

Innovate

Reconciliation Action Plan

July 2026 – July 2028



Australian Government
Australian Digital Health Agency



RECONCILIATION
ACTION PLAN
INNOVATE

Australian Digital Health Agency

ABN 84 425 496 912 GPO Box 9942, Canberra, ACT 2601

Telephone: 1300 901 001; Web: www.digitalhealth.gov.au; Email: help@digitalhealth.gov.au

Thank you to partners and contributors

Thank you to the partners, organisations, healthcare providers and Australians from all walks of life who contributed to the strategy and broader consultations. We appreciate all who gave their time, experience and expertise to contribute to Australia's digital health transformation journey.

Role of the Australian Digital Health Agency

The Australian Digital Health Agency (the Agency) is a corporate Commonwealth entity supported by all Australian governments to accelerate adoption and use of digital services and technologies across the Australian health ecosystem, as set out under the Public Governance, Performance and Accountability (Establishing the Australian Digital Health Agency) Rule 2016 (Agency Rule). The Agency Rule was created under the Public Governance, Performance and Accountability Act 2013. Under the Agency Rule, the Agency is charged with developing a digital health strategy at the national level for Australia.

Copyright

© Australian Digital Health Agency, 2026



This work is copyright. In addition to any use permitted under the *Copyright Act 1988* all material contained in this report is provided under a Creative Commons Attribution–Non Commercial 4.0 licence with the exception of:

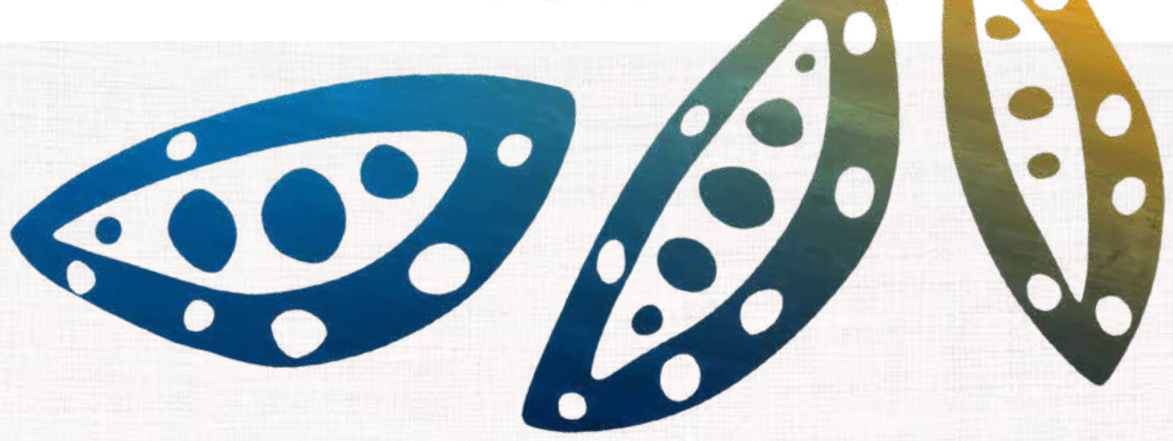
- the Commonwealth Coat of Arms;
- the Agency's logo;
- any third party material;
- any material protected by trademark; and
- any images or photographs.

We request that use of all or part of this report include the following attribution: © Australian Digital Health Agency, 2026 Reconciliation Action Plan: Innovate (July 2026 – July 2028), Australian Digital Health Agency.

Disclaimer

The Agency makes the information and other material ("Information") in this document available in good faith but without any representation or warranty as to its accuracy or completeness. The Agency does not accept any responsibility for the consequences of any use of the Information. As the Information is of a general nature only, it is up to any person using or relying on the Information to ensure that it is accurate, complete and suitable for the circumstances of its use.

All photos used in this document were commissioned by and are the property of Australian Digital Health Agency and are part of our brand image library.



Acknowledgement of Country

The Australian Digital Health Agency acknowledges and pays respect to Aboriginal and/or Torres Strait Islander peoples, whose ancestral lands and waters we live and work on throughout Australia. We recognise the enduring connection of Aboriginal and/or Torres Strait Islander peoples to Country, culture and community, and acknowledge the strength, resilience and leadership that continues to sustain communities across generations.

We also acknowledge the significant and ongoing health inequities experienced by Aboriginal and/or Torres Strait Islander peoples. As the national steward of digital health, we recognise our responsibility to contribute to improved, culturally safe and equitable health outcomes, and to support Aboriginal and/or Torres Strait Islander peoples to access, shape and benefit from digital health in ways that reflect their priorities and lived experience.

Our offices are located on the traditional lands of the Turrbal and Jagera peoples in Brisbane, Ngunnawal people in Canberra and Gadigal people in Sydney.

Turrbal People

The Turrbal and Jagera peoples are the Traditional Custodians of the land on which our Brisbane office is located. Together, the traditional lands of the Turrbal and Jagera peoples extend over roughly 11,000 km², extending north to Elimbah Creek, west to Toowoomba and south to the Logan River.

Gadigal People

The Gadigal people of the Eora nation are the Traditional Custodians of the land on which our Sydney office is located. The traditional lands of the Gadigal stretch more than 700 km² from South Head to Petersham to Cooks River in the south.

Ngunnawal People

The Ngunnawal people are the Traditional Custodians of the land on which our Canberra office is located. The Ngunnawal people's traditional lands are estimated to cover some 2,100 km², extending from Queanbeyan to Yass, Tumut and Boorowa. We also recognise any other people or families with connection to the lands of the ACT and region.

We honour the wisdom of and pay respect to Elders past and present and acknowledge the cultural authority of Aboriginal and/or Torres Strait Islander peoples across Australia.



Contents

About the Innovate Reconciliation Action Plan	1
About the art.....	2
About the artist	2
Our vision for reconciliation	3
A message from our CEO	5
A message from the CEO of Reconciliation Australia	7
About the Australian Digital Health Agency	9
Living our values	9
Inclusive and diverse	10
Our reconciliation journey	10
Case study 1: Digital health technology helps make health equity in Australia a reality	11
Supporting equitable healthcare	12
Reconciliation Working Group.....	13
Current members and RWG role	13
Case study 2: Accessible healthcare in one of Australia’s largest – and most remote – regions	18
Digital tools break down barriers to better care	19
Relationships.....	20
Case study 3: Purple House: Bringing dialysis and hope back to Country	24
Respect.....	26
Opportunities	30
Case study 4: How digital health records support culturally responsive care in Central Australia....	34
Governance	36





About the Innovate Reconciliation Action Plan

This is the Agency's second Innovate Reconciliation Action Plan (RAP), reaffirming our ongoing commitment to reconciliation and deepening our engagement with Aboriginal and/or Torres Strait Islander peoples. We have chosen to continue with the Innovate RAP stage rather than progressing to a Stretch RAP, recognising that further work is needed to strengthen relationships, embed reconciliation initiatives and ensure that our actions are sustainable and effective. By remaining at the Innovate level, we are focusing on consolidating our learnings, building on the foundations we have established and addressing areas where more progress is required before moving forward.

Reconciliation lies at the heart of our values, and we recognise the importance of acknowledging and addressing the historical injustices that have impacted Aboriginal and/or Torres Strait Islander peoples in Australia. As a steward for digital health nationally, we have a unique responsibility to create a more equitable and inclusive healthcare ecosystem.

This RAP represents our ongoing commitment to working collaboratively with Aboriginal and/or Torres Strait Islander communities, employees, stakeholders and Reconciliation Australia to drive positive change. It builds on foundations from our previous Innovate RAP and looks forward, focusing on how we translate our values into sustained, practical change. It reflects our commitment to an accessible, equitable health system where Aboriginal and/or Torres Strait Islander peoples can confidently access, shape and benefit from digital health solutions that respond to their needs, priorities and lived experiences.

Over the life of this RAP, we will focus on further actions that strengthen relationships, deepen capability and embed cultural safety across our work. Meaningful reconciliation is not static; it requires us to listen carefully, test our assumptions and adapt our approaches over time. This includes working in genuine partnership with Aboriginal and/or Torres Strait Islander communities and organisations, supporting culturally informed and codesigned approaches, and taking deliberate steps to reduce barriers to access created by the digital divide.

This RAP reinforces our commitment to attracting, supporting and retaining Aboriginal and/or Torres Strait Islander employees, building a culturally safe workplace where people can thrive. It also strengthens our approach to procuring goods and services from Aboriginal and/or Torres Strait Islander businesses, recognising the role of Indigenous procurement in supporting economic participation and sustainable outcomes for communities.

We invite our people and the broader digital health community to be active participants in this next phase of our reconciliation journey. By working together, we can contribute to improved digital health literacy, support more equitable health outcomes and ensure that digital technologies are enabling, inclusive and culturally safe.

Through the commitments set out in this RAP, we reaffirm our responsibility to use our role and influence to support reconciliation in action. In doing so, we aim to help build a digital health ecosystem that recognises, respects and reflects the cultures, histories and strengths of Aboriginal and/or Torres Strait Islander peoples, now and into the future.

About the art

‘Seeds’, originally created in 2021, forms the foundation for our current artwork. With the full permission and approval of the artist, we have updated and adapted this piece specifically for our second Innovate Reconciliation Action Plan. This approach honours the continuity of our reconciliation journey, visually linking this RAP with our first Innovate RAP and acknowledging that our work remains ongoing. The artwork continues to represent how Country has sustained us for over 65,000 years, our circle of life. Our culture has a strong connection with Country, we understand this of our great teacher. We listen to the messages that whisper through every plant, animal and tree. Our culture has held strong since time immemorial by listening to these whispers.



About the artist

Philomena Yeatman is a Gunggandji woman, born in Cairns in 1960 and raised at Yarrabah Community near Cairns in northern Queensland. Philomena’s mother’s side is Gunggandji and her father’s side is Kuku Yalanji. She began her career in the arts in 1991. At first, she experimented with print and jewellery making and shortly after embraced weaving, ceramics and painting. Philomena is a renowned weaver. Learning traditional practices from her grandmother who taught her how to make baskets and mats using pandanus, cabbage palm and natural dyes found in Country, she is passionate about maintaining traditional knowledge. Her vibrant weaving is inspired by traditional forms that were used to carry food collected from the sea and rainforests.



Our vision for reconciliation



The Agency remains deeply committed to embedding reconciliation at the very core of digital health in Australia. Our goal is to ensure that Aboriginal and/or Torres Strait Islander peoples enjoy equal access to digital health tools and services, and that cultural safety, respect and empowerment are present in every facet of digital healthcare.

We continue our focus on helping to improve outcomes for Aboriginal and/or Torres Strait Islander communities through the thoughtful and effective use of digital technology. We are dedicated to help build a health system that acknowledges and addresses the injustices experienced by Indigenous peoples, fosters cultural understanding and strives continually for health equity.

According to the Australian Bureau of Statistics Census from 2021, approximately 22% of Aboriginal and/or Torres Strait Islander people live in remote or very remote areas of Australia. This geographic distribution often means that access to conventional healthcare services can be restricted by distance, limited availability of providers and resources, and other systemic barriers. Digital health has the potential to bridge these gaps regardless of location. By harnessing digital technology, we can help ensure that individuals and communities receive timely care and support, improving health outcomes and empowering Aboriginal and/or Torres Strait Islander peoples to take charge of their health, no matter where they live.

In recent years, our work with Aboriginal and/or Torres Strait Islander communities has deepened. We prioritise genuine partnership and co-design, recognising that these communities' voices, knowledge and aspirations must be at the heart of all our digital health programs, policies and services. As a result, more culturally appropriate and accessible digital health resources are now available, supporting individuals and communities to look after their health in ways that honour their cultural and social values.

Beyond technology itself, our vision centres on nurturing strong, respectful and collaborative relationships with Aboriginal and/or Torres Strait Islander communities, Elders, health organisations and other stakeholders. We are committed to building trust and understanding, working side by side to bridge the digital divide, raise digital health literacy and ensure that every digital health interaction is culturally safe.

We also aim to foster leadership and participation among Aboriginal and/or Torres Strait Islander peoples in the digital health sector. By creating more opportunities for employment and professional growth, and by championing Aboriginal and/or Torres Strait Islander digital health experts, we help ensure that appropriate voices help shape the future of healthcare in Australia.

Looking ahead, we renew our commitment to be agents of positive change, sparking innovation and supporting a more inclusive, equitable healthcare system. We recognise that the reconciliation journey is ongoing and requires open-mindedness, collaboration and a readiness to listen and adapt as we move forward. Our dedication is unwavering: to work in partnership with Aboriginal and/or Torres Strait Islander communities, constantly improving our approaches and ensuring that every step in digital health reflects the principles of reconciliation and the pursuit of health equity for all Australians.



Santa Teresa Mpwelarre Health Service team

A message from our CEO



Since commencing our reconciliation journey in October 2020, our Agency has continued to strengthen relationships and deepen engagement with Aboriginal and/or Torres Strait Islander peoples and communities. This work has continued to evolve over time, including the launch of our first Innovate Reconciliation Action Plan in October 2023. Through strong partnerships and ongoing engagement, we have laid foundations grounded in respect and mutual understanding.

The achievements of our first Innovate RAP reflect the dedication and passion not only within our Agency, but also among the broader community and organisations we collaborate with. Across this period, we have strengthened cultural capability across the Agency, improved the way we engage with Aboriginal and/or Torres Strait Islander stakeholders and communities, and supported more informed and respectful approaches to partnerships and procurement. Together, these efforts have contributed to a stronger, more inclusive organisation and reinforced that reconciliation is a shared and ongoing responsibility, grounded in listening, learning and trust.

As CEO, I am proud of how our Agency has contributed to greater reconciliation outcomes, but I recognise there is much more to be done. Our decision to continue with another Innovate RAP, rather than move to a Stretch RAP, is a deliberate one. We want to ensure our actions are sustainable, authentic and deeply embedded, not only in our workplace, but also in the way we engage with external partners and communities. This next Innovate RAP provides us with the opportunity to deepen our understanding, broaden our impact and strengthen partnerships across the sector, ensuring reconciliation remains central to everything we do.

This next Innovate RAP sets a clear direction for our work over the coming years, grounded in the core pillars of Relationships, Respect, Opportunities and Governance. It focuses on deepening and sustaining relationships with Aboriginal and/or Torres Strait Islander communities and organisations, building understanding and respect through cultural recognition and learning, and creating opportunities for Aboriginal and/or Torres Strait Islander peoples to participate in and shape digital health. It also strengthens how we use our influence across the digital health sector to promote reconciliation, support Aboriginal and/or Torres Strait Islander businesses and ensure accountability, transparency and continuous learning in how we deliver on our commitments.



As part of our ongoing commitment, I am especially keen to ensure that Indigenous Cultural and Intellectual Property principles are embedded in all aspects of our work with Aboriginal and/or Torres Strait Islander peoples. Respecting and upholding these principles in particular for the Agency means ensuring that communities have ownership, control and agency over their data, and that data practices align with cultural values and support self-determination. This is central to building trust, fostering genuine partnerships, and achieving meaningful, long-term reconciliation outcomes.

To strengthen delivery of our RAP, particularly where key strategies and policy actions were not completed under our first Innovate RAP, we have established a dedicated reconciliation role reporting to the Chief People Officer.

Thank you to our partners, stakeholders and communities for your ongoing support, curiosity and courage. Together, we will continue to walk this journey, making reconciliation a lived reality through steady, meaningful change, drawing on our influence, passion, expertise and collaborative spirit as an Agency team and in the broader environment in which we work.

Amanda Cattermole PSM

Chief Executive Officer





A message from the CEO of Reconciliation Australia



Reconciliation Australia commends Australian Digital Health Agency (ADHA) on the formal endorsement of its second 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 over 5.5 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. ADHA 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 cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that ADHA will continuously draw upon to create RAP commitments rooted in experience and maturity.

These learnings extend to ADHA 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 ADHA 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, ADHA will ensure shared and cooperative success in the long-term.

Gaining experience and reflecting on pertinent learnings will ensure the sustainability of ADHA's future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey.

Congratulations ADHA on your second Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine

Chief Executive Officer
Reconciliation Australia



About the Australian Digital Health Agency

When it comes to improving the health and wellbeing of all Australians, the role of digital innovation and connection is a vital part of a modern, accessible healthcare system.

The Australian Digital Health Agency takes a lead in connecting healthcare consumers and providers to a modern healthcare system that ensures Australians can access the care they need, when and where they need it.

The Agency partners with healthcare professionals, consumers, industry and governments to develop and support trusted national health products and services that meet the expectations and needs of consumers and the growing demand for modern, connected healthcare.

Digital health information technology and data can help save lives, improve health and wellbeing and support a sustainable health system that delivers safe, high quality health services.

To do this, we rely on building strong relationships across the country and with all users and their communities, so that all individuals feel informed, engaged and in control of their health.

The Agency is national, with main offices in Brisbane, Sydney and Canberra.

As of 1 March 2026, the Agency comprised around 770 internal staff of whom 1% (less than 10) identified as Aboriginal and/ or Torres Strait Islander (noting that diversity reporting is not mandatory for staff and these figures reflect those that have chosen to self-report in our system). Our target over the next 18 months is to bolster this to at least 3% (23 people) through a range of fit-for-purpose workforce programs, which will be underpinned by a new People Strategy and staff development.

Living our values

We believe that the priorities, values, principles and behaviours we have set for our Agency are intrinsically linked to how we achieve our reconciliation goals and improve our relationship with all Australians.

The Australian Public Service (APS) Values articulate the parliament's expectations of public servants in terms of performance and standards of behaviour. The principles of good public administration are embodied in the APS Values.

They are brought to life for staff through the Agency's People Strategy and guiding principles, which provides guidance and support to staff about expected behaviours and working together to create a positive, respectful, inclusive place to work. The People Strategy aligns to this Reconciliation Action Plan through its commitment to a diverse and inclusive workplace.

Inclusive and diverse

The Agency has set a clear imperative to be an employer of choice, one that supports and drives inclusion and diversity across its workforce, supply and delivery channels.

Our reconciliation efforts are underpinned by the following principles:

- We aim to achieve workforce diversity that reflects the Australian community.
- We integrate Diversity, Equity, and Inclusion (DEI) into recruitment, development, and leadership.
- We create inclusive workplaces to enhance safety, engagement, wellbeing, productivity, and retention.
- We empower people to excel, build their careers, and contribute to a high-performing agency.
- We strive to lead in diversity and inclusion, valuing the unique abilities of every employee.
- We invest in building capability and cultivating a culture that supports diversity and inclusion.
- We continuously develop our staff to foster an innovative, dynamic workforce.
- We place our dedication to diversity and inclusion at the core of our digital health leadership.

Our reconciliation journey

The Agency is proud to acknowledge our ongoing reconciliation journey, marked by the achievements and learnings of both our Reflect RAP and the first Innovate RAP. Over recent years, we have built on our strong foundations of partnership with Aboriginal and/or Torres Strait Islander communities, working alongside Aboriginal Community Controlled Health Organisations (ACCHOs) to enhance digital health understanding, access and outcomes for all Australians.

Key initiatives from our RAPs have included:

- increasing our procurement of goods and services from Aboriginal and/or Torres Strait Islander businesses
- embedding Indigenous procurement considerations more consistently into our purchasing practices.
- embedding regular Acknowledgement of Country and Welcome to Country ceremonies at Agency events
- developing and sharing protocols and resources to guide staff on reconciliation
- hosting yarning circles and open dialogues during National Reconciliation Week and other significant occasions
- participating in the Aboriginal and/or Torres Strait Islander Graduate Program as part of the APS Graduate Pathways Program.



Alice Springs Hospital Renal Ward Dr Pratish & Nurse Maureen Tamioma

Case study 1:

Digital health technology helps make health equity in Australia a reality

Digital tools supporting accessible healthcare

In 2007 Patrick Dillon became a quadriplegic. But this proud Ugarapul man and Brisbane-based father maintains his independence and manages his health with the support of a multi-disciplinary care team and digital health technology.

Dillon's life changed when he struck his head underwater after swinging from a rope into the Dawson River in Central Queensland. "I knew immediately something was wrong," he says. "I couldn't move my arms or legs underwater. Then I swallowed water and drowned."

Dillon was left with multiple spinal fractures and despite intensive rehabilitation, his future was shaping up to be different to the one he had envisioned. "I was always active and independent," he said. "I played lots of footy and pretty much lived outdoors. The biggest frustration was not being able to do the things I used to be able to."

Since his accident, Dillon has embraced technology to support his independence and coordinate his care team. “My Health Record and my health app* have been game changers for my care team. Having access to the same information means each of them can see when I last had prescriptions dispensed, my upcoming appointments or any other information that helps them plan.”

While Dillon’s injuries are the result of an accident, he’s all too aware of the chronic health conditions that can impact First Nations communities.

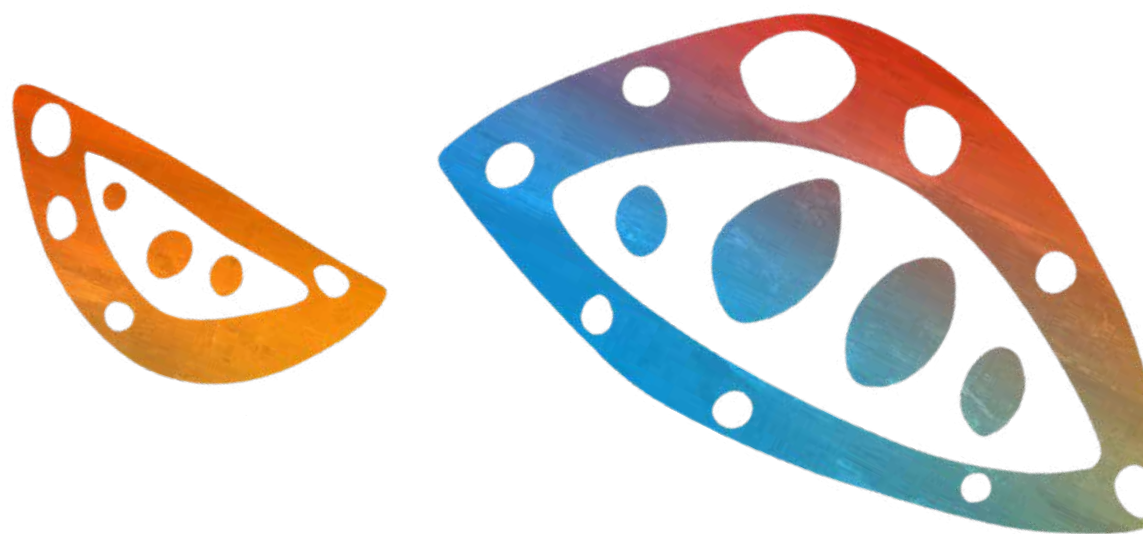
Supporting equitable healthcare

Aboriginal and/or Torres Strait Islander peoples experience significant disparities in the availability and accessibility of healthcare. Aboriginal Medical Services (AMS), well established in a number of locations across the country, provide culturally safe, holistic care to Aboriginal and/or Torres Strait Islander communities. Now, digital tools can support AMS and empower people in these communities by making key health care information accessible.

“The technology is getting better every day,” Dillon says. “I can see a real benefit in My Health Record and my health app for people in my community who are suffering chronic illness.

“I’ve found that having direct access to my key health data makes me feel more informed. It makes me feel more independent and I don’t have to repeat myself and go through my medical history every time I see a new doctor.”

** my health app was changed to the 1800MEDICARE app on 1 January 2026.*



Reconciliation Working Group

Established in 2020, our Reconciliation Working Group (RWG) continues to play a pivotal role in shaping and advancing the Agency's reconciliation journey. Reporting directly to the People and Capability Committee, the RWG provides strategic oversight and leadership for the development and implementation of our RAP, ensuring reconciliation is embedded across the Agency's culture, workforce and operations.

The RWG brings together staff from across the Agency to drive cultural awareness and inclusion, support the development of initiatives that take forward our reconciliation journey, and guide actions that promote cultural respect and understanding.

The RWG also plays a central role in monitoring progress against RAP commitments, engaging with internal and external stakeholders and identifying opportunities to continuously improve our approach to reconciliation. This RAP reflects the collaborative input of the RWG, Agency staff and stakeholders, and endorsement by Reconciliation Australia, ensuring our actions are informed, accountable and community-driven. The Agency also recognises that, while we are proud and privileged to have such a dynamic, diverse and committed RWG team, reconciliation is the business of every single leader across our team. The RWG inspires, encourages and supports us – but this journey is shared by each and every Agency staff member every day.

Current members and RWG role

The RWG comprises staff from across the Agency who have volunteered to participate either in specific RWG roles or as general members:

Role title RWG position	Role title RWG position
CEO	RAP Champion and Executive Sponsor
Branch Manager Communications and Secretariat	Co-Chair
Secretariat Advisor	Co-Chair
Engagement Manager	Co-deputy chair
Generalist Graduate	Co-deputy chair
Assistant Director Performance Planning	Cultural Advisor
Assistant Director Tech Assets Contracts and Procurement	Reporting Officer

Role title RWG position	Role title RWG position
Assistant Director Clinical Incident Management	Business Liaison
Administration Assistant	Secretariat Support
Capability Support Officer	Secretariat
A/g Director Standards Strategy	Location captain Sydney
Secretariat Advisor	Location captain Canberra
Director Clinical Informatics	Location captain Brisbane
Assistant Director Secretariat Service	Member
Partnership Lead Clinical	Member
Policy Officer	Member
Partnerships Lead	Member
Assistant Director HR Business Partner	Member
Senior Communications Officer	Member
Digital Health Educator	Member

What we have learned

As we progress on our reconciliation journey, the experience has continually reshaped our understanding and approach. Our commitment is informed by a series of invaluable lessons that have enhanced our relationships and driven meaningful change within the Agency.

The value of listening and cultural responsiveness

We have learnt that reconciliation begins with genuine listening, seeking out and respecting the voices, histories and aspirations of Aboriginal and/or Torres Strait Islander peoples. Open, honest dialogue has deepened our understanding of both the ongoing impacts of historical injustices and the vibrant cultural strengths within these communities. For example, we have held Yarning Circles as part of our in-office events for National Reconciliation Week, where people held open and

respectful discussions. Attendees report learning more about the work of reconciliation through these sessions. This awareness informs the way we design and implement our products and programs moving forward.

Building strong partnerships for lasting impact

Our experience has reinforced that reconciliation thrives through authentic partnerships. By working side-by-side with Aboriginal and/or Torres Strait Islander communities, Elders, health organisations and stakeholders, we are co-creating solutions to health inequities. Trust, mutual respect and shared vision are the cornerstones of these partnerships, enabling us to deliver initiatives that are responsive and sustainable. For example, as a result of our collaborative and respectful relationships, our Education and Cyber Security teams were invited to a sector 2.5 day workshop. Collaborative and insightful discussions were held on cyber security, highlighting both the strengths and areas for improvement within My Health Record, Electronic Prescribing and Active Script to better support the sector. This contributes to our efforts to improve digital health capabilities of Aboriginal and/or Torres Strait Islander people.

Embedding cultural safety across our work

We recognise that cultural safety is foundational to delivering effective digital health services. By weaving cultural awareness and respect into every facet of our organisation, we are committed to ensuring that Aboriginal and/or Torres Strait Islander peoples feel genuinely welcomed, respected and empowered in all interactions with our services. This includes the introduction of a senior role in the Agency dedicated to reconciliation.

Fostering a culture of reconciliation

We have recognised the value of cultivating a culture of reconciliation across the organisation, where every employee is encouraged to uphold the principles and actions set out in the RAP. We are embedding the significance of acknowledging Country as well as celebrating and honouring the diverse histories and achievements of Aboriginal and/or Torres Strait Islander peoples. Engaging deeply in key cultural events such as NAIDOC and National Reconciliation Week has proven vital for strengthening respect and appreciation across our teams. Participating in cultural activities and ongoing learning opportunities and sharing stories have all helped us to further build cultural awareness and deepen our understanding of the lived experiences of Aboriginal and/or Torres Strait Islander peoples.

Looking forward, these insights will continue to guide our actions and priorities.

Partnerships and collaborations

Since the Agency commenced operations nearly 10 years ago, we have demonstrated an ongoing commitment to reconciliation through collaboration, advocacy and action. This has included enterprise-wide programs, alongside initiatives that improve access to digital health services for communities across Australia, including rural and remote areas with a high proportion of Aboriginal and/or Torres Strait Islander peoples.

As we continue to work in partnership with Aboriginal and/or Torres Strait Islander communities to support improved health outcomes and experiences, we are also focused on increasing Aboriginal and/or Torres Strait Islander representation across all levels of the Agency. This Innovate Reconciliation Action Plan provides a consolidated and forward-looking framework for our executive, staff and partners, reinforcing the importance of Aboriginal and/or Torres Strait Islander peoples' perspectives, knowledges and cultural protocols in shaping how we design, deliver and evaluate our work.

The Agency has established and maintains relationships with a broad range of Aboriginal and/or Torres Strait Islander organisations, including peak bodies, community-controlled health organisations and sector-specific representatives outlined below:

Peak bodies and sector leadership

- National Aboriginal Community Controlled Health Organisation (NACCHO)
- Aboriginal Health & Medical Research Council of NSW (AH&MRC)
- Queensland Aboriginal and Islander Health Council (QAIHC)
- Aboriginal Health Council of South Australia (AHCSA)
- Aboriginal Health Council of Western Australia (AHCWA)
- Victorian Aboriginal Community Controlled Health Organisation (VACCHO)
- Tasmania Aboriginal Corporation (TAC)
- Aboriginal Medical Services Alliance Northern Territory (AMSANT)

Communitycontrolled health organisations

- Winnunga Nimmityjah Aboriginal Health and Community Services (WNAHCS)
- Western Desert Nganampa Walytja Palyantjaku Tjutaku Aboriginal Organisation / Purple House
- Institute for Urban Indigenous Health (IUIH)

Workforce and professional organisations

- Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM)
- Australian Indigenous Doctors' Association (AIDA)
- National Association of Aboriginal and Torres Strait Islander Health Workers and Practitioners (NAATSIHWP)
- Remote Area Health Corps (RAHC)

Specialist and advocacy organisations

- National Aboriginal and Torres Strait Islander Women's Alliance (NATSIWA)
- Secretariat of National Aboriginal and Islander Child Care (SNAICC)
- Australian Indigenous Health Infonet (AIHI)

The Agency continues to engage Aboriginal and/or Torres Strait Islander organisations to deliver culturally appropriate education, training and engagement activities. These partnerships support the meaningful, safe and culturally informed use of digital health tools and services, while strengthening capability across the health workforce and the communities they serve.



Cultural Liaison Joyce McLaughlin & Purple House Nurse Lauren Penman



Case study 2: Accessible healthcare in one of Australia's largest – and **most** remote – regions

For pharmacist Hannah Mann, remote Australia is home. She calls herself a “product of successful student placements” and, for 20 years, she’s been helping to supply medicines and other pharmaceutical services to people in northern Western Australia.

Based in Broome, Mann works with Aboriginal health services such as Kimberley Aboriginal Medical Service, a member-based Aboriginal community-controlled health organisation. Every day, she dispenses prescriptions and offers pharmaceutical advice for people with vastly differing needs and in varied cultural contexts.

“The big thing is the distance,” she says. “The Kimberley is massive; our service looks after patients across an area twice the size of Victoria.” The Kimberley covers 420,000 km² and Mann supports people in regional cities to residents of remote First Nations communities to visiting tourists.

“Just geographically, supplying medications and services over that distance is always going to be a challenge,” she says. “That’s why any form of digital solution is a step in the right direction for us. Any way we can make information available in real time to everyone involved in the care of a patient, we make it better and safer.”

Digital tools break down barriers to better care

Mann started her career at a time when prescriptions and health records came via fax or in the post. Vital medical information could be lost, missed or simply not arrive in time. Now, digital tools such as My Health Record, my health app (now known as 1800MEDICARE), electronic prescribing and the Active Script List allow health information to be stored securely online and accessed from anywhere.

“We upload something to My Health Record and the healthcare provider and the record’s owner can see it straight away,” Mann says. “It’s confidential and it’s private – and they can choose to share that information.”

The impact this has on a region such as the Kimberley, she says, is significant. In tourist season, travellers frequently leave behind critical scripts and medical details, while remote patients rely on infrequent visits from specialists who don’t always have up-to-date records. With digital health tools, these issues become a thing of the past. Safe, secure and centralised healthcare records also make it easier for remote Aboriginal and/or Torres Strait Islander communities to stay on Country and access culturally appropriate care.

“We know ‘one size fits all’ doesn’t work for everyone,” Mann says. “People and communities get left behind unless solutions are flexible enough to be adaptable to different communities, different patient cohorts, different settings.”

For Mann and the healthcare providers with whom she talks every day, these digital tools are a step towards such a solution. Ultimately, she says, My Health Record, my health app, electronic prescriptions and the Active Script List help to improve the service she offers.

“I know that I’m making good clinical decisions,” she says. “I know I’m supplying the patient with the correct medication, and I know that I’m doing my best because I actually have the current and relevant information I need to provide good care.”



Relationships

The Agency has concentrated on establishing strong internal and external relationships to advance reconciliation.

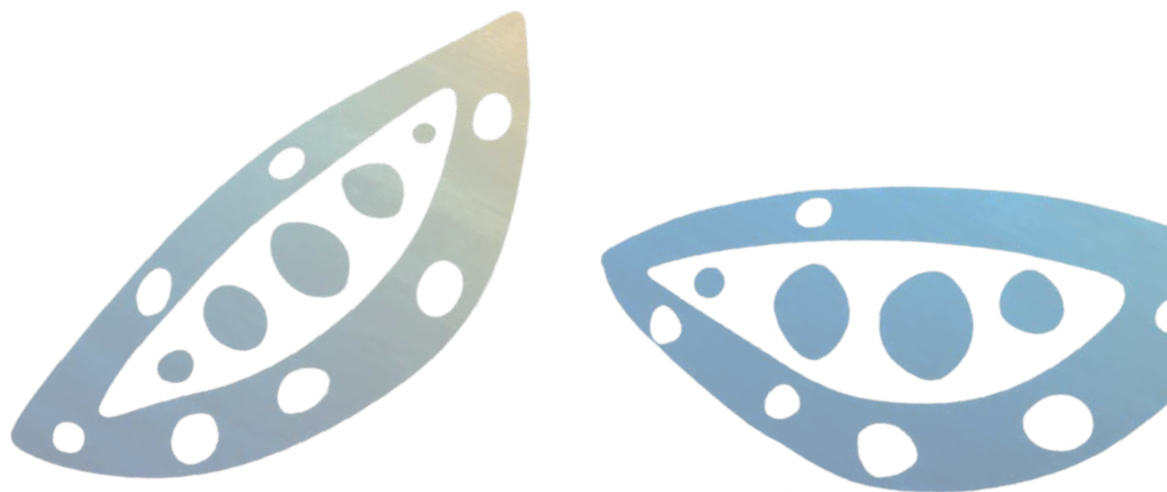
Our efforts to strengthen relationships extend well beyond our workforce. We will continue to work closely with a range of stakeholders to break down barriers to digital health access. By collaborating to address challenges like connectivity, affordability and digital literacy, we can help ensure that digital health technologies reach more people and contribute to equitable outcomes. These partnerships will enable us to advocate for improved digital infrastructure and co-design targeted health literacy programs that respond to community needs.

We are committed to deepening these relationships and placing even greater emphasis on genuine engagement with Aboriginal and/or Torres Strait Islander communities in the future. We will focus on supporting active participation, leadership and influence in the digital health landscape, recognising that progress is only possible through authentic collaboration.

Through these relationship-driven approaches, we aim to ensure that no one is left behind and that digital health delivers improved outcomes and greater equity for Aboriginal and/or Torres Strait Islander peoples and all Australians.

Action	Deliverable	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with Aboriginal and/or Torres Strait Islander stakeholders and organisations.	Continue to meet with local Aboriginal and/or Torres Strait Islander stakeholders and organisations to develop guiding principles for ongoing engagement, focusing on areas of upskilling in use of digital health tools, technical and cyber skills and clinical governance.	August 2026, December 2026, April 2027, October 2027	Lead Chief Program Officer
	Enhance the implementation and evaluation of the engagement plan to further the existing relationships with Aboriginal and/or Torres Strait Islander stakeholders and organisations.	October 2026 and 2027	Lead Chief Program Officer

Action	Deliverable	Timeline	Responsibility
2. Build relationships through observing National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	July 2027 and 2028	Lead Chief Operating Officer
	RAP Working Group members to participate in an external NRW event and share reflections of their activities with other staff through intranet and promoted through the CEO message.	27 May – 30 June 2026 and 2027	Lead RAP Champion Collaborate RWG Chair
	- Promote and provide opportunities for staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. - Promotion by division heads of the external event they are attending, to encourage staff attendance.	27 May – 30 June 2026 and 2027	Lead Chief Operating Officer
	Organise at least one NRW event each year at each of our primary office sites.	27 May – 3 June 2026 and 2027	Lead Chief Operating Officer
	Build an intranet page to showcase what staff are doing from a personal perspective to support reconciliation.	June 2026	Lead Chief Operating Officer
	Register all our NRW events on Reconciliation Australia's NRW website.	May 2026 and 2027	Lead RWG Chair



Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence.	Develop and implement a staff engagement strategy (as part of the diversity and inclusion strategy) to raise awareness of reconciliation across our workforce.	November 2026	Lead Chief Operating Officer
	Continue to communicate our commitment to reconciliation publicly, through the inclusion of updated additional wording added to the Agency's acknowledgement statement in the signature block, inclusion in the Corporate Plan and Annual Report as well as online on the corporate website and in social media channels at least once per month.	October 2026 and 2027	Lead Chief Operating Officer
	Continue to explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	July 2028	Lead Chief Program Officer Collaborate Chief Clinical Advisers (Medicine and Nursing)
	Continue to collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation such as a new podcast series showcasing both our Aboriginal and/or Torres Strait Islander staff and Aboriginal and/or Torres Strait Islander healthcare workers.	July 2028	Lead Chief Operating Officer Collaborate Chief Program Officer
	Continue to provide support to Indigenous health organisations through the delivery of education and information sessions, held both face-to-face or via webinar, on the use of digital health.	June 2026 and 2027	Lead Chief Program Officer
	Actively promote reconciliation during engagements/events held by the Agency as well as in regular publications such as the Partnerships and LinkedIn monthly newsletters.	July 2028	Lead Chief Operating Officer Collaborate Chief Program Officer

Action	Deliverable	Timeline	Responsibility
4. Promote positive race relations through anti-discrimination strategies.	Based on review of HR policies and procedures and consultation with Aboriginal and/or Torres Strait Islander staff and/or Aboriginal and/or Torres Strait Islander advisers, promote our anti-discrimination policy.	July 2026	Lead Chief Operating Officer
	Evaluate the effectiveness of the policy.	July 2027	Lead Chief Operating Officer
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisers to consult on our anti-discrimination policy.	July 2027	Lead Chief Operating Officer
	Educate all staff on the effects of racism, through mandatory specific measures such as the SBS Inclusion Program and other courses that define racism, its effects and how to counter racism.	July 2028	Lead Chief Operating Officer



Purple House Kelli Tranter & 2IC Natasha McCormick



Purple House patient Lillian Impu & Renal Nurse Rani Mathew

Case study 3:

Purple House: Bringing dialysis and hope back to Country

Sarah Brown, CEO of the Purple House (Western Desert Nganampa Walytja Palyantjaku Tjutaku Aboriginal Corporation), leads a pioneering organisation dedicated to improving the health and wellbeing of Aboriginal communities in Central Australia and the Western Desert. Purple House provides dialysis services on Country to patients with kidney disease. The name of the corporation is in the Pintupi language and embodies the mission of Purple House: to keep families strong and well.

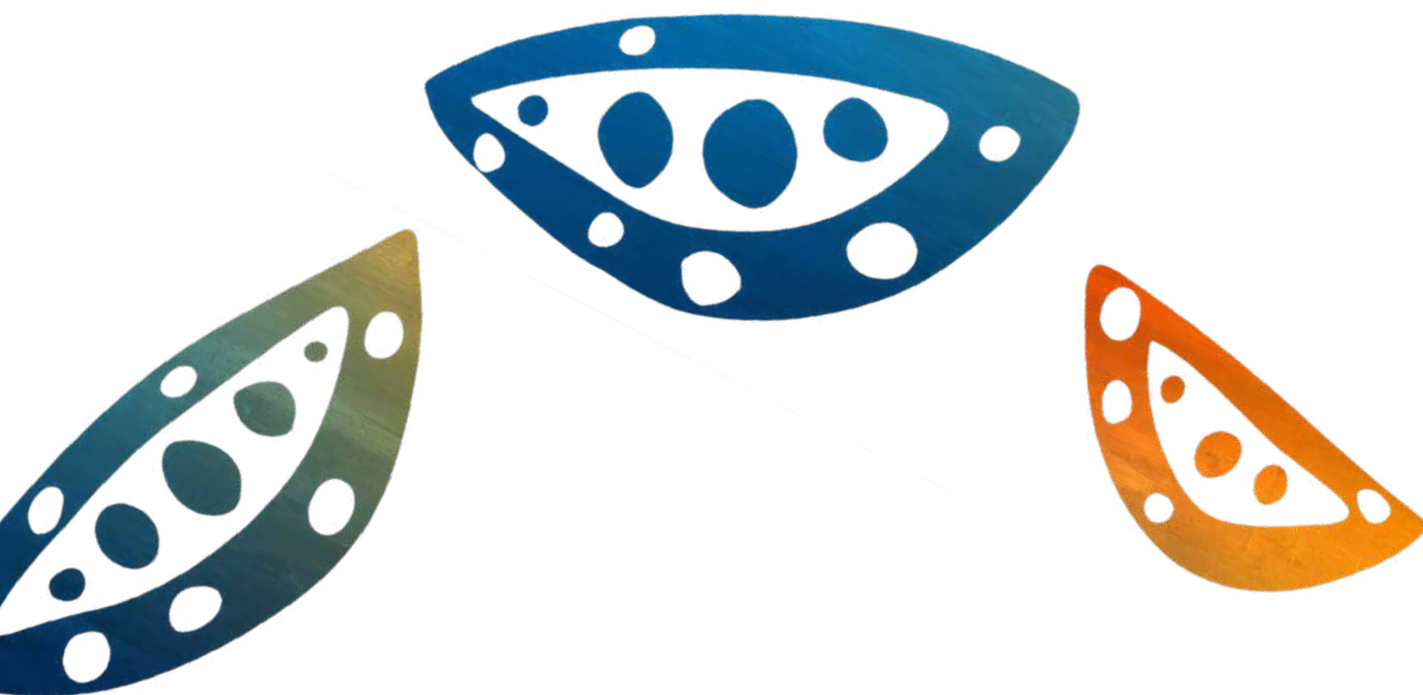
Before the establishment of Purple House, communities in this region faced the worst kidney disease survival rates in Australia. Many patients were diagnosed late, often only beginning dialysis in crisis, far from home and family. This disconnection from Country led to profound sadness, as being with family on their traditional lands is essential for maintaining spirit in Aboriginal and/or Torres Strait Islander cultures.

Over the past 2 decades, the demand for Purple House's services has grown, leading to the establishment of 20 dialysis units across the Northern Territory, Western Australia and South Australia. The integration of digital health tools, such as My Health Record, has become crucial. This system allows healthcare providers in remote locations to access key information on patient histories, including specialist letters, pathology and radiology results, enabling better-informed care.

For patients, this means they no longer need to repeat their medical stories, and their key clinical information is reliably available. For healthcare workers, access to accurate information directly improves the quality of medical care delivered. The trust and openness of these digital systems are vital for collaborative, effective healthcare.

Recognising the cultural and medical necessity of remaining on Country, Purple House has worked to ensure vital continuity of both care and culture. The organisation's approach empowers patients to return home, where they are more engaged in their healthcare, attend dialysis regularly and experience an overall improved quality of life. Today, patients in Purple House programs are living longer than non-Indigenous people in major cities like Adelaide and Sydney, a testament to the power of hope, agency and community-driven solutions.

By leveraging reliable and culturally appropriate digital health tools, Purple House enhances health outcomes, strengthens trust in health systems, and supports the wellbeing and self-determination of Aboriginal and/or Torres Strait Islander peoples, demonstrating the transformative impact of community-led, culturally informed healthcare in Australia.



Respect

Respect for Aboriginal and/or Torres Strait Islander peoples and their cultures, histories and knowledge is fundamental to the Agency's purpose as a national steward for digital health. Our work influences how people access, understand and use health information and services, making cultural safety, trust and mutual respect essential to achieving equitable digital health outcomes.

Through learning, reflection and celebration, we seek to build understanding and appreciation across our workforce. Participation in cultural learning, observing significant events and recognising Aboriginal and/or Torres Strait Islander achievements foster pride, awareness and shared responsibility for reconciliation. These practices support a culturally safe workplace and enable our people to engage respectfully and confidently in their roles.

By embedding respect into our behaviours, systems and ways of working, the Agency aims to ensure digital health initiatives contribute to success, inclusion and improved health outcomes for Aboriginal and/or Torres Strait Islander peoples.



Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and/or Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Conduct an annual review of cultural learning needs within the Agency.	July 2026 and 2027	Lead Chief Operating Officer
	Consult Traditional Custodians and/or Aboriginal and/or Torres Strait Islander advisers in the locations where we have offices as well as cultural awareness and training organisations to inform our cultural learning strategy and training plan.	July 2026 and 2027	Lead Chief Operating Officer
	Develop, implement and communicate a cultural learning strategy document for our staff.	April 2027	Lead Chief Operating Officer
	Provide all staff (including contractors) with formal and structured cultural learning, at onboarding and with annual mandatory refresher training.	April 2027	Lead Chief Operating Officer
	Support staff to participate in the Jawun program, contributing to a community project.	July 2028	Lead Chief Operating Officer
	Provide cultural training as part of existing internal training mechanisms, such as SEC leadership training, and in external presentations/training for cyber security.	July 2028	Lead Chief Technology Officer
	Include at least 2 speakers at our internal events with a focus on Aboriginal and/or Torres Strait Islander health (for example, social determinants of health, social and emotional wellbeing, intergenerational trauma)	July 2026 and 2027	Lead Chief Program Officer

Action	Deliverable	Timeline	Responsibility
6. Demonstrate respect to Aboriginal and/or Torres Strait Islander peoples by observing cultural protocols.	Increase staff's understanding of the purpose and significance behind cultural protocols, as well as how to engage appropriately (for example with land councils) and Aboriginal and/or Torres Strait Islander ways of knowing, being and doing (time frames, methods of learning, kinship, etc.).	July 2028	Lead Chief Operating Officer
	Annually review, refresh and distribute the Agency's cultural protocol document, which includes Welcome to Country and Acknowledgement of Country, and the library of exemplar acknowledgements.	September 2026 and 2027	Lead Chief Operating Officer
	Invite a local Traditional Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	May and July 2026 and 2027	Lead Chief Operating Officer
	Continue to include a personalised Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	July 2028	Lead Chief Executive Officer
	Continue to include relevant protocols and expectations of staff in the induction program.	July 2028	Lead Chief Executive Officer
	Continue to display Aboriginal and/or Torres Strait Islander flags and artworks at Agency buildings in accordance with cultural protocols.	July 2028	Lead Chief Operating Officer
	Engage an Aboriginal and/or Torres Strait Islander artist to license artwork for the RAP and other documents as appropriate	July 2028	Lead RWG Chair Collaborate Chief Operating Officer

Action	Deliverable	Timeline	Responsibility
7. Build respect for Aboriginal and/or Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Offer opportunities to all staff to participate in external NAIDOC Week events in their local region.	First week in July 2026 and 2027	Lead Chief Operating Officer
	RAP Working Group to participate in an external NAIDOC Week event	July 2026 and 2027	Lead RWG Chair
	Remove any remaining barriers to staff participating in NAIDOC Week.	June 2026	Lead Chief Executive Officer Collaborate Chief Operating Officer
	Promote and encourage participation in external NAIDOC events to all staff through discussion about available leave options.	First week in July 2026 and 2027	Lead Chief Operating Officer



Opportunities

The Agency recognises that creating opportunities for Aboriginal and/or Torres Strait Islander peoples is essential to building a digital health system that is inclusive, effective and reflective of the communities it serves. Supporting Aboriginal and/or Torres Strait Islander participation in our workforce enables lived experience, cultural knowledge and diverse perspectives to inform our work, strengthening organisational capability and improving decision-making across the Agency.

We are committed to becoming an employer of choice for Aboriginal and/or Torres Strait Islander peoples; however, we recognise that this depends on building a workplace culture that genuinely values and reflects the diversity of the communities we serve. While we have made progress in fostering a more inclusive environment, there is still much important work to do to ensure that Aboriginal and/or Torres Strait Islander peoples are empowered and supported at every level of our organisation.



Purple House 21C Natasha McCormack and Communications Manager Kate Fessey

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and/or Torres Strait Islander recruitment, retention, and professional development.	Build understanding of current Aboriginal and/or Torres Strait Islander staffing to inform future employment and professional development opportunities.	July 2026 and 2027	Lead Chief Executive Officer
	Review the effectiveness of the attraction and retention plan (included in the People Strategy) to promote the Agency as an employer of choice for Aboriginal and/or Torres Strait Islander job seekers at all levels and update as required.	July 2028	Lead Chief Executive Officer
	Achieve the Aboriginal and/or Torres Strait Islander workforce representation target set in the People Strategy.	July 2026 and 2027	Lead Chief Executive Officer
	Engage with Aboriginal and/or Torres Strait Islander staff and other organisations to consult on our attraction and retention plan and professional development strategy.	August 2027	Lead Chief Executive Officer
	- Advertise job vacancies to effectively reach Aboriginal and/or Torres Strait Islander peoples. - Ensure job advertising promotes cultural diversity in the Agency.	June 2026	Lead Chief Executive Officer
	Continue to review HR and recruitment procedures and policies to ensure that barriers to Aboriginal and/or Torres Strait Islander participation in our workplace are not present.	July 2028	Lead Chief Executive Officer
	Promote leadership programs such as First Nations EL2 Talent Development Program and SES 100 to Aboriginal and/or Torres Strait Islander staff.	July 2028	Lead Chief Executive Officer
	Attract Aboriginal and/or Torres Strait Islander staff as part of a structured digital health graduate program, including, where needed, outside the APS graduate program.	August 2026 and 2027	Lead Chief Executive Officer
	Support the development of an internal Aboriginal and/or Torres Strait Islander Employee Network	April 2027	Lead RWG Chair Collaborate Chief Operating Officer
	Ensure that the EAP provider has a psychologist that identifies as Aboriginal and/or Torres Strait Islander or specialises in Aboriginal and/or Torres Strait Islander support.	June 2026	Lead Chief Executive Officer

Action	Deliverable	Timeline	Responsibility
9. Increase Aboriginal and/or Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Ensure application of the Indigenous Procurement Policy.	July 2028	Lead Chief Operating Officer
	Annually renew Supply Nation membership.	July 2026 and 2027	Lead Chief Operating Officer
	- Develop and communicate opportunities for procurement of goods and services from Aboriginal and/or Torres Strait Islander businesses to staff. - Report in the CSD quarterly report on dollar value procured from Aboriginal and/or Torres Strait Islander businesses to show embeddedness of the policy.	July 2028	Lead Chief Operating Officer
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and/or Torres Strait Islander businesses.	July 2028	Lead Chief Operating Officer
	- Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses. - Report in the CSD quarterly report on the number of Aboriginal and/or Torres Strait Islander businesses contracted with, in the interests of showing embeddedness of the policy.	September 2026 October 2026 ongoing	Lead Chief Program Officer Collaborate Chief Operating Officer
	Continue to include a requirement in vendor contracts that they show how they are working towards reconciliation and how the good or service being procured benefits Aboriginal and/or Torres Strait Islander people and/or rural and remote communities.	July 2028	Lead Chief Operating Officer

Action	Deliverable	Timeline	Responsibility
10. Enable co-design principles for digital health protocols affecting Aboriginal and Torres Strait Islander peoples	Ensure appropriate Aboriginal and/or Torres Strait Islander representation on relevant advisory committees	June 2026	Lead Chief Operating Officer
	Collaborate with Aboriginal and/or Torres Strait Islander communities to co-design and implement protocols that safeguard Indigenous data sovereignty in digital health products and services.	July 2027	Lead Chief Digital Officer
	Involve Aboriginal and/or Torres Strait Islander people with clinical expertise in the design, development and review of digital health products and services.	July 2027	Lead Chief Digital Officer
	Engage Aboriginal and/or Torres Strait Islander communities in the design, development and ongoing review of digital health systems that integrate Artificial Intelligence (AI) to ensure that AI-driven decisions respect cultural values and do not perpetuate bias or inequity.	July 2027	Lead Chief Digital Officer
	Continue to strengthen existing relationships with NACCHO and its state and territory affiliate members, as well as develop new relationships, that enable the Agency to engage the Aboriginal and/or Torres Strait Islander community to identify the needs of the sector and inform the Agency's activities to improve health outcomes	July 2026 and 2027	Lead Chief Program Officer
	Include Aboriginal and/or Torres Strait Islander people in research, design and development of Agency products and services and training for Aboriginal and/or Torres Strait Islander people in cyber and digital skills.	February 2027	Lead Chief Digital Officer
	Include the voices, experience and knowledge of Aboriginal and/or Torres Strait Islander peoples in Agency projects and programs and the Standards agenda	August 2026	Lead Chief Digital Officer
	Provide more education and training to Agency staff around the health and digital needs of Aboriginal and/or Torres Strait Islander people embedded into the All Staff meetings where possible	July 2028	Lead Chief Program Officer



Santa Teresa residents Ms Carmel Ryan & grand daughter Tara

Case study 4:

How digital health records **support** culturally responsive care in Central Australia

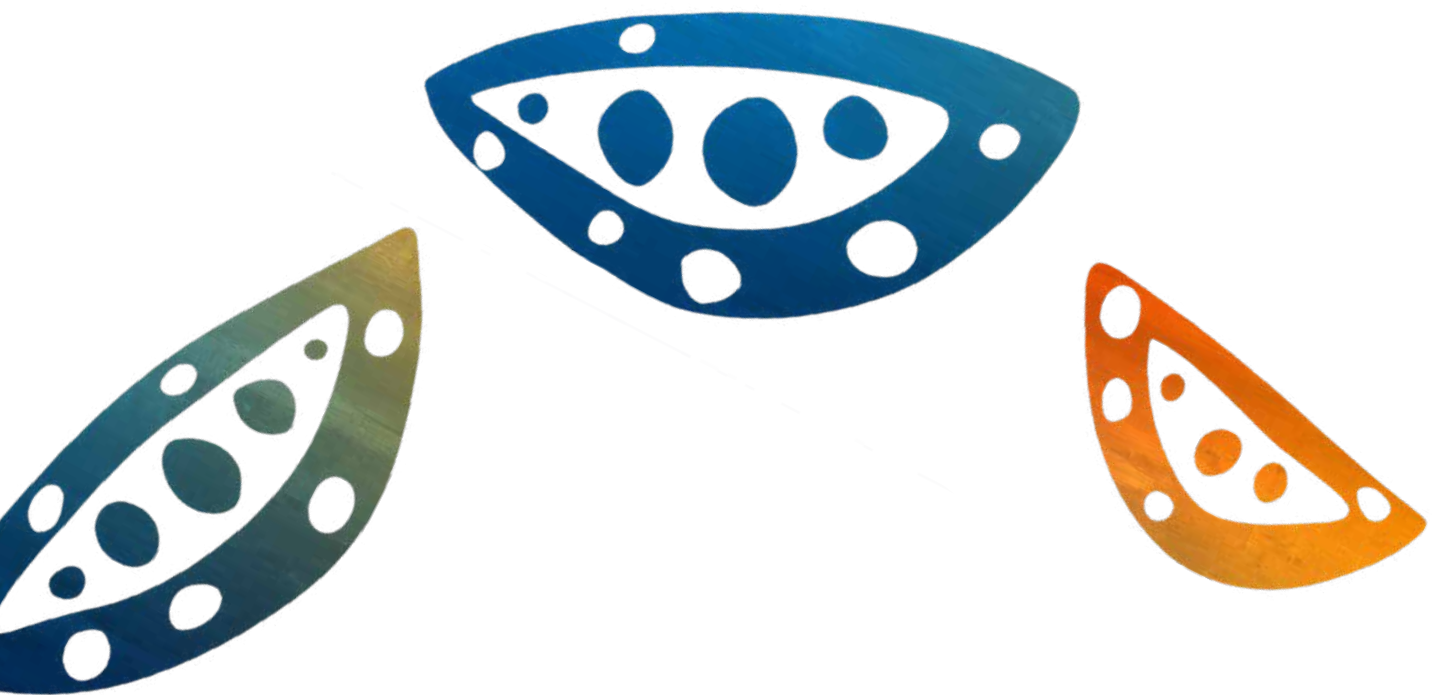
Santa Teresa, a small community of approximately 650 people located 87 kilometres east of Alice Springs, stands as an example of how remote clinics are essential for delivering timely and effective healthcare in Central Australia. Established as a Catholic mission town in 1953, Santa Teresa's unique context, where most residents are Aboriginal and English is often a second or even fifth language, presents both challenges and opportunities for healthcare providers.

Delivering primary health services on Country, rather than requiring patients to travel to Alice Springs for even minor ailments, enables care to be more accessible and appropriate for community members. Aboriginal liaison officers, deeply embedded within the community, play a crucial role in bridging communication gaps, especially when many patients have limited English proficiency and rely on traditional languages. Misunderstandings around medication types and treatment plans are common, sometimes creating uncertainty for clinicians who may feel as though they are “flying blind” without full patient histories.

In this context, My Health Record has become an invaluable tool for clinicians working in Santa Teresa. The digital health record system allows practitioners to retrieve up-to-date information on medications, recent blood tests, and prior treatments from other clinics, GPs, and hospitals. This comprehensive access ensures that clinicians can provide accurate diagnoses and avoid unnecessary duplication of tests or treatments, which is particularly important given the logistical and resource limitations in remote settings.

My Health Record has also supported efforts to ensure all Aboriginal patients have an Individual Healthcare Identifier (IHI) and an updated Medicare number, further improving continuity of care. The immediate availability of patient records upon logging into the system represents a dramatic improvement from the “old days,” when staff would spend hours on the phone chasing information from various health services.

Perhaps most significantly, My Health Record empowers local staff to be effective advocates and communicators for those community members who may struggle to navigate complex medical systems. This not only supports better health outcomes but also respects the cultural and linguistic diversity that defines Santa Teresa. As one staff member reflected, their work would be “impossibly hard” without the system, highlighting the fundamental role that digital health records now play in delivering equitable, high-quality healthcare in remote Aboriginal communities across Australia.



Governance

The effective governance of the agency's RAP is fundamental to ensuring meaningful engagement, accountability, and progress towards our reconciliation commitments. Establishing clear governance arrangements provides the framework for overseeing the development, implementation, monitoring, and review of RAP initiatives. These structures support transparent decision-making, foster collaboration with Aboriginal and/or Torres Strait Islander stakeholders, and help embed reconciliation principles across all areas of our organisation.

This section outlines the roles, responsibilities, and processes guiding our RAP governance. It highlights the mechanisms in place to monitor progress, report outcomes, and maintain ongoing consultation, ensuring our agency remains accountable and responsive to the needs and aspirations of Aboriginal and/or Torres Strait Islander peoples. Through robust RAP governance, we aim to create lasting change and strengthen our contribution to reconciliation in Australia.



Purple House CEO Sarah Brown & Service Manager Karolynn Maurice

Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	Maintain Aboriginal and/or Torres Strait Islander representation on the RWG.	July 2028	Lead RWG Chair
	Review and update Terms of Reference and other governance documents for the RWG annually.	October 2026 and 2027	Lead RWG Chair
	The RWG meets at least 4 times a year to drive and monitor RAP implementation.	June, August and October 2026 March, June, August and October 2027	Lead RWG Chair
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	May 2026	Lead RAP Champion
	Engage our senior leaders and other staff in the delivery of RAP commitments, including maintaining the CEO as the RAP Champion and through training in how to drive reconciliation goals and inclusion of these commitments in divisional business plans.	May 2026	Lead Chief Digital Officer
	Maintain appropriate systems to track, measure and report on RAP commitments.	August 2026	Lead Chief Digital Officer Collaborate RWG Chair
	Offer opportunities for Aboriginal and/or Torres Strait Islander people to participate as members of senior committees	November 2026	Lead Chief Operating Officer

Action	Deliverable	Timeline	Responsibility
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	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 annually	Lead RWG Chair
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	1 August annually	Lead RWG Chair
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September, annually	Lead RWG Chair Collaborate Chief Operating Officer
	Report RAP progress to senior leaders quarterly via PCC and to all staff via quarterly showcases from all divisions.	July 2026 ongoing	Lead RWG Chair
	Publicly report progress against our reconciliation actions.	October 2026 and 2027	Lead Chief Operating Officer
	Participate in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2026	Lead RWG Chair
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	October 2027	Lead RWG Chair
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	April 2027	Lead RWG Chair



Contact details

Gaby Suchard | Reconciliation Working Group Chair

 +61 2 8298 2186

 gaby.suchard@digitalhealth.gov.au