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

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
  CRANAplus

- 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

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

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

To Register ☎ 1300 316 882 ☎ 1300 918 334 registration@criterionconferences.com www.indigservicedelivery.com
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
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

Website: www.indigiservicedelivery.com
### Day Two
#### Wednesday 13th April, 2011

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker(s)</th>
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<tbody>
<tr>
<td>8:30</td>
<td>Welcome, coffee &amp; networking</td>
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<tr>
<td>9:00</td>
<td>Chair’s opening remarks &amp; recap of day one</td>
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<tr>
<td>9:15</td>
<td>Effective service delivery to APY lands progress-to-date</td>
<td>Pauline Peel, Deputy Chief Executive, Sustainability, Aboriginal Affairs and Reconciliation Department of Premier and Cabinet, SA and South Australian Government Coordinator General</td>
</tr>
<tr>
<td>10:00</td>
<td>Improving service delivery in priority communities</td>
<td>Barry Johnson, Manager, Regional Operations Centre, NT Department of Families, Housing, Community Services and Indigenous Affairs</td>
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<tr>
<td>11:15</td>
<td>Building partnerships to improve the delivery of health services to Indigenous communities</td>
<td>Kerry Winsor, Regional Director, Kimberley WA Country Health Service</td>
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<tr>
<td>12:00</td>
<td>Developing &amp; delivering effective health services – the work of CRANAplus</td>
<td>Carole Taylor, CEO &amp; Lenny Cooper, Indigenous Advisor CRANAplus</td>
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<tr>
<td>12:45</td>
<td>Networking lunch</td>
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<tr>
<td>1:45</td>
<td>Engaging with communities for effective service delivery – the work of the ABS</td>
<td>Celia Moss, Director, Northern Australia Census Management Unit Australian Bureau of Statistics (ABS)</td>
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<tr>
<td>2:30</td>
<td>Cross-cultural understanding for more effective service delivery</td>
<td>Ippei Okazaki, Acting Director, Community Justice Centre Department of Justice, NT</td>
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<tr>
<td>3:15</td>
<td>Improving outcomes through effective community engagement</td>
<td>Patrick Anderson Top End Senior Advisor (Community Engagement) Batchelor Institute of Indigenous Tertiary Education</td>
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<tr>
<td>4:30</td>
<td>Community engagement for more effective electoral services</td>
<td>Alistair Legge, Program Manager, Indigenous Electoral Participation Program Australian Electoral Commission (AEC)</td>
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<tr>
<td>5:15</td>
<td>Round table discussions</td>
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<tr>
<td>5:45</td>
<td>Chair’s closing remarks &amp; close of conference</td>
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**Early booking discounts apply – the earlier you book the more $$$ you save**
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.

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

Early booking discounts apply – the earlier you book the more $$$ you save
How To Register

Online: www.indigservicedelivery.com
Fax: 1300 918 334
Tel: 1300 316 882
Email: registration@criterionconferences.com

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
Register a team of 7-8 – save 15% off the standard price

If you want to register a group, please call us on 1300 316 882 to coordinate your registration.

Only one discount can be used per booking.

Venue

Alice Springs Convention Centre
93 Barrett Drive
Alice Springs NT 0870
Ph: 08 8950 0200

To receive your discounted accommodation rate at Lasseters Hotel Casino, please call (08) 8950 7777 and quote ‘Indigenous Service Delivery Conference’

Cancellations:

Should you be unable to attend, a substitute delegate is welcome at no extra charge.

The company regrets that no cancellations will be refunded, course documentation will, however, be sent to the delegate. For an event cancelled by Criterion Conferences registration fees are fully refundable.

Privacy Policy:

Any information provided by you in relation to this conference is collected by Criterion Conferences and will be added to our database with the sole purpose of providing you with information about future conferences and services. If you do not wish to be added, please tick here □ when you fax back your registration to 1300 918 334.

Changes to Conference and Agenda:

Criterion Conferences reserves the right to alter the programme without notice and is not responsible for any loss or damage or costs incurred as a result of substitution, alteration, postponement or cancellation of any event. Criterion Conferences ABN number: 50 878 562 414

Event Prices

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<tr>
<td>□</td>
<td>2 Day Conference</td>
<td>$2599 + GST = $2858.90</td>
<td>SAVE $200</td>
<td>$2699 + GST = $2968.90</td>
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<td>□</td>
<td>2 Day Conference + Site Tour or Workshop</td>
<td>$3899 + GST = $4288.90</td>
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<td>2 Day Conference + Site Tour &amp; Workshop</td>
<td>$5099 + GST = $5608.90</td>
<td>SAVE $400</td>
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Discounted prices for Indigenous community organisations, NGOs, non-for-profit organisations & local councils

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<td>SAVE $400</td>
<td>$3299 + GST = $3628.90</td>
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Audio CD

Please send me _____ set(s) $899 + GST = $988.90

If there is a package you require that is not mentioned above, please contact us and we will be happy to provide you with a quote. *GST is charged at 10%. Registration fee includes lunch, refreshments and conference documentation. Please contact us for any special dietary requirements. Full payment must be received prior to the conference to ensure admission.

Delegate Details

Please complete: (Please photocopy for additional delegates)

DELEGATE ONE

Delegate Forename: __________________________
Delegate Surname: __________________________
Job Title: __________________________
Company/Organisation: __________________________
Email: __________________________
Telephone: __________________________ Fax: __________________________
Postal Address: __________________________

Signature: __________________________
Approving Manager’s Name: __________________________

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Number of delegates: ____________ Total amount (inc GST) $ ____________

Credit card: □ Visa □ Mastercard □ American Express □ Bank Transfer (details below) □ Cheque

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