



ACT | Aboriginal and  
Torres Strait Islander  
Elected Body

# **Service Provider Consultation**

Report on Service Provider Consultation  
8 August 2018

## Acknowledgement of Traditional Aboriginal Custodians

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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## 2 INTRODUCTION

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Community consultation is an important element of engagement for the Elected Body. These consultations are designed to engage our diverse community and hear and understand their lived experience, perspectives and suggestions for change.

The process of consultation and engagement with the community is in accordance with the ATSIEB Community Consultation Plan 2018-2021. This report has been prepared as per s13A of the Aboriginal and Torres Strait Islander Elected Body Act 2008. The report from this consultation will describe:

- topic of the consultation;
- ATSIEB's view about the topic;
- issues raised by the community during consultation; and
- recommendations of ATSIEB in relation to the topic.

This was the second of four consultations to be held by the Elected Body this year. The consultation was held at the Aboriginal and Torres Strait Islander Cultural Centre on the 8 August March from 10am – 2pm.

## 3 CONSULTATION TOPIC

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The focus of the service provider consultation was to understand how the Elected Body could support organisations to better deliver services to the Aboriginal and Torres Strait Islander Community.

The consultation was divided into four sections:

1. Understand the current services footprint
 

ATSIEB is keen to understand the current service provider landscape and understand the breadth and depth of services provided in the ACT that are available to Aboriginal and Torres Strait Islander families including specific and mainstream services
2. Successes and challenges
 

ATSIEB would like to understand what parts of these programs are delivering successful outcomes and what challenges you are facing in delivering these.
3. Organisational Priorities
 

We would be interested in what your organisation's priorities are over the next 12 months – 2 years.
4. How can ATSIEB assist to improve outcomes for the community?

In total 24 people attended the consultation this included members of the community and representatives from the following organisations:

- Aboriginal and Torres Strait Islander Elected Body
- Beryl Women Inc
- Women's Legal Centre ACT
- Aboriginal Legal Service NSW/ACT
- Legal Aid ACT
- Relationships Australia
- Shine for Kids
- Australian Red Cross - Birth Advocacy Service
- ACT Together
- Barnardos
- CREATE Foundation
- ACT Council of Social Services
- Curijo
- ACT NAIDOC
- Yukkumbruk Sporting & Cultural Aboriginal Corporation
- Department of Prime Minister and Cabinet
- Menslink

The Chair of the Elected Body, Katrina Fanning, gave an overview of the current projects that the Elected Body is pursuing. Key points included:

- Whole-of-government agreement is currently being drafted with an accompanying outcomes framework, which will use strengths-based language;
- The Elected Body is pursuing a new Indigenous Procurement Policy for the ACT government with strict guidelines as to the classifications of Indigenous organisations;
- The Elected Body Hearings Process is a key opportunity to hold government to account; and
- Keen to support partnering and collaboration within the community sector – example of the place based community development model used by the Red Cross.

### 3.1 CONSULTATION - CURRENT SERVICES FOOTPRINT

In this session we focused on understanding the current service providers and their key client segments within the Aboriginal and Torres Strait Islander community. From each of the organisational footprints we can analyse the pattern of service delivery. Key gaps in service delivery are noted in section 3.2.2.

ACCO or Community organisations with strong Aboriginal leadership					Mainstream				
<b>Winnunga</b>					<b>Menslink</b>				
	Children	Men	Women	Families		Children	Men	Women	Families
Education					Education	12-18 yo			
Health					Health	10 - 25 yo			
Housing					Housing				
Care and Protection					Care and Protection				
Justice					Justice				
<b>Gugan Gulwan</b>					<b>Canberra Community Law</b>				
	Children	Men	Women	Families		Children	Men	Women	Families
Education					Education				
Health					Health				
Housing					Housing				
Care and Protection					Care and Protection				
Justice					Justice				
<b>Aboriginal Legal Centre</b>					<b>Relationships Australia</b>				
	Children	Men	Women	Families		Children	Men	Women	Families
Education					Education				
Health					Health				
Housing					Housing				
Care and Protection					Care and Protection				
Justice					Justice	Bimberi, Circle Sentencing			
<b>Beryl Women Inc.</b>					<b>ACT Together</b>				
	Children	Men	Women	Families		Children	Men	Women	Families
Education					Education				
Health					Health				
Housing					Housing				
Care and Protection					Care and Protection				
Justice					Justice				
<b>Womens Legal Centre - Indigenous Unit</b>					<b>CREATE</b>				
	Children	Men	Women	Families		Children	Men	Women	Families
Education					Education				
Health					Health				
Housing					Housing				
Care and Protection					Care and Protection				
Justice					Justice				
<b>Tjillari Justice Aboriginal Corporation</b>					<b>Red Cross Birth Family Advocacy Service</b>				
	Children	Men	Women	Families		Children	Men	Women	Families
Education					Education				
Health					Health				
Housing					Housing				
Care and Protection					Care and Protection				
Justice					Justice				
					<b>PCYC</b>				
						Children	Men	Women	Families
					Education				
					Health				
					Housing				
					Care and Protection				
					Justice				

## 3.2 CONSULTATION – SUCCESSES AND CHALLENGES

This part of the session included an opportunity to reflect on the successes, challenges and gaps of community sector service delivery for Aboriginal and Torres Strait Islanders in the ACT.

### 3.2.1 Successes

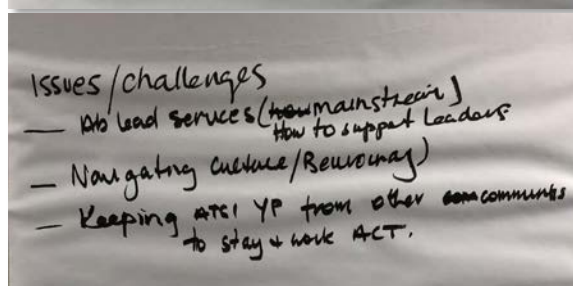
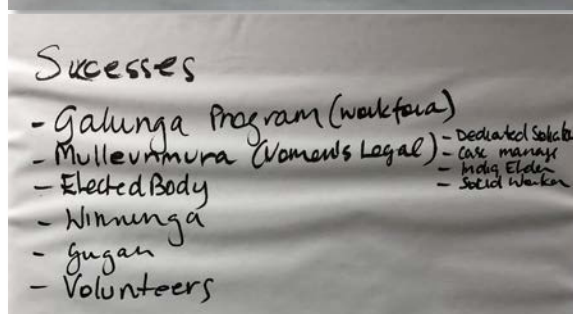
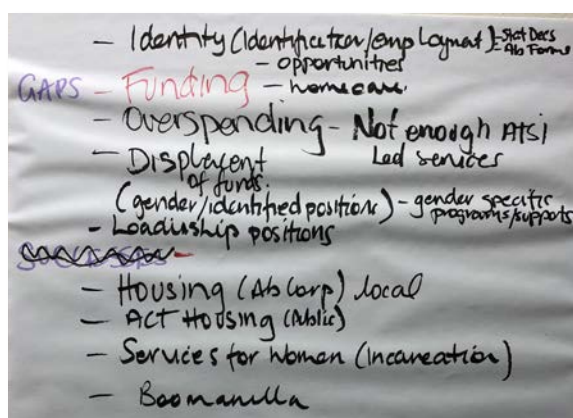
Each group reflected on the successes of their current service delivery specific to organisations. Some highlights include:

- Strong Aboriginal Community Controlled organisations in Winnunga and Gugan Gulwan
- Healing Farm (withstanding the issues of purpose and functionality being worked through)
- Specific employment and support programs – Mulleunmura (Women’s Legal Service), Galunga (ACTCOSS)
- Highest rate of volunteers in the ACT is from the Aboriginal and Torres Strait Islander community
- Use of human-centred design which is closely aligned to Aboriginal and Torres Strait Islander strengths around families, communities and networks
- Ability to build and maintain a team of Aboriginal services is growing

### 3.2.2 Service Gaps

There are critical service gaps in the service footprint, the following gaps were identified by the participants of the consultation with acknowledged increase in service demand across all services:

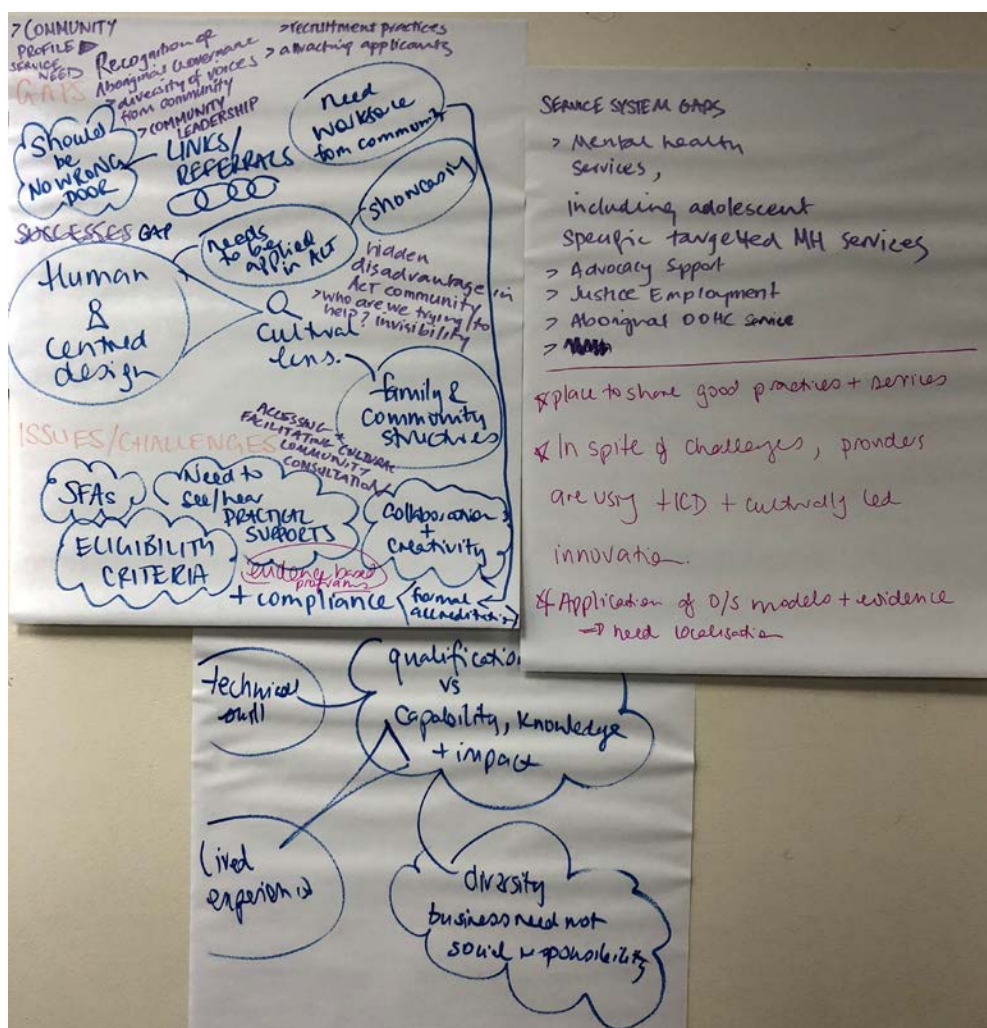
- Men’s rehabilitation
- Mental health programs – especially for adolescents and also need Aboriginal workers (ex. Headspace)
- Services for Aboriginal and Torres Strait Islander women incarcerated in the ACT (highest rate in the nation)
- Trauma healing/informed programs
- Lack of visibility/service of men’s programs
- Aged care facility
- Need an ACT based Aboriginal Legal Service
- Indigenous Children’s Commissioner needed
- Need a service directory with all services in ACT (cross border) and needs to be updated.



### 3.2.3 Community Service Challenges

In addition to the service gaps, the following challenges were also discussed:

- Funding not keeping pace with increasing service demand and restrictive Service Funding Agreements that drive narrow eligibility requirements
- Difficulty navigating culture/bureaucracy
- Keeping young people in the ACT to live and work in this community
- Attraction and retention of Aboriginal staff into the community sector – very difficult to compete against the Commonwealth and ACT public sector
- Integration with NSW services and programs
- Need to recognise barriers to employment – particularly where tertiary qualifications are mandatory
- All Aboriginal and Torres Strait Islander staff to be well supported in the workplace
- A place to share good processes and services to promote effectiveness and innovation
- Application of overseas models and evidence need to be examined for application to the local community circumstances and needs
- Boomanulla





### 3.3 CONSULTATION – ORGANISATIONAL PRIORITIES

During this session we asked the community organisations what their priorities were in relation to service delivery for the Aboriginal and Torres Strait Islander Community.

During the discussion on organisational priorities there were key themes that emerged:

- Desire to better reflect self-determination within services
- Ability to extend capability and capacity to meet demand for services
- Ability to attract and retain Aboriginal and Torres Strait Islander workers
- Connections across sector – warm referrals and integration across sector
- Recognise and embrace Aboriginal and Torres Strait Islander cultural contribution to workplace, while acknowledging unique pressures for identity and participation in events such as NAIDOC week and Sorry Day



### 3.4 ATSIEB CONTRIBUTIONS

To wrap up the discussions of the day, we brought together what the current service gaps were with organisational priorities to understand how the Elected Body could support and influence successful outcomes of the community service delivery.

There were three key themes identified:

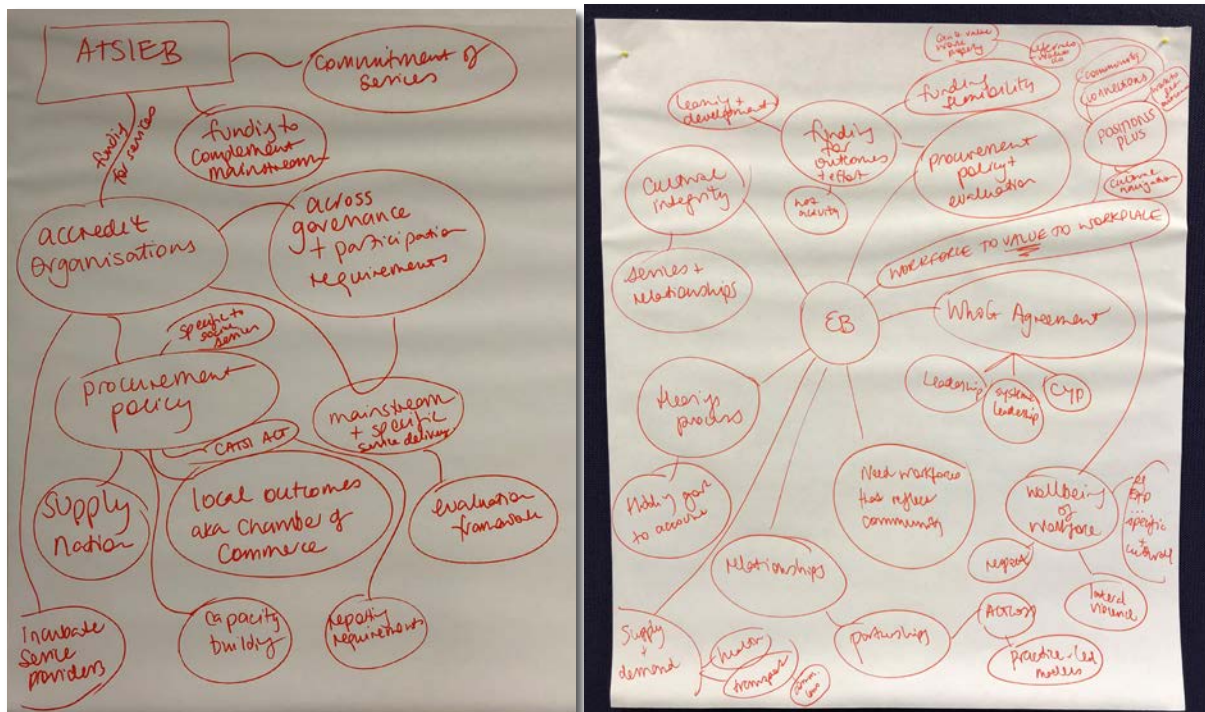
1. Employment
 

Many entry level positions require tertiary qualifications, we need to reconsider whether they are necessary for these roles, or whether they are skills that can be gained on the job. Consideration of employment and training pathways across the sector.
2. Procurement policy
 

The ability for organisations that genuinely demonstrate positive outcomes for Aboriginal and Torres Strait Islander people and have a commitment to attracting and retaining and Aboriginal and Torres Strait Islander workforce.
3. Incubation and advice for new service providers
 

Service providers – both new and established – would appreciate opportunity to seek independent cultural advice. Now that service gaps have been identified, government needs to work with the Elected Body to establish a program of market stimulation and incentivisation. Opportunities for sharing, collaboration and innovation would also be appreciated by the sector.

Specific recommendations are noted in Section 4.



## 4 RECOMMENDATIONS

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ATSIEB considers providers of services to our community to be important places for access to essential services and also opportunities for cultural and community support. In the spirit of self-determination, we also need to know that members of our community can access both mainstream and specialist services and they will receive a compassionate, holistic and culturally appropriate service.

As a result of the consultation, the Aboriginal and Torres Strait Islander Elected Body has formulated the following recommendations:

### 1 Employment

- 1.1 Full consideration of employment pathways for Aboriginal and Torres Strait Islander people between ACT government and community organisations.
- 1.2 Assessment of the need for a dedicated Aboriginal Employment Agency in the ACT that could service the community sector, ACT government and the Commonwealth government.
- 1.3 Elevate the necessity for Aboriginal and Torres Strait Islander leadership and workforce across both the community and government sectors.

### 2 Procurement

- 2.1 Acceleration of the procurement policy to make requirements explicit to the Community Sector.
- 2.2 An accreditation program to be established for organisations, providers or specific programs regarding their cultural acumen.
- 2.3 Elevate the importance of human-centred design in the procurement of services from mainstream organisations to demonstrate their awareness and cultural skills.

### 3 Incubation and advice for new service providers

- 3.1 Bring service gaps to the government for consideration in market stimulation and incentivisation activities.
- 3.2 Provide opportunities for collaboration and innovation across the sector through Service Provider Fora or more targeted bringing together of providers.

## 5 CONSULTATION AND ENGAGEMENT PROCESS

The consultation followed the following format:

Agenda	Presenter
Elected Body Introductory Brief	
Welcome and EB introductions and acknowledgement of country	Katrina Fanning
Introduce topic, outline of session and objective of session	Katrina Fanning
Overview of current programs	
ATSIEB is keen to understand the current service provider landscape and understand the breadth and depth of services provided in the ACT that are available to Aboriginal and Torres Strait Islander families including specific and mainstream services	Group exercise Post-its onto poster (pg5)
Successes and challenges	
ATSIEB would like to understand what parts of these programs are delivering successful outcomes and what challenges you are facing in delivering these. Top three – group and discuss.	Each service provider – talk to specific programs
Lunch	
Organisational Priorities	
We would be interested in what your organisation’s priorities are over the next 12 months – 2 years. How are organisations seeking to build cultural competence?	Each service provider to share
How can ATSIEB assist to improve outcomes?	
Brief description of the role and current projects and priorities of the Elected body.	Group discussion
Close	