

Closing the Gap in URBAN INDIGENOUS COMMUNITIES

Tailoring service delivery, increasing awareness & reducing isolation

19th & 20th October 2010, Amora Hotel Jamison Sydney, Sydney

HEAR EXPERT ANALYSIS FROM:



Hon. Linda Burney M.P.
Minister for the State Plan & Minister for Community Services, NSW



Philip Brown
Manager, Urban and Regional Policy Unit, Office of Indigenous Policy Coordination
FaHCSIA



Cr. Bev Manton
Chairwoman
NSW Aboriginal Land Council



Lincoln Hopper
A/Executive Leader
Employment Solutions
Mission Australia

ATTEND AND HEAR:

- ✓ Early progress on **The National Urban and Regional Service Delivery Strategy**
- ✓ How to **strengthen the cultural capability** of critical services in urban areas
- ✓ How to communicate **support systems** that exist and **how communities can benefit**
- ✓ New methods for **engaging Indigenous communities** and **changing behaviour**

WORKSHOP AND SITE TOURS

Pre-Conference Workshop:

Module 1

Strengthening the cultural capability of service delivery

Module 2

Reducing discrimination & increasing understanding

Post-Conference Site Tour & Cultural Cruise:

Part 1 – The National Centre of Indigenous Excellence

Part 2 – Tribal Warrior Association Inc.

SAVE up to \$600
when you register by 13 August 2010

SAVE up to \$300
when you register by 17 September 2010

Researched by:



DISTINGUISHED SPEAKERS CONT:

Catherine O'Sullivan
QLD State Manager
DEEWR

Janine Pitt
NSW/ACT State Manager
DEEWR

James Christian, Chief Executive Aboriginal Affairs NSW
Department of Human Services, (DHS)

Maria Stephens
Team Leader, Indigenous Client Liaison Services
Department of Housing, Local Government & Regional Services, NT

Barbara Beattie
Principal
Moree East Public School, Department of Education & Training, NSW

Michael Stubbins
Director, Indigenous Coordination
Office of the Commissioner, Queensland Corrective Services

Jodie Clarkson
Indigenous Employment & Training Coordinator
Department of Natural Resources, Environment, the Arts and Sport, NT

Michael Mundine, CEO
Aboriginal Housing Company

Dr Alfred Bamblet, CEO
Victorian Aboriginal Community Services Association Limited (VACSAL)

Mandy Lear, Managing Director
Gilimbaa, QLD

Shane Phillips, CEO
Tribal Warrior Association Inc.

Tim Kanoa, State Coordinator
Victorian Indigenous Youth Advisory Council

Allan Renouf, Supervisor & Counsellor
Gallang Place Aboriginal and Torres Strait Islander Corporation, QLD

Florence Williams
Project Officer Indigenous Health
SouthEast Primary Health Care Network, QLD

Lydia Miller
Executive Director, Aboriginal and Torres Strait Islander Arts Board
Australian Council for the Arts

Increasing the voice of urban Indigenous communities

How often do you visit Aboriginal communities? A question sometimes asked of urban Indigenous people.

“Every day, when I go home”.

Professor Larissa Behrendt, Jumbunna Indigenous House of Learning, UTS

Common misconceptions of “real” Aboriginals only existing in rural and remote locations are alive and permeating in modern society. Despite **70%** of Aboriginal people residing in urban areas, discrimination, isolation and misunderstanding of essential service needs for Australia’s Traditional Owners often leaves them with a near invisible footprint.

Closing the Gap in Urban Indigenous Communities

redirects the spotlight from rural and remote areas to issues that are quietly crippling our neighbours in metropolitan and regional locations.

By fleshing out undercurrent challenges which prevent Indigenous communities from accessing and benefiting from services “just down the road,” and by strengthening cross-cultural awareness and understanding of chronic issues and opportunities available, this conference will **strengthen frameworks for improving outcomes for urban Aboriginal people.**

What you will take away:

- Strategies on how to **increase attendance and uptake of mainstream services** by Aboriginal and Torres Strait Islander people
- Case studies on successful community-controlled organisations with **integrated service delivery and social development models**
- Methods on how to **increase the voice of Indigenous people** in urban and regional areas
- **New initiatives** that increase Indigenous opportunities and sustainability in **employment, housing and education**

Endorser:



Media partners:



To register fax back the registration form to 02 9241 3354 or call our customer service department on 02 9239 5785

This conference is designed specifically for representatives from Federal, State and Local Government, Indigenous organisations, land councils, not-for-profit entities, Native Title bodies, corporations, academics and consultants involved in Indigenous:



From the following sectors:

- Health
- Education
- Justice
- Employment
- Housing
- Community Development
- Culture and the Arts

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

Please contact trease.clarke@critterionconferences.com to apply.

Day One

Tuesday 19th October, 2010

7:30 REGISTRATION, COFFEE & NETWORKING

8:30 Welcome to Country

Metropolitan Local Aboriginal Land Council

8:40 Welcoming remarks from the Chair

Lenore Dembski
Paperbark Woman

THE URBAN INDIGENOUS LANDSCAPE

8:50 Closing the Gap: The National Urban & Regional Service Delivery Strategy

- Outlining early progress on the implementation of the URS
- Enhancing Indigenous access to, and take-up of mainstream services
- Enhancing the capacity of service providers to better address the needs of Indigenous Australians
- Leveraging partnerships between Federal and State Governments within whole-of-Government frameworks
- Focusing on health, housing, early childhood development, education and employment

Philip Brown, Manager, Urban and Regional Policy Unit,
Office of Indigenous Policy Coordination
Department of Families, Housing, Community Services and
Indigenous Affairs

9:30 Establishing a continuum to Close the Gap: Embedding structures that withstand change

- Ingraining ongoing frameworks for community, workplace and social stability in urban areas
- Achieving robust workforces with the requisite skill-set and knowledge to continue an organisation's work despite changing Government and policies
- Incorporating greater involvement from mainstream services

Dr Alfred Bamblett, Chief Executive Officer
Victorian Aboriginal Community Services Association Limited
(VACSAL)

10:10 Challenges in an urban context: Parallels & differences with rural & remote areas

- Acknowledging that common social problems are just as prevalent in city areas
- Illustrating barriers to essential services and opportunities
- Raising awareness of issues effecting communities

Tim Kanoa, State Coordinator
Victorian Indigenous Youth Advisory Council

10:50 MORNING TEA & NETWORKING

INCREASING THE CULTURAL CAPABILITY OF MAINSTREAM SERVICES

11:20 Aboriginal employment models that increase access and sustainability: A framework for success

- Working within Government focusing on outcomes not processes
- Acknowledging seasonal restrictions and cultural practices that may inhibit applicant interest
- Employing pre-employment training to develop work readiness, awareness and responsibility

Jodie Clarkson, Indigenous Employment & Training
Coordinator
Department of Natural Resources, Environment, the Arts and
Sport, NT

12:00 Tailoring mainstream service delivery for Indigenous people in urban settings

- Assessing the effectiveness of mainstream services vs. those that are Indigenous-specific
 - Engaging local Indigenous people to deliver local services and build trust
 - Acting as a conduit between Government and the community to increase the Indigenous voice
- Lincoln Hopper, A/Executive Leader Employment Solutions
Mission Australia

12:40 LUNCH

2:00 Assessing the impact of remote communities on urban housing

- Managing the influx of Indigenous people who move from remote to urban housing
- Changing attitudes towards housing to improve living conditions
- Educating tenants on individual responsibility and how to assess maintenance

Maria Stephens, Team Leader, Indigenous Client Liaison
Services
Department of Housing, Local Government & Regional
Services, NT

2:35 Increasing usage and accessibility of mainstream health services

- Increasing awareness of Indigenous support services available in mainstream health practices
- Servicing all patients using holistic models
- 'Yarning' with health professionals and Traditional Owners about protocols that build trust
- Creating cultural capability of service providers before approaching local people

Florence Williams, Project Officer Indigenous Health
SouthEast Primary Health Care Network, QLD

3:10 AFTERNOON TEA & NETWORKING

3:40 Reducing urban Indigenous over-representation in the prison system

- Finding different ways of doing business to deter offenders from incarceration
- Reducing the incidence of repeat anti-social behaviour
- Transition programs for incoming and outgoing offenders

Michael Stubbins, Director, Indigenous Coordination
Office of the Commissioner, Queensland Corrective Services

4:15 Tailoring services for effective Indigenous education: More than geography

- Focusing on teaching and learning to affect behaviour, attendance and engagement
- Parental integration frameworks to increase community support and family responsibility
- Creating a sense of being wanted and welcomed as the platform for progress

Barbara Beattie, Principal, Moree East Public School,
Department of Education and Training, NSW

4:50 Roundtables

5:30 END OF DAY ONE

6:00 Complimentary BBQ

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

The earlier you book the more \$\$\$ you save!

Day Two

Wednesday 20th October, 2010

8:00 REGISTRATION, COFFEE & NETWORKING

8:30 Welcoming remarks from the Chair

Lenore Dembski
Paperbark Woman

8:40 Making sure economies thrive within communities that are often depressed and poor

- The importance and increasing role of Indigenous business and art for cultural expression and self-identity
- Delivering appropriate education - the building blocks for self-determination, social awareness and responsibility

The Hon. Linda Burney M.P.
Minister for the State Plan & Minister for Community Services, NSW

9:20 Tackling Indigenous education in urban areas

Catherine O'Sullivan, QLD State Manager &
Janine Pitt, NSW/ACT State Manager
Department of Education, Employment and Workplace Relations

10:00 MORNING TEA & NETWORKING

STRENGTHENING CULTURAL IDENTITY AND UNDERSTANDING

10:30 Protecting interests of the Aboriginal Community

- Providing a voice on issues affecting Aboriginal people
- Ensuring a better future for Aboriginal people by reclaiming culturally significant and economically viable land
- Pursuing cultural, social and economic independence

Cr. Bev Manton, Chairwoman
NSW Aboriginal Land Council

11:10 Strengthening Indigenous cultural identity in urban areas: Overcoming barriers to cultural pride and identity

- Encouraging people to revitalise and celebrate Aboriginal or Torres Strait Islander identity and culture
- Addressing common misconceptions about Indigenous people and whether they are 'authentic'
- Illustrating Indigenous art as fundamental to the right of cultural identity and expression

Lydia Miller, Executive Director, Aboriginal and Torres Strait Islander Arts Board
Australian Council for the Arts

11:50 Finding your mob: Strengthening identity and culture with the AANSW Family Records Unit

James Christian, Chief Executive Aboriginal Affairs NSW
Department of Human Services (DHS)

12:30 LUNCH

SUPPORTING COMMUNITY-DRIVEN FRAMEWORKS

1:30 Self-determination: The path to improving housing in urban communities

- The challenges of remaining a viable Aboriginal housing company
- Overcoming entrenched mistrust between Government and communities for better collaboration
- Ensuring mutual accountability and transparency from Government and service providers

Michael Mundine, Chief Executive Officer
Aboriginal Housing Company

2:05 Re-vitalising Aboriginal culture & promoting economic and social stability

- Reducing anger and empowering Indigenous Youth
- Employment practices that develop life skills such as respecting authority and working in a team
- Community support to encourage Indigenous youth involvement and strengthen their sense of belonging

Shane Phillips, Chief Executive Officer
Tribal Warrior Association Inc.

2:40 AFTERNOON TEA & NETWORKING

RE-SHAPING COMMUNICATION AND INCREASING AWARENESS

3:15 The difference between talking and communicating: Creating an environment that strengthens individual responsibility

- Providing support to Indigenous males and families post-incarceration
- Re-aligning priorities away from alcohol and drugs towards family responsibility
- Breaking away from one-size-fits-all models to informal conversations in client's preferred locations
- Adapting language styles in counselling sessions to develop rapport and two-way communication

Allan Renouf, Supervisor & Counsellor
Gallang Place Aboriginal and Torres Strait Islander Corporation, QLD

3:50 Refining communication styles to resonate with Indigenous people: Focusing on the big picture

- Emphasising the effects of anti-social behaviour on family and relationships
- Implementing behaviour-change marketing
- Refining messages and approaches to illustrate context and increase intercultural understanding

Mandy Lear, Managing Director
Gilimbaa, QLD

4:25 Roundtables

5:00 CLOSE OF CONFERENCE

SPECIAL OFFER

Subscribe to the National Indigenous Times and get a 5% discount off the subscription rate. Simply quote 'NIT' when contacting us or emailing judy.lai@critterionconferences.com

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

Workshop & Site Tours

Workshop: Monday 18th October, 2010

Site Tours: Thursday 21st October, 2010

Pre-Conference Workshop Modules 1 & 2

Monday 18th October, 2010

9:00am – 5:00pm

Module 1 – Strengthening the cultural capability of service delivery

Service providers are increasingly realising that geographic proximity to services does not necessarily translate to the effective servicing of a person's needs. This workshop will explore the barriers Indigenous people experience in accessing, receiving and benefiting from essential services in areas such as health, education and employment.

You will work through:

- How to build partnerships between community-controlled organisations and mainstream service providers
- Identifying and implementing cultural protocols that increase Indigenous acceptance, usage and benefits from services
- Developing cultural competence of staff within service delivery agencies and non-Government organisations
- How to develop frameworks for sustainable Indigenous employment and institutional structures that are ongoing and will effect generational change.

About your workshop leader:



Dr Alf Bamblett, CEO, **Victorian Aboriginal Community Services Association Ltd (VACSAL)**

is an Elder and Leader within the Victorian Aboriginal community. For over forty years, Alf has held a number of executive positions and has been instrumental in shaping many Aboriginal community organisations within Victoria.

Module 2 – Reducing discrimination & increasing understanding

This workshop will address:

- Indigenous history and the importance of learning from the past to reduce discrimination in the modern day
- Media misrepresentation of Aboriginal people and breaking down stereotypes
- Cultural awareness training aimed at reducing misunderstanding with local authorities and service providers
- Identifying and working with a respected Elder from the community as the central person to drive new initiatives and communicate with local people
- Community activities to build relationships, strengthen morale and increase trust
- Cultural protocols that create comfortable environments, encouraging local people back to services and increasing opportunities.

About your workshop leader



Noeline Briggs-Smith is the co-founder and manager of the **Indigenous unit** at the **Northern Regional Library and Information Service Moree**. The unit assists Aboriginal people with family history inquiries, and conducts workshops throughout NSW and QLD libraries and schools.

Post-Conference Site Tour: The National Centre of Indigenous Excellence

Thursday 21st October, 2010

9:30am – 3:00pm

Opened by the Prime Minister in February 2010, the National Centre of Indigenous Excellence (NCIE) is located in Redfern, NSW. The Centre hosts pathway programs and facilities for young Aboriginal and Torres Strait Islander Australians to help them achieve their dreams and aspirations.

Offering an array of different facilities, including sports/ fitness and tutorial centres, campus accommodation and community meeting rooms, NCIE celebrates the positive contribution Indigenous people make to the community and assists with cross-cultural understanding.

By fostering talent and improving young people's self esteem and confidence, the NCIE is a centre of Indigenous excellence. Helping to bring people together from communities across Australia, the Centre creates an environment of learning and opportunity and paves the way for brighter futures.

Post-Conference Cultural Cruise: Tribal Warrior Association Inc.



The hosts and crew of Tribal Warrior invite you to set sail on a journey around Sydney Harbour to discover the stories of the Eora, Cadigal, Guringai, Wangal, Gammaraigal and Wallumedgal people.

A not-for-profit community organisation initiated and directed by Aboriginal people, the Tribal Warrior Association was established with a view to spreading and vitalising Aboriginal culture, while providing economic and social stability.

Based in Redfern, the association provides quality training for employment skills and everyday practical assistance via its mentor programs.

Experience first-hand how a community-driven organisation has empowered disadvantaged Aboriginal and non-Indigenous people by encouraging self-sufficiency through specialised training programs which create employment opportunities.

Your cultural cruise leader:



Shane Phillips is a founding director of the **Australian Indigenous Chamber of Commerce**. Shane has a long history of working to empower disadvantaged Indigenous and non-Indigenous Australians through organisations such as the **Tribal Warrior Association Inc.**

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

