

MedHealth **Innovate RAP**

May 2025 - May 2027



RECONCILIATION
ACTION PLAN

INNOVATE



MEDHEALTH



Acknowledgment of Country

MedHealth acknowledges the Traditional Custodians of the land upon which we live and work, and pays respects to Elders past and present.

We recognise that the health of our people is connected to the health of our planet. We value access and inclusion and seek to listen, learn and build strong partnerships. We aim to provide genuine opportunities for Aboriginal and Torres Strait Islander peoples within our workforce and through our business.

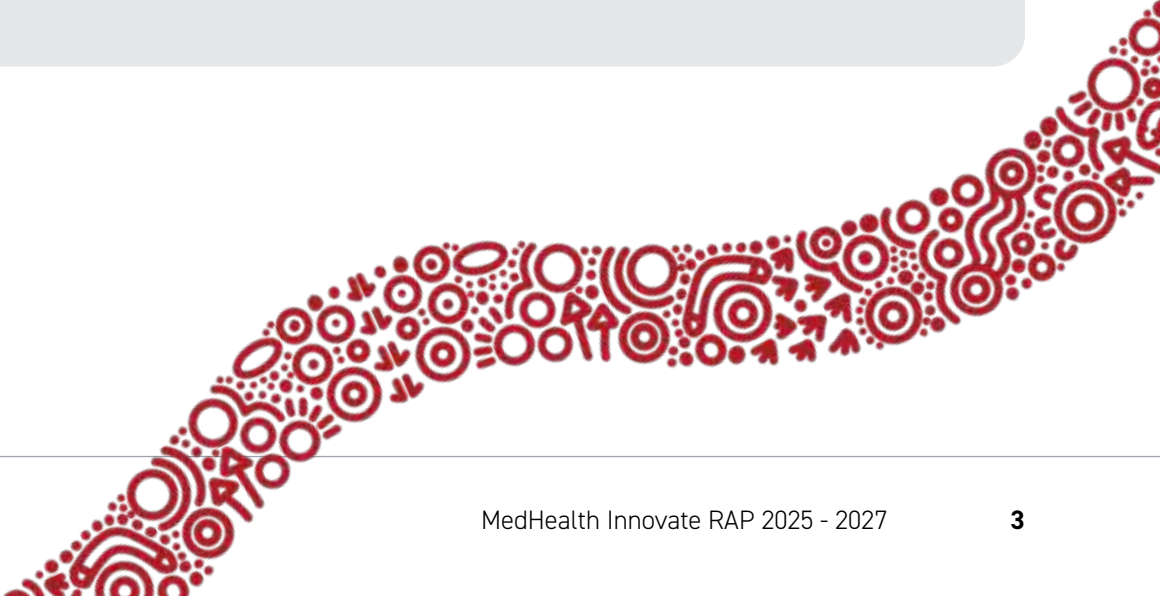
Our vision for reconciliation

Our vision for reconciliation is a unified Australia where Aboriginal and Torres Strait Islander peoples thrive through meaningful employment and good health and where all Australians learn from, and celebrate, First People's cultures and deep knowledge of Country.

This means the principles of reconciliation with Aboriginal and Torres Strait Islander peoples are embedded in our service delivery across healthcare and employment services, as well as in our organisational culture and processes at MedHealth.

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About the artwork

At the centre of this artwork is a central meeting place representing MedHealth, symbolising a space of collaboration, inclusivity and shared purpose. Surrounding this are 'U'-shaped figures, representing the RAP Working Group, whose dedication drives MedHealth's reconciliation journey.

Extending from the central meeting place are four interconnected gathering places, inspired by the mural in MedHealth's Sydney | Gadigal workplace. These gathering places embody the core pillars of MedHealth's Reconciliation Action Plan – Relationships, Respect, Opportunities and Governance.

The broader landscape is enriched by waterways and Country, reflecting the deep connection to land and water that is intrinsic to Aboriginal and Torres Strait Islander cultures and identities. The Country section also reflects the MedHealth mural. The symbols in this section include flora, fauna, bush medicine, bush tucker, hunting tools, pathways, campsites, cultural practices and ceremony.

This element acknowledges the responsibility to care for Country and waterways across Australia.

On both sides of Country, a pathway of people represents the entirety of MedHealth's team members, demonstrating their collective role in this journey. The blue pathway symbolises the long and ongoing journey of reconciliation – one of learning, growth, and commitment.

In the background, additional gathering places represent the many brands within MedHealth, showcasing both the diversity and unity within the organisation. The many dots represents the wider community that MedHealth engages with, recognising the impact of their work and their connection to the people they support.

This artwork tells a story of connection, responsibility and progress, honouring the commitment of MedHealth and its people to reconciliation and a future of shared respect and understanding.

About the artist

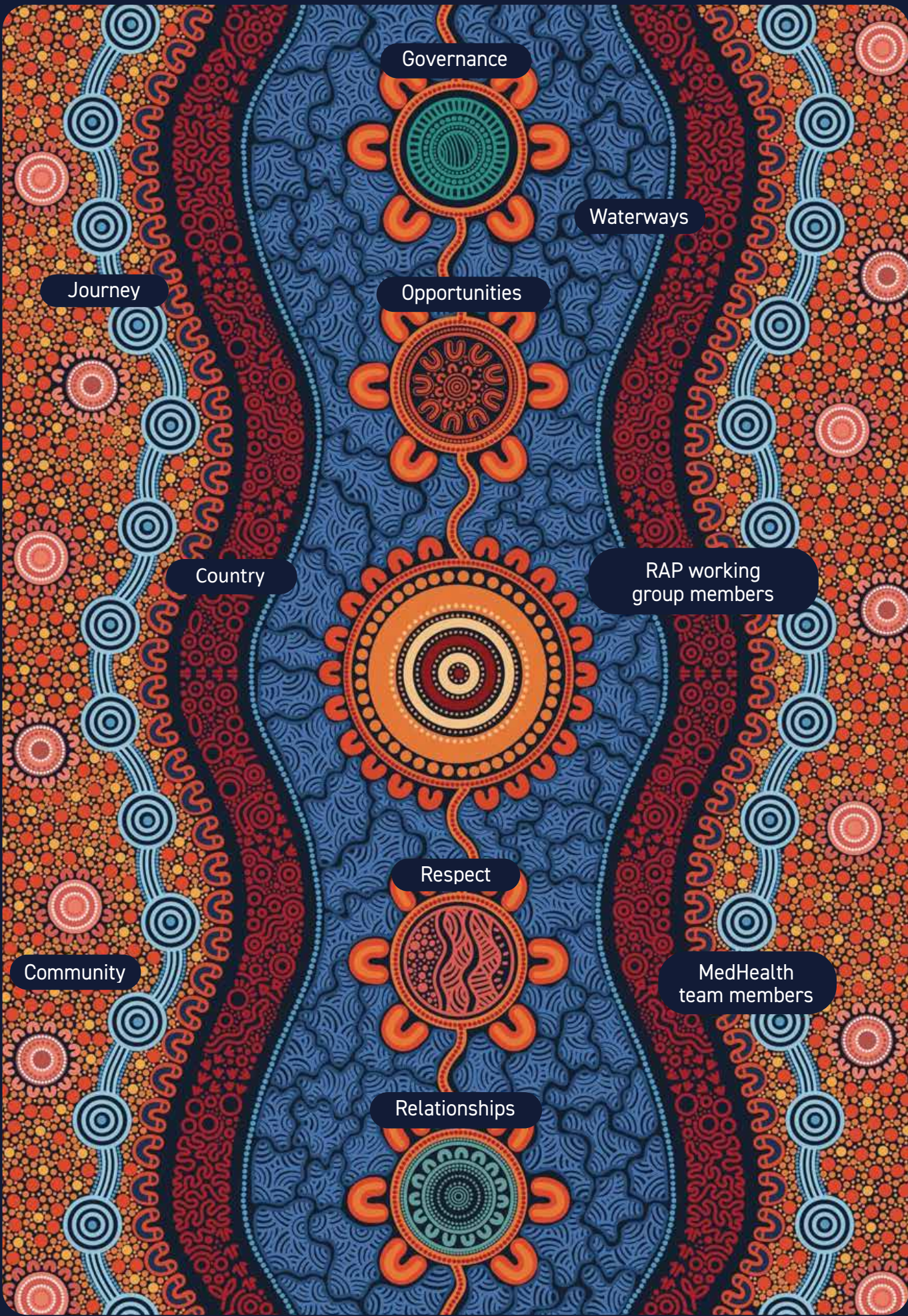
Natalie Abraham CREATE RIPPLES

Natalie Abraham is a young Wadi Wadi woman, Aboriginal artist and founder of Create Ripples. Natalie was the artist and graphic designer for our RAP.

Natalie's art is deeply personal, reflecting her journey of healing, connection and cultural storytelling. Natalie has always loved art, however has recently started expressing it more after the sudden passing of her sister Britt. Creating art has become a huge part of Natalie's journey of coping with grief and has become a way to honour Britt's memory and continue the ripple effect of love, resilience and inspiration Britt brought to the world.

Each artwork created tells a story rooted in Natalie's connection to Country and culture and aims to foster understanding and spark meaningful conversations. Natalie has also completed a Bachelor of Commerce, majoring in Human Resource Management and Psychological Science. Natalie's work is a testament to the power of art in celebrating culture, honouring legacy and bringing people together.

Natalie is a GO Foundation Alumni and her artwork "Ripples of Grief" was purchased by MedHealth in 2024 at the GO Foundation Big Lunch. MedHealth has supported the important work of the GO Foundation since 2020, as they empower Aboriginal and Torres Strait Islander students through education. Natalie also created the staircase mural "Journey of Connections" in MedHealth's Sydney Office. The artwork created for this RAP was inspired by the staircase mural.



Letter from our CEO



This is MedHealth's third Innovate Reconciliation Action Plan (RAP), and I have high hopes for our ability to create positive impact. As a group of businesses who support people to better health and employment outcomes, our contribution to reconciliation can, and should, truly make a difference.

A RAP is about listening to First Nations' voices, learning (and unlearning), and walking beside each other. It's action-oriented, although not at the expense of doing things right. And certainly not at the expense of creating connections.

That's why I am so on board with this next version of our RAP. Each of our Innovate RAPs has been 'better' than the one before. More work has gone into consultation and listening in the creation of this plan. More of the initiatives are tailored to our business and to delivering an even more positive impact. And more of our team members are connected to this RAP and to working towards reconciliation.

The consultation process for this Innovate RAP identified three priority areas; covering supplier diversity, an employment strategy which targets recruitment and career progression for First Nations team members, and building service co-design and delivery confidence to better support First Nations clients.

Our RAP working group has expanded, with greater reach across Australia, and includes First Nations team members alongside team members who are allies. The group has forged strong connections into each of our businesses. Together, they have created a RAP which will see a 'step-change' in reconciliation at MedHealth.

This RAP is about working beside and with First Nations peoples to create better opportunities both within our business and in the wider community. If there's one thing we have learnt, it is that the more we genuinely connect – with communities, the land and its peoples – the better the outcomes we can achieve.

Tim Morphy

CHIEF EXECUTIVE OFFICER, MEDHEALTH

Letter from Reconciliation Australia



Reconciliation Australia commends MedHealth on the formal endorsement of its third Innovate Reconciliation Action Plan (RAP).

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. With close to 3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. MedHealth continues to be part of a strong network of more than 3,000 corporate, government, and not-for-profit organisations that have taken goodwill and transformed it into action.

The four RAP types – Reflect, Innovate, Stretch and Elevate – allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways. An Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build the strong foundations and relationships that ensure sustainable, thoughtful, and impactful RAP outcomes into the future.

An integral part of building these foundations is reflecting on and cataloging the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that MedHealth will continuously draw upon to create RAP commitments rooted in experience and maturity.

These learnings extend to MedHealth using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders. The RAP program's emphasis on relationships, respect, and opportunities gives organisations a framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

This Innovate RAP is an opportunity for MedHealth to strengthen these relationships, gain crucial experience, and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, MedHealth will ensure shared and cooperative success in the long-term.

Gaining experience and reflecting on pertinent learnings will ensure the sustainability of MedHealth's future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey. Congratulations MedHealth on your third Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine

CHIEF EXECUTIVE OFFICER, RECONCILIATION AUSTRALIA

Our business

MedHealth supports thousands of people each year to achieve better life, health and employment outcomes. We do this through our unique combination of strengths, capabilities and resources, which span healthcare management, medical opinion, advisory, clinical, employment, health and business technology, rehabilitation and return to work services.

MedHealth's customers are from a broad base of government sector and private business organisations who are responsible for the health and employment outcomes of an individual.

We apply our diverse and complementary capabilities to solve our customers' problems, helping them to better life, health and employment outcomes across all the people they are responsible for.

Our team of 3,700 committed health, employment and support professionals use their talents to help others realise their potential. Backed with the expertise of more than 920 independent medical specialists, we cover all major medical and allied health disciplines.

Our purpose-built collection of healthcare, employment and support services businesses includes Ability Action Australia, Access Psych, advicor, AIM Therapy for Children, ASSESS Group, atWork Australia, Benchmark Rehab, Cogent Thinking, Hanrahan Health, Kairros, IPAR, Lex Medicus, Living to the Max Occupational Therapy, medEbridge Solutions, Medilaw, MindSense Centre of Psychiatry, mi-Support, mlcoa, Next Health, OT Medico Legal, Outcomes Connect Australia, Pepper Kids Therapy, Real Therapy Solutions, SIS Rehab, Total Workfit Solutions, Unified Healthcare Group and WorkFocus Australia.

Our programs provide support to injured or ill workers, people with disability, Aboriginal and Torres Strait Islander peoples, long-term unemployed people, people with mental health conditions, members of the military and veterans, people injured in car accidents and many others.

We deliver Australian Government employment services including Workforce Australia and Disability Employment Services (DES), which are supported by our Indigenous Connections team. This specialist team of First Nations team members work alongside our Job Coaches to provide culturally tailored employment support to Aboriginal and Torres Strait Islander clients, including mentoring, supported interviews, in-work support and employer engagement.

We also deliver a unique, culturally tailored Aboriginal and Torres Strait Islander Recovery and Return To Work service for injured workers via our workplace rehabilitation provider, WorkFocus Australia. At the time of writing, the service has supported over 250 Aboriginal and Torres Strait Islander workers with recovery and return to work.

WorkFocus Australia employ an Aboriginal Partnerships Lead, a targeted Aboriginal and Torres Strait Islander position. By returning Aboriginal and Torres Strait Islander injured workers to work following injury, we also support Aboriginal and Torres Strait Islander employment in regional areas.

Across the 27 businesses of MedHealth, we support whole populations to better outcomes, yet never lose sight of the individual we are working with to build a better life through work and health.

With over 300 locations across Australia, we are wherever our customers and clients need us most, when they need us.

Our belief

We believe health, employment and a full life are fundamental human needs.

Our purpose

We help organisations improve the life, health and employment outcomes of a population... while never losing sight of the individual.

Our values

INCLUSION

We are true believers in the power of inclusion.

We welcome people's diversity of experience, background and thinking. We are committed to always building an inclusive culture and a place where people can be themselves, grow and contribute.

collaboration

We know collaboration will unlock greatness.

We work with each other. We work with our clients. We work with our customers. Together, we enable each other, solve problems and create better outcomes.

empathy

We are guided by empathy.

Our work is led by our humanity. We approach all that we do with respect, warmth and kindness. We care.

MedHealth currently employs 49 team members who have identified as being Aboriginal and/or Torres Strait Islander people, representing around 1.5% of our workforce.

We face challenges in recruiting Aboriginal and Torres Strait Islander allied health professionals, reflecting the underrepresentation of Aboriginal and Torres Strait Islander peoples in the health workforce and an overall demand for allied health professionals in Australia.

According to the Australian Institute of Health and Welfare, in 2021, First Nations people worked in health-related occupations at about 60% of the rate of non-First Nations Australians – 309 compared with 516 per 10,000 population respectively. Specifically, only 2.7% of enrolled nurses identified as First Nations people, indicating a significant gap in allied health professions. The Aboriginal and Torres Strait Islander Health Performance Framework of 2021 reported that there were 2,017 First Nations allied health professionals registered across the entirety of Australia.

As part of our RAP, we have partnered with GO Foundation to establish a university scholarship, helping to build a pathway from school to university for Aboriginal and Torres Strait Islander students in these professions.

Our sphere of influence

With diverse stakeholders, both internal and external, MedHealth has a broad and meaningful sphere of influence. Internally, this includes our 3,700 team members, leadership teams, RAP Working Group members, and frontline team members who directly engage with clients and communities. Externally, our stakeholders encompass First Nation communities, Aboriginal and Torres Strait Islander organisations, customers and clients from government and private sectors, educational institutions, healthcare and business partners.

Through the Reconciliation Australia process, the RAP Working Group has identified these groups as pivotal in advancing our reconciliation goals. While engagement strategies will be tailored to each stakeholder group, we recognise that frontline team members, in particular, hold significant potential as leaders and advocates for reconciliation within their local communities. By empowering and supporting these teams, we aim to amplify their influence and drive tangible outcomes.

However, we know we have more work to do to increase and support Aboriginal and Torres Strait Islander talent across our organisation.

We are deeply aware of the systemic inequalities that continue to impact Aboriginal and Torres Strait Islander peoples, including with health outcomes, educational attainment and economic participation, and are committed to maximising our impact through the services we provide and the way we conduct our business.

Improving employment outcomes for Aboriginal and Torres Strait Islander Australians is a matter close to our hearts. Part of MedHealth, atWork Australia has been privileged to deliver employment services to Aboriginal and Torres Strait Islander clients via Workforce Australia (and its predecessors), Disability Employment Services, VTEC and our own specialist Indigenous Connections team since 2003.

Since 2022 atWork Australia has supported more than 5,000 Aboriginal and Torres Strait Islander Australians into employment.

Our RAP journey

At our core, we are a group of businesses that supports people to achieve better life, employment and health outcomes. We support Australians from all walks of life to move forward and achieve their potential.

This Reconciliation Action Plan (RAP) will be our fourth. Parts of MedHealth have operated under a Reconciliation Action Plan (RAP) since 2015. Our first Reflect RAP was as part of the WorkFocus Group; our second was as part of the Work Health Group (Innovate RAP 2017-19) and the MedHealth Innovate RAP, drawing all our businesses together, was in effect from 2022 to 2024.

Practically, this means some of our businesses are further along their RAP journey than others who are newer to the MedHealth group. For this reason, the RAP working group recommended to our executive that we continue with an Innovate RAP, allowing our newer team members to gain awareness and understanding of Aboriginal and Torres Strait Islander peoples, cultures and histories, as well as practical reconciliation initiatives across the group.

Our goal is to then move into a Stretch RAP.

Our prior experience and knowledge will be built upon as MedHealth delivers this Innovate RAP. This plan will help us to:

- recognise the value of Aboriginal and Torres Strait Islander peoples' histories, knowledge and contributions within our business and the wider community
- make a meaningful contribution to reconciliation, building respect, relationships and opportunities for Aboriginal and Torres Strait Islander peoples, both within our organisation and through delivering culturally appropriate services
- foster a corporate culture that values the health, wellbeing and knowledge of all peoples

Our RAP milestones

2019

- Cultural Protocols Policy introduced across all MedHealth businesses
- Appointed Aboriginal and Torres Strait Islander organisation and stationery supplier, MURU Office Supplies, as sole supplier across all MedHealth businesses
- Part of MedHealth, employment services provider atWork Australia was one of only a handful of organisations consulted for an OECD report into Indigenous employment best-practice, the findings of which went on to have implications for policy and practice across the globe

2020

- Via organisation-wide Expression of Interest, MedHealth established its RAP Working Group with representatives from across the business
- MedHealth partnered with the GO Foundation to provide a four-year allied health scholarship for an Aboriginal and/or Torres Strait Islander student to gain a degree qualification through Western Sydney University. With this partnership, MedHealth embarks on its commitment to create employment pathways to allied health for Aboriginal and Torres Strait Islander students
- MedHealth Academy launched Aboriginal and Torres Strait Islander Cultural Awareness e-learning across the business
- atWork Australia introduces specialist Indigenous Employment Services team, dedicated to closing the gap on Aboriginal and Torres Strait Islander employment outcomes

2021

- A webinar on 'Practical reconciliation: The power of good health and good work' was hosted for our people in National Reconciliation Week
- As part of NAIDOC Week celebrations, MedHealth introduced the Acknowledgement of specific Aboriginal Nations in email signatures as a visual reminder of the Country we work on for team members, customers and clients
- MedHealth has implemented a clear way to capture procurement with Aboriginal and Torres Strait Islander owned organisations in our finance system to support our procurement goals

2022

- MedHealth launches its Innovate RAP 2022 to 2024; a series of workshops held across the business to embed the principles of reconciliation
- Leaders across MedHealth have been trained in delivering meaningful Acknowledgements of Country; training subsequently made available to all team members
- Webinars held on the meaning of reconciliation and its place in professional and personal lives; how to be an effective ally to Aboriginal and Torres Strait Islander peoples; plus, in NAIDOC Week, the RAP working group hosted Brenda Matthews to share her story and message of bringing Australians together to create a shared future
- Acknowledgement of Country signage style guidelines were developed for our use across Australia
- GO Foundation partnership activities included a group of representatives from across the business gathered at the GO Foundation's Big Lunch; the purchase of an artwork as a fundraising contribution and now proudly displayed in an atWork Australia office; and participation in GO Foundation's Cultural Connection Day in Canberra, Sydney and Adelaide
- MedHealth appoints Schiavello Ganbu, now known as Bunin, a Supply Nation certified business, as the preferred and sole supplier for our office furniture and fit out needs
- A focus group run for Aboriginal and Torres Strait Islander team members, facilitated by Strong Spirit Aboriginal Services, to provide feedback on employee experience to continue to build a welcoming culture
- The RAP working group issued its first buying guide for Christmas to all MedHealth team members; now done every December

2023

- A key RAP commitment, MedHealth joins Supply Nation to accelerate our procurement opportunities
- Commenced a literature review, exploring evidence to demonstrate better service delivery for Aboriginal and Torres Strait Islander clients through enhanced relationship-building and cultural competence
- RAP intranet page for resources launched
- For National Reconciliation Week, hosted an exclusive screening of award-winning film 'The Last Daughter', attended by customers and team members. Additionally, we organised a webinar featuring Noongar woman and Australian netballer Donnell Wallam, who is renowned for her achievements in professional netball and as a trailblazer for First Nations representation in sport
- NAIDOC events were held across MedHealth including a webinar featuring some of our Aboriginal and Torres Strait Islander team members
- Appointed Corporate Culcha as First Nations Cultural Awareness training provider
- For the Voice Referendum, offered opt-in lunch and learn sessions, created an information hub on the intranet, ensured team members were aware of available support
- Furthered GO Foundation partnership through rolling over funding for a University of Western Sydney scholarship, awarded to its second recipient Jasmine, who is studying Occupational Therapy; also attended fundraising lunch and purchased a decorative football to be displayed at new Sydney premises
- As part of our commitment to building pathways for Indigenous professionals, attended the Indigenous Allied Health Australia (IAHA) conference in Kabi Kabi land; sponsored a scholarship for an IAHA member to attend the conference
- Supply Nation reported that we were ahead of benchmark spend with Indigenous businesses in our category

2024

- New RAP working group members appointed, expanding reach into businesses and geographies
- Extensive program of consultation to create and implement the next RAP
- New Cultural Awareness and Competency training program by Corporate Culcha launched
- Continued relationship with GO Foundation through attendance at Cultural Connections Day, and major fundraising lunch where a diverse group of team members attended, and an artwork 'Ripples of Grief' was purchased to display in our new flagship Gadigal | Sydney office
- National Reconciliation Week events for team members included a national webinar on 'How curiosity and humanity can help deliver great services' presented by Professor Deen Sanders OAM
- RAP working group researched and produced a NAIDOC Week package for team meetings which included a quiz on Aboriginal and Torres Strait Islander people's achievements and cultures
- Local community and Land Council consultation undertaken to name meeting rooms in Gadigal | Sydney office, arriving at bush medicine or bush food names in local languages – the consultation approach is now the roadmap for MedHealth teams in other offices to follow when new premises are opened
- Official opening event of new Gadigal | Sydney office space featured Adam Goodes from the GO Foundation and Uncle Michael West, Elder and Metropolitan Local Aboriginal Land Council representative



Some of the GO Foundation guests at the official opening of the MedHealth office on Gadigal land in Sydney

Spotlight on atWork Australia

A strong commitment to creating better employment opportunities

atWork Australia's Indigenous Connections team support Michael to find meaningful work

Michael is one of atWork Australia's First Nations clients at the Workforce Australia Riverwood office in Sydney, NSW. A father of six, Michael strives to provide for his children and was looking for an opportunity with room to grow a career.



"Upon meeting Michael, I was appreciative for his time to share his story, which is one of tough times, and humble beginnings," said Victoria, his Indigenous Connections Mentor.

When Victoria was notified that the local Coles Express was looking for First Nations employees for their team, she immediately thought of Michael.

Victoria supported Michael by making sure he was able to attend his interview on the day and helped him purchase interview clothes to look his best.

During the interview, the manager explained although this is a professional working environment, this is also a work family environment, which stuck with Michael, so he was excited to learn he was successful in obtaining a role.

"Michael said he enjoys coming to work, looks ahead for new experiences and appreciates the learning curves. The staff and management are very kind, which makes a big difference in his work experience, they are very patient, and he couldn't ask for a better job," said Victoria.

While Michael settled into his new role, atWork Australia supported him with fuel vouchers, and food vouchers for his family.

Michael aspires to become a manager in the promising future with Coles Express he now has. His next goal is to save up enough to have a working car, to support his career aspirations.

I've only known Michael for a short time and can describe his journey coming from tough living standards to being determined to take care of his health and household through his new job placement."

Victoria
MENTOR, WORKFORCE AUSTRALIA

Yasmine can do anything she sets her mind to



First Nations client Yasmine started working with the Workforce Australia Mount Druitt atWork Australia team, and Job Coach, Kelly, when she was just 18 years old.

Yasmine left school in year 10 and has had a few roles in retail and warehousing since then. Initially she wanted additional hours in the warehousing industry she was currently working in, as the hours she was getting weren't enough.

She was often not attending appointments in person due to not having enough money for fuel, or to catch public transport.

Yasmine participated in a Women in Construction program which opened her mind to looking at new industries she hadn't considered. She had some experience in the past learning to repair petrol pumps, so she spoke to her Job Coach about looking for an Apprenticeship as a Diesel Mechanic.

Employer Engagement Consultant, Kat, started looking for opportunities for her while her Job Coach supported her to gain her white card.

When the cost of attending became unaffordable for Yasmine, the atWork Australia team supported her financially with food vouchers and travel costs so she could continue to attend.

When an interview was lined up for Yasmine, she was connected to atWork Australia's Indigenous Connections team, and mentor Kathleen.

"This is a critical time of their employment journey," said Kathleen. "Especially for someone who is only 18 years old."

atWork Australia Indigenous Connections mentors are on the ground, supporting clients to overcome anxiety, to get to where they need to be, and to be part of their support system for interviews and the first weeks of a new job.

Kathleen also supported Yasmine to ensure she had work appropriate clothing.

"If our clients have the right support systems at this critical part of their employment journey, we find they are more likely to track towards longer employment outcomes."

Kathleen will continue to support Yasmine until she is feeling comfortable and like part of the family in her new role and no longer needs the additional support.

"Her long-term goal is to save up enough money for a house deposit."

Employment in a male-dominated industry has opened Yasmine up to believing in herself as a woman and the belief that woman can do anything they set their minds to."

Kathleen
ATWORK AUSTRALIA INDIGENOUS CONNECTIONS MENTOR



Developing our RAP

Our Innovate RAP was developed by first seeking feedback and insights into our last RAP 2022-2024. We sought to identify what our team members enjoyed, what worked for them, how they'd like to learn and connect with Aboriginal and Torres Strait Islander cultures and what they would like to see us do in the future. All our people were asked to contribute their insights and thoughts via a survey. We also conducted in-depth interviews and focus groups, including offering a mob-only group facilitated by an external First Nations consultant.

The sessions focused on participants contributing ideas on how we can expand our work for our Innovate RAP across all parts of the organisation. Participants were also encouraged to share their thoughts on our vision for reconciliation.


Themes and insights

More than three in four respondents are aware of the MedHealth RAP

40% of respondents did not know how to find RAP resources, allowing us to create a 'quick fix' solution with a one-click pathway on our business-wide intranet

83% of respondents attend reconciliation events or wish they could more often – always attend (29%), sometimes attend (38%), or want to attend more (17%)

62% of respondents feel they have learnt something about reconciliation and / or cultures from a MedHealth RAP event or initiative



What we are doing has positive impact. To create even greater impact, awareness remains a priority, as does ensuring a range of opportunities for participation and further learning.

When it comes to **initiatives team members would like to participate in or learn from**, respondents had a wide range of suggestions, including activities related to:

- Cultural awareness, training, education
- Collaboration, engagement and connection with Aboriginal and Torres Strait Islander communities
- Communication, visibility, promotion

Similarly, when asked about **additional programs or initiatives**, respondents prioritised engagement with local communities, training and skill development, and cultural support.

When it comes to **initiatives we do well and should build upon**, respondents nominated the following for MedHealth overall:

- Communication, awareness and engagement
- Leadership and commitment
- Acknowledgement and recognition

And these for the business they work in

- Leadership and commitment
- Acknowledgement and recognition

The team members who attended the group sessions were very engaged with reconciliation and passionate about its success.

In-depth interviews with executives from across the group also showed strong engagement and commitment and contributed some excellent ideas and feedback.

As a result, the following three priority areas were identified and unanimously agreed for our Innovate RAP:

Supplier diversity focus

Reporting, driving actions within each business, aligning all actions to centralised principles so we report and track the same way across all MedHealth businesses

Service delivery confidence

A 'how to' for co-designing service delivery (whatever the service and acknowledging local community differences) which best support First Nations clients, including some learning modules to support our team members

Employment strategy

Recruitment and career progression focus across MedHealth

Key learnings and challenges in delivering our RAP

In developing this Innovate RAP, we have placed importance on involving our people in all aspects of the RAP where we can. It is clear our team members have a real hunger to connect with First Nations cultures in authentic and meaningful ways.

With 3,700 team members across rural, regional and metropolitan areas of Australia, we embrace the opportunity to connect our incredibly diverse team of people to Aboriginal and Torres Strait Islander histories, cultures, peoples and communities.

As an organisation which employs a large number of allied health professionals, it has been challenging to employ Aboriginal and Torres Strait Islander team members when these qualifications are required. It has shown us that we need to be more proactive in fostering and seeking out First Nations talent. This extends to suppliers. We must also ensure that First Nations people know that MedHealth is a culturally safe and supportive organisation that respects and embraces the importance of First Nations cultures to our national identity and to our ability to provide culturally safe services to our Aboriginal and Torres Strait Islander clients.

We have seen significant progress, and it is important to celebrate. Over the course of our previous RAPs, we have made huge strides in recognising and celebrating Country and Aboriginal and Torres Strait Islander knowledge and excellence. This is now part of our business-as-usual activities.

Our prior RAP deliverables have included co-designing a culturally tailored return to work service for Aboriginal and Torres Strait Islander clients and working with GO Foundation on creating pathways to allied health for students. It is important this next RAP builds on past achievements and amplifies them to create positive impact.

Our next Innovate RAP will focus on deliverables that align to important elements such as creating employment opportunities and career pathways at MedHealth, strengthening our supplier diversity approach and supporting our people to deliver culturally informed services across Australia.



MedHealth team members at the GO Foundation 'Big Lunch' with co-founder Adam Goodes

How will we respond to Reconciliation Australia's 5 dimensions of reconciliation?

Race relations

We seek to listen and learn from Aboriginal and Torres Strait Islander peoples and their experiences, both within MedHealth and across our clients and communities. We will provide opportunities for our team members to learn and connect with Aboriginal and Torres Strait Islander cultures.

The more we engage and connect with Aboriginal and Torres Strait Islander peoples and cultures the more empathy, respect and understanding we will have for the value of these cultures to all Australians.

Equality and equity

We seek to address economic and employment opportunities for Aboriginal and Torres Strait Islander peoples within MedHealth, in Indigenous businesses and across communities. We will address this via:

- the consultation, writing and implementation of a MedHealth Aboriginal and Torres Strait Islander employment and career pathway plan
- a targeted and sustained approach to supplier diversity
- supporting our people with tools and knowledge to better engage in co-design of culturally tailored services

Unity

We will promote Aboriginal and Torres Strait Islander peoples, their voices and excellence throughout our organisation. We will work with, and support, First Nations organisations. This work will support an increase in the pride, value and connectedness that Australians feel in relation to Aboriginal and Torres Strait Islander peoples and cultures.

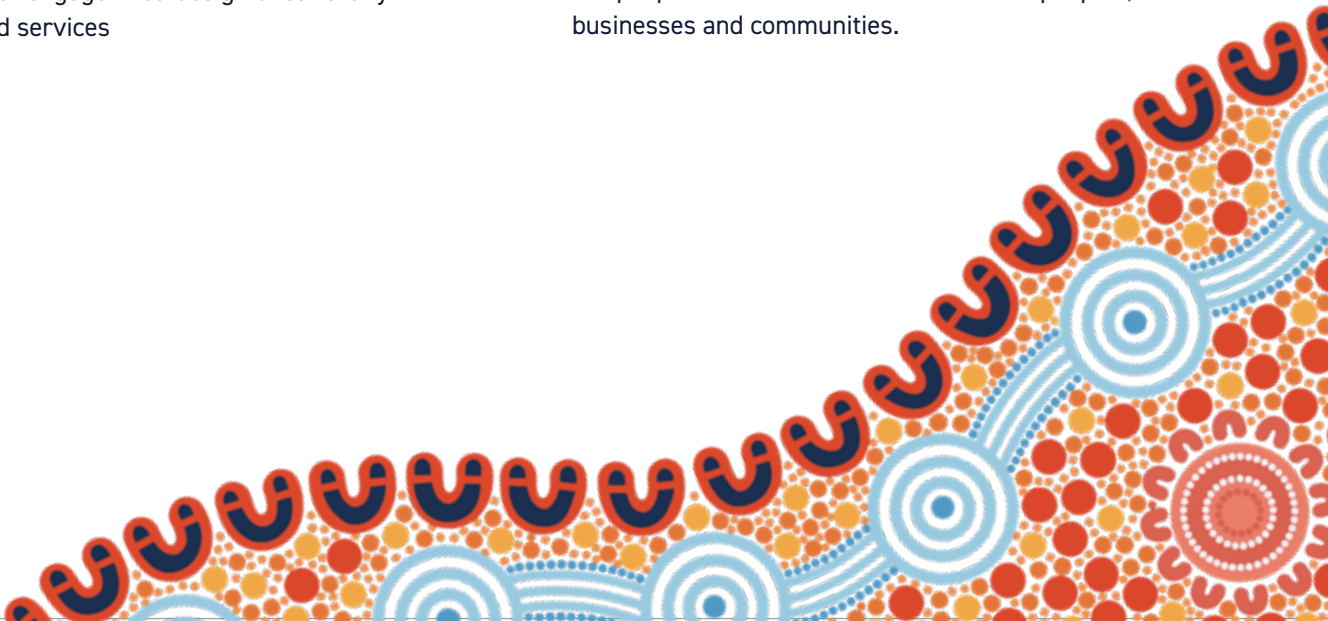
Historical acceptance

We will listen, learn and share knowledge of the wrongs of the past, promote truth telling and an understanding of the impact the past continues to have for Aboriginal and Torres Strait Islander peoples and communities.

Institutional integrity

We will champion and advocate for reconciliation across MedHealth and within our spheres of influence to increase the knowledge, engagement, understanding and pride the broader community has of Aboriginal and Torres Strait Islander cultures.

We will develop tools that provide a roadmap for how our people can connect with First Nations peoples, businesses and communities.



How we deliver our RAP

MedHealth understands that reconciliation is good for our people, our business, the economy and the nation.

Our commitment to the RAP process in the coming years will focus on long-term, sustainable activities that will achieve mutual benefits for business and community. It makes a great deal of sense to build on the work we already do, and the connections we already have, through employment and occupational rehabilitation services for Aboriginal and Torres Strait Islander clients.

Our sponsor and RAP Champion is CEO of MedHealth, Tim Morphy. Our RAP Working Group comprises:

- Linda Collard**
Director, Marketing Communications, MedHealth (Chair)
- Allison Hall**
Client Solutions Manager, Cogent Thinking
- Barry Miller**
Senior Manager, Business Intelligence and Technology Strategy, atWork Australia
- Brendan Bolton**
General Manager, Policy & Regulation, MedHealth
- Catherine Herrmann**
Operations Manager (SA), mlcoa
- Claire Baker**
Director, Organisational Excellence, Governance and Compliance, MedHealth
- Emily Cheetham**
Team Leader and Occupational Therapist, Ability Action Australia
- Emma Lovett**
Team Leader, Kairros
- Jade Burns**
National Manager, MindSense and Medical Engagement Manager (NSW/ACT), Medilaw
- Janelle Martin**
Rehabilitation Assistant Manager, IPAR
- Jessica Pratley**
Branch Manager, IPAR

- Kim Gillespie**
Team Leader, Access Psych
- Lara Elliott**
Team Leader, Ability Action Australia
- Leanne Bestecki**
Lead Supervisor – Board Approved Psychology, IPAR
- Melanie Simon**
Employment Services Consultant / Aboriginal Partnerships Lead, WorkFocus Australia
- Natasha Hanif**
Relationship and Operations Lead, mi-Support
- Rebecca Kidd**
Injury Management Specialist, WorkFocus Australia
- Samantha Sheddon**
Job Coach, atWork Australia
- Shahida Hill**
Speech Pathologist, AIM Therapy for Children
- Shayla LeTran**
Clinical Lead – Occupational Therapy and Paediatrics, Hanrahan Health
- Tanika Reynolds**
Job Coach, atWork Australia
- Tully Hiscock**
Quality Lead, Cogent Thinking
- Zelica Palamara**
General Manager, Next Health

Its membership crosses our brands and geographies, including both regional and metropolitan areas of Australia. The working group includes three Aboriginal and Torres Strait Islander team members, as well as many team members with professional and personal links to First Nations peoples and communities.

The development of our Innovate RAP included input and review from our Aboriginal and Torres Strait Islander RAP Working Group members, MedHealth team members during our extensive consultation process, as well as an external consultant from Anaiwan Advisory. We have sought and incorporated feedback from MedHealth Aboriginal and Torres Strait Islander team members. This is not a one-off. Aboriginal and Torres Strait Islander team members are invited to provide feedback and suggestions at least once a year via whole-of-staff engagement surveys, focus groups (including a First Nations team members-only option), a RAP-specific survey, and are encouraged to engage with the RAP Working Group at any time.

Additionally, we are launching a First Nations employee network at MedHealth in 2025, which will have links with the RAP Working Group. That group will determine its name, priorities and approach and we look forward to supporting its membership.

The MedHealth RAP working group meets once a month to discuss key activities that have taken place and progress on actions and deliverables. The group will also talk about future work the organisation is involved in, ideas about how to continue to engage team members and work through challenges and barriers that may rise in delivering on the RAP.

An update on the RAP is provided to the Executive Leadership Team, and available to all MedHealth team members, via the quarterly MedHealth RAP Progress Report.

The key elements of the RAP, its deliverables and progress are also shared with MedHealth's Diversity, Equity and Inclusion Working Group and Community and Sustainability working group, to ensure alignment.



CEO Tim Morphy, RAP working group members and MedHealth team members at the 2022 GO Foundation 'Big Lunch' - the team is pictured in front of an artwork purchased by MedHealth and now displayed in its Melbourne / Naarm office



Relationships

At MedHealth, our core purpose is to support Australians to achieve better life, health, and employment outcomes. Building strong relationships with First Nation peoples is fundamental to achieving this purpose, as these relationships foster trust, mutual respect, and cultural understanding, which are essential for delivering culturally safe and effective services.

Through our RAP, we aim to strengthen existing relationships and forge new ones with the First Nation communities in which we operate. These relationships are critical to connecting people, sharing experiences, and fostering partnerships that improve outcomes for individuals and communities. By actively engaging with First Nations peoples, we enhance our understanding of local cultures and histories, which informs and improves the way we deliver our services.

For MedHealth, these relationships are not only a moral imperative but a strategic advantage. They align directly with our organisational values of inclusion, collaboration, and empathy, and support our vision for reconciliation — a unified Australia where First Nation peoples thrive. Moreover, fostering strong relationships contributes to innovation and improved governance by ensuring our programs and services are co-designed and responsive to the unique needs of communities.

A key RAP deliverable in this area is the development of an engagement roadmap, which our local offices will use and adapt to connect with First Nation services and communities. This roadmap will guide us in building partnerships that enhance service delivery, improve outcomes for our clients, and contribute to social and economic equity for First Nations peoples. These efforts are not only important for the communities we work with but also vital to MedHealth's mission of creating meaningful, sustainable change through our business activities.



MedHealth's Emily McGill at the Indigenous Allied Health Association (IAHA) conference 2023 on Kabi Kabi land with an IAHA scholarship recipient



WorkFocus Australia's Melanie Simon celebrating NAIDOC Week at an event in Parramatta

ACTIONS

1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.

Deliverable	Timeline	Responsibility
Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	May 2025	Chair, RAP Working Group
Following the 2024 engagement with local communities to name Sydney Gadigal CBD office meeting rooms using Aboriginal names, formalise consultation process to then be adapted for other locations as required.	May 2025	
Review, update and continue to implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	July 2025	
As part of revised engagement plan, create approach and process for local offices to connect with local Aboriginal and Torres Strait Islander services and communities to improve services.	September 2025	

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

Deliverable	Timeline	Responsibility
Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	April 2025, April 2026, April 2027	Director, Marketing Communications
RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2025, 27 May - 3 June 2026	Chair, RAP Working Group
Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2025, 27 May - 3 June 2026	CEO Executive Director, Corporate Services, and Chair, RAP Working Group
Organise at least one NRW event each year.	27 May - 3 June 2025, 27 May - 3 June 2026	Chair, RAP Working Group
Register all our NRW events on Reconciliation Australia's NRW website.	May 2025, May 2026	



3. Promote reconciliation through our sphere of influence.

Deliverable	Timeline	Responsibility
Review, update if required, and continue to implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	May 2025, May 2026	Director, Marketing Communications
Communicate our commitment to reconciliation publicly.	May 2025, May 2026	CEO, and Director, Marketing Communications
RAP working group representatives to attend the quarterly Leadership Gatherings hosted by Reconciliation Australia each year, upon invitation.	March & September 2025, 2026	Chair, RAP Working Group
Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	July 2025, May 2026	
Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	June 2025, September 2025, March 2026, June 2026, September 2026	
Invite like-minded organisations to three networking / discussion meetings a year.	July 2025, October 2025, March 2026, June 2026, September 2026	

4. Promote positive race relations through anti-discrimination

Deliverable	Timeline	Responsibility
Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	May 2025	Director, People and Culture, and Director, Organisational Excellence, Governance and Compliance
Review to continually improve, and re-communicate, the MedHealth anti-discrimination policy.	June 2025	
Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	June 2025	
Educate senior leaders on the effects of racism.	July 2025, July 2026	Head of Learning and Organisational Development, and Director, Marketing Communications

Honouring Country: A story of connections

To honour Country and Aboriginal and Torres Strait Islander cultures and knowledge, MedHealth has given our new Sydney CBD meeting rooms local language names.

We sought to reflect our purpose in the names chosen. Following a great yarn with Wiradjuri artist Nanii Davies, the Indigenous Engagement Manager and leader of the Reconciliation Action Plan (RAP) for BINGO Industries, we chose to name our rooms for bush food or medicines. Thank you to Nanii for this idea, which we love and will continue to use in other locations in the future.

As an organisation deeply committed to supporting people to improved life, health and employment outcomes, highlighting the importance of bush food or medicines for people's lives and health beautifully aligns with what we most value.

What followed was a series of conversations, research, listening and learning. We spoke with the Metropolitan Local Aboriginal Land Council (MLALC), who shared two important language resources with us, requesting we choose words reflected in these sources:

- Gomberee Grammar & Dictionary by Shanyne Beckham 2021, which is one of the only written records of the languages spoken by the Eora peoples across the Sydney region. Gomberee is not as yet published and copy right Shayne Beckham, the informant is Colbee a Gadigal leader as at 1788 recorded in journal of Daneil Southwell Colony's lighthouse keeper
- The Sydney Language by Jakelin Troy, 1993

We had a conversation with Muru Mittigar nursery in Western Sydney to learn more about appropriate bush medicine and bush food plants. We visited the IndigiGrow nursery in La Perouse on Bidjigal Country, where the team took the time to show us local plants

and their uses. A visit to both these nurseries is highly recommended.

We then learnt more through desk research, matching plants with their mentions in the language guides for the Sydney peoples. It is our honour to have chosen eight plants or trees to feature which are known to be of the place on which our office is located. We are on Gadigal Country, which is part of the lands of the Eora peoples.

Once we had arrived at our eight proposed meeting room names, cross-referencing them with the Sydney language resources, our proposal was shared with the MLALC, who ensured it was culturally appropriate. We were honoured to have a MLALC representative attend the official opening of the MedHealth offices at 1 Market Street to share a Welcome to Country ceremony with us and mark the occasion.

At the same time, we had forged a connection with incredible Wadi Wadi artist Natalie Abraham through the GO Foundation. Guided by Natalie, many of our team members contributed to the beautiful artwork she created for us in our staircase – 'Journey of Connection'. We now have a meaningful representation of what it means to be all under one roof in this place we are lucky enough to work in, as well as celebrating our connections to our clients, customers and community.

The artwork also features the symbol we use for our MedHealth RAP working group, our Acknowledgement of Country signage and in related communications, which was created by Justine Kinney and used with her permission. Thank you Justine.



MedHealth team members contributed to the 'Journey of Connection' artwork in the Sydney office on Gadigal land. On the left, team members from ASSESS Medical Group are adding symbols to the staircase artwork. On the right, IPAR team members are in front of the artwork and standing with the artist, Wadi Wadi woman Natalie Abraham of 'Create Ripples'



MedHealth recognises that respect forms the core of all successful relationships – working together and tapping into diverse points of view and experiences creates better outcomes.

Our organisational values, chosen by our team members, are inclusion, collaboration and empathy. Inherent in these is respect, something which is non-negotiable in how we conduct our business and deliver our services. This approach applies equally to nurturing our relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations.

Our core business includes supporting people into employment via Australian Government employment services contracts, delivering therapeutic services to NDIS participants, supporting injured workers to return to work or find a new role, supporting people who have been injured in a motor vehicle accident, helping veterans transition into civilian life and many other services related to life, health and employment goals.

To ensure we are able to support clients who are Aboriginal and Torres Strait Islander people in a culturally safe way, we prioritise listening to, and learning about Aboriginal and Torres Strait Islander peoples, cultures, histories and achievements. We have cultural awareness learning modules as part of our mandatory induction across MedHealth, and also available on-demand. We have a cultural protocols policy which is embedded in the way we do things. We regularly offer learning sessions with Aboriginal and Torres Strait Islander community and business leaders to our team members, and we seek to elevate the voices of team members who are of Aboriginal and Torres Strait Islander background.

We know we can always do more, and better, and seek to do so through the deliverables in this RAP. Over the course of our last RAP, we introduced a cultural learning module to address concepts which are applicable across all our roles and locations. Over the course of this RAP, we will develop a more in-depth cultural learning strategy document to help address the diverse locations and therefore local communities in which we work, better equipping our frontline team members to deliver culturally informed services.



Medilaw, Cogent Thinking, MedHealth, WorkFocus Australia and Access Psych team members pictured alongside Brenda Matthews at a screening of her documentary, 'The Last Daughter'



ACTIONS

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

Deliverable	Timeline	Responsibility
Conduct a review of cultural learning needs within our organisation.	June 2025	Head of Learning and Organisational Development
Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	August 2025	
Develop, implement, and communicate a cultural learning strategy document for our staff.	September 2025	
Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	September 2025	

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

Deliverable	Timeline	Responsibility
Increase team members' understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2025	Director, Marketing Communications
Review, update and re-launch the MedHealth cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	July 2025	
Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	May 2025, July 2025, March 2026, July 2026	Chair, RAP Working Group
Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	May 2025, May 2026	

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

Deliverable	Timeline	Responsibility
RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2025, 2026	Chair, RAP Working Group
Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	May 2025	Director, People and Culture, and Director, Organisational Excellence, Governance and Compliance
Promote and encourage participation in external NAIDOC events to all staff.	June 2025, July 2025, June 2026, July 2026	Chair, RAP Working Group



Opportunities

MedHealth understands the value of ensuring Aboriginal and Torres Strait Islander peoples are employed as part of our team to assist in providing the diversity of thinking our organisation values. A key priority for this RAP will be to co-design a First Nations employment strategy, covering recruitment, retention and professional development. This work will be guided by an Aboriginal cultural and management consultancy and engage with First Nations team members to ensure their feedback and ideas are part of strategy development and will guide implementation.

We will also continue to increase the number of First Nations owned businesses we engage as suppliers in our areas of addressable spend. We know these two actions are significant in enabling the growth of First Nations enterprises, employment and economic opportunities.

We can also create positive impact and opportunity for Aboriginal and Torres Strait Islander peoples when we deliver culturally safe services, supporting people to better life, health and employment outcomes. One major focus of this RAP will be to create a roadmap for our people to guide their consultation, co-design and service delivery efforts. In turn, this will contribute to the economic empowerment and sustainability of Aboriginal and Torres Strait Islander peoples and communities.



Hollie Clark of Ability Action Australia (part of MedHealth) explains a career in allied health to a GO scholar at a Sydney Culture Connect Day



WorkFocus Australia's Jacob Flint at a Flag Raising ceremony held for NAIDOC Week

ACTIONS

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

Deliverable	Timeline	Responsibility
Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March 2025	Chair, RAP Working Group
Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	May 2025	Chair, RAP Working Group, and Director, People and Culture
Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	August 2025	
Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	May 2025, November 2025, May 2026, November 2026	Director, People and Culture
Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace, and update if required.	May 2025, July 2026	
Following Diversity Survey results 2024, establish an employee network for Aboriginal and Torres Strait Islander team members; ensure a meaningful link between this group into the RAP Working Group should the employee network need or want to share insights or feedback.	May 2025	Chair, RAP Working Group, and Executive Director, Corporate Services

9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.

Deliverable	Timeline	Responsibility
Review, update if required, and implement an Aboriginal and Torres Strait Islander procurement strategy.	May 2025	Chair, RAP Working Group, Director, Organisational Excellence, Governance and Compliance, and Chief Financial Officer
Optimise use of Supply Nation membership.	June 2025, September 2025, March 2026, June 2026, September 2026	
Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff, ensuring that this is hosted on the RAP intranet pages and includes category and geography specific guides.	September 2025	RAP Working Group, and Director, Marketing Communications
Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	March 2025	Chair, RAP Working Group, and Chief Financial Officer
Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	March 2025, September 2025, March 2026, September 2026	Chair, RAP Working Group, and Executive Director, Corporate Services



10. Build resources and support for improving service delivery to Aboriginal and Torres Strait Islander clients.

Deliverable	Timeline	Responsibility
Undertake a comprehensive review of existing research and evidence to identify best practices in First Nations allied health service delivery. The findings will inform our strategies to improve health outcomes for Aboriginal and Torres Strait Islander clients.	June 2025	Senior Research Fellow
Collaborate with Aboriginal and Torres Strait Islander stakeholders to create practical co-design resources, including guidelines, learning modules, and a toolkit. These resources will support team members in designing and reviewing services that are culturally informed and aligned with community needs.	September 2025	Chair, RAP Working Group, Director, Organisational Excellence, Governance and Compliance, and Head of Learning and Organisational Development
Select a MedHealth service to trial the co-design process, applying the guidelines, learning modules, and toolkit. Gather feedback from participants and make necessary adjustments to refine the process before broader implementation.	November 2025	Chair, RAP Working Group, and Director, Organisational Excellence, Governance and Compliance
Roll out the finalised co-design process to all relevant MedHealth services, accompanied by communication and training to ensure staff understand and effectively apply the new approach. Monitor implementation and provide ongoing support to ensure consistency and success.	January 2026	

11. Create leadership opportunities for Aboriginal and Torres Strait Islander team members at MedHealth.

Deliverable	Timeline	Responsibility
Appoint a dedicated First Nations position to support First Nations peoples and their voices and perspectives within MedHealth and across the services we provide.	July 2025	Chair, RAP Working Group, and Executive Director, Corporate Services
Appoint an Aboriginal and Torres Strait Islander team member as Chair of the next MedHealth RAP, providing support and leadership training for the appointed Chair to ensure effective delivery of the next RAP and to amplify First Nations leadership within the organisation.	September 2026	Chair, RAP Working Group

Creating allied health career pathways with GO Foundation

MedHealth has partnered with the GO Foundation since 2020 to provide an annual allied health scholarship for an Aboriginal and / or Torres Strait Islander Australian student to gain a degree qualification through Western Sydney University.

The first student supported by this partnership graduated with a degree in physiotherapy in 2023. We currently support an incredible young woman, Jasmine Haydon, who is in her second year of an Occupational Therapy degree at Western Sydney University and has recently won a silver medal at the Paris 2024 Paralympic Games.

The GO Foundation was set up by AFL legends and business leaders Adam Goodes and Michael O’Loughlin to empower Aboriginal and Torres Strait Islander young people through education. It works with its partners and supporters to provide educational opportunities for students from primary school through to university, as well as work experience and mentoring.

CEO of MedHealth, Tim Morphy, says that working with the GO Foundation is a logical and wonderful way to support MedHealth’s commitment to creating employment pathways into allied health careers for Aboriginal and Torres Strait Islander Australian students.

“Allied health professionals play a vital role in improving health outcomes for all Australians. We also know that allied health services delivered with cultural safety will get the best possible outcomes for Aboriginal and Torres Strait Islander clients — and we aim to employ Aboriginal and Torres Strait Islander team members to deliver these services wherever possible.

“That’s the impact we seek to create through this partnership with GO Foundation,” he said.

The scholarship offered via MedHealth’s partnership supports an Aboriginal and / or Torres Strait Islander student who chooses to study psychology, occupational therapy, speech therapy, physiotherapy or exercise physiology.

GO Foundation currently empowers over 600 Aboriginal and Torres Strait Islander students through scholarships, covering primary, secondary and university study.



GO Foundation CEO Charlene Davison and Co-Founder Adam Goodes with MedHealth CEO Tim Morphy in front of a special artwork in the MedHealth Sydney office called ‘Ripples of Grief’ by Natalie Abraham. The piece pays tribute to Natalie’s sister Britt and the ongoing positive impact of her life.

By putting culture at the centre of everything we do, we empower Aboriginal and Torres Strait Islander young people to dream big and follow their aspiration through the power of education. Working with a network of trusted partners like MedHealth means we can provide mentoring, leadership, networks and support to GO students on their journey from primary school to high school, university and employment.”

Charlene Davison
CEO, GO FOUNDATION



Governance

ACTIONS

12. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.

Deliverable	Timeline	Responsibility
Maintain Aboriginal and Torres Strait Islander representation on the RAP Working Group. Review at each meeting (at least nine meetings a year).	May 2025, June 2025, July 2025, August 2025, September 2025, October 2025, November 2025, February 2026, March 2026, April 2026, May 2026, June 2026, July 2026, August 2026, September 2026, October 2026, November 2026, February 2027, March 2027, April 2027	Chair, RAP Working Group
Review, update if required, and continue to apply the Terms of Reference for the RAP Working Group.	May 2025	
Meet at least nine times a year to drive and monitor RAP implementation.	June 2025, September 2025, March 2026, June 2026, September 2026, March 2027	

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

Deliverable	Timeline	Responsibility
Define resource needs for RAP implementation in line with MedHealth budget cycle.	August 2025, August 2026	Chair, RAP Working Group
Engage our senior leaders and other staff in the delivery of RAP commitments.	May 2025, September 2025, March 2026, September 2026	
Define and maintain appropriate systems to track, measure and report on RAP commitments.	August 2025, August 2026	
Maintain an internal RAP Champion from senior management.	May 2025, May 2026	

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

Deliverable	Timeline	Responsibility
Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June 2025, June 2026	Chair, RAP Working Group
Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	August 2025, August 2026	
Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	September 2025, September 2026	
Report RAP progress to all staff and senior leaders quarterly.	July 2025, October 2025, January 2026, April 2026, July 2026, October 2026, January 2027, April 2027	
Publicly report our RAP achievements, challenges and learnings, annually.	July 2025, July 2026	Chair, RAP Working Group
Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	April 2026	
Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	May 2027	

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

Deliverable	Timeline	Responsibility
Register via Reconciliation Australia's website to begin developing our next RAP.	September 2026	Chair, RAP Working Group

Contributing to our RAP impact

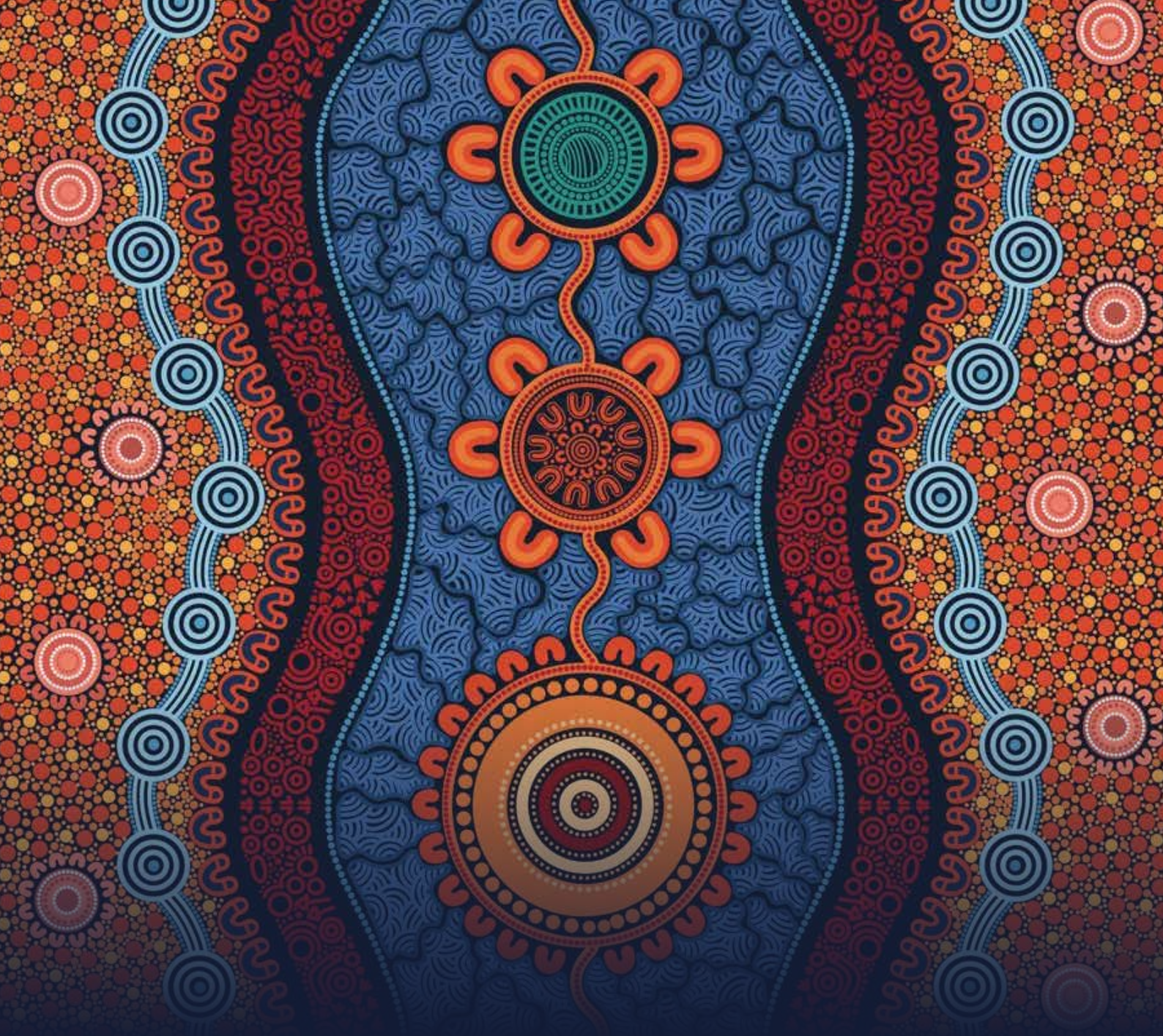
MedHealth is a group of health and employment businesses committed to delivering better life, health and work outcomes for people across Australia.

These are our businesses at the inception of this RAP in 2025. Each of these will contribute to the overall delivery of the MedHealth RAP 2025 - 2027.



MEDHEALTH





Contact details

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