

# Linking Indigenous Policy with Service Delivery 2009

## Driving Outcomes to 'Close the Gap'

25th – 26th August 2009, Novotel Cairns Oasis Resort, Cairns

**Attend & Hear**

- ✓ An address from the **Hon Desley Boyle MP** on overcoming Indigenous disadvantage
- ✓ The **Social Justice Commissioner's** reflections on the Close the Gap Campaign to date and the challenges ahead
- ✓ The newly released report by **The Productivity Commission** on Overcoming Indigenous Disadvantage: Key Indicators 2009
- ✓ The **COAG Reform Agenda** for service delivery in rural and remote areas
- ✓ Improved methods for **service delivery, engagement with communities** and **tackling Indigenous crime rates**
- ✓ Results of the **Cape York Welfare Reform Initiative** to date from a top, middle and grass roots perspective
- ✓ New and innovative housing programs integrated with social and employment policy - **SIHIP Program, NT**

## WORKSHOPS

### PRE-CONFERENCE WORKSHOP A

Monday 24th August 2009

**Effective and Sustainable Change: New business models**

### POST-CONFERENCE WORKSHOP B

Thursday 27th August 2009

**How to engage Indigenous communities**

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### Discounted Tickets!

Scholarships available for Aboriginal and Torres Strait Islander non-government and community groups **PLUS FREE ADMISSION** for selected individuals

## DISTINGUISHED SPEAKER LINE UP



**Hon Desley Boyle MP**  
Minister for Local Government and Aboriginal and Torres Strait Islander Partnerships, QLD



**Tom Calma**  
Aboriginal and Torres Strait Islander Social Justice Commissioner and Race Discrimination Commissioner  
Australian Human Rights Commission



**Commissioner Robert Fitzgerald AM**  
Productivity Commission



**Conjoint Professor Kenneth Wyatt AM**  
Director, Office of Aboriginal Health  
Department Health, WA



**Rick Harris**  
Senior Director  
Remote Housing Construction and Infrastructure, NT

## Additional government departments and industry experts:

- Aboriginal and Torres Strait Islander Partnerships, QLD
- Department of Education, Employment and Workplace Relations, QLD
- Queensland Correctional Services
- Department of Justice and Attorney General, QLD
- Department of Local Government and Housing, NT
- Sydney South West Area Health Service, NSW
- Department of Health, WA
- Collaborative Systemic Change, WA

## Community Organisations

- Cape York Partnerships, QLD
- Wadeye School, NT
- Torres Strait Island Regional Education Council

### To Register

telephone: 1300 316 882 fax: 1300 918 334  
email: [info@critterionconferences.com](mailto:info@critterionconferences.com)  
[www.indigenous-policy.com](http://www.indigenous-policy.com)

# Closing the Gap in Indigenous Disadvantage

A new government has brought a fresh approach and new vigour in reducing the disadvantage faced by our Indigenous brothers and sisters. Twelve months on from 'The Apology' all eyes are on the progress made with the 6 key targets outlined in the federal government's 'Closing the Gap' Campaign.

Despite an enormous injection of funding into Indigenous housing, health and education, the conversion of new policies into improved service delivery is not as transparent as the Rudd government's enthusiasm to improve Indigenous circumstances.

**Linking Indigenous Policy with Service Delivery 2009** fleshes out the new whole-of-government approach to reduce the gap in indigenous disadvantage in partnership with NGOs and NFPs on both policy and service delivery levels. Through a focus on rights vs responsibility, accountability, and increased engagement and culturally appropriate processes you will take away knowledge on new and successful initiatives and a better understanding of how we can all work together to achieve improved outcomes in rural and remote areas.

## Team Discounts

Register a team of 3-4 – **save 10% off the standard price**  
Register a team of 5-6 – **save 12% off the standard price**

If you want to register a group please feel free call us on 1300 316 882 and we will co-ordinate your registration to ensure it's as cheap and easy as possible.

Only one discount can be used per booking.

**Criterion is delighted to offer potential scholarships for indigenous community groups and organisations to attend.**

To apply, please email  
[trease.clarke@criterionconferences.com](mailto:trease.clarke@criterionconferences.com)

**To register  
fax back  
the registration form to  
1300 918 334  
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on 1300 316 882**

## Who Should Attend?

**This conference is being designed specifically for:**

Representatives from federal, state and local government involved in Indigenous policy design, strategy, service delivery and program management, along with those from community organisations and NFP's including:

- Director Policy & Research
- Policy Development Officers
- Director of Service Delivery and Outcomes
- Director of Program Delivery
- Development Managers/Directors
- Community Program Directors
- State/Regional Directors
- Chairpersons
- Chief Executives
- Executive Directors
- Liaison Officers
- Solutions Brokers
- Commissioners
- Department Secretaries
- Indigenous Board Members

**Early booking  
discount available**

**Remember**

the earlier you book,  
the more \$\$\$ you save!

# Day One

Tuesday 25th August 2009

8:30 REGISTRATION COFFEE AND NETWORKING

9:00 WELCOMING REMARKS FROM THE CHAIR  
& WELCOME TO THE COUNTRY

Lenore Dembski  
Paperbark Woman

## IMPROVEMENTS IN INDIGENOUS HEALTH CARE

9:10 KEY NOTE:

### Narrowing The Health and Life Expectancy Gap: 'Closing The Gap' for Indigenous Health Equality

- A comprehensive national plan of action to achieve Indigenous health equality by 2030
- A partnership for Indigenous health equality
- Support for Aboriginal Community Controlled Health Services

Tom Calma, Aboriginal and Torres Strait Islander  
Social Justice Commissioner and Race Discrimination  
Commissioner  
Australian Human Rights Commission

9:50 WILL THE INDIGENOUS REFORM AGENDA  
DELIVER PRACTICAL OUTCOMES AND  
SOLUTIONS?

- The COAG reform agenda
- Where does the community engagement sit in the process?
- How do we control the gate keepers?

Conjoint Professor Kenneth Wyatt AM, Director,  
Office of Aboriginal Health, Department Health, WA

10:30 MORNING TEA AND NETWORKING

11:00 CLOSING THE GAP: FROM RHETORIC TO  
RECONCILIATION IN THE SOUTH WEST, SYDNEY

- Promoting a culturally safe and appropriate health organisation in conjunction with Aboriginal Community Controlled Health organisations and local Aboriginal communities
- Looking at 'Aboriginal mothers and bubs program' – delivering a culturally appropriate antenatal program
- Developing a leadership program for senior Aboriginal health workers

Vicki Wade, Director Aboriginal Health  
Sydney South West Areas Health Service, NSW

## A BOOST IN INDIGENOUS HOUSING POLICY

11:40 COMBINING INDIGENOUS EMPLOYMENT POLICY  
WITH SOCIAL RESPONSIBILITY AND SERVICE  
DELIVERY: STRATEGIC INDIGENOUS HOUSING &  
INFRASTRUCTURE PROGRAM

- Why we chose the "Alliance" Contracting to deliver the SIHIP Program in the Northern Territory
- Engaging Indigenous Australians from the NT in the implementation of new housing partnerships

Rick Harris, Senior Director  
Remote Housing Construction and Infrastructure, NT

12:20 LUNCH

## WELFARE REFORM

1:30 INCREASING OPPORTUNITIES: THE ARUKUN  
LOCAL PARTNERSHIPS PROGRAM

- Developing work readiness in Indigenous communities
- Increasing employment and small business opportunities

Andrew Clarkson, Director, Aurukun Local  
Partnerships Program  
Aboriginal and Torres Strait Islander Partnerships, QLD

2:10 MOVING FROM PASSIVE WELFARE DEPENDANCE  
TO ENGAGEMENT IN THE REAL ECONOMY: THE  
CAPE YORK WELFARE REFORM INITIATIVE

- Rebuilding social norms and restoring Indigenous authority
- Addressing the welfare pedestal through changing the incentive
- Supporting engagement in the real economy

Gummi Fridriksson, Director, Welfare Reform  
Cape York Partnerships, QLD

2:50 AFTERNOON TEA AND NETWORKING

3:20 MUTUAL WAYS: ENGAGEMENT LEADING TO  
SUSTAINABLE ACTION

- The key problem with achieving better outcomes with Indigenous communities
- Ways Forward: "Do it to", "do it for" or "do it with"?
- The Strategic Action Framework & Mutual Ways: The process and the structure
- Mutual Ways: The process and the structure

Dr Dave Goddard, Director  
Collaborative Systemic Change Pty Ltd, WA

4:00 ROUND TABLE DISCUSSION

Join your peers at this interactive round table discussion. In small groups you will have the opportunity to brain storm and debate the biggest and most controversial issues raised during the first day of the conference.

4:40 CLOSING REMARKS FROM THE CHAIR

6:00 COMPLIMENTARY BBQ AND DRINKS

All conference attendees and speakers are invited to join us for a complementary networking dinner.

**"Overcrowding and poor housing infrastructure have been some of the main contributors to poor health and domestic violence in remote communities"**

Tom Calma, Aboriginal and Torres Strait Islander  
Social Justice Commissioner and Race Discrimination  
Commissioner, Australian Human Rights Commission

# Day Two

Wednesday 26th August 2009

## 8:30 REGISTRATION, COFFEE AND NETWORKING

## 9:00 WELCOMING REMARKS FROM THE CHAIR

Lenore Dembski  
Paperbark Woman

## 9:10 KEY NOTE:

### Addressing Indigenous disadvantage, a national responsibility requiring the commitment of all Australians

- Building new partnerships with Indigenous Australians
- Developing mutual respect, resolve and responsibility
- Coordinating a whole-of-government approach

Hon Desley Boyle MP  
Minister for Local Government and Aboriginal and Torres Strait Islander Partnerships, QLD

## 9:50 OVERCOMING INDIGENOUS DISADVANTAGE: KEY INDICATORS 2009

- Outcomes from the report to COAG by the Steering Committee for the Review of Government Service Provision

Commissioner Robert Fitzgerald AM  
Productivity Commission

## 10:30 MORNING TEA AND NETWORKING

## ENHANCING INDIGENOUS EDUCATION POLICY THROUGH DELIVERY

## 11:00 RE-ENGAGING DISENGAGED INDIGENOUS YOUTH IN RURAL COMMUNITIES

- Creating new partnership models
- Finding connections that are meaningful to young Indigenous people from rural and remote communities
- The role of case management in ensuring success
- Raising the level of conversation

Catherine O'Sullivan, QLD State Manager  
Department of Education, Employment and Workplace Relations, QLD

## 11:40 YUMI WAY – EDUCATION SERVICE DELIVERY IN THE TORRES STRAIT

Yumi - A term from old Yumplatok (Torres Strait Creole) that denotes the collective of people. The emphasis in this context is one of inclusivity between community and government (whole-of-government and community).

This case study will specifically discuss:  
Tagai State College on Thursday Island, which is:

- Currently in its' third year of operation, data is showing a steady improvement across all year levels in literacy and numeracy, attendance and retention
- Presently catering for 1700 students from pre-prep to Year 12 and TAFE, over 17 campuses

Ned David, Chair  
Torres Strait Island Regional Education Council

## 12:20 LUNCH

## 1:30 INCREASING ENTHUSIASM, ATTENDANCE AND LONGEVITY IN SCHOOLS: CULTURALLY APPROPRIATE REFORMS IN SERVICE DELIVERY

- Providing a platform for increased direction and opportunities in later life
- Tailoring the curriculum to the cultural needs of indigenous students
- More effective distribution of resources in rural and remote schools
- Indigenous students achieving outcomes comparable to other students

Tobias Nganbe, Head of Culture and Community,  
Wadeye School, NT

## 2:10 BRIDGING THE GAP: REFORMS IN EDUCATION IN RURAL AND REMOTE AREAS

- Identifying strategies to break the cycle of underperforming indigenous schools in WA
- Crafting a prescription for improvement in indigenous school service delivery
- Providing insight into Indigenous education patterns

Rod Lowther, Director, Schools Review  
Department of Education and Training, WA

## 2:50 AFTERNOON TEA AND NETWORKING

## A CULTURALLY APPROPRIATE JUDICIAL SYSTEM

## 3:20 RE-INTEGRATION OF INDIGENOUS PRISONERS INTO SOCIETY – RURAL AND REMOTE PROBATION AND PAROLE SERVICE

- Providing offenders with integrated support during and after sentences
- Up-skilling offenders
- Addressing their criminogenic behaviour
- Re-establishing links with family and the community

Michael Stubbins, Director, Indigenous Coordination, Probation and Parole  
Queensland Correctional Services

## 4:00 SPECIAL ADDRESS:

### INDIGENOUS CRIME RATES: IMPROVING JUSTICE OUTCOMES THROUGH ALOCOHOL ABUSE PROGRAMS

- Creating an informal atmosphere to allow greater participation by Indigenous defendants and their elders in judicial processes
- Blending Aboriginal custom and culture with the Anglo Australian legal system
- Tailoring sentences to the cultural needs of Indigenous offenders

Magistrate Howard Osborne, Magistrates Court  
Department of Justice and Attorney General, QLD

## 4:40 CLOSING REMARKS FROM THE CHAIR

# Workshops

## 24th and 27th August 2009

**Monday 24th August 2009**  
9.00 – 4.00

### **Pre-conference Workshop A**

#### **Effective and Sustainable Change:**

The Strategic Action Framework (SAF) –  
A New way of doing Business

This Workshop provides the opportunity for participants to understand the principles and key elements of the Strategic Action Framework (SAF) and to work through a group-identified need for systemic change to better understand the process.

The SAF is understood and accepted by both Indigenous and non-Indigenous peoples, as CSC's research has clearly demonstrated over the past decade.

The workshop is particularly suited to people in authority who make significant decisions in relation to their current operations and how outputs can be improved in terms of benefits for clients

#### **The SAF and the Indigenous World**

The SAF defines and is a tool for the process of effective and sustainable change. Its purpose is to enable change to occur in a systematic way across a whole system by:

- connecting stakeholders
- aligning systems, processes and behaviours with a collaborative strategy and desired outcomes
- consistently applying a framework that minimises risk

The SAF allows a focus on the social and structural determinants of disadvantage in ways that create "new ways of doing business" between Indigenous communities and government agencies.

#### **Content of the Workshop**

The workshop will provide background to and an explanation of the SAF, as well as a monitoring tool which accompanies it. Participants will then work through a group-defined need for systemic change with a later session being focused on individual strategic thinking about systemic change.

#### **About Your Workshop Leader:**



Originally a Director of Education in the Kimberley region of WA, **Dave Goddard** is a Director of Collaborative Systemic Change Pty Ltd (CSCPL) and has worked with Indigenous Communities in all States and Territories in Australia, as well as overseas.



**Nick Norris** has held senior executive positions in education, defence and business. His consultancy work includes both business, government and non-government clients, and ranges from stand alone organizations to complex systems. He is the Managing Director of Collaborative Systemic Change Pty Ltd.

In addition to his consultancy work, he conducts facilitator training in Australia and the United Kingdom.

**Thursday 27th August 2009**  
9.00 – 4.00

### **Post-Conference Workshop B**

**How to Engage Indigenous Communities –**  
Policy Development, Programs and  
Service Delivery

This workshop will analyse:

- How government priorities and policies are often developed in isolation of Aboriginal communities, who's perspective and priorities may differ significantly
- How peak organisations are often seen as a conduit to the voice of Aboriginal communities and are relied on to provide strategic advice to government
- How did we get the policy development, programming and service delivery process wrong?
- Where Indigenous leaders can collectively set policy direction in isolation from the 'grass roots' communities?
- Are resources meeting the front line need, or are they tied up in the bureaucracy of government and non government organisations?
- How can we collectively develop a brighter future for the younger generation

#### **About Your Workshop Leader:**

Conjoint Professor Kenneth Wyatt AM,  
Director, Office of Aboriginal Health,  
Department of Health, WA



Ken has a strong Noongarm, Yamatji and Wongi heritage. He was previously in the position of Director of Aboriginal Health at the NSW Department of Health from 2003-2008, and Director of Aboriginal Education, Department of Education, WA from 1992-2002.

In 1996 he was honoured to receive an Order of Australia; in 2000 he received the Centenary of Federation Medal for his efforts and contribution towards improving the quality of life for Aboriginal and Torres Strait Islander people and to mainstream Australian society in education and health. Ken has been actively involved with numerous committees associated with Aboriginal affairs, education, health and the Aboriginal lands trust at the community, state and national levels, and with ATSIC as a Regional Chair. He is also the Co-Chair of the COAG Health & Ageing Working Group.

**Early booking discounts apply – the earlier you book the more \$\$\$ you save**

