementation of our RAP, Arche Health is dedicated to continuously grow relationships with Aboriginal and / or Torres Strait Islander people and the wider communities in a quest to improve health inequity through promoting and understanding historical influences that have impacted people and communities.

We look forward to our reconciliation journey in achieving our vision set out in our RAP and commend all participants within Arche Health who have demonstrated leadership and commitment to the development and support for reconciliation across our services.



Our Vision for Reconciliation

Arche Health's vision for reconciliation is where Aboriginal and / or Torres Strait Islander peoples have social, health and wellbeing equity, achieved through an understanding of shared history, deep listening, ongoing learning and genuine reflection.

This vision for reconciliation is informed by our mission, to support and deliver innovative and quality primary healthcare that improves closing the gap health outcomes.

We envisage a time where the rights, sovereignty, cultures and lands of Aboriginal and / or Torres Strait Islander peoples are recognised and respected by all Australians.

As a GP founded organisation, we understand the responsibility to improve inequity in the health and wellbeing that exists between Aboriginal and Torres Strait Islander and non-Indigenous people and create a meaningful impact in providing culturally safe services and workplaces.

In all our service planning, design and delivery we will engage in genuine truth telling to understand and acknowledge the historical and ongoing impact of past actions. We will partner with like-minded organisations.



Arche Health Aboriginal Health Team members

Equally important, we will recognise and celebrate the achievements, strengths and resilience of Aboriginal and / or Torres Strait Islander peoples.

We believe true reconciliation can be achieved when all Australians understand and acknowledge the past and contribute to a united future where Aboriginal and Torres Strait Islander people's culture and wisdom is valued and integral to Australia's identity.



ur Business

Arche Health's core business is to:

- Deliver, in partnership with other stakeholders, innovative and flexible models of care within primary healthcare through the provision of integrated services, including ancillary care. Services will be shaped to engage and meet communities needs to self-manage and empower consumers whilst building capacity to achieve positive health outcomes; and
- Establish a diverse workforce and provide a culturally safe and environmentally friendly workplace, with an aim to develop and increase resources for service delivery optimisation through the values that drive what we do.



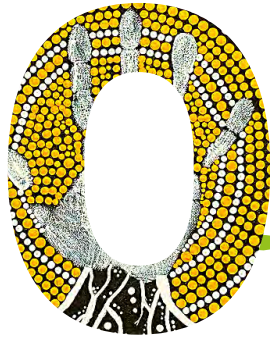
Arche Health's Senior Management Team

Care

Commitment

Collaboration

Excellence



ur Business

Arche Health employs over 100 staff members throughout the organisation and commit to ensuring Aboriginal and / or Torres Strait Islander staff are present within the Arche Health services.

This includes maintaining 85% of Aboriginal and / or Torres Strait Islander staff within the Aboriginal Health Team.

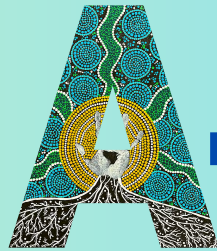
The geographical reach for Arche Health is primarily based across the Perth Metropolitan region, with 10 health services located within 6 suburbs throughout Perth.

As a not-for-profit organisation, we work with the trust and support of the communities to help all Australians including Aboriginal and / or Torres Strait Islander peoples with ownership and decision-making power to improve their health and wellbeing journey.

Arche Health has respectful relationships with GP practices, specialists, allied health, tertiary hospitals, Aboriginal Community Controlled Health Services (ACCHS), relevant stakeholders, and the Aboriginal communities based within the Perth Metropolitan region. Our scope of influence also includes 21 local government councils within our catchment areas.

Image of Arche Health head office





Arche Health Programs

Arche Health offers a range of programs to meet the health needs of our community with a comprehensive range of services to support clients to live well in their community.

Our broad range of services help to prevent, manage and treat client's health and wellbeing needs.

Arche Health Programs Include:

headspace Armadale

headspace Cannington

Belvidere Health Centre

Iron Infusion Clinic

GP After Hours Belmont

GP After Hours Armadale

Infocus Counselling & Psychology services

Active Measures

Aboriginal Health Program

Armadale GP Antenatal Clinic

Maddington Specialist Centre

Persistent Pain Program

RAP



Koolankas Kreate - Aboriginal dancegroup performing at Arche Health events.

Arche Health is committed to providing services that are meaningful and meets the needs of the communities. We aim to build and sustain strong relationships with Aboriginal and / or Torres Strait Islander peoples and the wider communities, including delivering culturally secure services that foster respectful relationships in supporting good health and wellbeing outcomes.

Arche Health is mindful of the historical influences that have impacted on Aboriginal and / or Torres Strait Islander peoples and communities. We acknowledge the importance of raising awareness of these events through education and cultural immersion. This is to ensure services are inclusive for all communities, contributing to strong relationships with service providers and all stakeholders.

Connecting people

Arche Health thrives on connecting people to culturally secure health services that respects the views, beliefs and rights of all consumers.

Communication

Arche Health endorses and supports the principles and practices of effective reconciliation through the strengthening of respect and meaningful relationships with Aboriginal and / or Torres Strait Islander peoples and other Australians. The ability to work together to form relationships and establish rapport involves an appreciation and understanding of Aboriginal and Torres Strait Islander cultures, values, connection to land and the importance these relationships have on the health and wellbeing of Aboriginal and / or Torres Strait Islander peoples.

Communication is the key to successful service delivery and health outcomes when working across cultures. Recognising, acknowledging and understanding communication differences between cultures is crucial within a health setting. For Aboriginal and / or Torres Strait Islander peoples this may include verbal and non-verbal cues and language context.

Sharing Experiences

Arche Health encourages all staff to foster a philosophy of understanding, appreciation and respect in communicating. We value the importance of shared experiences of histories and cultures, particularly that of Aboriginal and / or Torres Strait Islander peoples and communities.



Coordination

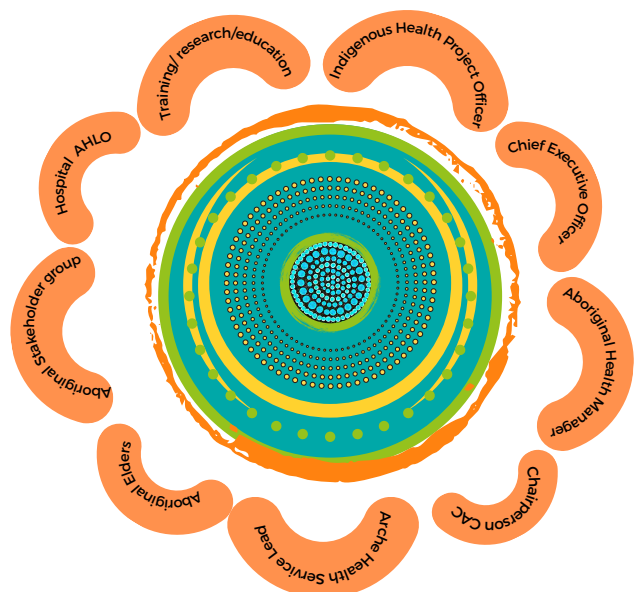
Initial discussions around developing a RAP plan originated with Arche Health's Community Advisory Committee (CAC) which was established in 2017 to support the Wangen Murduin Program.

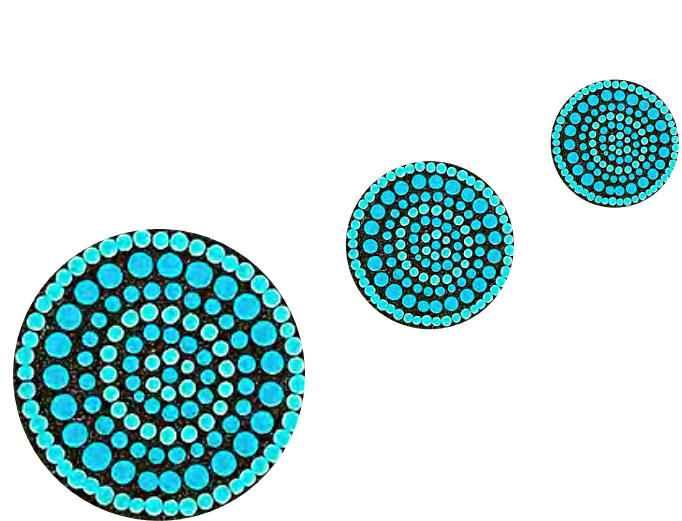
Aboriginal Community Elders and stakeholders were invited to participate on the CAC. It is these Aboriginal and / or Torres Strait Islander committee members that initiated RAP discussions, provided invaluable guidance and cultural support to enhance Arche Health's journey in providing culturally secure and inclusive health services.

Arche Health's RAP is championed internally by Chief Executive Officer in collaboration with the Aboriginal Health Manager and supported by the Health Services Manager, along with other RAP working group members listed below.

The current RAP working group includes representatives from:

- 1x Chairperson CAC -
- 1x Chief Executive Officer – Arche Health Ltd
- 1x Aboriginal Health Manager – Aboriginal Health Team
- 3x Aboriginal Consumer Representatives / Elders (CAC)
- 1x Indigenous Health Project Officer (IHPO) – Arche Health
- 4x Arche Health Service Leads – Belvidere Health Centre, headspace Armadale, headspace Cannington, Infocus Counselling
- 1x Workforce Training / Research / Education
- 1x Tertiary Hospital Aboriginal Health Liaison Officer
- 1x Aboriginal Stakeholder group or Aboriginal Communities Controlled Health Organisation





Arche Health's CAC members are Aboriginal and / or Torres Strait Islander peoples who provide guidance and cultural support in all service delivery.

The RAP Working Group currently consists of 75% Aboriginal and / or Torres Strait Islanders who represent different service programs within the organisation.

Arche Health has been on a reconciliation journey internally since the establishment of the CAC in 2017. Due to minimal knowledge of Reconciliation Australia and the process for endorsement, leadership was limited in following through with the submission of a formalised RAP for approval and endorsement.

The Initial RAP compiled in conjunction with the Arche Health CAC members would have aligned to a 'Reflect RAP' if fully submitted for approval by Reconciliation Australia.

The key learnings acquired through this process enabled the reflection on the reconciliation journey thus far, particularly engagement and interaction with Aboriginal and / or Torres Strait Islander peoples and the wider communities.

It was important to consider how the organisation through its commitment and leadership would enable the vision for a RAP to be implemented, with ongoing respectful relationships to be established and resourced. Other steps taken included-

- Holding regular RAP meetings to ensure aspirations were put into action;
- Having diverse representation on the CAC committee; and
- Having a commitment to employ Aboriginal and / or Torres Strait Islander staff.

Arche Health have well established working relationships between Aboriginal and / or Torres Strait Islander peoples and the wider communities. This has been highlighted through our engagement and connections with communities and stakeholders to support our RAP journey toward reconciliation, including the recognition of the culturally unique and valuable perspectives that are brought to our organisation by the CAC committee, staff, local communities and other stakeholders.



Community and network members with the Aboriginal Health Team participating in a Heart Health event



Relationships



Arche Health's commitment to engagement and partnerships

As highlighted in our Strategic Plan 2023-2026 Arche Health prides ourselves on establishing and maintaining strong, viable and meaningful partnerships to enhance our service delivery and provide consumer focused outcomes.



The importance of Arche Health connecting with Organisations and Government agencies to improve services

- Partnerships are created to develop improved service models, fill service gaps, and reach a wide spectrum of consumers in locations we currently support;
- Collaborations translate into new ideas and improved services; and
- Seek potential joint ventures to build revenue streams with mutual benefits.



Arche Health's commitment in connecting with individuals and groups to enhance our impact

- Strategic opportunities are achieved through collaboration and thinking creatively;
- Connections are made to build and share our knowledge, skills and resources;
- RAP will provide a framework for inclusive service design and reconciliation;
- Partnerships will be based on mutual benefit for our consumers and valued stakeholders; and
- Work with diverse communities and individuals with diagnosed health issues and develop effective responses to address their needs.

Arche Health cultural event





ctions

1. Arche Health to establish and maintain mutually beneficial relationships with Aboriginal and / or Torres Strait Islander stakeholders and organisations.

Deliverable	Timeline	Responsibility
Meet with local Aboriginal and / or Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	September 2023 - then ongoing	Lead: IHPO Supported by: Aboriginal Health Manager & CEO
Develop, implement and launch a Cultural Engagement Plan to promote working with all cultural groups, particularly Aboriginal and / or Torres Strait Islander stakeholders and organisations.	December 2023	Lead: Aboriginal Health Manager Supported by: CEO, Arche Health Service Leads, & IHPO
Engage with Aboriginal and / or Torres Strait Islander organisations and partners in activities working towards prevention of health issues.	September 2023 - then ongoing	Lead: IHPO Supported by: RAP Working Group

2. Build relationships through celebrating National Reconciliation Week (NRW).

Deliverable	Timeline	Responsibility
Circulate a calendar of events for NRW to all Arche Health staff and services.	June 2024	Lead: IHPO Supported by: RAP Working Group
Circulate Reconciliation Australia's NRW resources and reconciliation materials to all staff and consumers where appropriate.	June 2024 - then ongoing	Lead: IHPO Supported by: RAP Working Group
RAP Working Group members to participate in an external NRW event.	Reconciliation week events	RAP Working Group
Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	Reconciliation week events	Lead: Aboriginal Health Manager Supported by: CEO & Arche Health Service Leads
Organise at least one NRW event each year	Reconciliation week events	Indigenous Health Project Officer
Register all our NRW events on Reconciliation Australia's NRW website.	Reconciliation week events	Indigenous Health Project Officer
Plan and host a 'National Reconciliation Week' event inviting stakeholders to support and deliver the planned program.	Reconciliation week events	Lead: IHPO Supported by: RAP Working Group

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Arche Health staff members attending Reconciliation event

3. Promote reconciliation through our sphere of influence.

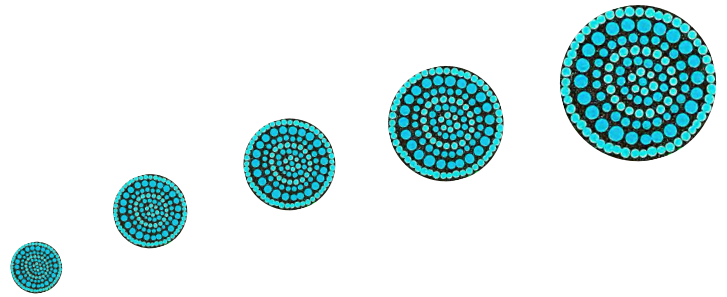
Deliverable	Timeline	Responsibility
Implement strategies to encourage all staff to engage in reconciliation, including: <ul style="list-style-type: none"> Extend an invitation to Aboriginal and / or Torres Strait Islander peoples to share their experiences or stories at Arche Health’s internal events for staff, such as team building events, reconciliation promotional days, etc. 	September 2023 - then ongoing	Lead: CEO Supported by: Arche Health Service Leads
Communicate our commitment to reconciliation publicly;	December 2023	Lead: CEO Supported by: RAP Working Group
Explore opportunities to participate in activities to positively influence our external stakeholders to drive reconciliation outcomes. This will be achieved by: <ol style="list-style-type: none"> Discussions and promotion of the establishment of RAPs to our stakeholders that do not currently have one in place, including providing advice and support in the development of such; and Providing resources at all stakeholder presentations to promote cultural sensitivity and reconciliation i.e. flags for displays in practices, Acknowledgement statement posters for displays, Reconciliation resources and posters. 	September 2023 - then ongoing	Lead: IHPO Supported by: Aboriginal Health Manager
Collaborate with other like-minded organisations to develop ways to advance reconciliation	October 2023 - then ongoing	Lead: CEO Supported by: Arche Health Service Leads
Communicate with Reconciliation WA to connect with stakeholder organisations.	September 2023 - then ongoing	Lead: IHPO Supported by: Aboriginal Health Manager



Aboriginal Health Team members participating in staff activities for Reconciliation



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4. Promote positive race relations through anti-discrimination strategies.

Deliverable	Timeline	Responsibility
Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.	August 2023	Lead: CEO Supported by: Arche Health Service Leads
Engage with Aboriginal and / or Torres Strait Islander staff and CAC advisors to consult on our Anti-discrimination policy	October 2023	Lead: CEO Supported by: Arche Health Service Leads
After the completion of the review, edit where necessary for approval and Board ratification.	October 2023	Lead: CEO Supported by: Arche Health Service Leads
Upon Board approval, implement and communicate updated Equal Opportunity policy to whole organisation.	November 2023	Lead: CEO Supported by: Arche Health Service Leads
Develop, implement and communicate an anti-discrimination policy for our organisation.	December 2023	Lead: CEO Supported by: Arche Health Service Leads
Educate senior leaders on the affects of racism for example Cultural awareness for management staff.	December 2023	Lead: CEO Supported by: RAP Working Group



Aboriginal health Team members participating in staff activities for Reconciliation



It's important for Arche Health to acknowledge and respect the rich and diverse cultures of our consumers, particularly that of Aboriginal and / or Torres Strait Islander peoples', including the importance of heritage and language. By embracing and demonstrating cultural awareness throughout the organisation we aim to contribute to building strong relationships with both consumers and external stakeholders to celebrate successful service delivery and consumer health outcomes.

The focus area of Respect aligns directly to the following Strategic Directions outlined in our Strategic Plan 2023 – 2026.

Our Clients

Strategic Direction 1 Empower our clients to achieve positive outcomes through:

- Supporting clients to receive person-centred care that accommodates clients changing needs and goals to achieve optimal outcome;
- Empowering our clients to self-manage and be informed and linked to appropriate service partners in the community; and
- Establishing care coordination systems that actively gives clients say in decision-making process, respects individual preferences, recognises client needs and rights, and encourages family and friends' involvement.

Strategic Direction 5 Improve quality of our business operations through:

- Maintaining good clinical governance and sound risk management that ensures excellence in safety which promotes and protects both staff and client's rights;
- Working with our suppliers & vendors to provide optimal back-office support to our frontline services
- Building and maintaining strong Corporate Governance, HR, ICT, Marketing capability to improve efficiency for future business growth; and
- Maintaining robust financial management that ensures accountability, transparency and service sustainability.

Our Partners

Strategic Direction 3 Maintain & establish strategic alliances to increase scalability of our services through:

- Maintaining effective one-to one contacts with key service partners to cement personal relationships that supports lasting partnerships;
- Collaborating with local health providers to align our service delivery models with National and WA Health plans and priorities; and
- Achieving multi-sector partnerships that support integration with the local healthcare community by encouraging mutual understanding through MOU's and SLA's where appropriate.

**ABORIGINAL and/or
TORRES STRAIT ISLANDER
FLU VACCINE DAY**






No booking required, free gift bag and food boxes to those having a flu shot.
limited available- first in first served.

Medicare Cards MUST be presented on arrival

Wednesday 15 July 2020
10:00am - 2:00pm
Belvidere Health Centre
Belmont




A ctions

5. Increase understanding, value and recognition of Aboriginal and / or Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.

Deliverable	Timeline	Responsibility
Conduct a review of cultural learning needs within our organisation.	September 2023 - then bi-annually	Lead: CEO Supported by: Arche Health Service Leads
Seek guidance from a range of Aboriginal and / or Torres Strait Islander community advisors to develop a cultural learning strategy.	October 2023 - then ongoing	Lead: Aboriginal Health Manager Supported by: IHPOs
Develop, implement and communicate the cultural learning strategy for all Arche Health staff.	November 2023	Lead: Aboriginal Health Manager Supported by: CEO & Arche Health Service Leads
Seek and provide opportunities for all Arche Health staff across the service, and all RAP Working Group Members to participate in formal and structured cultural learning ie Cultural Awareness Training; or Cultural visits (significant historical sites).	December 2023 - then ongoing	Lead: CEO Supported by: Arche Health Service Leads



Koolankas Kreate dancing for the Arche Health NAIDOC Event

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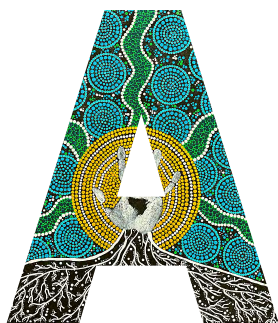


6. Demonstrate respect to Aboriginal and / or Torres Strait Islander peoples by observing cultural protocols.

Deliverable	Timeline	Responsibility
Increase staff's understanding of the purpose and significance behind cultural protocols, including 'Welcome to Country' and 'Acknowledgement to Country'.	July 2023 - then annually	Lead: Aboriginal Health Manager Supported by: Arche Health Service Leads
Include an 'Acknowledgement of Country' or other appropriate protocols at the commencement of important meetings.	July 2023 - then annually	Lead: CEO Supported by: Arche Health Service Leads
Develop, implement and communicate a cultural protocol document, including protocols for 'Welcome to Country' and 'Acknowledgement of Country'.	September 2023	Lead: Aboriginal Health Manager Supported by: IHPOs, CEO & Arche Health Service Leads
Invite a local Traditional Owner or Custodian to provide a "Welcome to Country" or other appropriate cultural protocol at significant events.	July 2023 - then at all significant events	Lead: CEO Supported by: Arche Health Service Leads, Aboriginal Health Manager, & IHPOs
Review and recommend the Leave Policy to support and align to Cultural protocols, particularly relationship status as differing from Western Kinship models.	December 2023	Lead: CEO Supported by: Aboriginal Health Manager
Senior Management to review, consider and develop a 'Cultural Leave Process' including coordinating internal systems and rostering to allow for staff participation during these events.	February 2024	Lead: CEO Supported by: Arche Health Service Leads

Arche Health merchandise





ctions



7. Build respect for Aboriginal and / or Torres Strait Islander cultures and histories by celebrating NAIDOC Week

Deliverable	Timeline	Responsibility
Promote and encourage staff participation in external NAIDOC events. This is to include promotional activities such as having a presence at NAIDOC events and posting on social media.	NAIDOC Week - then annually	Lead: CEO Supported by: Arche Health Service Leads
Senior Management to coordinate internal systems and rostering to allow for staff participation during NAIDOC events.	July 2023 - then annually	Lead: CEO Supported by: Arche Health Service Leads
RAP Working Group to participate in an external NAIDOC Week event.	NAIDOC Week - then annually	Lead: IHPO Support by: RAP Working Group
Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	July 2023 - then annually	Lead: CEO Supported by: Arche Health Service Leads

8. Maintain a culturally safe and welcoming workplace

Deliverable	Timeline	Responsibility
Ensure all Arche Health premises display culturally appropriate artwork.	July 2023 - then annually	Lead: CEO Supported by: Arche Health Service Leads
Display and promote Aboriginal and / or Torres Strait Islander flags in all Arche Health premises and GP practices that we support.	July 2023 - then annually	Project Lead, Aboriginal Health Manager, IHPOs
Engage with and promote Cultural learning and training opportunities for Arche Health staff and to GP practice staff.	July 2023 - then bi-annually	Lead: Aboriginal Health Manager Supported by: CEO & Arche Health Service Leads



pportunities



Arche Health specifically provides primary health services to Aboriginal and / or Torres Strait Islander peoples through one of our four core business areas (Aboriginal Health Services), as well as providing access for all consumers to specialised clinical services in the three core business areas (Allied Health Services, GP & Medical Specialist Services and Mental Health Services).

Arche Health values and acknowledges the importance of culturally sensitive service delivery and ensures this is achieved by bringing together greater understanding and knowledge through cultural immersion and sharing of skills and experiences. This is supported through the following strategies:

- working within the Aboriginal and / or Torres Strait Islander communities;
- developing and implementing Aboriginal and / or Torres Strait Islander employment strategies; and
- engaging local Community Advisors.

Opportunities are reflected throughout all five key strategic directions as they relate to 'People', 'Partners', and 'Systems'. This is evident through our internal processes of inclusion in relation to continuous quality improvement.

Focus area

The opportunities for Arche Health's core business and strategic direction is to continue building capacity of its Aboriginal and / or Torres Strait Islander staff members, with an aim to develop and retain staff through the provision of career pathways and staff professional development ensuring staff have the opportunity to further develop their potential.



9. Improve employment outcomes by increasing Aboriginal and / or Torres Strait Islander recruitment, retention and professional development

Deliverable	Timeline	Responsibility
Review and maintain a staff matrix of current Aboriginal and / or Torres Strait Islander staff, to inform future employment and professional development opportunities.	August 2023 - then annually	Lead: CEO Supported by: Arche Health Service Leads
Engage with Aboriginal and / or Torres Strait Islander staff to review and update our Aboriginal and / or Torres Strait Islander recruitment, retention, and professional development strategy.	December 2023 - then annually	Lead: CEO Supported by: Arche Health Service Leads
Schedule and complete an annual review of the Aboriginal and / or Torres Strait Islander recruitment, retention and professional development strategy.	February 2024 - then annually	Lead: CEO Supported by: Arche Health Service Leads
Advertise job vacancies to effectively reach Aboriginal and / or Torres Strait Islander peoples.	July 2023 - then annually	Lead: CEO Supported by: Arche Health Service Leads
Review HR and recruitment policies and procedures to remove barriers for Aboriginal and / or Torres Strait Islander participation in our workplace.	September 2023 - then annually	Lead: CEO Supported by: Arche Health Service Leads
Develop and promote 'Mentors' within Arche Health to be key contacts for cultural support and advice when needed.	December 2023 - then annually	Lead: Aboriginal Health Manager Supported by: CEO & Arche Health Service Leads
Increase the percentage of Aboriginal and / or Torres Strait Islander staff employed in our workforce.	September 2023 - then annually	Lead: CEO Supported by: Arche Health Service Leads



Aboriginal Health Team Members



10. Increase Aboriginal and / or Torres Strait Islander supplier diversity to support improved economic and social outcomes

Deliverable	Timeline	Responsibility
Develop policies and procedures for engaging culturally responsive supply services.	June 2024	Lead: IHPO Supported by: RAP Working Group
Investigate Supply Nation membership.	December 2023	IHPO
Develop commercial relationships with Aboriginal and / or Torres Strait Islander businesses, including developing a register of services.	December 2023 - then annually	Lead: IHPO Supported by: CEO & Arche Health Service Leads
Proportion 1% of Arche Health’s consumables budget for allocation of supplies through Aboriginal and / or Torres Strait Islander businesses;	July 2023 - then annually	CEO
Develop and implement an Aboriginal and / or Torres Strait Islander procurement strategy.	December 2023 - then annually	Lead: CEO Supported by: Arche Health Service Leads
Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and / or Torres Strait Islander businesses.	December 2023 - ongoing	Lead: CEO Supported by: Arche Health Service Leads
Develop and communicate opportunities for procurement of goods and services from Aboriginal and / or Torres Strait Islander businesses.	December 2023 then annually	Lead: CEO Supported by: Arche Health Service Leads

11. Maintain an effective RAP Working group (RWG) to drive governance of the RAP.

Deliverable	Timeline	Responsibility
Review and maintain RWG membership, ensuring Aboriginal and / or Torres Strait Islander peoples are heavily represented.	July 2023 - then bi-annually	Lead: CEO Supported by: Aboriginal Health Manager & IHPO
Review and maintain the RWG Terms of Reference.	August 2023 - then bi-annually	Lead: CEO Supported by: RWG
Meet regularly to drive and monitor RAP implementation.	Quarterly August & November 2023, February & May 2024 (repeat annually)	Lead: CEO Supported by: IHPO & RWG



Cultural Advisory Committee (CAC) members

12. Provide appropriate support for effective implementation of RAP commitments.

Deliverable	Timeline	Responsibility
Define resource needs for the RAP implementation.	September 2023	Lead: CEO Supported by: IHPO
Engage our senior leaders and other staff in the delivery of RAP commitments.	October 2023	Lead: CEO Supported by: Arche Health Service Leads
Define and maintain appropriate systems to track, measure and report on RAP commitments / milestones / feedback / challenges.	December 2023	Lead: CEO Supported by: RWG
Appoint and maintain an internal RAP Lead and RAP Champions.	August 2023	Lead: CEO Supported by: RWG

13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.

Deliverable	Timeline	Responsibility
Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30th September 2023 - then annually	Lead: CEO Supported by: IHPO
Report RAP progress to all staff and senior leaders.	July & December annually	Lead: CEO Supported by: Arche Health Service Leads
Publicly report our RAP achievements, challenges and learnings, annually.	July 2024 - then annually	Lead: CEO Supported by: Arche Health Service Leads & IHPO

14. Continue our reconciliation journey by developing our next RAP.

Deliverable	Timeline	Responsibility
Register via Reconciliation Australia’s website to begin developing our next RAP.	January 2026	Lead: CEO Supported by: Aboriginal Health Manager

MAKING SENSE OF YOUR CARE IS OUR PRIORITY



Arche Health is committed to ensuring the Innovative RAP objectives are met with complete enthusiasm from our staff.

Making sense of care is our priority and we will be working hard to provide services that are of a high standard.

The actions represented reflects our RAP guiding principals.

Collage of Arche Health Staff and Clients



Contact details

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