



ACT|atsieb

Community Consultation Plan

2017–2020

ACT Aboriginal and Torres Strait Islander Elected Body

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Acknowledgement of Traditional Aboriginal Custodians

The ACT Aboriginal and Torres Strait Islander Elected Body (ATSIEB) acknowledges that Canberra has been built on the lands of the Ngunnawal people. We pay our respects to the Ngunnawal people and acknowledge and celebrate their ongoing culture and contribution to the ACT and region.

ATSIEB also acknowledges that many other Aboriginal and Torres Strait Islander peoples from across Australia have now made Canberra their home and we also acknowledge and celebrate their cultures and diversity and their contribution to the ACT and region.

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Purpose and principles of consultation

Purpose

The purpose of the Community Consultation Plan is to engage the Aboriginal and Torres Strait Islander community in the ACT in the public policy and program decisions made by the ACT Government. It will be used to guide consultation over the duration of the term of the Elected Body. (Section 12 (2)(A))

Principles

The consultation plan will:

- maximise the participation of Aboriginal and Torres Strait Islander people living in the ACT by providing reasonable opportunities to participate in each consultation (*Aboriginal and Torres Strait Islander Elected Body Act 2008* (ACT) s. 12.2.C Austl. (the Act))
- describe areas of interest, be open and transparent, facilitate community feedback and lead to sustainable decisions (Act s. 13)
- enable the community's priorities to be given voice and advocate for potential solutions within the ACT Government
- enable key areas of public policy design to be brought to the community for consideration and in some instances, engage in co-design
- ensure consultations are conducted in a respectful, open and honest manner
- ensure each consultation has clarity of purpose and outcomes and enables the community to actively participate in finding appropriate solutions
- enable the Elected Body to communicate and reiterate their role and responsibilities in elevating repeated, systemic community lived experiences to the ACT Government to receive objective and accountable government response
- describe the grounds relevant to a determination by ATSIEB that a person has a traditional connection to the ACT region (Act s. 12.2.B).

Key events

During the term of this consultation there are significant agreements and strategies that are to be refreshed and renewed. These include:

- *ACT Aboriginal and Torres Strait Islander Agreement (expires June 2018)*
- *ACT Aboriginal and Torres Strait Islander Justice Partnership (expires June 2018)*
- *ACT Review into Aboriginal and Torres Strait Islander children and young people in contact with the child protection system – 2018–2020*
- *ACT Aboriginal and Torres Strait Islander Health Plan: Priorities for the next five years 2016–2020*
- A Step Up for Our Kids (expires June 2020).

In 2018, the ACT will also celebrate the first Reconciliation Day in May.

Traditional connection

In the event that ATSIEB needs to consult on a cultural heritage matter as described in s.12.2.B of the *Aboriginal and Torres Strait Islander Act 2008* (ACT) for the purpose of s.9.1.iii they may consult broadly across the community. In order to satisfy that the organisation or individual has a traditional connection to the ACT region, ATSIEB has agreed on the following:

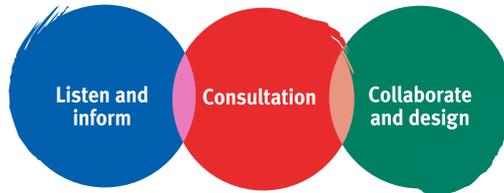
- a person would have to demonstrate that they had a personal or generational connection
- or*
- a person would also have to demonstrate the contribution they would make on the specific topic.

Consultation

ATSEIB has considered and adapted the structure of the International Approach to Public Participation Framework to shape opportunities for consultation to suit the needs and expectations of the community. The consultation plan is organised around three tiers designed to be flexible and used either individually or together as the event allows.

The three tiers are:

- listen and inform
- consultation
- collaborate and design.



Each tier has a specific purpose in terms of community engagement and also differ in the expectations of level of information shared and time.

The three tiers of consultation describe the responsibilities of the Elected Body to listen to the community, inform them of issues that impact their lives, consultation of proposed changes and facilitate opportunities for extended collaboration and design between the community. Elected Body is responsible for advocating for change on systemic issues, and is not able to provide a conflict resolution service for individual matters raised by the community.

There are pathways and mechanisms for individual matters to be raised with appropriate, specialised support and guidance.

Complaint resolution pathways in the ACT:

- 1 Initial complaint should be formally raised with the specific team, organisation
- 2 Quality and Complaints team within the organisation to facilitate investigation
- 3 Ombudsman
- 4 Human Rights Commissioner.

Listen and inform

The Elected Body is aware of the importance and healing nature of being in a position to listen carefully to the lived experience of the community. This tier describes the way the Elected Body will seek to engage during short opportunities to listen and exchange information.

Listen and inform	
PURPOSE	<p>To provide the community with objective and balanced information to assist them in understanding the problem, alternative opportunities or solutions.</p> <p>The Elected Body may share information of progress that they have regarding the specific topic.</p>
COMMUNITY EXPECTATIONS	<p>Community can expect the Elected Body to listen to concerns and lived experience of implementation of government policy.</p> <p>The Elected Body will provide general information on ATSIEB priorities, programs and their role and will invite feedback on new policies and programs.</p>
CHANNELS	<ul style="list-style-type: none">● Events— markets, stalls at large events, cultural celebrations● Ad-hoc events— invited to have a stall at other events and celebrations.● Live Blog by Elected Body— live blog to provide opportunity for people to engage online directly with members of the Elected body
FREQUENCY AND TIME COMMITMENT	Monthly
EXAMPLES	National Multicultural Festival— Indigenous Showcase February each year

Consultation

Consultation is a more detailed form of discussion with an exchange of information and ideas being brought forward for examination and consideration. It is also an opportunity to hear from senior government leaders. Consultation will be actively facilitated and noted for distribution to the wider community.

Consultation	
PURPOSE	To obtain community feedback on analysis, alternatives or decisions and ensure community concerns and aspirations are consistently understood and considered. These consultations will be against drafted or in-progress policies and programs.
COMMUNITY EXPECTATIONS	<p>Community can expect:</p> <ul style="list-style-type: none"> ● that topic-specific discussions to test or refine approaches or programs in development within the government and community sector. Approaches and programs may be presented by senior government or community sector leaders ● that their feedback will be discussed and that there will be information exchange between the community and government/community sector ● that the Elected Body will listen to suggestions for systemic improvement and change ● that there will be recognition of issues raised and that these will impact new service design and delivery ● the Elected Body to provide feedback as to how the consultation feedback was received, considered, prioritised and implemented.
CHANNELS	<ul style="list-style-type: none"> ● Community forums – invitations to face-to-face, topic-specific forums at different times to allow participation by a cross-section of the community. ● Service delivery roundtables – government and community service providers may be invited to service delivery roundtables to discuss issues specific to holistic services or specific cohorts. ● Moderated web forum discussions – web forums can be used to elicit specific information from the community where time does not allow for the organisation of broad face-to-face meetings.
FREQUENCY AND TIME COMMITMENT	Around specific issues as they are presented by the Elected Body, with increased frequency leading up to major policy and strategic refreshes.
EXAMPLES	Consultation for the previous agreement that concluded in the community priorities document.

Collaborate and design

Collaboration and design is the expression of the principle of self-determination within the ACT Government. This stage invites representative individuals into the design process of new policy or programs with that group being responsible for the creation of innovative approaches.

The *Review of Aboriginal and Torres Strait Islander children and young people in contact with the child protection system* is an example of this. The whole review, including the establishment of the steering committee, terms of reference, methodology and implementation will be conducted by the community.

Collaborate and design	
PURPOSE	Partner with the community in each aspect of the decision making, including development of alternatives and identification of preferred solution.
COMMUNITY EXPECTATIONS	<p>The community can expect:</p> <ul style="list-style-type: none"> ● that this approach will be used when there are complex issues requiring new and innovative solutions. They will focus on future solutions leveraging legislative, policy, program and service delivery opportunities and may have prolonged lead times to implementation to allow for the collaboration and design ● data and information to understand and analyse before open, facilitated workshop across the service system over a number of days ● that there will be new relationships established and maintained across both Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander communities, government and the community sector ● that the solutions will be shared with the community to show where collaboration and design has occurred.
CHANNELS	Collaboration and design will primarily be face-to-face, there may be some information sharing or follow-up by email.
FREQUENCY AND TIME COMMITMENT	Opportunities for collaboration and design are infrequent, but come with opportunity to influence future policy and service delivery settings.
EXAMPLES	<ul style="list-style-type: none"> ● Mura Gunya Phase One— where the Elected Body was engaged extensively in the design, supporting architectural and building design decisions to recognise and respond to cultural priorities and requirements ● Lead in to new agreement and justice partnership in 2018

Accountability

There are formal accountabilities for consultation as part of the Act that ATSIEB needs to complete. These consultations enable the Elected Body to appropriately represent the experience and priorities of the community to government.

Hearings

Hearings are a formal accountability mechanism within government. The Elected Body is able to ask questions of specific ACT Government directorates during the hearing process.

These hearings are an important part of the Elected Body being able to test progress against specific initiatives and programs and to request information that would assist in evaluating community impact.

ATSIEB member portfolios

Each ATSIEB member takes responsibility for a government portfolio leading engagement, communication and consultation with that directorate and associated services and organisations.

Portfolios
CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT
EDUCATION INCLUDING CIT AND UNIVERSITIES
HEALTH
JUSTICE AND COMMUNITY SAFETY INCLUDING ACT POLICING AND HUMAN RIGHTS COMMISSION
COMMUNITY SERVICES DIRECTORATE
ENVIRONMENT, PLANNING AND SUSTAINABLE DEVELOPMENT
TRANSPORT CANBERRA AND CITY SERVICES

Outcomes framework

The outcomes framework sits alongside the *ACT Aboriginal and Torres Strait Islander Agreement 2015–2018* — a whole-of-government agreement — and the implementation plan to support transparency of government service delivery and outcomes. The specific key performance indicators are documented here by domain and serve to support the specificity of consultations with the community.

Education

Develop knowledge and skills through engagement in life-long learning

CHILDREN ARE READY FOR SCHOOL

- Children have the appropriately developed physical, emotional and language skills
- Children have appropriately developed early literacy and numeracy skills

INCREASING SCHOOL ACHIEVEMENT

- Increasing NAPLAN achievement in Year 3, Year 5 and Year 9

INCREASING YOUTH ENGAGEMENT IN EMPLOYMENT, EDUCATION OR TRAINING

- Increasing achievement of year 12 or equivalent
- Increasing successful transition from school

Health

Improved individual and community social and emotional wellbeing

IMPROVED CHILD AND MATERNAL HEALTH

- Improved child health
- Improved maternal health

IMPROVED MENTAL HEALTH AND WELLBEING

- Improved emotional and mental wellbeing

IMPROVED PREVENTION, IDENTIFICATION AND MANAGEMENT OF CHRONIC DISEASE

- Prevention
- Identification
- Management

INCREASING ACCESS TO CULTURALLY-DIFFERENTIATED AND PROFICIENT SERVICES

- Improved service continuity between community and acute care services
- Health staff able to provide culturally-differentiated services

Employment

Confident to pursue employment pathways of their choosing and increased economic independence

INCREASED PARTICIPATION IN THE WORKFORCE

- Improve pathways between school and work

STIMULATE NEW BUSINESSES AND ENCOURAGE ENTREPRENEURS

- Increased number of Aboriginal and Torres Strait Islander businesses in ACT
 - Promote services of ACT community and community controlled organisations
-

Safety

Feel safe through the justice system

DECREASE REPRESENTATION OF ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES IN THE JUSTICE SYSTEM

REDUCE THE REPRESENTATION OF ABORIGINAL AND TORRES ISLANDER YOUNG PEOPLE IN THE YOUTH JUSTICE SYSTEM

INCREASING USE OF DIVERSIONARY PRACTICES

EMPOWERED COMMUNITY IN ENGAGING WITH THE JUSTICE SYSTEM

- Increased use of alternatives to imprisonment

SUCCESSFUL INTEGRATION INTO THE COMMUNITY POST-JUSTICE ENGAGEMENT

- Reducing recidivism rate through support to re-enter the community
- Increased use of restorative justice practices
- Reduce the number on remand and reduce the time spent on remand by young people

INCREASING ACCESS TO CULTURALLY-DIFFERENTIATED AND PROFICIENT SERVICES

- Improved access to culturally-proficient services and sentencing options
 - Increase employment of Aboriginal and Torres Strait Islanders within the justice system
-

Affordable, stable and secure housing

CRISIS AND TRANSITIONAL ACCOMMODATION NEEDS ARE MET

- Prevent homelessness
- Support during period of homelessness
- Prevent return to homelessness

STABLE AND SECURE HOUSING

- Appropriate accommodation available
-

Connection to community

Connected to strong family, social, cultural networks

SUPPORTING STRONG RESILIENT FAMILIES

- Increasing family safety and security
- Children will have culturally-appropriate care when interfacing with the child protection system

IMPROVED CONNECTION TO CULTURAL ENRICHING NETWORKS

- Community groups that practice, teach and promote culture
- Enable transport to cultural events and gatherings

CULTURALLY-APPROPRIATE SERVICES AND SUPPORT WHERE APPROPRIATE

- Representation on consultative/advisory committees to ACT Education, Health and Justice

Cultural identity

Strong cultural identity and feel empowered to promote their identify at home, work and in their communities

PROVIDE OPPORTUNITIES TO SHOWCASE, CELEBRATE AND INCREASE COMMUNITY UNDERSTANDING ABOUT THE CULTURAL DIVERSITY OF CANBERRA

- Ability to attend and celebrate cultural festivals

CREATE AN ENVIRONMENT OF CULTURAL SAFETY

- Aboriginal and Torres Strait Islanders are comfortable to identify and practice culture through language

Leadership

Feel connected, and able to prepare for leadership of the community

INCREASE ABORIGINAL AND TORRES STRAIT ISLANDER LEADERSHIP WITHIN THE WIDER COMMUNITY

- Increase participation of Aboriginal and Torres Strait Islanders in the future of the community and be inclusive of the diversity of perspective within the community
- Create capacity of community to engage in leadership programs
- Create an environment of inclusion and cultural safety within the ACT Government

Key messages

In addition to messages relevant to the topic of conversation, the Elected Body will communicate and reinforce the following key message during consultations:

- 1 Culture is critical**—to bring our collective wisdom and knowledge of the importance of culture and holistic solutions.
- 2 Share our experience and history**—share lived experience of policies and programs with government agencies and community sector organisations and the impact of those programs on the community.
- 3 Community is the solution**—participate in the creation of innovative solutions by making your voice heard and bring more Aboriginal and Torres Strait Islanders to decision making.

Role of ATSIEB

ATSIEB has obligations under the *Aboriginal and Torres Strait Islander Elected Body Act 2008*. The Act sets out four key responsibilities in accordance with the ACT Government commitments to Aboriginal and Torres Strait Islander communities to ‘freely pursue their economic, social and cultural development in line with the right to self-determination’. These responsibilities are:

- a** to ensure **maximum opportunity** for the voice of Aboriginal and Torres Strait Islander people living in the ACT to reach decision-makers in the government and its agencies
- b** to ensure **maximum participation** of Aboriginal and Torres Strait Islander people living in the ACT in developing and implementing government policies affecting them
- c** to ensure **coordination by government agencies** in developing policies affecting Aboriginal and Torres Strait Islander people living in the ACT without detracting from, or diminishing, the responsibilities of those agencies to provide services for the broader community
- d** to **further the economic, social and cultural development** of Aboriginal and Torres Strait Islander people living in the ACT.’

To achieve the specific objectives of the Act, ATSIEB needs to facilitate the flow of information and advice between the community and the government. ATSIEB will:

- receive, and pass on to the Minister, the views of Aboriginal and Torres Strait Islander people living in the ACT on issues of concern to them
- represent Aboriginal and Torres Strait Islander people living in the ACT and to act as an advocate for their interests
- conduct regular forums for Aboriginal and Torres Strait Islander people living in the ACT and report the outcomes of those forums to the Minister
- monitor and report on the effectiveness of programs conducted by government agencies for Aboriginal and Torres Strait Islander people living in the ACT.

Stakeholders and audiences

The Aboriginal and Torres Strait Islander community is diverse and representative of many interests and experiences. In order to fully engage with the community, the plan will enable individuals and organisations to engage with ATSIEB.

Stakeholders and audiences will be identified at the opening of each period of consultation, however, a brief indicative list of organisations is outlined below to demonstrate the breadth of potential consultation.

There are three key stakeholder focus groups:

- 1** Individuals in the community
- 2** Organisations engaged in service delivery to Aboriginal and Torres Strait Islander people in the ACT
- 3** Government engaged in policy and program design and service delivery in the ACT.

Each of the audiences have been explicitly segmented as there is a different need for support and advocacy between individuals and organisations.

A full stakeholder list will be kept as a companion document to allow for appropriate engagement and consultation.

The plan

The plan below is intended to be used to see the alignment between the rhythm of community and government life. Events and milestones have been included in the plan and the required consultation leading up to the events. This visibility of the planning of community engagement and consultation will facilitate maximise community participation and lead to sustainability of both government and Aboriginal-controlled organisations.

There is flexibility in the plan to allow for the Elected Body to respond to emerging issues within the community and government.

It is intended that the plan will be able to be shared with the community so that they are able to anticipate periods of consultation.

Additional resources

There are many additional resources available for consideration by the Elected Body as the need arises. These resources could include: a consultation planning sheet; and feedback sheets.





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