



Northern Adelaide Local Health Network

Innovate
Reconciliation
Action Plan

April 2017 – June 2019

12 Month Progress Report

April 2017 – April 2018



Northern Adelaide Local Health Network Reconciliation Action Plan

Reconciliation activity within the Northern Adelaide Local Health Network (NALHN) is supported by the Reconciliation Action Plan Steering Committee, RAP co-chairs, the RAP Executive Champion and the Aboriginal Executive Committee.

Acknowledgement

NALHN provides services on the traditional lands of the Kurna people, and we respect their spiritual relationship with their country. NALHN also acknowledges the Kurna people as the custodians of the greater Adelaide region and that their cultural and heritage beliefs are still as important to the living Kurna people today.

Terminology

Throughout this report, the term Aboriginal is used to include all people of Aboriginal and/or Torres Strait Islander descent in South Australia. It is also used interchangeably with the term Aboriginal and Torres Strait Islander.

RAP Co-chair statement

The RAP steering committee, which includes representatives from each NALHN division, has completed its annual review of the NALHN Reconciliation Action Plan 2017-2019.

The committee is pleased to report we have achieved or exceeded most of our performance targets. We also identify areas for improvement in 2018 and 2019.

Zena Bonney and Peak Mann Mah
RAP Co-chairs on behalf of the RAP Steering Committee, NALHN

April 2018

RAP Executive Champion statement

The NALHN Reconciliation journey continues in partnership with Aboriginal people, our staff, service partners and communities.

NALHN has the largest population of Aboriginal people in the South Australian metropolitan catchment area. NALHN has established Aboriginal health as a key priority area and has implemented a governance structure to formally monitor performance against Aboriginal Health directives, strategies and outcome measures.

I would like to acknowledge the commitment and dedication of the RAP co-chairs and steering committee to progress reconciliation within NALHN. The RAP steering committee has been instrumental to progress a number of key initiatives that support and demonstrate reconciliation. This progress aligns with our overall aim to achieve equitable health outcomes for Aboriginal people.

I would like to highlight the significant contribution of the former CEO, Ms Jackie Hanson to progress Reconciliation within NALHN, through investment and prioritised action. On behalf of the RAP steering committee and co-chairs, I look forward to working in collaboration with the incoming CEO to prioritise and complete the actions outlined in the NALHN Reconciliation Action Plan 2017-2019.

Kurt Towers
RAP Executive Champion and
Director, Aboriginal Health, NALHN
May 2018

Relationships

NALHN will strive to build genuine relationships with Aboriginal people, ensuring Aboriginal consumers and staff feel welcome and respected, have opportunities for meaningful consultation, and improved access to culturally inclusive and responsive health care services.

Action	Responsibility	Activity	Status	Achievement to date	Completion to date
1. RAP Working Group (RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting	Director, Aboriginal Health RAP co-chairs	Review membership of the RAP Steering Committee to ensure appropriate representation of all NALHN Divisions (with an ability to achieve the activities of the RAP) and the ongoing involvement of Aboriginal staff & community representatives.	Complete	Each NALHN Division has a representative on the RAP Steering Committee.	Apr 17
		Terms of Reference (TOR) to be reviewed & endorsed and meeting series established.	Complete	TOR reviewed, agreed and endorsed by RAP steering committee as required. Meeting series established in accordance with the TOR, bi-monthly.	Dec 17
		RAP Steering Committee meetings to be held on at least four occasions per year to monitor and report on RAP implementation.	Complete	Meetings held on 1 May, 26 June, 28 August, 20 October, 18 December 2017, 2 February and 23 April 2018.	Jun 17-19
		RAP Steering Committee to oversee the development, endorsement, launch and promotion of the 2017-2019 RAP.	Complete	Aboriginal and non-Aboriginal staff and consumers participated in the development, endorsement, launch and promotion of the NALHN RAP2017-2019.	Apr 17
		Continue to raise awareness across NALHN regarding RAP commitment, particularly with key internal stakeholders.	Complete	An increase of internal stakeholder awareness of Reconciliation achieved through thirteen bulletins. Bulletin topics include the announcement of the new RAP committee co-chair, cultural awareness training, cultural audits, Apology day, RAP launch, an expression of interest for new RAP committee members and information about the Closing the Gap event.	Jun 17-19

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Action	Responsibility	Activity	Status	Achievement to date	Completion to date
				Another initiative to raise awareness of Reconciliation is the SA Health Statement of Reconciliation displayed throughout NALHN sites.	
2. Maintain a whole of NALHN effort and commitment to implement, evaluate and continuously improve and promote the RAP	NALHN CEO Director of Aboriginal Health Co-Chairs RAP All RWG Members	The NALHN website and staff intranet is updated with the current RAP and associated information.	Complete	The Aboriginal Health intranet page was updated in August 2017 and April 2018 which includes information about the RAP launch and Reconciliation events.	Jun 17-19
		Departments to supply information on cultural events for the intranet.	Complete	Information about cultural events available on the Aboriginal Health Division intranet page.	Jun 17-19
3. Raise internal and external awareness of NALHN RAP to promote reconciliation across our business sector	Media & Communications	Develop and implement a Communications Strategy to communicate the NALHN RAP to external stakeholders and the community.	In progress	Communication tasks focused on the internal promotion of Reconciliation and the external promotion of Watto Purrunga services. A communications plan to be developed by the end of the financial year.	Jun 17-19
		Maintain the RAP intranet page which includes activities, reporting (progress against targets), useful links, resources, FAQs and key contacts.	Complete	The RAP intranet page is updated as required with information about Reconciliation events and news.	Jun 17-19
		Liaise with the Standard 2 Committee regarding partnering with consumers to strengthen existing relationships and forge new ones through the development of formalised processes such as MoU.	In Progress	In March 2018 the Director of Consumer Engagement and Experience appointed. A plan to progress this action is to work in collaboration with the Director of Aboriginal Health.	Jun 17-18
		Promote Reconciliation through engagement with all	Complete	Examples of the promotion of reconciliation events include staff participation in the Walk of Awareness commemorating	Jun 17-19

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		stakeholders.		<p>the Stolen Generations and staff attendance at the Annual Reconciliation Week Breakfast and the Apology Breakfast hosted by Reconciliation SA.</p> <p>In June 2017 NALHN staff hosted a Reconciliation Day morning tea at Lyell McEwin and Modbury Hospitals.</p> <p>In February 2018 Mental Health Services in collaboration with Watto Purrinna Aboriginal Health Service hosted the Aboriginal Wellbeing and Mental Health in the North Community Symposium.</p> <p>The Watto Purrinna Aboriginal Health Service participation in the Aboriginal Health Council of South Australia (AHCSA) 1st Youth Health Expo and the Aboriginal Leaders Forum in April 2017.</p> <p>In March 2018 NALHN coordination and co-led the Closing the Gap event held at Wayville showground along with approximately 40 different service providers. The NALHN CEO invested \$10,000 towards the event.</p> <p>In April 2018 NALHN coordination and co-led the Strong Aboriginal Children's Health Expo event along with 30 different service providers. The NALHN CEO invested \$15,000 towards the event, along with contributions from Nunukuwarrin Yunti and Public Health Services. The annual event is for Aboriginal children and their families to celebrate Aboriginal culture which was deemed a success with approximately 700 attendees.</p>	
		Support the RAP Committee with promotional advice.	Ongoing	Ongoing promotional advice provided by NALHN Media and Communications Coordinator as a member of the RAP steering committee.	Jun 17-19
4. Develop and maintain mutually	Regional Manager Health Improvement –	Maintain and utilise an Aboriginal consumer register within NALHN.	In progress	A plan to progress this action through collaboration with Aboriginal stakeholders, the Director of Consumer Engagement and Experience, the Director of Aboriginal Health, Media and Communications.	Jun 17-19

Relationships					
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beneficial relationships with Aboriginal and Torres Strait Islander people, communities and organisations to support positive outcomes	Watto Purrunga Aboriginal Primary Health Care Service	Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement.	In progress	A plan to progress this action through collaboration with the Director of Consumer Engagement and Experience, the Director of Aboriginal Health, Media and Communications.	Jun 17-19
	All RWG Members	Utilise the NALHN consumer community organisations/ stakeholder registers to engage and partner with Aboriginal consumers/ organisations interested in participating in NALHN service planning and evaluation activities.	In progress	A plan to progress this action through collaboration with the Director of Consumer Engagement and Experience and the Director of Aboriginal Health.	Jun 17-19
		Develop and implement an engagement plan to work with our Aboriginal and Torres Strait Islander stakeholders.	In progress	A plan to progress this action through collaboration with the Director of Consumer Engagement and Experience and the Director of Aboriginal Health.	Jun 17-19
5. Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander people and other Australians	Regional Manager Health Improvement – Watto Purrunga Aboriginal Primary Health Care Service	Support an external NRW event for community engagement.	Complete	NALHN hosted a national Reconciliation Week events at Modbury and Lyell McEwin Hospitals with a morning tea and community artwork.	Jun 17-19
	All RWG Members	Organise at least one internal event each year and promote this activity amongst NALHN staff and the Aboriginal community.	Complete	To celebrate national Reconciliation Week NALHN staff hosted a morning tea at Modbury and Lyell McEwin Hospitals.	Jun 17-19
		Register the event via the Reconciliation Australia NRW website.	Complete	In 2017 event held but unable to confirm registration of the on the Reconciliation Australia website.	
		Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW.	Complete	The RAP steering committee invited and encouraged to attend events to recognise and celebrate Reconciliation.	Jun 17-19

Respect

Demonstrate respect for, and increase awareness of Aboriginal culture, land and history; and acknowledge the special places that Aboriginal people hold as Australia's First People. Deliver a respectful, client and family centred health service that acknowledges and values the diversity of Aboriginal Islander cultures.

Action	Responsibility	Activity	Status	Achievement to date	Completion to date
1. Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and communities by celebrating NAIDOC Week and attending community events	Media and Communications manager All RWG Members	Create a calendar of significant Aboriginal and Torres Strait Islander events and dates to be distributed throughout NALHN.	Complete	A calendar of significant Aboriginal events is available on the RAP intranet page.	Jun 17-19
	HR Consultant	NALHN to host or participate in four national Aboriginal and Torres Strait Islander celebration activities per year including at least one NAIDOC week event.	Complete	NALHN participated in six events including the Closing the Gap, NAIDOC and Reconciliation Week. Events include the 2017 and 2018 Strong Aboriginal Children's Health Expo, Closing the Gap, 10th Anniversary Apology breakfast, Walk of Awareness, 4th Annual Department of Child Protection Children in Residential Care Closed NAIDOC event. In 2017 staff participated in the NAIDOC March and hosted a stall at the Family Fun Day. During NAIDOC week Aboriginal artwork displayed in the Lyell McEwin and Modbury Hospital foyers.	Jun 17-19
	Regional Manager Health Improvement – Watto Purrinna Aboriginal Primary Health Care Service	Review Human Resources (HR) policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week.	Complete	NALHN staff have access to Cultural Leave which is Special leave with Pay for Aboriginal employees for cultural purposes.	Jun 17-19
	Senior Management and Watto Purrinna Team	Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with their culture and community during NAIDOC Week. Ensure all Aboriginal staff and management understand the SA Health cultural leave policy.	Complete	Information has been provided to NALHN staff about the Cultural Leave Policy (Special leave with Pay for Aboriginal employees). This policy addresses the cultural needs of Aboriginal employees. Subject to approval, a maximum of 15 days per service years may be accessed by Aboriginal employees for the purposes of cultural leave.	Jun 17-19
2. Engage employees in understanding the significance of	Chairs RWG with the	Advocate displaying Aboriginal and Torres Strait Islander flags and/or artwork in selected NALHN buildings.	Complete	Aboriginal and Torres Strait Islander flags are displayed throughout NALHN. Flags are located at the entrance of Modbury and Lyell McEwin Hospitals, Watto Purrinna sites and the office of the CEO.	Jun 18

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Aboriginal and Torres Strait Islander protocols, such as Welcome to Country and Acknowledgement of Country, to ensure there is a shared meaning	support of Corporate Services	Display welcome signs in Kurna language and an Acknowledgement of Country at key NALHN sites	Complete	Welcome signs in Kurna language displayed at NALHN sites, with the language endorsed by Kurna Warra Karrpanthi.	Jun 18
	Regional Manager Health Improvement – Watto Purrunga Aboriginal Primary Health Care Service	Identify and create a safe place for Aboriginal and Torres Strait Islander consumers and families to gather at Lyell McEwin and Modbury Hospital.	In progress	A Therapy garden has been established at Modbury hospital for Aboriginal consumers. A plan is in place to develop options for a location at Lyell McEwin Hospital.	Jun 18
		Develop, implement and communicate a cultural protocol document for Welcome to Country and Acknowledgment of Country. Including a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships.	In progress	Action is to develop a cultural audit protocol document to outline the distinction between a Welcome to Country and an Acknowledgment of Country. The document will include a list of key contacts that can deliver a Welcome to Country at NALHN events.	Jun 18
	All RWG Members	Encourage staff to include an Acknowledgment of Country at the commencement of all meetings.	Complete	Watto Purrunga templates for meetings and presentations include an Acknowledgement of Country.	Jun 18
		Invite Kurna Traditional Owners to provide a Welcome to Country at least one significant event.	Complete	A Welcome to Country delivered by the Aboriginal Cultural Service Mentor from Tauondi Aboriginal College at the 2017 Reconciliation week morning tea. A Welcome to Country, cleansing and smoking ceremony delivered by the Aboriginal Cultural Service Mentor from Tauondi Aboriginal College to support the decommissioning of Oakden.	Jun 18
	Education Department	Include Acknowledgement of Country at the commencement of important external and internal meetings.	Complete	In February 2018 an Acknowledgement of Country in the Kurna Language delivered by the Community Mentor from Tauondi Aboriginal College at the Mental	Jun 18

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Action	Responsibility	Activity	Status	Achievement to date	Completion to date
	Media and Communications			Health Symposium. All RAP meetings commence with an Acknowledgement of Country.	
		Increase awareness and knowledge within the NALHN workforce of Aboriginal culture and protocols.	Complete	In November 2017 NALHN cultural audits conducted by the former Chief Executive Officer and the Director of Aboriginal Health. A second audit was conducted by the Watto Purrunga Aboriginal Health leadership team. The RAP steering committee members provided with information about how to order copies of Aboriginal Language Maps.	Jun 18
3. Engage employee in cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements cultural learning	Workforce Director of Aboriginal Health	Monitor the implementation of the cultural respect/safety content within NALHN staff orientation and induction sessions.	Complete	The NALHN corporate orientation guide has been updated to include details about the Watto Purrunga site locations and the services offered.	Jun 17-19
	All RWG Members	Develop and implement a cultural awareness training strategy for NALHN staff which defines cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided (online, face to face workshops or cultural immersion).	In progress	From March 2018 all NALHN staff have access to and are expected to complete the level 1, SA Health Aboriginal Cultural Learning Framework online course. All staff are to complete the mandatory online learning course by 30 June 2018.	Jun 17-19
		Investigate opportunities to work with local Traditional Owners and/ or Aboriginal and Torres Strait consultants to develop cultural awareness training.	In progress	A plan to progress this action with an Aboriginal facilitator to deliver cultural awareness training sessions that meet the level 1 and 2, SA Health Aboriginal Cultural Learning Framework. Training content to be reviewed and endorsed by Kurna Warra Karrpanthi.	Jun 17-19

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		Provide opportunities for RWG Members, RAP Executive Champion, HR Managers and other key leadership to participate in cultural training.	In progress	Information disseminated to the RWG Members, RAP Champions, HR Managers and NALHN leadership about cultural training opportunities including the Jawonyn Executive secondment program. All NALHN staff are to complete the mandatory online learning course by 30 June 2018.	Jun 17-19
4. Engage with Traditional Healers (Ngangkari) and refer clients to appropriate areas but not limited to Primary Health Care,	Regional Manager Health Improvement – Watto Purrunga Aboriginal Primary Health Care Service	Work in collaboration with SA Health to incorporate Traditional Aboriginal healing services in the acute and community setting.	In progress	Traditional healers engaged. In February 2018 the NALHN clinical governance committee endorsed the development of a framework to engage Ngangkari in the mental health and acute setting. PPG to incorporate Aboriginal Traditional healing services within these settings out for consultation.	Jun 17-19

Opportunities

Provide opportunities for Aboriginal and Torres Strait Islander people, organisations and communities to work in partnership with NALHN. Implement processes to increase the number of Aboriginal people employed, and able to undertake training and professional development within NALHN health services.

Action	Responsibility	Activity	Status	Achievement to date	Completion to date
1. Increase opportunities within NALHN for Aboriginal and Torres Strait Islander employment	Director of Workforce	Proportion of Aboriginal and Torres Strait Islander staff achieves the SA Strategic Plan target of 2%.	In progress	As at February 2018 Aboriginal & Torres Strait Islanders comprise 1.4% of the total NALHN workforce. Progress against this workforce target is now monitored by the NALHN Aboriginal Executive Committee. The number of staff that identify as Aboriginal is considered low and potentially an inaccurate representation of the number of NALHN Aboriginal staff. This is due to self-reporting in HR systems as to whether a staff member identifies as Aboriginal. NALHN Aboriginal identified positions include Primary Health and Community Care Worker positions (APHCC), Aboriginal Maternal Infant Care (AMIC), Aboriginal Clinical Mental Health Workers and Aboriginal Liaison Officers (ALO's).	Jun 17-19
	Director of Aboriginal Health	Advertise Key Identified vacancies in Aboriginal and Torres Strait Islander media.	Complete	38 vacancies advertised in Aboriginal and Torres Strait Islander media; National Indigenous Times, Koori Mail, Turkindi Information Network and the Aboriginal Employment Register. Job advertisements include the statement <i>Aboriginal and Torres Strait Islander applicants are encouraged to apply.</i>	Jun 17-19
		Develop and implement an Aboriginal and Torres Straits Islander Employment and retention strategy / Action Plan	In progress	A NALHN Aboriginal Workforce Framework to be developed with further communication and discussion required before endorsement across NALHN.	Dec 17
		Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.	In progress	Action is to develop an Aboriginal staff network to share information about career development opportunities.	Dec 17

Opportunities

Provide opportunities for Aboriginal and Torres Strait Islander people, organisations and communities to work in partnership with NALHN. Implement processes to increase the number of Aboriginal people employed, and able to undertake training and professional development within NALHN health services.

Action	Responsibility	Activity	Status	Achievement to date	Completion to date
		Collect information on current NALHN Aboriginal and Torres Strait Islander staff, to provide information regarding future employment opportunities	In progress	To achieve this action, encourage current NALHN staff that identify as Aboriginal to update HR21 records to enable communication with relevant staff about employment opportunities.	Dec 17
		Promote Aboriginal Employment through the Jobs for Youth Program.	Complete	The SA Health Department administers the Jobs for Youth.	Jun 17-19
		Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants	In progress	The NALHN Aboriginal Workforce Sub- committee to provide strategic advice to inform the development of the NALHN Aboriginal Workforce Development Framework.	Jun 17-19
2. Consider health impacts of organisational and service delivery change on Aboriginal people	NALHN CEO Director of Aboriginal Health	Continue to support compliance with the SA Health Aboriginal Health Impact Statement (AIS) Policy Directive to incorporate Aboriginal Health Impact Statements into Executive briefings to ensure higher level decision makers consider impacts on the Aboriginal population.	In progress	Policy, Procedure and Guideline under review with view to increase the number of briefings incorporating an Aboriginal Health Impact Statement.	Jun 17-19
		Continue the process of Executive briefings having AIS applied by seeking Aboriginal Health Director advice.	Ongoing	Ongoing Executive advice provided by the Director Aboriginal Health.	Jun 17-19
3. Investigate opportunities to	Director of	Investigate becoming a member of Supply Nation or	Complete	Investigation complete with recommendation for SA Health to become a member of Supply	Jun 18

Opportunities

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Action	Responsibility	Activity	Status	Achievement to date	Completion to date
incorporate Aboriginal and Torres Strait Islander supplier diversity within our organisation	Aboriginal Health	partnering with the local Indigenous Chamber of Commerce.		Nation.	
	All RWG Members	Promote procurement opportunities to Aboriginal business programs and partner organisations such as Indigenous Business Australia (IBA).	Ongoing	In November 2017 NALHN participated in the SA Aboriginal Business Expo.	Jun 17 - 18
		Increase awareness within NALHN Divisions of Aboriginal businesses that are able to be engaged with through the SA Government Procurement Policy.	Ongoing	A plan to progress this activity through internal communication about the SA Government Procurement Policy - Aboriginal Business.	Jun 17 – Dec 17
		Consider the procurement or relevant Aboriginal owned businesses (registered via Aboriginal Business Connect) for NALHN commercial contracts e.g. cleaning.	Ongoing	Aboriginal owned and operated suppliers engaged during the reporting period include SA Prestige Mobile Detailing for car washing, facilitator of Cultural awareness training, Print Junction. A plan to progress a partnership with Incompro.	Jun 17 - 18
		Review and update procurement policies and procedures to ensure there are no barriers for procuring goods and services from Aboriginal and Torres Strait Islander businesses	Complete	The Aboriginal Business Procurement Policy means that public authorities can procure directly from eligible Aboriginal businesses, up to the value of \$220,000, where that business meets certain criteria set out in the policy, and provides value for money.	Jun 18

Tracking Progress and Monitoring					
Action	Responsibility	Activity	Status	Achievement to date	Completion to date
Report achievements, challenges and learnings internally and externally and to Reconciliation Australia	Director of Aboriginal Health	A RAP Impact Measurement Questionnaire is submitted to Reconciliation Australia annually.	Complete	In September 2017 a RAP Impact Measurement Questionnaire was submitted to Reconciliation Australia.	Sep 17- 18
		Investigate participating in the RAP Barometer	Complete	RAP Barometer surveys are conducted every 2 years. A participation cost is payable based on the number of staff invited to complete the survey.	Sep 17- 18
		Public launch of the 17-19 RAP	Complete	In April 2017 RAP launch at Lyell McEwin and Modbury hospitals. A community artwork with handprints from both events displayed at the entrance of each hospital.	Sep 17
Monitor RAP on a quarterly basis and record achievements	Director of Aboriginal Health	Quarterly reports provided to the NALHN Aboriginal Executive Committee.	Complete	Progress reports provided to the NALHN Aboriginal Executive Committee.	Jan, Apr, Jul, Oct 17-19
RAP Steering Committee to review and report on the RAP annually and provide documents to Reconciliation Australia	Director of Aboriginal Health	Review, refresh and liaise with Reconciliation Australia and update RAP based on learnings, challenges and achievements.	Ongoing	RAP refresh as required and submitted to Reconciliation Australia. RAP endorsed by Reconciliation Australia and made available on the NALHN and Reconciliation Australia websites. Printed copies of the RAP is available for consumers.	Jan 19
		Annual RAP report provided to Reconciliation Australia	Ongoing	Annual RAP reports prepared and submitted to Reconciliation Australia.	Aug 17-18
		Send draft RAP to Reconciliation Australia for review and feedback.	Complete	The RAP was endorsed by Reconciliation Australia and is available on the NALHN and Reconciliation Australia website.	Mar 18
		Submit draft RAP to Reconciliation Australia for formal endorsement.	Complete	The draft RAP was considered and endorsed by Reconciliation Australia.	Sep 17- 18