

GANDANGARA
Local Aboriginal Land Council

Welcome

CLIENT INFORMATION PACK



Connect. Belong. Thrive.



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Acknowledgement of Country & Custodians

Gandangara Local Aboriginal Land Council (GLALC) acknowledges the families within the Cabrogal Clan of the Darug Nation as the Traditional Custodians of the land we span. We pay our respects to the Elders, past, present, and emerging and to all First Peoples within our community. The objectives of the Gandangara Local Aboriginal Land Council are to improve, foster and protect the best interests of all Aboriginal persons within the Council's area and all other persons who are Members of the Council (s 51 ALRA 1983) (NSW).

Welcome from our CEO



MELISSA WILLIAMS

Welcome to the Marumali Health Promotion and Brokerage Services.

Our aim is to help all our Aboriginal and Torres Strait Islander clients enjoy a longer and healthier life. We help our clients navigate the health system and access the specific services they need.

Here is how we can help you or anybody in your family:

- We have a holistic approach designed to help our clients physical, social, emotional and spiritual needs
- We help to bring awareness to the benefits of preventative health care
- We encourage our clients to seek medical treatment early, and to maintain a healthy lifestyle



- We work with and support our clients in managing their Health and Wellbeing
- We provide personal support in consulting with GPs or specialists to help clients better understand their options, and to move forward confidently with the next steps, such as treatment, rehabilitation and recovery
- We can provide transport to ensure our clients attend their medical appointments
- Marumali runs a range of cultural health activities and wellbeing classes
- Marumali also helps to ensure clients are aware of the many Member benefits they can access by joining Gandangara Local Aboriginal Land Council who auspice Marumali.

What makes Marumali both effective and unique is that our extended family orientated culture is on display in all our services. Marumali Staff is on hand to ensure our clients receive culturally appropriate, family focused treatment, whatever their individual needs are. This approach is of particular importance and value to our communities.

Gandangara is an Aboriginal member-based organisation. We are here to provide much needed support for everyone in our community. If you need any more information about us and our services or a personal explanation of what we offer, and how we can help you, please feel free to contact us on **(02) 9602 9677** marumaliadmin@glalc.org.au





The Gandangara Group

The Gandangara Group is one of 120 Local Aboriginal Land Councils in NSW with several operating entities – Gandangara Aboriginal Land Council, Gandangara Health Service, Gandangara Transport Service, and Marumali Health Service. The Gandangara Group belongs to and works for its' Members, customers, and the local communities within our borders. Our motivating force and purpose are to safeguard the interests of the people we support and our community and provide for their needs.

Our main objective, for each of our Members and all First People with the Group's borders, is to protect, foster and improve their social and emotional wellbeing by creating a meaningful connection between us based on mutual respect and understanding. We achieve this aim by providing greater access to health services,

transport, education, mentorship, and work-life opportunities. We actively promote, protect, and celebrate our Aboriginal identity, culture and heritage and manage, develop, and sustain our land holdings, business enterprises and investments. We also provide and manage community benefit schemes and services.

The Gandangara Group understands that our success lies in delivering an exceptional customer experience for our members, service users, stakeholders, and the wider community. We believe customer service is vital to fostering positive interactions and creating lasting relationships with the people we support and collaborate with. In turn, this leads to better social, health and wellbeing outcomes for Aboriginal and Torres Strait Islander people, which is the Group's core business as a local and national priority.

Who accesses our services

Aboriginal and/or Torres Strait Island people and local community members who seek connection and a sense of belonging are drawn to the Gandangara Group. People who want quality service and culturally safe

support engage with our services. Individuals seeking a safe space to access quality health care and wellbeing, connection, social support, cultural engagement, and transport enjoy our many customer-focused services.

Vision

Our vision is to build a strong, connected and thriving future for our members and the wider community.

Mission

The Gandangara Group serves as a meeting place for local Aboriginal people and the wider community to Connect, Belong, and Thrive.

Aims

One Team. One Plan. One Dream.

- One Team. We work together through unity and cooperation – one Member at a time
- One Plan. We create a connected, cohesive, and healthier community – one Member at a time
- One Dream. We become stronger and progress our community's future – one Member at a time.

Values

Our spirit and character are embodied in the core values of the Gandangara Group. We are loving, caring, ethical, respectful, patient, and responsible. Our staff uphold our core values, individually and collectively:

- Unity. Our aims unite us as we work collaboratively to better outcomes for First People.
- Integrity. We are honest and accountable as we uphold an uncompromising adherence to our moral and ethical principles
- Inclusion. We celebrate uniqueness and include each person in our shared journey.
- Understanding and respect. We develop sustainable relationships by listening and understanding, which fosters trust, safety, and wellbeing
- Impact. Our shared values and collective efforts impact positive change for First People and the wider community as we deliver meaningful outcomes.

Marumali Services



Connect. Belong. Thrive.



Financial Brokerage,
Advocacy & Referrals

Health Promotion
Programs



Events



Cultural Education &
Training for Service Providers



Welcome to Marumali

Marumali operates as a health brokerage service to help Aboriginal and Torres Strait Islander clients navigate what is often a complex and intimidating primary, secondary, and tertiary healthcare system. It is one of two culturally safe brokerage services of its kind in the country. Marumali delivers key 'health enablers' such as a culturally rich and non-discriminatory health brokerage service that is informed by the life course paradigm; community engagement and promotion; mental health and social and emotional wellbeing (SEWB) strategies, and capacity building workshops. All of these are aligned with the

Federal Government's strategic objectives to 'close the gap' in health outcomes and life expectancy between Aboriginal and non-Aboriginal populations (NATSIHP 2013-2023) against 7 key outcome areas to progress the formal commitment made by all Australian governments to achieve Aboriginal and Torres Strait Islander health equality within 25 years (i.e., by 2030).

Marumali is a Health Promotion and Brokerage Service which aims to help our Aboriginal and Torres Strait Islander Clients enjoy a longer and healthier life.



Marumali Jurisdiction

"The jurisdictional boundaries of Marumali span 8 Local Government Areas in the south Western Sydney region. These include:

- Bankstown
- Camden
- Campbelltown
- Cumberland
- Fairfield
- Liverpool
- Wingecarribee
- Wollondilly

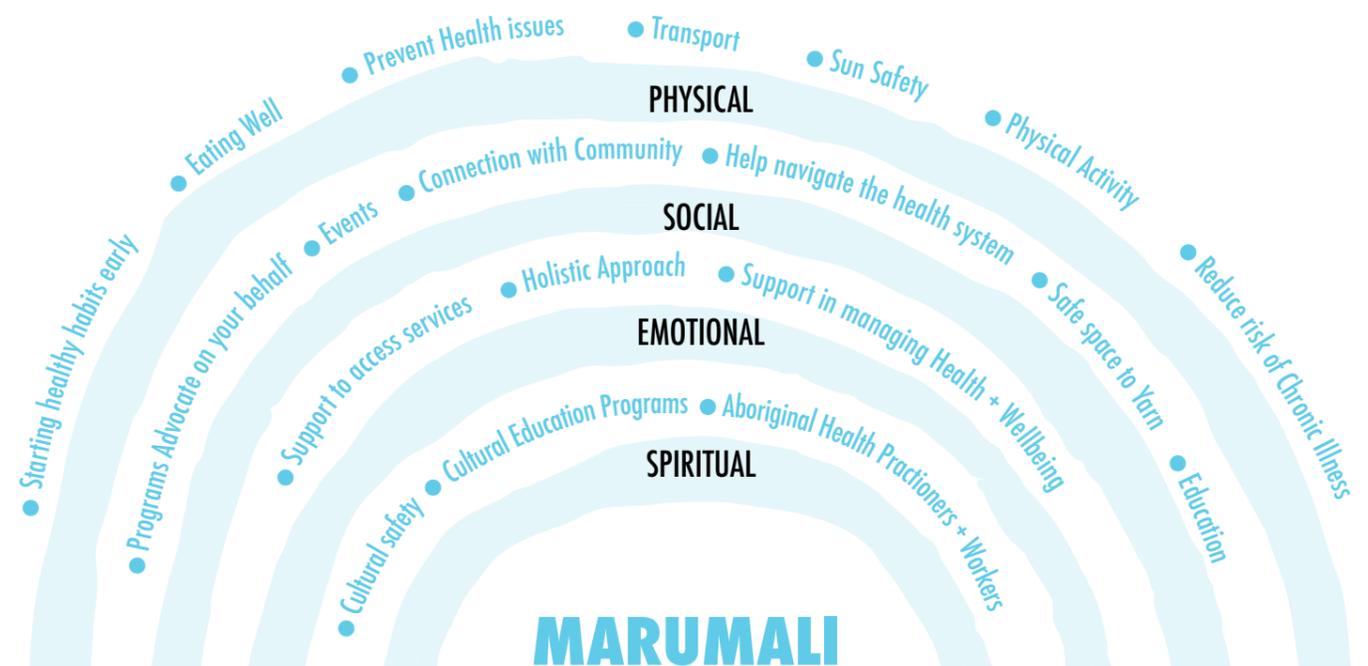
Health & Wellbeing

We support you to access the health services you need. We have a holistic approach to meet your physical, social, emotional and spiritual needs.

Starting healthy habits early on can prevent many health issues from developing later in life. You can reduce the risk of severe health issues and/or developing chronic health conditions with a tailored plan!

Along with raising awareness of preventative health, we also encourage you to seek medical treatment early and to maintain a healthy lifestyle.

- We support you in managing your Health and Wellbeing
- We help you navigate the health system and services available
- We provide education on the benefits of preventative health care
- We run a range of cultural health activities and wellbeing classes
- We help you make healthier choices fun and rewarding for everybody





Overview of Our Services

Health Brokerage

Marumali fosters brokerage services to meet the needs of our client base (all of whom identify as Aboriginal and/or Torres Strait Islander) in accessing the full spectrum of health services.

Health Providers

Our Doctors and Specialists are provided with cultural capabilities training. We can help reduce financial stress by paying for you to access a range of private specialists and services, including but not limited to:



For any services not listed here, please contact us directly to discuss in further detail.

Wherever possible, we advocate for you to ensure all services are bulk-billed through Medicare. If you are eligible, we will assist in payment for your specialist appointments. If ineligible we will refer on to services that can help you (including the Aboriginal Chronic Care Program).

Happy to help program

We provide education on the benefits of having a 715 Aboriginal Health Assessment with your local GP so you can utilise Medicare incentives designed to address Aboriginal and Torres Strait Islander people's unique needs.

If you or anybody in your family need any of our services, please call our friendly Marumali team on (02) 9602 9677 or email marumaliadmin@glalc.org.au . We are here to help you.

Health Promotion Activities

Cultural Health & Wellbeing Activities

Marumali runs a range of health and wellbeing groups and activities such as:

We also engage with the community and help facilitate programs and activities for different age groups, such as:

- Cultural Arts & Craft
- Didge & Dance
- Martial Art Fitness & Healthy Lifestyle
- Burrayi (Babies) Program
- School Holiday Health & Cultural Learning Days & Events
- Cultural Incursions for Schools, Child Care Centres & Education Providers



Program schedules may change from time to time. Please ensure you check our website (www.gandangara.org.au/marumali/) regularly to keep updated.

- Elders Olympics
- NAIDOC Events
- School Programs
- Health & Wellbeing Expo's
- Community Day's & Events

If you or anybody in your family want to get involved, learn more about culture, and have some fun, please call our friendly Marumali team on (02) 9602 9677 or email marumaliadmin@glalc.org.au . We are here to help!



Cultural Education for General Practitioners & Service Providers

- We provide training to mainstream GPs on how to complete a comprehensive 715 Aboriginal Health Assessment
- We provide awareness to GPs on referral pathways that are culturally safe for Aboriginal and/or Torres Strait Islander Clients
- We give GPs an opportunity to ask questions in a safe environment so that they feel more confident engaging and empowering Aboriginal and Torres Strait Islander clients. This contributes to improving clients health and wellbeing in order to Close the Gap
- We can also tailor education to suit the needs of the organisation or team. We develop bespoke training and education sessions.

If a General Practice or Service Provider would like to engage our education services, please call our friendly Marumali team on (02) 9602 9677 or email marumaliadmin@glalc.org.au.

Please also call our team if you think your GP would benefit from Marumali's Cultural Education Sessions.



Meet the team



KELLY NICHOLS

Program Director



ANGELA SPITHILL

Health Services Manager



FAY DANIELS

Registered Aboriginal Health Practitioner, Team Leader



DEEGAN HUNTER

Aboriginal Health Outreach Worker



STEPHEN KIM

Aboriginal Health Outreach Worker



KIM MOUTIA

Project Support Officer (Health and Wellbeing)



TAY ANU

Aboriginal Health Practitioner (Trainee)

Eligibility

Marumali adopts the *Aboriginal Land Rights Act 1983* (NSW) definition of Aboriginality for clients to access Marumali's services. To access Marumali's services, a client must be of Aboriginal and/or Torres Strait Islander descent, self-identify and be accepted by the community. Alternatively, a non-Aboriginal parent can access Marumali's services on behalf of their Aboriginal and/or Torres Strait Islander-identified child, provided the child has the identification papers of the other parent from which they affiliate their Aboriginal descent.

An Aboriginal person is defined in section 4 of the ALR Act as a person who:

- Is a member of the Aboriginal race of Australia (Part 1); and
- Identifies as an Aboriginal person (Part 2); and
- Is accepted by the Aboriginal community as an Aboriginal person (Part 3).¹
- Applicants must satisfy that they meet Part 1, Part 2, and Part 3²
- Must have a 715 Health Assessment completed within the last 12 months
- Must live within Marumali geographical span
- If the client has 1 or more chronic conditions that would be better managed with care coordination, a referral to the Aboriginal Chronic Care Program will be facilitated.





Connect. Belong. Thrive.



Connect. Belong. Thrive.

The Gandangara Group enables people to Connect, Belong, and Thrive. One person at a time. This shared belonging nurtures personal strength, a sense of connection, and a spirit of unity and co-operation.

Connect

What it Means to Connect

Bring together. Bring into contact. Create a link. Attach. Bridge. Bind. Join.

To have a meaningful connection, we need to create a link that grows into a meaningful relationship through respect and understanding.

This quality of relationship becomes a mutual, personal attachment whose bonds get stronger and stronger with shared time and experiences. The respect and understanding underpinning such a relationship works to build bridges within families and organisations and between individuals and communities, creating powerful bonds that make us all stronger.

Through their relationship with us, many of Our Members make the most important connection of all. They Connect with their Aboriginality, mobs, culture and protocols, history, sacred sites and art. They Connect to Country. The community get back what has been missing or been taken from their lives - the truth. The Aboriginal truth. This truth restores our spirit and makes us whole.

Belong

What it Means to Belong

Be a Member. Be a part. Be included. Have a place. Be accepted. Be safe. Have a voice. Have a say.

Becoming a Member is the first step towards belonging. You start to Belong when you begin participating in a meeting or a gathering, a yarn or a circle. You start to Belong when you ask for a service, and you use it. You start to Belong when you ask for guidance, and you follow it. You start to feel part of something bigger than you are, something deeper, kinder and older than your own experience when people you don't know show care and help.

A place where you can feel safe to share your thoughts, your feelings, your fears, your weaknesses. You start to feel accepted when you are not judged, or when your motives are not questioned. Acceptance is the rock on which the real sense of belonging is built. We provide that rock for them.

Thrive

What it Means to Thrive

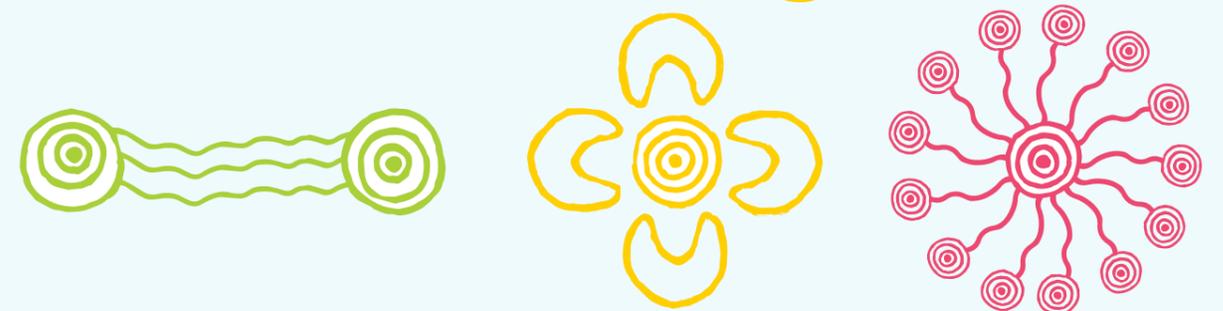
To prosper. To grow strong. To develop. To succeed. To advance.

“Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness that most frightens us. We ask ourselves, Who am I to be brilliant, gorgeous, talented, and fabulous? Actually, who are you not to be? We are all meant to shine, as children do. It is not just in some of us; it is in everyone, and as we let our own light shine, we unconsciously give others permission to do the same. As we are liberated from our own fear, our presence automatically liberates others.”

To Thrive, we have to be healthy physically, mentally and emotionally. We also need the imagination to see beyond our current circumstances and limitations. We all need mentoring, guidance, advice, education and support to help us develop these attributes, to help us shine. It also takes personal commitment and effort.

Gandangara is here to help Our Members raise their ambitions and realise their potential. We provide for Our Members in all of these areas, according to their individual needs and circumstances. And where we can't help directly, or to the extent needed, we refer to those who can. Just as importantly, we provide our services and support in a sensitive manner to our cultures, social codes and protocols. We listen to and see Our Members through the lens of an Aboriginal heart.

Connect. Belong. Thrive.



2

Financial Brokerage, Advocacy & Referrals



Financial brokerage, advocacy & referrals

Financial Brokerage

Marumali utilises a range of brokerage services. GP and Specialist referrals are the highest used type of pathway. A majority of clients also obtain 715 Health Assessments from their General Practitioner.

Marumali has worked tirelessly to develop rapport with local specialists and to ensure the best care and value for their clients. As such, Marumali has a well-developed network with a variety of specialists who bulk-bill many clients as a direct result of Marumali's referral.

Advocacy

'Advocacy' encompasses multiple types of support, such as a Marumali staff member accompanying a client to a brokered specialist appointment, home visitation, or appointment in person at Marumali offices. Advocacy also involves the Marumali staff members coordinating client appointments with other services as appropriate. In the through-care model of healthcare practised by Marumali, clients can make contact with a staff member by phone or email in the first instance and may then receive in-person assistance as determined necessary.

Referral

The niche brokerage work that Marumali provides is strongly valued by clients even in areas with greater choice of culturally competent healthcare providers. This is demonstrated by the number of new referrals that continue to present and the number of clients who return to access Marumali services.

Marumali also works to negotiate the total spectrum of healthcare services on behalf of clients. Critical success factors for Marumali's work include developing relationships with other community health services so that Aboriginal people engaging with those services perceive these as culturally competent based on 'trust through association'. Because Marumali spends time working with clients who have a history of complex trauma, frequently presenting with anxiety and other symptoms of poor wellbeing, the act of building relationships with external service providers, especially in mental health, is vital.



3

Health Promotion Programs



Health Promotion Programs

We organise a range of health promotion programs for the community, which aim to provide opportunities to connect, belong and thrive with Marumali.

As a team of health professionals, all of our programs have a goal to empower the person to make healthy life choices. For example, Marumali's promotion of 715 Health Assessments has seen an increase in patients returning to visit their GP and therefore identifying health issues and the referral pathway to address the need.

Join us and connect with your community!

We are responsive to your feedback and are always looking for new ideas for programs that our community wants.

We will consider all suggestions.



Community Health Promotion Events	Purpose
School Holidays Health and Cultural Learning Day	Educates young First Peoples on the importance of connecting with the land and nature, and traditional cultural protocols, through a bush walk on country, led by a GLALC Aboriginal Ranger.
Magura (Fishing) Program	Educates young First Peoples on the importance of culture and fishing with a fun day out and connecting with other younger people.
Men's Group Stronger Fathers Stronger Families	2 x Male Aboriginal Health Outreach Workers facilitate weekly group activities focused on cultural connection and physical exercise. Focuses on: SEWB to encourage access to medical services, sexual health, smoking cessation, cancer screening awareness and health assessment education & awareness.
School Incursions	Enhances SEWB and healthy lifestyles through cultural practices such as learning to play the Didgeridoo, traditional methods of painting, and traditional Aboriginal dance. Our Health Workers facilitate group exercises, provide awareness on healthy eating, education on health assessments, role modelling, education and awareness on mental health.
Aboriginal Women's Group	Designed to improve SEWB, boost brain activity, assist with hand-eye coordination, empower our women, and provide health promotion, and support to people feeling disconnected.
Martial and Fitness	Teaches youth self-defence, confidence building techniques, discipline and improving physical health. Also builds social connections and cultural awareness.
Hearing Australia Clinic	Hearing assessment and referral pathways for equipment and preventative ear care.
Immunisation program	Promotes the benefits of immunisations as a way of protecting against serious diseases and the importance for children to be immunised.
Mum's and Bub's Program (Burrayi Program)	Health education sessions for expectant mothers with antenatal care and support until their children are school-aged. We enable mums to gain more skills and knowledge to improve the long term health, social and economic future of Aboriginal and Torres Strait Islander families. A focus on education and awareness, referral pathways, and accessing antenatal services.
Oral Health Clinic	Provides access to general dental care.
Aboriginal student work placement	The experience enables the student to apply subject knowledge and technical skills in a professional environment and provides insight into professional workplace and socialisation. Aspects include career planning, problem solving, communication, office skills, organisation skills, builds self-confidence and connection with the community.



4

Events



Events

Marumali facilitates and attends various events with our partners, community groups, organisations, service providers and others. We hold and engage in community engagement events and significant state-wide recognised cultural dates. All events are important to First Peoples and the wider community and provide an opportunity to connect, belong and thrive within our LGA.

Marumali is part of the Gandangara group and holds events for partners, organisations and community to attend. This creates an opportunity for community members and service providers to socialise, network and build shared connections. The Marumali team also attends a variety of community events which build the recognition of service providers and enables Marumali to promote services both within and outside of the Gandangara LGA. Significant events that we hold include:

- Community BBQ's
- Yarn Up group
- Senior's events
- Holiday gatherings/ movie night events
- Mentoring and peer support groups
- Men's groups
- Women's groups
- Young people's groups
- Community sporting events



Significant events attended by Marumali include:

- NAIDOC week events
- Native title Day
- Reconciliation Day events
- Mabo Day
- Harmony Day
- R U Okay? Day
- National Apology Day
- International Day of Indigenous Peoples
- National Aboriginal and Torres Strait Islander Children's Day
- Mental Health Month event
- White Ribbon Day
- Human Rights Day
- Jeans for Genes Day

If you would like us to facilitate or hold a cultural event for you, please reach out to Marumali and speak to one of the friendly team members to discuss this further. We are only a phone call away, 9602 9677.



5

Cultural Education & Training for Service Providers



Cultural Education & Training

Marumali provides cultural education and training to a variety of community groups, service providers, and General Practices (GPs). The cultural education and training in partnership with Gandangara The Group is tailored and centred on building cultural capability, cultural safety, and cultural understanding. We also provide cultural consultation for the development of Reconciliation Action Plans and other tailored requests. Whatever your cultural training needs are, we can provide the solution!

The cultural education and training is commonly utilised and accessed by GP Registrars. Our cultural education and training are focused on strengthening health professionals' ability to deliver culturally safe services whilst strengthening their own knowledge base and understanding.

By engaging in our cultural training, GP Registrars are empowered to improve the quality of care of service provision for Aboriginal and/or Torres Strait Islander people. Our education and training endeavours to maximise outcomes for First Peoples families, by enabling individual health professionals to gain the following:

- Boost knowledge, understanding, confidence, and self-efficacy to deliver holistic services to First Peoples
- Strengthen cultural safety by learning cultural protocols, communication, and culturally bound rapport building strategies
- Better understand the complexities that First Peoples families face through exploring aspects of First Peoples' history and inter-generational trauma
- Gain education on the practices upon the 715 Health Assessments, which provide Aboriginal and Torres Strait Islander people opportunity to access subsidised specialists' appointment through the completion of an Enhanced Primary Care (EPC).

The Gandangara Health Service (GHS) access GPSynergy to provide our cultural training for doctors seeking to specialise as General Practitioners (GPs) in local Aboriginal and Torres Strait Islander communities based within the Gandangara LGA. Marumali provides cultural training to GP practices specifically to educate the practices of the 715 Health Assessments, which provide Aboriginal and Torres Strait Islander people the opportunity to have subsidies specialists' appointments through the completion of an Enhanced Primary Care (EPC). The 715 Health Assessment is approved by an individual's local GP, which therefore allows Aboriginal and Torres Strait Islander people to access a certain number of visits with specified Allied Health specialists.

These include:

- | | | |
|--|--------------------------|----------------------|
| ● Physiotherapist | ● Audiologist | ● Osteopath |
| ● Chiropractor | ● Diabetes Educator | ● Podiatrist |
| ● Aboriginal Health Worker/Aboriginal and Torres Strait Islander Health Practitioner | ● Dietician | ● Psychologist |
| | ● Exercise Physiologist | ● Speech Pathologist |
| | ● Mental Health Worker | |
| | ● Occupational Therapist | |



Testimonials

Community Feedback

Provided here is a selection of the positive community feedback being collected regularly by the community on the Gandangara Local Aboriginal Land Council Facebook page and verbally from our clients:



“You do amazing work everyone”

“Leading the way for our young people. Get the jab and stay safe”

“A big thank you! What a team! Thank you for your care and compassion.”



CARE BOXES -

“Excellent results once again, leading the way and helping the community”

“It’s easy for an organisation to tell you what they stand for but to go out and be active in our community and show what they stand for is something else as they say actions speak louder than words. Thank you to everyone, CEO, the staff, the health team and transport for looking out for us and our Mob. Connect. Belong. Thrive. Gandangara deadly”

“Thankyou for everything you do for your clients and community during these difficult times.”

“Good job proud of you all.”

“Such a nice thing to do for community.”

“Great job.”



ELDERS END OF YEAR

GATHERING - “I’d like to give a big thank you to all the staff for an amazing event for the Elders and Carers. The food was excellent, the entertainment was excellent and lastly the care pack was amazing. Thankyou for everything, we will never forget this and we appreciate it so much.”



NAIDOC MOVIE NIGHT - “We

should do this more often.” “It was great, we loved it.” “What a great idea. So glad Marumali actually did something for NAIDOC and we got to get out of the house.” “Staff looked great and were very helpful and supportive.” “Food was great too.”



WOMENS GROUP - “Before this group, I didn’t eat fruit at all. But now because we are offered fruit every week, I’ve got a liking to mandarins and apples as a snack. Now it’s rare I have a day when I DON’T eat fruit!”

“I love the outings! They are always fun, and break it up a little bit so we aren’t doing the same thing all the time”



ORDINARY MEMBERS MEETING -

“Sending a BIG thankyou to all the beautiful people at Gandangara. Thankyou for being YOU. Merry Christmas.”

“Merry Christmas and Happy New Year to everyone in our Gandangara community”

“Safe holidays to you all”

“I really enjoyed the walks and I am still walking. Thankyou for the motivation and I love the prizes too.”

“I would love to join your programs for my health”

“I wanted to thank you all for the COVID-19 Care Packages. I have a few kids, and my husband lost his job during COVID-19, and the kids would look forward to the care packages being delivered because it meant that we were going to have a proper meal instead of just frozen’s. So thankyou!”



Partnerships & Sponsors



Gandangara Local Aboriginal Land Council
Aboriginal GOT IT! Program
Aboriginal Housing Office
Accessible Care and Lifestyle Services
Aboriginal Education Consulting Group
Australian Defence Force
BreastScreen NSW
Budyari Community Health
Cancer Institute
Casula Powerhouse Arts Centre
Centrelink
Department of Education
Diabetes NSW/ACT

Gandangara The Group
Go for Fun
Hearing Australia
Heart Foundation
Home Caring
Hoxton Park Mums and Bubs
KARI Foundation
Koori Radio
Live Life Get Active
Liverpool City Council
Liverpool City Library
Liverpool Hospital Paediatrics
Liverpool PCYC

Liverpool Women's Health Centre
Macarthur Disability Service
Macarthur Family & Youth Service
Mob Strong Debt Help
Narellan Child and Family Services
NDIS
Ooralta
Outer Liverpool Community Services
Service NSW
Souths Cares
Southwest Sydney Private Hospital
St Johns Ambulance
Sutherland Shire Council

SWSLHD Aboriginal Chronic Care Program
SWSLHD Drug Health Services
SWSLHD Health Promotion Team
SWSLHD Mental Health Services
SWSPHN
Sydney Catholic Schools Southern Region
TAFE NSW
Tharawal Aboriginal Medical Service
Tourism Liverpool
Whitlam Centre (Belgravia Leisure)

To become a Partner please engage with us at
<https://www.gandangara.org.au/engage-with-us/>

Rights & Responsibilities

Rights & Responsibilities



Everyone deserves respect as a basic human right, and each person needs to have an opportunity to contribute towards creating strong communities that are based upon diversity, equity, and acceptance. At Marumali, each person's human rights are respected and valued. Our services are based on equality and maximising opportunity. To ensure this, each of us have a role to play in safeguarding each other's rights, and it comes with certain responsibilities.

Your Rights



As a service user at Marumali, you have the right to:

- Respect for who you are as an individual, your dignity, value and worth
- Receive friendly, respectful, and courteous support
- Be treated equally and fairly
- Culturally-safe engagement.
- Be included and have your diversity celebrated
- Receive exceptional quality services
- Be heard and voice your opinion
- Make choices and be informed of available alternatives.
- Privacy and confidentiality

- Be assessed for access to services without judgement or discrimination
- Be informed and consulted about available services and matters that relate to you
- Be included in any decisions made about your support, health, and care
- Provide feedback or a complaint about service provision in a psychologically safe way (without fear of retribution).
- At any stage, involve an advocate of your choice
- Appeal a service decision, using the complaints process
- Discontinue support at any stage or refuse a service

Your Responsibilities



When attending the Marumali office and/or accessing a service we provide in the community, you are expected to:

- Respect the human dignity and value of Marumali staff and other clients and always treat others with courtesy
- At all times, act respectfully with honesty and integrity
- Follow the Code of Conduct
- Treat all Marumali property with respect and care (this includes facilities and equipment)
- Work together with us to help provide you with the best types of support and services
- Take responsibility for your role in accessing our services and for any decisions you make
- Inform us about any important medical conditions or requirements

- Provide feedback to Marumali on any services you receive
- Tell us if you are not happy with any part of our service and share your ideas for how we can change or improve
- Let us know if you need to reschedule or cancel our services
- If you are not sure or concerned about any part of our service, ask us
- Not make allegations that are untrue or derogatory

Discrimination



Marumali are rising up and taking a Zero Tolerance approach to any form of discrimination or an occurrence that is deemed a breach of human rights. Discrimination against, or the harassment of, staff, other clients, and/or visitors will not be tolerated, particularly based on:

- Gender
- Race, colour, ethnicity, or nationality
- Physical or intellectual impairment or disability
- Age
- Gender preference
- Cultural or religious beliefs
- Political beliefs
- Marital status
- Family

Smoking



Marumali is a smoke-free workplace. Smoking is NOT permitted on Marumali grounds, facilities, service venues, or in Marumali vehicles.

Alcohol and/or drugs



Alcohol and/or drugs are NOT permitted at any time and are not to be consumed on any Marumali property, facility, service delivery venue, and/or vehicle. Any person under the influence of alcohol and/or drugs can be refused services and/or access.

Our Responsibilities to you



Marumali has a responsibility to:

- Make sure your access to a service is decided only based on need and the capacity of Marumali to meet that need
- Ensure you feel welcomed, included, and supported
- Safeguard your physical and psychological safety
- Follow the Code of Conduct
- Be open and transparent
- Explain the information and answer any questions or uncertainties
- Empower you to make choices and be involved in decisions
- Advocate on your behalf when needed and help refer you to other services
- Inform you and community members of your rights and responsibilities in relation to Marumali services
- Ensure access and support to services for people to meet their individual needs.

Privacy & Confidentiality

As a client of Marumali, we need to collect information to help us help you.

What information will be collected?

We will keep your name and contact details, which will be stored securely on your client file. Other details such as your health needs, medical information, and/or information about your service attendance are recorded. Any forms you complete will also be kept.

Why will we collect your information?

The information we collect helps us to provide the best care and support to you by keeping up to date details about your preferences and needs. We may also need to collect certain information for legal reasons. Further, information you provide helps us to meet our funding requirements so we can keep on supporting you. Importantly, the information you provide us with may assist us in improving our services.

Will anyone else have access to my information?

Your information can only be viewed by Marumali staff, who are directly involved in your care. We will only release information about you if you have given written consent or if we are required by law (for example, in a medical emergency). De-identified information about you may be shared with our funding body, the Department of Health however this does not contain any personal details and does not identify you in any way.

Do I have any control over what happens to my information?

You have control over what happens to your information. If you decide you do not want to share some of your information or you would like to restrict access to your client record, you can do so. However, as we rely on the information you give us to tailor our services, it may affect our ability to maximise the best possible services for you. If at any stage you wish to change or cancel your consent, you just need to talk to us, and we can help you.

Is my information protected?

Your information is protected by the Privacy Act (1988), and we are committed to ensuring the confidentiality of your records. We treat your information in the strictest confidence, and it is always stored securely. This is detailed in our Privacy and Confidentiality Policies which are available on our website and can be provided on request.

Can my confidential information be disclosed?

There are some situations that legally permit Marumali Ltd staff to breach service user confidentiality and share a client's health information without permission. These circumstances relate to the following:

- Client safety - Marumali staff can breach service user confidentiality to protect a client's safety for mandatory reporting. For example, staff can disclose information about a client who has provided details of suicidal intent and planning
- Public health - If a reported case of an infectious disease places public health at risk, staff must reveal the client's information for the well-being of the community.
- Health outcomes - Marumali staff are permitted to share information for clinical purposes, such as referring service users to another facility. For example, vital clinical data if it is necessary to optimise the client's care and support.

Steps to Register for our Programs



1. Visit our updated programs flyer to see what is available

<https://www.gandangara.org.au/marumali/health-promotion-programs/>



2. Fill in Registration form online

<https://www.gandangara.org.au/marumali/marumali-registration-form/>



3. We will contact you to confirm when the next program will be, and keep you updated on other programs that come along.

Steps to Register for Health Brokerage, Advocacy & Referrals



1. Fill in Registration Form online

<https://www.gandangara.org.au/marumali/marumali-registration-form/>



2. We will contact you to confirm the next step



3. Accepted into Marumali program, or



4. We will organise a referral to Aboriginal Chronic Care Program



Feedback

We welcome and value your feedback. Service users have a right to provide feedback and to complain. Feedback includes compliments, complaints and suggestions about our services, program delivery, or performance. It helps us to refine and improve our services. All feedback is valued and dealt with responsibly and effectively (as per the Feedback Policy).

We collect systematic service user experience and feedback on a regular basis. You can expect to be informed about and given opportunities to share your views about the way services are provided and the way we improve. We believe that service users are the best people to be informed and strengthen best practices. Our staff at Marumali are trained to ensure service users can feel confident and trust that any feedback made to the organisation will be handled sensitively and responsibly.

If we have exceeded your expectations

Our customer's feedback is valuable and highly encouraged. When customers let us know when they have received exceptional customer service, it helps us to recognise the good work of our staff and to enable us to replicate and continue best practices. You can provide feedback via the online feedback form (link) or by email to marumaliadmin@glalc.org.au

If we don't meet your expectations

Equally, we want to know what doesn't work well and any areas for improvement. We want to get our customer service right every time. By telling us that our service has not met the customer's expectations, this is an opportunity to improve. We are committed to ensuring all complaints received are taken seriously and handled efficiently, fairly, and confidentially. We endeavour to resolve all complaints as soon as possible, and these are managed in a confidential and sensitive manner.

Customers are encouraged to share concerns and complaints as possible. Complaints can be made either verbally or in writing. Written complaints should be lodged via the online complaint form <https://www.gandangara.org.au/members-community/have-your-say/> or by email to marumaliadmin@glalc.org.au

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How to contact us

If you or anybody in your family need any of our services, please contact our friendly Marumali team. We are here to help you.

If you are interested in attending any of the Marumali programs or activities or would like to engage Marumali in your next event, please contact us

Phone (02) 9602 9677

Email marumaliadmin@glalc.org.au

Website <http://www.gandangara.org.au>

Facebook: <https://www.facebook.com/Gandangara/>

Gandangara Local Aboriginal Land Council

Head Quarters:	103 Moore Street, Liverpool NSW 2170
Current Office:	Level 1, 64 Macquarie Street, Liverpool NSW 2170
Business address:	P.O. Box 1038 Liverpool Business Centre, 1871
Phone number:	(02) 9602 5280
Email:	Reception@glalc.org.au
Business hours:	9.00 am to 5.00 pm Monday to Friday
Website:	www.gandangara.org.au

Gandangara Health Services Limited

Office:	Ground Floor, 64 Macquarie Street, Liverpool NSW 2170
Business address:	P.O. Box 1038 Liverpool Business Centre, 1871
Phone number:	(02) 9601 0700
Email:	health@glalc.org.au
Business hours:	8:00 am to 6.00 pm Monday to Friday

Gandangara Transport Services Limited

Office:	14 Weld Street, Prestons NSW 2170
Business address:	P.O. Box 1038 Liverpool Business Centre, 1871
Phone number:	(02) 9608 0968
Email:	bookings@glalc.org.au
Facsimile number:	F: (02) 8783 5053
Business hours:	8:30 am to 4.30 pm Monday to Friday