

2nd Annual Effective

Aboriginal & Torres Strait Islander

Service Delivery

Working in partnership to improve service delivery and 'Close the Gap'
12th & 13th April 2011, Alice Springs Convention Centre, Alice Springs, NT

Hear insights from:



Pauline Peel
Deputy Chief Executive,
Sustainability, Aboriginal
Affairs and Reconciliation
**Dept of Premier and
Cabinet, SA**



Steve Cochrane
National Aboriginal
Advisor
Mission Australia



Barry Johnson
Manager, Regional
Operations Centre, NT
**Dept of Families, Housing,
Community Services and
Indigenous Affairs**



Ivan Simon
Deputy Chief Executive,
Aboriginal Housing Office
Housing NSW

Benefits of attending:

- ✓ Hear what other organisations are doing to improve service delivery and **benchmark your own initiatives**
- ✓ Gain insights into what's happening at the **grassroots** level and **what Indigenous organisations see as necessary** for effective service delivery
- ✓ Learn how to **develop true partnerships** for more innovative and culturally appropriate services
- ✓ Learn how to **build community capacity** for more effective service delivery

Site Tour & Workshop

Site Tour



1. Alice Springs Desert Park
2. Waltja Tjutangku Palyapayi
3. CAAMA

Workshop

Cross-cultural training for improved service design & delivery

Hear presentations from:

Catherine Curry
Director, Arnhem Region
**Department of Education, Employment and
Workplace Relations**

Andrew Maurer
Assistant Secretary, Regional and Indigenous
Communications Branch
**Department of Broadband, Communications and
the Digital Economy**

Maratja Dhamarrandji
Chairman &
Johanna Ward
Executive Officer
**Aboriginal Resource and Development Services
(ARDS), NT**

Celia Moss
Director, Northern Australia Census Management Unit
Australian Bureau of Statistics

Malcolm Fox
Shire Services Manager
Roper Gulf Shire Council, NT

Ippei Okazaki
Acting Director, Community Justice Centre
Department of Justice, NT

Alistair Legge
Program Manager,
Indigenous Electoral Participation Program
Australian Electoral Commission

Patrick Anderson
Top End Senior Advisor (Community Engagement)
**Batchelor Institute of Indigenous Tertiary
Education, NT**

Kate Lawrence
Remote Training/Community Development &
Executive Committee Member
Waltja Tjutangku Palyapayi, NT

Carole Taylor, Chief Executive Officer &
Lenny Cooper, Indigenous Advisor
CRANApus

Kerry Winsor, Regional Director, Kimberley
WA Country Health Service

Viv Sinnamon, Manager
**Kowanyama Aboriginal Land and Natural
Resources Management Office, QLD**

Colleen Rosas, Director, Aboriginal Interpreter Service
**Department of Housing, Local Government and
Regional Services, NT**

Researched by:



**SAVE up to \$400 when you register
by the 4th February 2011**

Effective service delivery – the key to 'Closing the Gap'

The effective delivery of services to Aboriginal and Torres Strait Islander communities is crucial to 'Closing the Gap'.

As a result, organisations, be they government, not-for-profit or community, are working hard to increase the effectiveness of the services they provide.

The 2nd Annual Effective Aboriginal & Torres Strait Islander Service Delivery conference has been designed to assist in this. To do so, it will feature a series of presentations from those **organisations making progress in this area**: focusing on what's worked, what hasn't and what the next steps should be.

Spread across a variety of service delivery areas, including **health, education, housing, justice/community safety and land management**, this conference will leave you better placed to partner with communities, deliver more culturally appropriate and innovative services, and overcome some of the common barriers to effective service delivery.

If your organisation is concerned with increasing the effectiveness of the services it provides to Indigenous communities, then this conference really is a *must* for you.

By attending you will learn:

- How effective organisations **improve service delivery**
- How community organisations approach service delivery and their **advice for others**
- How to engage effectively with communities and **build strong partnerships**
- How to **overcome barriers to effective service delivery** and identify what the **next steps** need to be

Criterion is delighted to offer a select number of scholarships for community representatives to attend.

To apply, please email lindsey.skillen@criterionconferences.com

To register
fax back
the registration form to
1300 918 334
or call our customer
service department
on **1300 316 882**

Representatives from Federal, State and Territory Government, the private sector, NGOs and community organisations involved in Aboriginal and Torres Strait Islander affairs who are responsible for:



Endorsed by:



Media partner:



Day One

Tuesday 12th April, 2011

8:30 Registration, coffee & networking

8:50 Welcome to country

Arrente people

9:00 Welcome remarks from the Chair

Lenore Dembski
Paperbark Woman

What progressive organisations are doing to improve service delivery

9:10 Working in partnership to improve service delivery

- DEEWR's regional approach to service delivery
- The challenges and benefits of building strong partnerships across government, industry and communities
- Case studies of holistic place-based service delivery
- Lessons learnt and DEEWR's focus for the future

Catherine Curry, Director, Arnhem Region
Department of Education, Employment and Workplace Relations

9:50 Engaging communities for improved communication services

- An overview of the Indigenous communications program
- How the department is working to achieve its aims
- The crucial role community engagement plays in ensuring more effective services, how the department engages with the community and what the future holds

Andrew Maurer, Assistant Secretary, Regional and Indigenous Communications Branch
Department of Broadband, Communications and the Digital Economy

10:30 Morning tea & networking

Lessons from the grassroots

11:00 Delivering innovative, culturally appropriate services – the work of Waltja Tjutangku Palyapayi & advice for other organisations

- Overview of the organisation and its goals
- Waltja's services: How they are delivered and insights into delivering culturally appropriate and innovative services
- Future outlook – what's required from service deliverers to keep 'Closing the Gap'

Kate Lawrence, Remote Training/Community Development & Executive Committee Member
Waltja Tjutangku Palyapayi

11:40 Fostering community ownership for effective service delivery – a land management case study

- Overview of the Kowanyama Aboriginal Land and Natural Resources Management Office
- Harnessing community knowledge to gain information on the best way to use resources and determine future developments
- Fostering community ownership and building capacity

Viv Sinnamon, Manager
Kowanyama Aboriginal Land and Natural Resources Management Office, QLD

12:20 Networking lunch

1:20 Innovative & effective approaches to service delivery

- ARDS' innovative and effective approaches to delivering education, health and language services
- The importance of cultural understanding and ARDS' work in this space – advice for other organisations

Maratja Dhamarrandji, Chairman &
Johanna Ward, Executive Officer
Aboriginal Resource and Development Services (ARDS)

Strengthening relationships & building capacity

2:00 Partnerships & engagement for improved housing services

- Overview of Housing NSW's commitment to improving service delivery for Indigenous people and action plans
- Building a trusting relationship between mainstream housing providers and community organisations – Housing NSW's community engagement

Ivan Simon, Deputy Chief Executive,
Aboriginal Housing Office
Housing NSW

2:40 Effective Indigenous service delivery – lessons from Roper Gulf Shire Council

- Overview of Roper Gulf Shire and our services
- Work being done to ensure effective service delivery and how the organisation goes about it – a practical guide
- Fostering Indigenous employment and how this assists in ensuring the effective delivery of services

Malcolm Fox, Shire Services Manager
Roper Gulf Shire Council

3:20 Afternoon tea & networking

3:50 Delivering effective Indigenous services in a mainstream welfare organisation

- Mission Australia's commitment to 'Closing the Gap'
- The role of the National Indigenous Advisor and progress around Indigenous service delivery to date
- Future goals and advice for other mainstream welfare and service delivery organisations

Steve Cochrane, National Aboriginal Advisor
Mission Australia

4:30 The Community Liaison Officer program – increasing Indigenous employment & improving service delivery

- The Community Liaison Officer program and how it has assisted in increasing Indigenous employment and improving service delivery
- Lessons for other organisations looking to boost Indigenous employment and, in turn, services

Colleen Rosas, Director
Aboriginal Interpreter Service

5:10 Round table discussions

5:40 Chair's closing remarks

6:00 Close of day one

Complimentary BBQ

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



Day Two

Wednesday 13th April, 2011

8:30 Welcome, coffee & networking

9:00 Chair's opening remarks & re-cap of day one

Building stronger partnerships

9:15 **Effective service delivery to APY lands progress-to-date**

- Initial steps for remote service delivery – auditing services, understanding governance structures and baseline mapping
- Establishing a single government interface so community members deal with only one face of government
- Progress-to-date and key lessons learnt

Pauline Peel, Deputy Chief Executive,
Sustainability, Aboriginal Affairs and Reconciliation
Department of Premier and Cabinet, SA and
South Australian Government Coordinator General

10:00 **Improving service delivery in priority communities**

- The National Partnership Agreement on remote service delivery – the aims and priority communities
- The role of Regional Operations Centres and work being done to increase the effectiveness of services delivered to priority communities
- Progress-to-date, key lessons learnt and future directions

Barry Johnson, Manager, Regional Operations Centre, NT
Department of Families, Housing, Community Services
and Indigenous Affairs

10:45 Morning tea & networking

11:15 **Building partnerships to improve the delivery of health services to Indigenous communities**

- The WA Country Health Services' commitment to improving health service delivery to Indigenous communities across the Kimberley
- Developing partnerships to optimise service delivery and outcomes
- An overview of existing partnerships
- Advice for other organisations looking to build strong and effective partnerships

Kerry Winsor, Regional Director, Kimberley
WA Country Health Service

12:00 **Developing & delivering effective health services – the work of CRANaplus**

- Overview of CRANaplus – developing and delivering safe, high quality primary healthcare to remote areas of Australia
- Work being done to increase the effectiveness of the health services delivered to remote Indigenous communities
- Advice for other organisations on delivering effective health services and broader service delivery to Indigenous communities

Carole Taylor, CEO &
Lenny Cooper, Indigenous Advisor
CRANaplus

12:45 Networking lunch

Engaging effectively with communities for more targeted & culturally appropriate services

1:45 **Engaging with communities for effective service delivery – the work of the ABS**

- The important role engagement and education plays in ensuring the effective delivery of census services
- How the ABS engages Indigenous communities and the role of Indigenous engagement officers
- The important role census data plays in broader service delivery – an overview of what the data indicates and how it can assist

Celia Moss, Director,
Northern Australia Census Management Unit
Australian Bureau of Statistics (ABS)

2:30 **Cross-cultural understanding for more effective service delivery**

- Challenges around delivering effective justice services to Indigenous communities
- Cross-cultural understanding to improve services and outcomes for individuals
- The Community Justice Centre – bridging the communication gap
- Understanding effective mediation and relationship building

Ippei Okazaki, Acting Director, Community Justice Centre
Department of Justice, NT

3:15 Afternoon tea & networking

3:45 **Improving outcomes through effective community engagement**

- Why community engagement is crucial to effective service delivery
- A practical guide to effective community engagement with a focus on remote Indigenous Australian communities
- The role of effective engagement from an educational context
- How engaging in professional networks can assist in the community engagement process

Patrick Anderson
Top End Senior Advisor (Community Engagement)
Batchelor Institute of Indigenous Tertiary Education

4:30 **Community engagement for more effective electoral services**

- An overview of Electoral Commission services and challenges around effective service delivery in Indigenous communities
- How the AEC is engaging with Indigenous communities to increase the effectiveness of our services
- Progress-to-date and key lessons learnt

Alistair Legge, Program Manager,
Indigenous Electoral Participation Program
Australian Electoral Commission (AEC)

5:15 Round table discussions

5:45 Chair's closing remarks & close of conference

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

Workshops

Site Tour: Monday 11th April, 2011

Workshop: Thursday 14th April, 2011

A site tour to: 1. Alice Springs Desert Park 2. Waltja Tjutangku Palyapayi & 3. CAAMA

Pre-Conference Site Tour
Monday 11th April, 2011
9:00am – 4:00pm



PART A – Alice Springs Desert Park 9:00am – 12:00pm

Alice Springs Desert Park showcases Central Australia's unique flora and fauna. It is also the site of one of Central Australia's most successful **Aboriginal training and employment programs**.

On this site tour, staff will share their experiences with the program.

Your site tour leader:



Gary Fry
Park Manager
Alice Springs Desert Park

PART B – Waltja Tjutangku Palyapayi 1:00pm – 2:00pm

Waltja Tjutangku Palyapayi Aboriginal Corporation is a community-based organisation working with Aboriginal families. Waltja provides a range of services, including resource development and publications; aged and disability, early childhood, youth support programs; job services, and training programs.

In this component, you will be led on a tour of Waltja offices and will have the opportunity to ask staff questions about their work on service delivery.

Your site tour leader:

Executive Committee Member
Waltja Tjutangku Palyapayi

PART C – Central Australian Aboriginal Media Association (CAAMA) 2:30pm – 4:00pm

CAAMA is the **largest Indigenous owned and operated multimedia organisation in Australia**. It has been at the forefront of Indigenous media since 1980.

CAAMA provides Indigenous Australians with access to an authentic voice, important information and a platform for the celebration of Indigenous culture.

In this component, you will be given a tour of CAAMA facilities.

Your site tour leader:

Samarra Schwarz
Corporate Services Manager
Central Australian Aboriginal Media Association (CAAMA)

Cross-cultural training for improved service design & delivery

Post-Conference Workshop
Thursday 14th April, 2011
9:00am – 4:00pm

For thirty years governments have worked hard to engage Indigenous organisations and communities in the process of community development. To move forward, we need to honestly debate the issues and learn from our mistakes.

Today's government and non-government organisations have recognised the importance of working in partnership with communities at the grassroots and considerable efforts are being made to listen and take notice of what those in the communities are saying about their own problems.

At the very heart of strong and effective partnerships is the ability of all parties to **understand each other's cultures** and to **interact/communicate effectively**. This highly practical workshop will assist you in this.

By attending you will learn about:

- The key role cross-cultural understanding plays in effective service delivery
- Working from an intercultural perspective
- An exploration of Indigenous culture and worldview
- Establishing a common ground
- Finding what 'works' for Indigenous and non-Indigenous people in an ever changing world
- Advice on effective community engagement.

About your workshop leaders:



Bess Nungarrayi Price was born at Yuendumu. Her first language is Warlpiri. She also knows Luritja and Western Arrernte. Bess has a Bachelor of Applied Science in Aboriginal Community Management and Development from Curtin University and has worked in education and training, public administration, media, community development, interpreting, translating and language teaching.



David Price has worked in Aboriginal education, training and public administration for over twenty years. His teaching experience includes over seven years in remote Aboriginal communities. He also has substantial experience in delivering training in the public service and has taught courses in the Warlpiri language and culture.

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you register by the
4th February 2011**

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