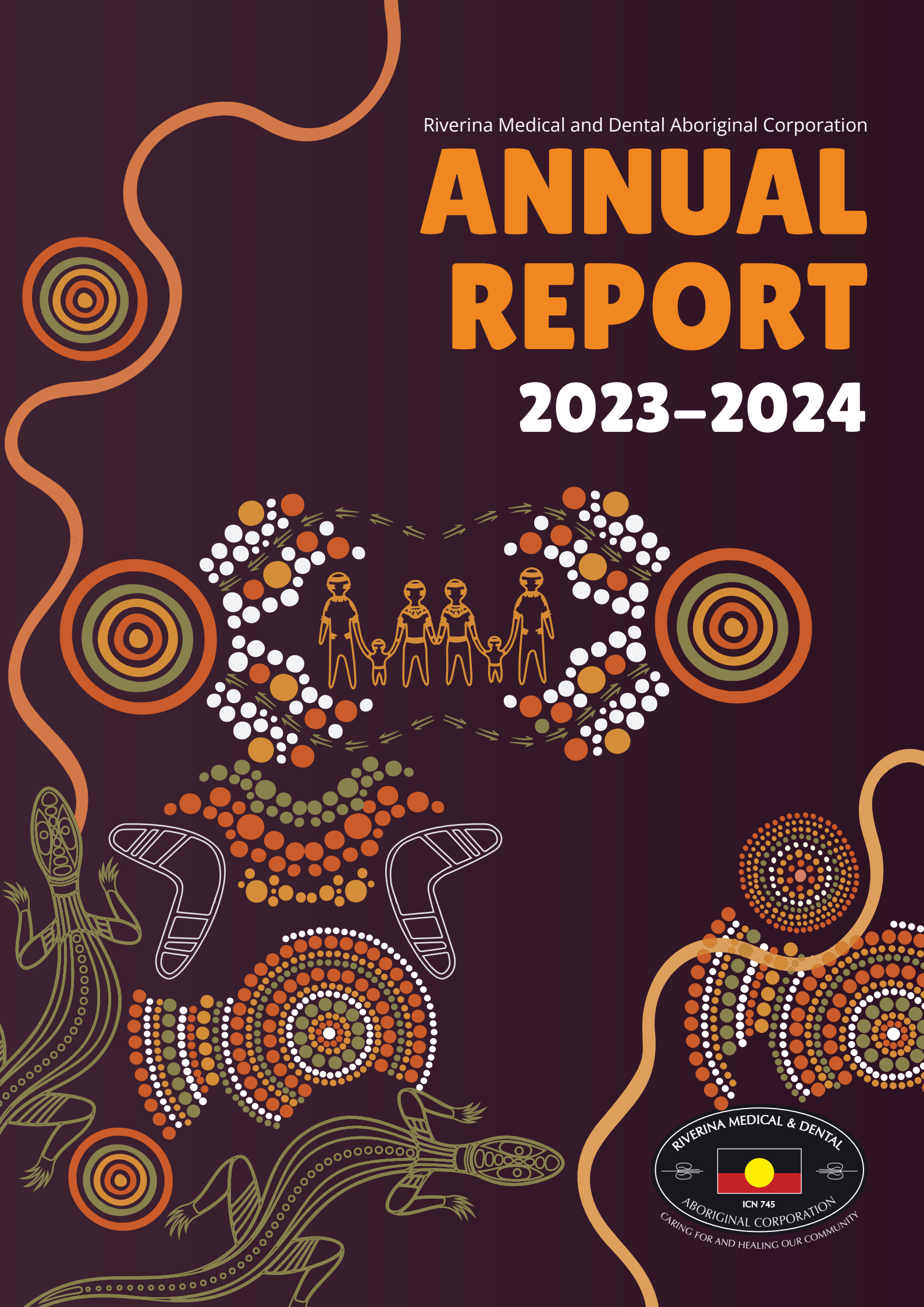


Riverina Medical and Dental Aboriginal Corporation

ANNUAL REPORT

2023–2024







ACKNOWLEDGEMENT

We respectfully acknowledge that the lands and waterways on which the Riverina Medical and Dental Aboriginal Corporation operates, and the communities we serve are the traditional lands of the Wiradjuri people. We pay our respects to our elders past and present and we will continue to fulfill our cultural obligations as a First Nations organisation operating on Wiradjuri country.

Always Was. Always Will Be.



CARING
HEALING
COMMUNITY

OUR SERVICE AREA



Region	Services offered	
Wagga Wagga	Medical Dental Social (i.e suicide prevention, domestic violence) Community transport PSP OOHC (i.e. foster care) Family Preservation	★
Griffith/MIA	Family Preservation	★
Albury	Family Preservation	★
Young/Hilltops	Family Preservation	★





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BOARD MESSAGE

In the 2023/2024 financial year, RivMed celebrated a significant milestone as it marked its first full year post-special administration. Staying true to its mission, RivMed has focused on enhancing the health and wellbeing of Aboriginal and Torres Strait Islander Peoples, Families, and Communities.

2023/24 saw a significant expansion and growth into the support provisions provided by RivMed to our children in care; this was a fundamental expansion that reflects the commitment by RivMed to ensure health and safe futures for our children.

The re-development of RivMed's storage shed into a functional and impactful Wellness centre has provided a safe, soft entry space for community to access workshops, fitness programs and cultural activities.

A cornerstone of RivMed's success has been its dedicated workforce, largely comprised of Aboriginal staff who are instrumental in delivering vital services. The Board of Directors deeply appreciates their hard work and dedication to improving health outcomes.

To further strengthen governance and to continue a positive path forward for our communities, the Board of Directors conducted a thorough review of its strategic plan with the assistance of an independent consultant, ensuring RivMed's continued growth and effectiveness in serving the community.

CEO REPORT

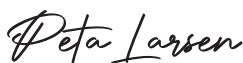
RivMed continues to strengthen and expand the support we offer across the Murrumbidgee. As the first CEO, following a period of administration, I am so proud of the organisation and how far we've come to ensure we are meeting the needs of Community.

RivMed is known for the provision of culturally accessible and quality dental and medical care. With this foundation in mind, RivMed has expanded its services with the aim of building physical, psychological and social wellness. This is seen in the new programs we have initiated including our Wellness Hub, our social connectedness programs, mental health support and drug and alcohol programs.

As a partner of choice, RivMed is delivering more of its services in partnership with Aboriginal Community Controlled and non-Aboriginal organisations to increase the service options for our Community. I would personally like to thank all our partners, with who we innovate. Grow and increase the knowledge and service to our Aboriginal Communities, Peoples and Families.

It is well known that an organisation is only as good as its staff, and the staff of RivMed are what make it the success that it is. I continue to be amazed at the skill and dedication of our staff and their commitment to the services they are part of providing. On behalf of myself, the Board and leadership team I wish to thank every member of the RivMed team for this dedication.

Finally, I would like to thank our Community for their ongoing support of RivMed. As an organisation committed to serving the needs of its Community, you are all an integral part of the ongoing growth and service provision.



Riverina Medical and Dental Aboriginal Corporation
CEO

ABOUT US



Key Goals

To achieve our mission, we are focused on five key goals. The goals will focus our strategies:

- Make a positive difference to Aboriginal and Torres Strait Islander peoples' health and well-being
- Operate safely, sustainably and effectively
- Empower the Aboriginal and Torres Strait Islander Community through engagement
- Maintain a skilled and sustainable workforce
- Work with our partners to connect our services

Vision

Riverina Medical and Dental Aboriginal Organisation aims to improve the health and well-being of Aboriginal and Torres Strait Islander people to a level enjoyed by the general population.

Mission

Our mission is to provide culturally appropriate accessible health care and services to improve the lives of Aboriginal and Torres Strait Islander people and their families.

Values

At Riverina Medical and Dental Aboriginal Corporation we value:

- Community control and self-determination
- Health and well-being
- Improved outcomes for children, adults and families.

OUR STATISTICS

**Aboriginal and Torres Strait
Islander Clients**



2,296

Episodes of Care



18,545

Client Contacts



31,104



OUR PROGRAMS

RivMed has continued to grow the number of programs and services it offers across the Murrumbidgee region, focussed on the health and wellbeing of the community. The 2023-2024 year has seen an investment in existing service types and the growth into new areas of opportunity that reflect Community need and feedback. This includes continued growth and investment in our Out of Home Care Services, a Wellness Clinic and aged care services for our Elders.

For our Children

RivMed runs programs to support our kids and families, keeping them safe, well and connected to culture

Connected Beginnings Connected Beginnings aims to improve access to existing early childhood, maternal and child health and family support services for Aboriginal and Torres Strait Islander children, to ensure they are safe, healthy, and ready to thrive at school by five years. The program supports children from birth to school age, and pregnant women, with school readiness and educational outcomes to close the gap between Aboriginal and Torres Strait Islander children and non-Indigenous children. This is achieved by sharing knowledge and improving outcomes for children and facilitating Aboriginal and Torres Strait Islander engagement with integrated early childhood education, health and family support services across the country.

Yalbilinya Miya (Learning Together) works with Aboriginal mothers and their babies to reclaim and strengthen traditional breastfeeding practices. The program includes training for midwives and other specialists to enable them to provide culturally aware support to breastfeeding mothers.

Family Preservation is offered through our Griffith and Young Offices, with the aim of keeping families together and our children out of care, with intensive in home support. This program helps kids 0 – 17yrs and their families.

Intensive Family Based Support is a time limited support based in the homes of Aboriginal families in crisis, where our children are at risk of entering out of home care, or where there are restoration plans in place. This program aims to keep families together and our children safe.

Functional Family Therapy operates in Wagga, Griffith and Albury as a home based treatment model where there has been abuse or neglect of our children. This program brings together therapy, clinical practice and best practice to support better outcomes for families.

Out of Home Care is an area of growth for RivMed, with children currently supported by Anglicare and Care South being transitioned to RivMed to ensure culture is part of the care offered to our children who are in the Out of Home Care System. RivMed works with carers and children to provide safe secure and nurturing environments.

Ngama Bu Bali is for parents, caregivers and grandparents with children aged 0-5 years. Held every Tuesday RivMed playgroup is a safe place for play, connection and support.

HEALS offers Ear Health, Language and Speech services for Aboriginal children as part of an early intervention response.

For our Health

RivMed provides general and specialist health services across Wagga and Brungle, as well as working with the Murrumbidgee Aboriginal Health Alliance to support health options for a number of other communities across the area.



General Practitioners, Aboriginal Health Workers, a Chronic Care Coordinator and Nurse practitioners all provide accessible support to the Murrumbidgee area. RivMed's transport service provides further support to allow people to access the services they need.

Dental Care is operated in Wagga, with partnership programs this year increasing the number of dentists and dental chairs available.

Ear Health is provided as a specialist response for Aboriginal children 0 – 6 to help prevent middle ear infections.

Medical Outreach is a program focussed on providing access to health services for people living with chronic illness.





For our Wellbeing

RivMed offers a range of supports to help with overall wellbeing of our community, including support for mental health, post custodial support and social and emotional wellbeing.



Mental Health offers a range of programs, supports and trained professionals to provide culturally sensitive and safe mental health assessment, treatment and support.

Culture Care Connect develops and delivers the Network Suicide Prevention Plan and supports the delivery of suicide prevention activities.

Drug and Alcohol delivered in partnership with the Salvation Army, RivMed provides Aboriginal health services to the clients of the Wagga Recovery Hub.

Social and Emotional Wellbeing provides support for adults who are facing challenges that could impact their social or emotional health. Aboriginal Youth (10-17 years) are supported with early intervention support if they are at risk of re-entering the criminal justice system.

Youth Culture Program holds fortnightly activities of 12 – 17 year olds which focus on Aboriginal art, bushwalks and connection to culture.

Post Custodial Support focuses on improving access to support services so that Aboriginal people released from custody can get high quality support and AOD treatment, with the aim of reducing relapses, overdoses and reoffending.

Wellbeing Hub supports the health and wellbeing of community with a gym, food support programs and case management.

Elder Care Program connects eligible Elders with aged care support, including helping Elders to access My Aged Care and Dementia Australia.

OUR PEOPLE

RivMed is committed to building a strong organisational culture including through wellness and team building activities. Each week RivMed provides fresh fruit for staff to snack on and shouts a coffee from a local barrister van one day per week. This year two RivMed teams were formed to compete in the local mixed netball competition.

RivMed invests in its staff and in Community by providing training opportunities. All new staff who start with RivMed undertake Cultural Awareness training, with existing staff being supported to undertake training activities that provide career opportunities, including

- 2 staff completed an Advanced Diploma of Leadership & Management
- 9 staff completed a Diploma of Leadership & Management
- 1 staff completed a Diploma of Human Resources
- 1 staff completed Certificate III Business Operations (Administration)

RivMed provides a sense of community for me. I moved here 4yrs ago and it is hard for me to engage with people. Being employed at RivMed provided the opportunity to immerse myself in the Wagga community and surround myself with people who have become friends.

"I love working for my community, community is everything"

- RivMed Staff Member

Elmo Recruitment System

In 2024 RivMed implemented the ELMO recruitment system, a major investment to support the recruitment and ongoing management of RivMed staff. ELMO has a variety of modules that supports recruitment of staff, ongoing Human Resources file management and professional development. ELMO is a significant and foundational addition to the compliance, management and growth of RivMed.

Staff Statistics

Head Count as of 31 May 2024: 93

Aboriginal Staff: 53 Staff (60%)

Non-aboriginal Staff: 38 Staff (40%)

Full time: 73 Staff

Part-time: 14 Staff

Casual: 6 Staff

Female: 65 Staff

Male: 28 Staff

- RivMed Staff Member

PARTNERSHIPS

RivMed is proud of the services that it is able to provide through strategic partnership. During the 2023/24 financial year partnership has enabled RivMed to increase service delivery in the areas of Drug and Alcohol, Research, Food Security programs, health and wellbeing and education.

Charles Sturt University

RivMed's commitment to providing culturally inclusive and accessible health care extends past immediate service delivery into partnerships that support placement in RivMed services for medical practitioners in training. Students from Charles Sturt University, The University of Notre Dame and the University of New South Wales, all participate in the program that is varied to reflect the different areas of speciality.

The partnership between RivMed and Third Year Student in the Charles Sturt University Bachelor of Oral Health has resulted in RivMed's Dental service tripling

its capacity for services to the Aboriginal community, including allowing for reduced waiting lists, an increased focus on prevention and increased responsiveness for emergency dental need.

For the Oral Health Students, they have patient experienced with a community they wouldn't normally get to see a lot of in other placements and within a community controlled organisation. The program was supported by a \$45,000 grant which purchased specialist equipment for the RivMed Dental Clinic.





Poche Centres for Indigenous Health

In partnership with the University of Sydney's, Poche Centre for Indigenous Health, RivMed has led the Yalbilinya Miya (Learning Together) program that aims to reclaim and strengthen traditional breastfeeding practices that have nurtured Aboriginal and Torres Strait Islander babies for over 65,000 years. The program centres around gathering insights from Koori women living on Wiradjuri lands to drive Community driven research, providing support to

breastfeeding mothers in a culturally safe way and empowers women by addressing the impacts of colonisation and systemic inequalities. The program is wholistic in supporting both mothers and their babies and the people who support them. Key program leaders, including Aboriginal Health Workers and midwives receive specialised lactation training through the program to allow them to provide the culturally aware support to breastfeeding mothers.





QUALITY SERVICES

RivMed delivers its services against robust quality and compliance frameworks, including those overseen by the Office of the Children's Guardian and the QIC Health and Community Standards.

During 2023, RivMed worked with the Office of the Children's Guardian, Department of Communities and Justice and ABSEC the peak organisation for Aboriginal children and families in NSW to implement a comprehensive improvement plan which addressed shortcomings identified during a 2022 review. The diligent work of the team saw a temporary deferral that was placed on RivMed in 2022 overturned, with RivMed now having full accreditation for 3 years without restriction on the number of children they can support in care, or the complexity of their needs.

CEO Peta Larsen said ***"Through our model of care, Aboriginal children and their carers will receive culturally appropriate support with access to culture and community to help develop children's positive self-identity, encourage healing and maintain a sense of belonging, especially from their immediate family."***

As part of RivMed's commitment to quality, an upgrade to the RivMed website was undertaken in 2024. This has supported up to date information about the programs provided by RivMed, online appointment booking options, information about becoming a foster carer, online referral options and the ability to provide feedback and make complaints online.

This coincides with a organisation wide review of RivMed's Feedback and Complaints system which sees all feedback and complaints received by the organisation go to a panel of staff and community for transparent review and consideration. Outcomes from the feedback process is already being seen, with the newly established Women's Yarning Circle being started as a result of feedback from RivMed's International Women's Day celebration. RivMed is committed to continuous improvement to ensure quality services for the Murrumbidgee Region.



OUR COMMUNITY

RivMed proudly designs, delivers and supports programs for all members of our Community. This includes our Get Active groups, which aim at engaging people with Chronic conditions and substance abuse issues to enhance their overall healths, our Women's and Men's Groups and our outreach work at Community Hubs in the region where we offer a range of support including from the Drug and Alcohol team.

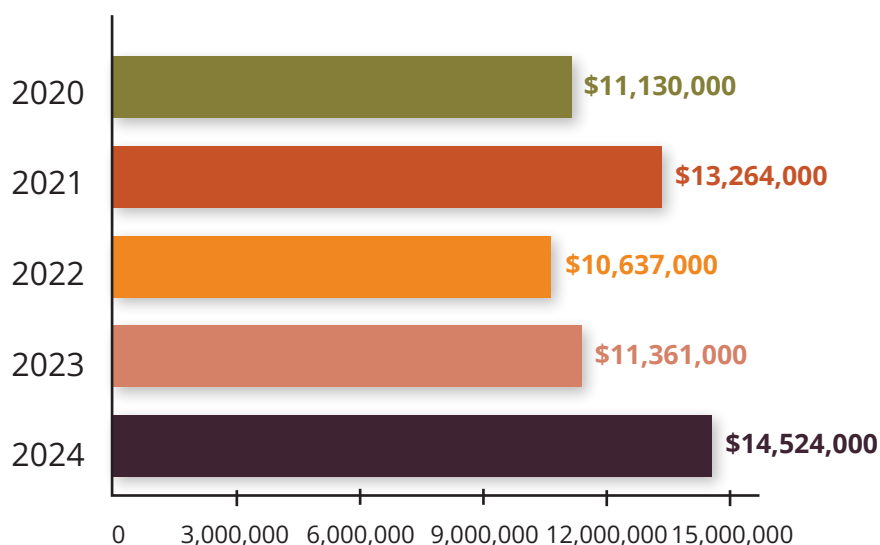
In 2024, RivMed again supported the LBGTIQ+ community with a Mardi Gra float, with incredible support from staff and community making it a night to remember.

International Women's Day and its theme, "Invest in Women: Accelerate progress", was celebrated at RivMed with local women coming together to share knowledge and yarn. Based on feedback from the event, RivMed started a fortnightly Yarning Circle to give a space for women, to meet, share and invest in each other and community.

RivMed has continued to be financial supporters and participants in key events in the area including Yamandhu Marang and the memorial walk that remembers those who have been lost to suicide and the annual Yanderra Festival. Special events have also been organised for community to come together, including RivMed's Beach Day which celebrated Mental Health Month and Run the Ball up – a day with NRL players.

FINANCIAL STATISTICS

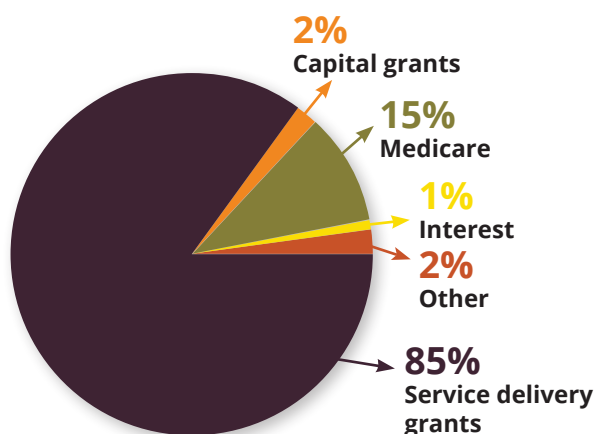
Annual Revenue



Staff Headcount

2020	83
2021	86
2022	66
2023	70
2024	90

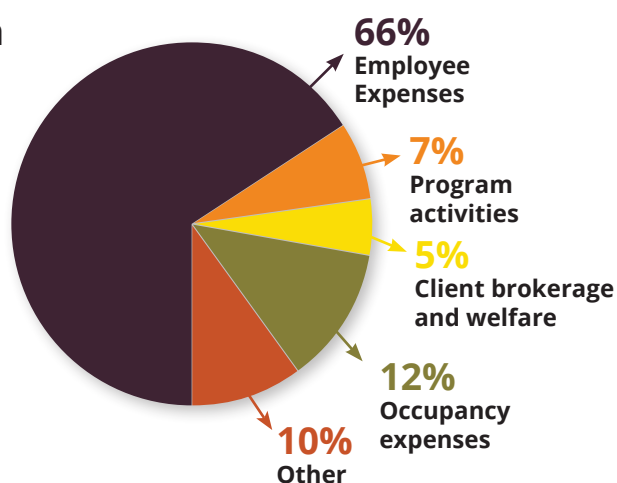
2024 Revenue Breakdown



Service delivery grants	\$12,333,000
Capital grants	\$250,000
Medicare	\$1,482,000
Interest	\$126,000
Other	\$331,000

2024 Expenditure Breakdown

Employee Expenses	\$8,979,000
Program activities	\$955,000
Client brokerage and welfare	\$712,000
Occupancy expenses	\$1,562,000
Other	\$1,305,000



FINANCIAL STATISTICS CONT.



OUR FUNDERS AND PARTNERS

We extend our sincere thanks to the following funders and partners for their on-going support and assistance in our shared vision to improve the health and wellbeing of our Aboriginal community.

- Department of Communities and Justice (DCJ)
- Department of Health (Commonwealth)
- NSW Ministry of Health
- National Indigenous Australians Agency (NIAA)
- Murrumbidgee Primary Health Network
- National Aboriginal Community Controlled Health Organisation (NACCHO)
- Aboriginal Health and Medical Research Council
- Sydney Children's Hospital
- The Salvation Army
- Lowitja Institute
- Rural Doctors Network
- Sax Institute
- University of Sydney
- Griffith Aboriginal Medical Service
- Aboriginal Affairs NSW
- The University of Newcastle
- AbSec
- Foodbank NSW
- Koori Women's Breastfeeding
- ACCESS (Ear-Health)
- Alcohol & Other Drugs (GAMS Partnership)





wild spirit

LOS ANGELES
CALIFORNIA

WHITE FOX
VOL. 1

**For medical appointments or to contact
the Allied Health team**

271 Edward Street Wagga Wagga NSW 2650

P: (02) 6923 5200 E: medical@rivmed.org.au

After-Hours Medical Care

1/185 Morgan Street, Wagga Wagga NSW 2650

GP After-Hours

P: (02) 6931 0900

13Cure – After-Hours Home Doctor

P: 13CURE (2873)

**For Dental, RivMed Administration and
all other enquiries**

69-71 Docker Street Wagga Wagga NSW 2650

P: (02) 6923 5300 E: admin@rivmed.org.au

Mailing address:

Riverina Medical and Dental Aboriginal Corporation
PO Box 458 Wagga Wagga NSW 2650

rivmed.org.au

