

# Linking Indigenous Policy with Service Delivery 2010

Strengthening cross-cultural communication,  
shared responsibility & accountability

14th & 15th September 2010, Rydges Esplanade Resort, Cairns

## HEAR EXPERT ANALYSIS FROM:



The Hon. Fred Chaney  
AO, Chair  
**Desert Knowledge  
Australia**



National Executive of the  
**National Congress of  
Australia's First Peoples**



Tammy Sovenyhazi  
Registrar  
**Family  
Responsibilities  
Commission QLD**



Arthur Townsend  
State Manager NT  
**Dept of Education,  
Employment &  
Workplace Relations**



Lillian Simpson  
Chief Executive Officer  
**Mookai Rosie Bi Bayan**



Dr Mark Wenitong  
Senior Medical Officer  
**Apunipima Cape York  
Health Council**

## ATTEND & HEAR:

- ✓ The new **national voice for 'Australia's First Peoples'**
- ✓ Models on **community-driven** service delivery that **achieve results**
- ✓ Policy frameworks for **inter-generational change**
- ✓ **Cross-cultural communication** & language facilitation techniques
- ✓ Frameworks to increase **policy accountability** & **performance-based** approaches

## WORKSHOP & SITE TOUR

### Workshop

**Making intercultural  
facilitation a reality**

### Site Tour

**Mossman Gorge –  
A Cape York Welfare  
Reform community**

Researched by:



## DISTINGUISHED SPEAKER PANEL CONT:

Jennifer Samms  
Executive Director, Taskforce on Aboriginal Affairs  
**Department of Planning & Community  
Development VIC**

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

Vicki Wade  
Area Director, Aboriginal Health  
**Sydney South West Area Health Service**

Kelly McKellar-Nathan  
Team Leader, Indigenous Team  
**Brisbane City Council**

Dave Goddard  
Director  
**Collaborative Systemic Change Pty Ltd**

Damian Britnell  
CEO  
Roy Gibson  
Chairman  
**Bamanga Bubu Ngadimunku Inc**

Helma Quinn-Leeman  
Service Development Manager, Wellbeing Centres  
**Royal Flying Doctor Service of Australia (Qld  
Section)**

Patsy Bedford  
Community Language Development Officer  
Siobhan Casson  
Language Development Officer  
**Kimberley Language Resource Centre WA**

Patrick Anderson  
Senior Advisor, Community Engagement  
**Batchelor Institute for Indigenous Tertiary  
Education NT**

Viv Sinnamon  
Manager  
**Kowanyama Aboriginal Land & Natural Resource  
Management Office, North Queensland**

Brenda Stubbs  
Indigenous Engagement Officer  
**Amata Community Council SA**

**140+ attendees benefited  
from attending in 2009!**

## Bridging the gap between policy objectives & community outcomes

**G**overnments from all levels, communities and Australians nationwide continue to invest in 'Closing The Gap' in Indigenous disadvantage. Momentum is at its peak, and hope for change – the highest it's ever been!

However, the complexity of solving centuries of hardship and contrasting experiences of policy practitioners and service deliverers can sometimes result in well-intentioned policies going awry – widening the gap.

**Linking Indigenous Policy with Service Delivery 2010** focuses on effective policy design that transforms into meaningful service delivery for the benefit of communities.

By fleshing out challenges that arise during policy design, handover and implementation, this conference will assist in **strengthening the conversion of policy into effective service delivery** – fundamental to reducing Indigenous inequality and achieving national targets.

Offering a national forum for policy and service deliverers from all levels of Government, community organisations, Indigenous bodies and cross-cultural facilitators, you will take away:

- **Tools to break through cultural and language barriers** that limit meaningful consultation and participation by communities in programs and initiatives
- **Strategies for meaningful collaboration, engagement and community participation** in policy development and service delivery
- **Holistic strategies** for managing the entire policy to service delivery process, **reducing silo approaches**
- **Bottom-up approaches** to policy formulation and service delivery
- Case studies on 'Closing The Gap' in indigenous **early childhood** development, **education** and **employment**

Save up to \$400 when you register and pay by 29 June 2010

Endorsers:

CRC for Remote Economic Participation

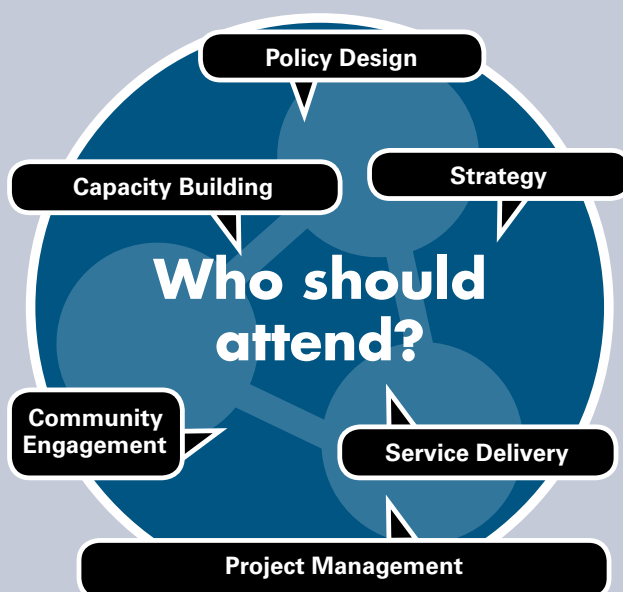


Media partners:



To register fax back the registration form to 02 9235 1604 or call our customer service department on 02 9239 5785

This conference is designed specifically for representatives from Federal, State & Local Government, Indigenous organisations & community councils, cultural facilitators & mediators, academics & consultancies involved in Indigenous:



From the following sectors:

- Health
- Education
- Justice
- Employment
- Housing
- Community Development

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

To apply, please contact [Trease.Clarke@criterionconferences.com](mailto:Trease.Clarke@criterionconferences.com)

# Day One

Tuesday 14th September, 2010

## 7:30 REGISTRATION, COFFEE & NETWORKING

### 8:30 Welcome to Country

### 8:40 Welcoming remarks from the Chair

Lenore Dembski  
Paperbark Woman

## DRIVING OUTCOMES & ACCOUNTABILITY

### 8:50 Ensuring Governments deliver on policy commitments: flaws in Indigenous policy & implications for service delivery

- Engaging with Indigenous people in the design & delivery of programs & services
- Ensuring commitments to real & measurable progress achieve 'Closing The Gap' targets
- Addressing high-level policy changes that impact local activities with limited or no community consultation
- Increasing contact between local communities & Government authorities to achieve meaningful field engagement

The Hon. Fred Chaney AO, Chair  
Desert Knowledge Australia

### 9:30 Getting policy implementation right: place-based strategies in the NT

- Synergies between Indigenous policy development & implementation
- An overview of the Indigenous service delivery model in the NT
- Case studies & achievements in 'Closing The Gap' around Indigenous:
  - Early childhood development
  - Education
  - Employment

Arthur Townsend, State Manager Northern Territory  
Department of Education, Employment & Workplace Relations

### 10:10 A practical application of closing the policy & service delivery gap

- Re-assessing policy development & emphasising 'bottom-up' approaches
- Towards community regional governance by appointing Indigenous spokespeople
- Illustrating to communities the benefits of engaging in policy design & service delivery
- Reform of Government timelines to achieve policy objectives

Dr Dave Goddard, Director  
Collaborative Systemic Change Pty Ltd

## 10:50 MORNING TEA & NETWORKING

### 11:20 The Victorian Indigenous Affairs Framework: a policy framework to achieve long-term change

- Setting policy priorities in critical areas to reduce disadvantage
- Guiding investment to achieve change
- Reforming service delivery and resetting the relationship between Government and Indigenous communities

Jennifer Samms, Executive Director  
Task Force on Aboriginal Affairs

Department of Planning and Community Development VIC

## 12:00 Facilitating policy into practice

- Ensuring performance is linked with accountability
- Linking development plans with Government policies
- Developing more concise reporting for measuring policy

Vicki Wade, Area Director, Aboriginal Health  
Sydney South West Area Health Service

## 12:40 LUNCH

### 2:00 Developing pathways for sustainable, community-driven service delivery

- Social norms in a sustainable manner
- Focusing on cultural and spiritual renewal in service delivery as a foundation for healing and community capacity building
- Identifiable structures that lead to community governance for local service provision

Helma Quinn-Leeman, Service Development Manager  
Wellbeing Centres  
Royal Flying Doctor Service of Australia (Qld Section)

### 2:35 Moving beyond silo approaches to policy & service delivery: amalgamating teams

- The Indigenous Aspiration Strategy
- Keeping communication channels open
- Conversing with Traditional Owners before policy is set to guide future relationships

Kelly McKellar-Nathan, Team Leader, Indigenous Team  
Brisbane City Council

## 3:10 AFTERNOON TEA & NETWORKING

## CROSS-CULTURAL COMMUNICATION & LANGUAGE FACILITATION

### 3:40 Bridging the gap between Indigenous & non-Indigenous communication styles: strengthening partnerships

- Utilising mediation & relationship building skills that exist within Indigenous Elders
- Cross-cultural sharing & learning through direct contact, experience & ideas
- Valuing what is effective & meaningful in both cultures

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

### 4:15 Addressing linguistic & cultural barriers to effective service delivery: accounting for the western worldview in an Aboriginal holistic context

- Acknowledging & accounting for multilingualism within communities
- Ensuring 'Government' & 'community' are equal partners in consultation
- Accounting for English as a second language in consultations & service delivery

Patsy Bedford, Community Language Development Officer  
Siobhan Casson, Language Development Officer  
Kimberley Language Resource Centre WA

## 4:50 Roundtables

## 5:30 END OF DAY ONE

### 6:00 Complimentary BBQ

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

KEYNOTE

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

# Day Two

Wednesday 15th September, 2010

## 8:00 WELCOME COFFEE & NETWORKING

### 8:30 Welcoming remarks from the Chair

Lenore Dembski  
Paperbark Woman

## COMMUNITY CAPACITY TO ADAPT & ENGAGE IN POLICY & SERVICE DELIVERY

### 8:40 Increasing the voice of Aboriginal & Torres Strait Islanders in policy design & implementation

- Formulating policy & advice to provide an Aboriginal & Torres Strait Islander perspective on issues across Government
- Monitoring Government service delivery & performance to ensure the presence & adequacy of accountability mechanisms

National Executive of the  
National Congress of Australia's First Peoples

### 9:20 Policy, planning & pitfalls for Aboriginal & Torres Strait Islander community-controlled primary health care

- Outlining how mainstream health policy appears to have suboptimal traction in implementation within remote areas
- Developing a primary health care system that embeds community governance structures, regional modelling, local health planning & central Indigenous leadership
- Addressing gaps in areas such as jurisdictional & Federal policy alignment, regional modelling, capacity development, sustainable health workforce & community involvement

Dr Mark Wenitong, Senior Medical Officer  
Apunipima Cape York Health Council

## 10:00 MORNING TEA & NETWORKING

### 10:30 Developing funding models that increase community participation in service delivery

- Increasing flexibility in policy timeframes to achieve outcomes
- Allocating funding to integrate literacy development for increased engagement & participation in education & training programs
- Bringing training courses to remote areas to facilitate access

Patrick Anderson, Senior Advisor, Community Engagement  
Batchelor Institute for Indigenous Tertiary Education NT

### 11:10 Restoring local Indigenous authority: a bottom-up approach to delivering policy

- Developing meaningful partnerships between community & Government & increasing respect for Elders
- Developing sustainable resolutions based on decisions of Indigenous Elders & real input from families as to courses of action from Commission referrals
- Prioritising support for community members as a result of policies & their implementation
- Using a case-based approach for developing responses to client needs

Tammy Sovenyhazi, Registrar  
Family Responsibilities Commission QLD

## 11:50 LUNCH

### 1:00 Collaborating with communities in developing plans for local policy & service delivery

- Giving greater responsibility to community council members in the policy design process
- Training local people to deliver their own services for self-sustainable futures
- Developing capacity in community representatives to advocate issues of the highest priority

Brenda Stubbs, Indigenous Engagement Officer  
Amata Community Council SA

## COMMUNITY GOVERNANCE & MEANINGFUL COLLABORATION

### 1:35 Self-governance for effective service delivery in Kowanyama

- Designing policies in-line with traditional owners
- Effective collaboration with Government
- Developing a strong network & relationships amongst agencies
- Aboriginal community-controlled organisations for sustainable employment

Viv Sinnamon, Manager  
Kowanyama Aboriginal Land & Natural Resource Management Office, North Queensland

## 2:10 AFTERNOON TEA & NETWORKING

### 2:40 The importance of community-based organisations in managing local services

- Adapting to policies & delivering them
- Nurturing relationships with both Government & non-Government service deliverers
- Balancing interests of all stakeholders & getting 'buy in'
- Reducing silo cultures across different services to improve outcomes on a whole-of-community level

Damian Britnell, CEO  
Roy Gibson, Chairman  
Bamanga Bubu Ngadimunku Inc

### 3:15 Holistic approaches to maternal & child health care: catering for the entire spectrum

- Improving wellbeing by integrating services
- Taking place & case-based strategies with patients
- Working closely with agencies to ensure associated needs are managed

Lillian Simpson, CEO  
Mookai Rosie Bi Bayan

## 3:50 Roundtables

## 4:30 CLOSE OF CONFERENCE

### Early Booking Discounts

SAVE up to \$400 when you book by 29 June 2010  
SAVE up to \$300 when you book by 3 August 2010

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

# Workshops

Workshop: Monday 13 September, 2010

Site Tour: Thursday 16 September, 2010

## Making intercultural facilitation a reality

**Pre-Conference Workshop A**  
**Monday 13th September, 2010**

**9:00am – 4:00pm**

Intercultural facilitation is a process that occurs in the intercultural space between two different cultures.

This workshop builds on the concepts of the Strategic Action Framework (SAF), Mutual Ways and the framework of general facilitation to allow you to experience aspects of intercultural facilitation.

### The workshop is highly interactive because it will:

- Draw on your experiences in projects or programs in which you have been involved with to achieve the understandings outlined in the workshop objectives
- Use scenarios in which you will have the opportunity to act as an intercultural facilitator and practice the skills learnt.

### By attending this workshop, you will:

- Understand the principles/phases of facilitation
- Understand a model for and define intercultural facilitation
- Understand intercultural facilitation principles
- Understand principles of negotiation
- Develop principles of intercultural negotiation
- Have the opportunity to enact the principles of intercultural negotiation and facilitation.

### About your workshop leaders:



**Dave Goddard**, Director of **Collaborative Systemic Change Pty Ltd**, has worked all over Australia and overseas. He has undertaken a vast amount of intercultural facilitation between public and private sector agencies, as well as Aboriginal and Torres Strait Islander communities and agencies.



**Nick Norris**, Managing Director of **Collaborative Systemic Change Pty Ltd**, has held senior executive positions in the fields of education, defence and business. He has also conducted facilitator training in Australia and the United Kingdom.

## 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

**Only one discount can be used per booking.**

## Mossman Gorge – A Cape York Welfare Reform community

**Post-Conference Site Tour B**  
**Thursday 16th September, 2010**

**9:00am – 4:00pm**



Mossman Gorge is a Cape York Welfare Reform Community (CYWR).

The Cape York Welfare Reform Project aims to increase community engagement in the real economy, and social development through four main focus areas: rebuilding of norms, reform of incentives, normalisation of housing and a retreat of Government from the (rightful) domain of individual responsibility.

The people of Mossman and Mossman Gorge invite you to attend site tours around a number of their essential service providers within the community. Experience first-hand one of the most well-known service delivery reform initiatives that is achieving real benefits for the community through meaningful consultation, collaboration and commitment.

### By attending you will experience:

- **Kuku Yalanji Dreamtime Tours and Gallery** – enjoy an exotic nature walk with an Indigenous guide through **Mossman Gorge Aboriginal Reserve**, illustrating local Indigenous employment and training. Complimentary tea and damper will be provided
- Exposure to **the Gateways Project** which is assisting 15 long-term unemployed Aboriginal and Torres Strait Islander people in the Mossman area through job preparation, work experience and accredited training
- **The Wellbeing Centre** – established as part of Cape York Welfare Reform. This centre focuses on cultural and spiritual renewal in service delivery as a foundation for healing and community capacity building
- **Mossman Gorge Community Primary Health Care Service**, Apunipima Cape York Health Council – the first Aboriginal Community Controlled Health Organisation covering Cape York which uses an evidence-based model within a holistic approach to health issues
- **The Family Responsibilities Commission** – a key component of the Cape York Welfare Reform objective of restoring social norms in Indigenous communities.

### You will be accompanied by:



**Damian Britnell**, CEO & **Roy Gibson**, Chairman  
**Bamanga Bubu Ngadimunku Inc.**

Bamanga Bubu Ngadimunku Inc. (BBN Inc) is the incorporated association that manages the land, resources, business, employment and education needs of the Mossman Gorge Aboriginal Community.

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

