

LORETTA RIGBY

SUMMARY

Supporting the development of culturally competent and safe services, I am Aboriginal and Torres Strait Islander: Aboriginal descent-Bigambul (Southwestern Queensland), Kamilaroi (Central New South Wales) and Traditional Eastern Torres Strait of the Komet clan, Meriam people of Mer (Murray Island).

Proven background in business settings and driving organisational change at operational levels. Demonstrated leadership, planning and problem-solving abilities focused on delivering outcomes.

SKILLS

- Document coordination
- Stakeholder relations and strong communication skills
- Maintaining confidentiality, honesty, and Integrity
- An organised work ethic
- Ability to work in a demanding environment

EDUCATION AND TRAINING

Membership 671448 – Australian Association of Social Workers (AASW)

2024 Master of Social Work - Professional Qualifying
JAMES COOK UNIVERSITY - CAIRNS

2017 Bachelor of Health Science, Management
CHARLES DARWIN UNIVERSITY - ALICE SPRINGS

Certificate IV/entry level
Additional Education details - Available on Request

EXPERIENCE

Current – Regional Manager Cancer Council Queensland

2025 – August 2026 Remote Area Aboriginal and Torres Strait Islander Corporation
Operations Manager
Program Manager Delegated Authority & Family Participation Program

October 2023 – May 2024
Full-time student – practicum placement Shelter Housing Action Cairns (SHAC)

August 2022 – September 2023**Director – Aboriginal & Torres Strait Islander Health Advisor****Healthy North Coast Primary Health Network (HNCPHN)**

Fostering an environment which seeks to support changes to the health system to more appropriately deliver the needs of Aboriginal and Torres Strait Islander communities.

Building strategic partnerships and alliances for the purpose of closing the gap between Aboriginal and non-Aboriginal health outcomes.

Key Responsibility

- Providing cultural guidance to HNC Chief Executive and organisation as a whole
- Develop & implement cross-sector initiatives with Aboriginal Community Controlled Health Organisations
- Promoting and supporting a systematic program of commissioned activities and programs across the North Coast
- Participate at an Executive level within the HNC in the decision-making and management
- Support commissioning activities related to priority populations, (Aboriginal Health, Aged Care, Child and Maternal Health, Homeless, Chronic Disease Management)

28 March – August 2022**Manager Woree Support Accommodation - Mission Australia**

Support a Team to deliver and provide supported housing with individualised case management for 20 adults. Provide intensive case management for two years. The service is a step-down support to help people to transition from chronic homelessness with high levels of support to living independently in the community. Consistent with other Cairns homelessness services' recovery oriented, trauma informed, strengths based and culturally responsive.

Contract August 2021 – March 2022**Acting Executive Director Aboriginal and Torres Strait Islander Health
Torres and Cape Hospital and Health Services (TCHHS)**

Provide high-level executive leadership for the Aboriginal and Torres Strait Islander Portfolio.

Provide strategic leadership and innovation in the management of all available resources. Actively participate as a collaborative member of TCHHS Executive Team.

Key Responsibilities

- Lead recruitment and manage team members in the substructure of the Executive Director Aboriginal and Torres Strait Islander portfolio, to ensure that team provide sound, professional advice and support to managers and employees across the Hospital and Health Service
- Lead the development, implementation and evaluation of Aboriginal and Torres Strait Islander Workforce Strategy and subsequent key performance indicators (KPIs) in TCHHS Operational Plan and meet agreed targets. Delivery of Aboriginal and Torres Strait Islander Health Workforce Strategy and workforce plan.
- Quality reporting of KPIs and recovery plans to improve if negative variances
- Support Executive Director Workforce & Engagement monitor, evaluate and report effectiveness of Aboriginal and Torres Strait Islander Workforce Plan.
- Provide high level leadership and advice to the Chief Executive related to Aboriginal and Torres Strait Islander services and workforce matters, in the interests of achieving whole of Hospital and Health Services outcomes.
- Assist Aboriginal and Torres Strait Islander Health Primary Health Care Directors and Program Managers critically analyse health data and statistics and compile and publish high quality reports to give confidence to the TCHHS Board and funding providers that TCHHS

September 2020 - June 2021**Acting Executive Director Cairns, Cape & Torres****Northern Queensland Primary Health Network (NQPHN)**

Lead, and monitor the successful development, implementation, and management of specified structures, services, and programs. Provide strategic direction and promotion of programs to ensure the development of clinical pathways that help support clinical decision making in general practice, improve the capacity of primary health care to better manage identified patient groups in the community and make the health system easier for patients, families, and health care professionals to navigate.

Key Responsibilities:

- Manage key relationships particularly in line with the partnerships within the NQPHN region to facilitate the implementation of agreed strategies and initiatives
- Support NQPHN CEO as required to develop strategic and business plans
- Oversee contractual requirements of relevant projects, programs, and funding including reporting requirements, budget oversight for all relevant funding activities, and risk management plans on a timely basis.
- Monitor program activities, evaluate, and comply with all relevant legislation and professional standards
- Provide strategies for the planning and commissioning of primary programs
- Contribute to the development and implementation of NQPHN strategies and policy positions and support the process of needs analysis, development of services, and other activities undertaken by NQPHN to address the health care needs of the population.
- Ensure program reporting and supporting documentation for funders are prepared

October 2019 – September 2020**Project Manager - Integrated Team Care (ITC)****NQPHN – Cairns**

Management of Integrated Team Care program co-design, ensuring efficient delivery of project plan within timeline, coordination of community consultation and interactive workshops throughout the NQPHN catchment, to align understanding of ratified ITC structure requirements and implementation of the ITC holistic co-design model.

Key Responsibilities:

- Granted extension of ITC service delivery for twelve months to assist preparation for Tender and Transition
- Development of a funding resource allocation tool
- Implement key strategies and policies to improve access, coordination and engagement of Aboriginal and Torres Strait Islander people in primary health care
- Establish serviceable relationships between mainstream primary health care providers and Aboriginal Community Controlled Health Organizations and Aboriginal Medical Services
- Promote opportunities to improve the capacity of mainstream primary health care providers to deliver culturally appropriate services to Aboriginal and Torres Strait Islander people
- Implement innovative ways to monitor and evaluate the delivery of commissioned services Undertaking comprehensive stakeholder and community consultation to ensure ITC projects and program address service gaps and meets identified needs of stakeholders.

2017 – October 2019 Indigenous Health Project Officer

Northern Australia Primary Health Limited (NAPHL) – Cairns

Key Responsibilities: Leadership & Management of the Integrated Team Care (ITC) Program. Leader and mentor, ensuring guidance and strategic direction for the whole ITC team. Successful delivery of the ITC Program in partnership with mainstream general practice, Cairns & Hinterland, Torres and Cape Hospitals.

Key Responsibilities

- Service Level Agreement with TCHHS Nurse Navigators and ITC Team
- Develop and implementing a coordinated team approach whilst supporting Care Coordinators (Health Workers) and Indigenous Health Workers
- Increasing awareness of and maximizing links between mainstream services for Aboriginal and Torres Strait Islander people
- Developing and implementing strategies to improve access to mainstream primary care for Aboriginal and Torres Strait Islander people
- Collaborating with local Indigenous health services and mainstream health services in a partnership approach for the delivery of primary care services
- Identifying and addressing barriers faced by Aboriginal and Torres Strait Islander people when accessing mainstream primary care services, including but not limited to primary care, pharmacy, allied health and specialists
- Providing support to mainstream primary care providers to encourage Aboriginal and Torres Strait Islander people to identify their Indigenous status when accessing mainstream primary care services

December 2016 – April 2017 Administration Assistant (CBC contract)
Department of Communities, Child Safety and Disability Services - Cairns

2008 – 2016 Business Owner of a Crash Repair Shop
Alice Springs, Northern Territory

2011 - 2013 External Examinations Officer
Charles Darwin University - Alice Springs Northern Territory

2008 – 2009 Executive Assistant to Campus Administrator
Charles Darwin University - Alice Springs Northern Territory

1996 - 2008 Various Administration & Hospitality roles (Work history available on request)

Referees

Rachaelle Mann
CEO RAATSIC

Julie Sturgess
CEO Sunshine Coast PHN

Linda Kensington
Former CEO CRANApplus

Charles Adams
Senior Contracts Performance Officer NQPHN