



**Two Ways Together
Regional Action Plan**

**Illawarra - South East Region
July 2007 – June 2009**



26 June 2007

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1 Purpose of the Plan

This Regional Action Plan focuses on actions to improve the well being of Aboriginal people and which are cross-agency (i.e. require the participation of more than one agency) or are genuinely new.

The Plan has been developed by the *Two Ways Together* Regional Engagement Group, chaired by the Regional Manager of the Department of Aboriginal Affairs. The Plan is a joint agreement between the key parties in the region.

The Plan identifies:

- a small number of significant goals for the region over a rolling two-year cycle, commencing 1 July, 2007 (to be reviewed and updated annually)
- the lead agency to lead the work against each goal, in collaboration with other agencies and local Aboriginal peak bodies
- priority actions and responsible agencies to achieve progress towards the goals within the timeframe of the plan
- the need for new resources where there are gaps in service delivery; and
- monitoring and reporting processes to track the implementation of the priority actions and track performance against the goals. Monitoring and reporting arrangements are included in Section 7.

This Plan does not provide any new resources in itself. The aim of the plan is to find innovative ways of using existing program resources and to identify other possible sources where the aims in this plan are consistent with other programs or funding streams.

2 Goals

The Regional Engagement Group has identified four goals for the next two years (July 2007 to June 2009):

- Aboriginal children are better prepared for school
- Implement early intervention and prevention activities that address chronic disease
- Safer communities
- Culturally appropriate service delivery

There are two targets specifically for Aboriginal people in the NSW State Plan which must be addressed in this Regional Plan:

- *Close the gap between Aboriginal and all students in primary school numeracy and literacy rates by 2016*
- *Over 5 years, reduce by 15 per cent hospital admissions for Aboriginal people who have conditions that can be appropriately treated in the home*

These two targets are largely within the core business of the Department of Education and Training and the Greater Southern and South-East Sydney Illawarra Area Health Services respectively. The Regional Engagement Group will be a forum for monitoring and reporting progress against these two goals and will develop any supplementary programs to support the core business activities of DET and the Area Health Services as required. Table 1 shows which goals in this Regional Action Plan link to the State Plan targets.

The State Plan goal for Aboriginal Health is to be amended to better reflect the health issues that relate to Aboriginal communities and discussions are currently underway between NSW Health and the NSW

Department of Aboriginal Affairs. The REG will be notified when the new goal is resolved (expected to be finalised in the second half of 2007) and will be asked to review the health goals in this plan at that time.

Table 1 – Link between the State Plan targets and the Regional Plan goals

State Plan targets	Relevant goals in this Plan	Comment
Close the gap between Aboriginal and all students in primary school numeracy and literacy rates by 2016	Aboriginal children are better prepared for school	The Regional Engagement Group identified Aboriginal children being better prepared for school as: an important precondition for making a difference to literacy and numeracy skills; and an area where a joint response across a number of agencies is required
Over 5 years, reduce by 15 per cent hospital admissions for Aboriginal people who have conditions that can be appropriately treated in the home	Implement early intervention and prevention activities that address chronic disease	The Regional Engagement Group identified that this target related to chronic health issues, such as cardiovascular and kidney diseases, diabetes and obesity. Action in this area will be in prevention programs to promote better nutrition, exercise and earlier access to treatment before illnesses lead to hospitalisation. The State Plan goal for Aboriginal Health is to be amended in the near future to better reflect these priority health concerns in Aboriginal communities, such as cardiovascular and kidney diseases.

3 Context

The Illawarra/South East region extends from the Victorian border to north of Wollongong (the border of the Royal National Park), and inland to Young. It incorporates seventeen Local Government Areas: Bega Valley; Bombala; Boorowa; Cooma-Monaro; Eurobodalla; Goulburn-Mulwaree; Kiama; Palerang; Queanbeyan; Shellharbour; Shoalhaven; Snowy River; Upper Lachlan; Wingecarribee; Wollongong; Yass Valley and Young.

There are 13,100 Aboriginal people in the region, who represent 2.2% of the total population (2001 Census). The DAA office for the region is in Narooma.

This initial Illawarra-South East Regional Action Plan contains a number of initiatives that operate across the region. There are also a number of initiatives that have particular focus on the three areas identified as partnership communities. These are the Metropolitan Wollongong and Shoalhaven sub-regions which contain large Aboriginal populations and relatively highly developed Aboriginal organisational infrastructure as well as Wallaga Lake on the Far South Coast. Each of these three locations have developing collaborative structures for community-government engagement and provide a logical initial focus for a number of initiatives under this first two year plan for the Illawarra-South East.

In late 2005/early 2006 the Australian (ICC) and New South Wales (DAA, Premier's Dept) undertook a joint consultation program across the Illawarra-South East under the banner of 'Your Voice – Your Future'. The purpose was to advise communities on the significant recent changes to Aboriginal policy, service delivery and community engagement policies and frameworks and to discuss with/assist communities on developing new community engagement structures. A total of 22 identified communities participated in the initiative. These were Batemans Bay, Bega, Bodalla, Canberra (ACT), Cooma, Eden, Goulburn, Jerrinja, Mittagong, Moruya, Narooma, Nowra, Queanbeyan, Sanctuary Point, Shellharbour, Wallaga Lake, Wreck Bay, Wollongong and Yass.

While there are various initiatives in the 2007-2009 Regional Action Plan that apply across all regional

communities, and others that focus on smaller community clusters, there are many other service & collaborative initiatives that operate between agencies and communities across the region that are not explicitly the focus of this plan.

Job Compacts

Job Compacts are agreements developed within a location or industry to generate local job opportunities for Aboriginal people. In June 2006 the Premier of NSW announced that 12 Job Compacts would be developed across NSW and in April 2007, Nowra was announced as one of the Job Compact sites. DAA will lead the development of these Job Compacts in collaboration with other agencies, employers, service providers and community representatives.

4 Actions to achieve the goals

Goal 1: Aboriginal children are better prepared for school Population: Preschool aged children	
Indicators	# and % of Aboriginal children attending structured early learning activity before starting school
Baselines	No consolidated regional data currently available (REG to review DEST National Report to Parliament on school readiness)
Background to the baseline	<ul style="list-style-type: none"> • Early childhood development is an important contributor to long term educational outcomes • There are many providers (can be government, private or community-based) with many different types of services for children before they start school – preschools; long day care (which may include a ‘preschool’ program); mobile services; supported playgroups • All services are licensed by the NSW Department of Community Service to ensure minimum standards are met • Attendees at Commonwealth accredited services (usually long-day care) receive some fee-relief – lower income families receive higher amounts of support • DoCS provides some Aboriginal specific services in the region at no cost • Connections between Aboriginal communities and existing pre-schools, supported playgroups, family workers or mobile pre-schools may not be well developed • Families First & ACYFS have funded supported playgroups and community workers • Agencies think that Aboriginal participation rates are low. However, there is little data to indicate what the participation rates are, and limited understanding of the specific barriers in the region. Access and affordability are likely to be common barriers. • Agencies perceive that there is a need for greater coordination given that there are many providers of a range of services.
Lead	NSW Department of Community Services (Communities Division)
Partners and roles	<ul style="list-style-type: none"> • ICC – link to Australian Government agencies (DEST, DoHA, FaCSIA in particular all have funded programs that have some links to this goal) • NSW Department of Community Services (Operations) – licensing of children’s services • NSW Department of Ageing, Disability & Home Care – focus on early intervention for children with a disability, their families and carers • NSW Dept of Education & Training – provides a pre-school; improve systems to transition kids from pre-schools to school • Aboriginal Children’s Service – support for Aboriginal pre-schools • Non-government service providers - auspices for pre-schools/day care centres and other children’s services e.g. Anglicare; ACT Catholic diocese; community groups
Possible Actions	<p>1. <i>Improve support for transition to school from other activities or services</i></p> <ul style="list-style-type: none"> • DET to work with ICC, DAA, AECG & DoCS Communities Division to identify opportunities to increase Aboriginal community involvement in schools to make transition from pre-school to school smoother and more effective (link to similar activities in <i>Families First</i> and <i>ACYFS</i>) <p>Resources: Existing program resources Measures: Report to REG meeting in June 2007</p> <p>2. <i>Improve level of otitis media screening</i></p> <ul style="list-style-type: none"> • Area Health Services and DET to share information (non-personal) to ensure all Aboriginal children are identified for otitis media screening • Use otitis media screening as an initial point of contact for other screening (e.g. vision, diabetes) for preschool children - REG to identify a follow-up package once initial contact is made (GSAHS, with SESIAHS, DET) <p>Resources: Existing program resources Measures: # and % of Aboriginal preschool aged children who are screened each year Report to June REG meeting on opportunities to enhance otitis media visits</p>

3. *Improve coordination and linkages between Australian and NSW Govt programs and services*

- Harness broader service system funded by the Australian Government - ICC Managers to report to the next REG meeting on opportunities. REG to identify key activities (e.g. funding for pre-school places) and establish a project with milestones and timeframes (include FaCSIA, DoHA, DEST)

Resources: Existing program resources

Measures: # and pattern of key agencies involved in REG activities

4. *Identify access/contact points where parents and their infants require services eg AMS; playgroups; GPs; childcare centres etc*

- REG to nominate a lead and a small project team to identify key contact points (include FaCSIA, DoHA, DEWR)

Resources: Existing program resources

Measures: # and pattern of key agencies involved in REG activities

Data development

- Extract ABS regional data on attendance at pre-schools or supported playgroups
- Check if *Families First* data is available on pre-school attendance
- REG to review DEST National Report to Parliament on school readiness

Links

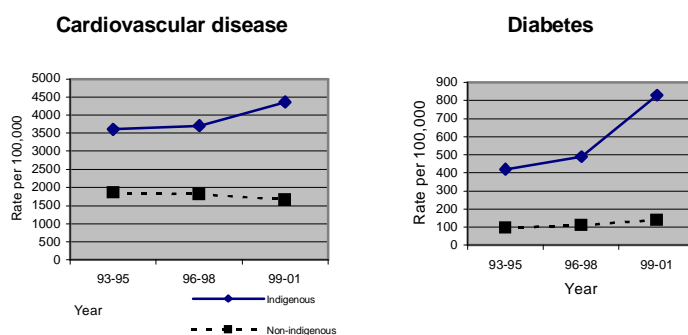
DoCS programs; *Families First Strategy*; *Aboriginal Child, Youth & Family Strategy*; Aboriginal Education Strategy

Goal 2: Implement early intervention and prevention activities that address chronic disease

Population: All Aboriginal people

Indicators • Incidence rates of cardiovascular disease, diabetes, obesity

Baselines Aboriginal people bear a greater burden of ill-health than the rest of the population both in NSW and elsewhere in Australia. The first national summary report on health performance indicators for Aboriginal and Torres Strait Islander people identified the following areas of concern in comparison with non-Aboriginal Australians, which warrant further attention: lower life expectancy; higher rates of chronic disease risk factors and deaths; higher rates of hospitalisations and deaths from injuries and assaults; higher rates of sexually transmitted diseases; lower per capita rates of expenditure on health promotion and primary health care (*National Aboriginal and Torres Strait Islander Health Survey 2004-05*, Australian Bureau of Statistics, 2006)



Background to the baselines

- Access to services is a barrier, particularly for communities along the South Coast
- Lifestyle factors in the whole population tend to be more pronounced in the Aboriginal population (nutrition, exercise) – especially the case for Type 2 diabetes
- Agencies perceive that parallel programs are not well coordinated (e.g. Australian Government funding; Home Care; Sport and Recreation; NSW Area Health Service programs)
- There is a range of social factors which have an impact on individual health: quality of housing; access to services, including transport; employment; strength of the local community. These factors affect the impact that health programs can have.

Lead Area Health Services (Greater Southern and South East Sydney-Illawarra)

Partners and roles

- ICC – link to Australian Government agencies
- DADHC, including Aboriginal HomeCare – promotion of health prevention messages as part of in-home support; link to Regional Aboriginal Advisory Committee on Ageing & Disability
- NSW Department of Sport & Recreation – facilitate community sport development programs
- Community Transport
- AMS – provide health services
- Division of GPs – provide health services, including prevention messages

Possible Actions

1. Increase involvement of Aboriginal people in prevention activities

Roll out 'Auntie Jeans' program across the region – prevention program to promote the benefits of better diet and exercise. Program is already running in the Illawarra and Nowra. Establish working group to include DADHC (including Aboriginal Home Care), Sport and Recreation, ICC, Dept of Health & Ageing, DAA. GSAHS to coordinate for the South-East.

Resources: Within existing program resources

Measures:

- # of sites where program is delivered; # and pattern of agencies involved
- # of participants (and % of new participants)
- # and % of attendees reporting improved eating patterns and physical activity

2. Develop partnerships for key programs and actions

Implementation of all health programs will rely on effective partnerships between communities and Government agencies (or funded service providers). REG to monitor progress of partnership with Wallaga Lake as an example of working closely with a community in identifying priorities and implementing solutions.

Resources: Within existing program resources

Measures: Review of the success and lessons from the Wallaga Lake approach
REG to scope ways to measure partnership strength in 2008

3. Scope actions in relation to mental health

REG noted that mental health/mental illness is likely to be a priority for the region (noting also that the target may relate to 'improved social and emotional well-being'). REG to scope the issue and explore where the Group can support existing programs.

Resources: Within existing program resources

Measures: REG to scope further action in 2008.

Data development – Data is for former ATSI region of Queanbeyan – does not cover Illawarra.
– DAA (Head Office) to provide updated health data when it is available
– Area Health Services to provide obesity data

Links *Families First and Aboriginal Child, Youth & Family Strategy* (NSW DoCS Communities Division); Interagency action to implement the recommendations of the Child Sexual Assault Task Force

Goal 3: Safer communities

Population: Aboriginal people

Indicators	<ul style="list-style-type: none"> • Community members reporting that they feel safe (periodic surveys) • Rates of reoffending • Night patrol reports • Rates of Aboriginal victims of crime • Rates of domestic violence and child abuse
Baselines	<ul style="list-style-type: none"> • People feel safe walking down their street after dark – 66.3% in South East Sydney/Illawarra; 71.4% in Greater Southern (2003/4 NSW Population Health Survey – HOIST) • Assaults leading to hospitalisation – 350 per 100,000 people, compared to 60 per 100,000 for the non-Aboriginal population (1999/2000 data) • Victims of assault – 3,400 per 100,000 compared to 1,140 per 100,000 for the non-Aboriginal population (1999/2000 data) • Domestic violence – victimisation rate – 6.5 per 1,000 population, compared to 2 per 1,000 for the non-Aboriginal population, but below the NSW average for Aboriginal people of 8 per 1,000 (2002 data) • Report of child abuse or neglect – 16 per 1,000 population, compared to 8 per 1,000 for the non-Aboriginal population (2002 data)
Background to the baseline	<ul style="list-style-type: none"> • Background issues are similar to other Aboriginal communities – high juvenile crime rate, in part related to alcohol and drug use and adolescent boredom • Lack of cultural activities to facilitate the development of a strong cultural identity • Limited active engagement between youth and elders • Low rates of employment – partly a cause and partly a symptom • Note that domestic violence and child abuse are likely to be underreported and an initial increase in numbers of reported cases could be a positive result (assuming that this leads to both effective resolution of reported cases and better approaches to managing potential offenders and the circumstances that lead to offences)
Lead	NSW Attorney General's Department (Crime Prevention)
Partners and roles	<ul style="list-style-type: none"> • ICC – link to Australian Government agencies (AG's; Health; FaCSIA; DoTARS) • Aboriginal Legal Service • AJAC • NSW DoCS Communities Division – <i>Better Futures, Violence Against Women, Indigenous Family Violence</i> program • NSW Department of Juvenile Justice • NSW Police – partnerships in crime prevention • NSW Corrective Services and Department of Commerce – impacts of building of new prison on the South Coast • Local Councils – partners in crime prevention activities
Action Plan and budget	<p><i>1. Progress Community Safety Audits</i> DAA to coordinate jointly with individual communities, with support from: Police; Local Councils (Crime Prevention Officers); Department of Housing (key estates); other key agencies as appropriate. Five sites to be audited in 2007/2008. Resources: None additional to existing resources Measures: Report to REG meeting in June</p> <p><i>2. Monitor progress of the implementation of the recommendations from the Aboriginal Child Sexual Assault Taskforce (ACSAT)</i> REG to monitor progress of implementation of the recommendations in focus communities and suggest action as appropriate. Resources: Within existing program resources Measures: Regular report to REG meetings</p>

3. Monitor progress of the Indigenous Family Violence Program

DoCS Communities Division is leading the *Violence Against Women* strategy, including the *Indigenous Family Violence Program* which is focusing on Nowra, Bateman's Bay and Bega. REG to monitor progress and provide advice and a forum for interagency collaboration

Resources: Within existing program resources

Measures: Regular report to REG meetings

4. Review the impact of the Safer Community Compacts

Attorney General's provides grants to local councils for crime prevention. REG to review progress of the compacts to explore whether further work is required, or where there are opportunities to enhance current activities.

Resources: Within existing program resources

Measures: Report to REG meeting in June

5. Support the reestablishment of the Community Justice Group

Attorney General's is employing Community Justice Coordinators to support the Community Justice Groups. The REG can provide connections, support the induction of the Coordinator and assist in the development of a regional plan.

Resources: Within existing program resources

Measures: Plan developed by REG meeting in June

6. Maintain support for Nowra night patrol

Program currently trains CDEP workers to operate a night patrol on Friday and Saturday nights in Nowra. REG to explore ways to maintain ongoing support, and options to expand the program across other centres in the region.

Resources: Scoping to be undertaken within existing program resources

Measures: Plan developed by REG meeting in June

7. Scope out a Young Offenders program for the region

There is an identified need for a coordinated program to target young offenders. Options could include a detox (drug and alcohol) centre with a prevention program; application of the 'Tarkandi Inaburra' model to the South Coast to establish a prevention facility for youth at risk. REG to review who would lead. Co-opt the Aboriginal Legal Service to participate.

Resources: To quantify as part of the scoping

Measures: Initial report to REG meeting in June

8. Review the success of the Wallaga Lake approach

Community and Agencies are working together in partnership to address key concerns, including: provision of municipal services (garbage; maintenance of public spaces); streetlighting; domestic violence; access to services, including improving transport options. REG to review progress and provide support and advice as required.

Resources: Within existing program resources

Measures: Initial report to REG meeting in June

Issues identified by the community are addressed

Community members report that they feel safer

Data development — Data on night patrols and other indicators from AGs
— Extract community survey data from statewide surveys for State Plan

Links *Journey to Respect* (Juvenile Justice); *Better Futures* (DoCS); Safer Communities compacts (AGs with Local Councils); ACSAT report

Goal 4: Culturally appropriate service delivery
Population: All Government employees and funded services

Indicators	<ul style="list-style-type: none"> – Feedback from community based working groups or other community bodies – # of Aboriginal users of services is proportionate to the population level
Baselines	Not currently collated.
Background to the baseline	<ul style="list-style-type: none"> • NSW Government Agencies are committed to providing culturally appropriate services to Aboriginal people – however there is a community perception that Government services are not yet culturally appropriate • Government agencies can be perceived as being unfriendly or unwelcoming of Aboriginal people • Positive experiences with mainstream services will increase access to these services by Aboriginal people • Access to services for Aboriginal people is complicated by geographic isolation, transport disadvantage and an historical mistrust of government services. • An Aboriginal Government Employees Network is facilitated by Premier’s Department and is providing support for all Aboriginal workers in the region and advice on culturally appropriate practices for the RCMG
Lead	Premier’s Department
Partners and roles	<ul style="list-style-type: none"> • ICC – link to Australian Government agencies • All RCMG Agencies • Aboriginal Government Employees Network
Possible Actions	<p><i>1. Implementation of the Cultural Respect Framework</i> The aim of the framework is to provide guidance to agencies to ensure that over time all workers in RCMG agencies have the skills and knowledge to work effectively with Aboriginal people. The Framework has been endorsed by the RCMG. The ICC may be able to complement this work in NSW Govt agencies by promoting the Framework to Federal Government Agencies involved in service delivery in the Illawarra-South East Region. REG may play a role in monitoring the implementation of the framework, identifying any roadblocks, and suggesting appropriate solutions.</p> <p>Resources: This initiative is intended to be cost neutral to agencies</p> <p>Measures: Number of State and Federal Government agencies that use the framework to March 2008</p> <p style="padding-left: 40px;">All NSW Government employees have received basic Cultural Respect training by 2010</p> <p><i>2. Develop strategies to improve the reach of services and programs</i> REG to invite agencies to share experiences and examples where programs and services have been expanded effectively to engage Aboriginal communities. REG to also explore options for how to include requirements for considering Aboriginal communities in program design (noting that much of this work might happen in head office or in central agencies)</p> <p>Resources: Within existing program resources</p> <p>Measures: Report to REG in October quarter on examples</p> <p><i>3. Scope other options</i> REG is interested in exploring options to</p> <ul style="list-style-type: none"> • provide networking and support to Aboriginal employees, and all employees working with Aboriginal communities • increase the number of Aboriginal employees <p>REG to review at the meeting in the October quarter</p>

Data	– REG to explore options for collecting data
development	– Agencies to provide implementation reports to the REG
Links	All Commonwealth, State and Local Government agencies

5 Monitoring and Reporting

- The Regional Engagement Group (REG) Chair will maintain ongoing contact with the project manager in each lead agency to informally monitor progress and provide support
- The lead agency will provide informal progress reports to the quarterly meetings of the REG
- The lead agency will provide formal progress reports to the REG each six months (30 June and 15 December), which will form part of the overall progress report to DAA Secretariat
- The REG Chair will provide an overall formal progress report to the Regional Coordination Management Group and the DAA Secretariat each six months (mid July and mid January).

6 The Regional Engagement Group and its role

The Regional Engagement Group (REG) is co-chaired by the Regional Manager of the NSW Department of Aboriginal Affairs and a community representative, and comprises:

- Manager of the Australian Government Indigenous Coordination Centre
- NSW Premier’s Department Regional Coordinators
- Chair of the NSW Regional Coordination Management Group
- Peak Aboriginal bodies:
 - Aboriginal Child, Family and Community Care Secretariat (AbSec) – peak community organisation which advises the NSW Government on child protection and out-of-home care issues);
 - NSW Aboriginal Education Consultative Group;
 - NSW Aboriginal Justice Advisory Committee;
 - NSW Aboriginal Land Council;
 - Aboriginal Health and Medical Research Council; and the
 - Regional Aboriginal Housing Committee of the Aboriginal Housing Office.

Other representatives will participate in the REG according to the priorities in the Regional Plan, e.g. Department of Education and Training (literacy and numeracy) and the Area Health Services (reducing preventable hospital admissions) are currently participating in the REG.

The role of the Regional Engagement Group is to:

- improve government service provision across the region through the development of Regional Action Plans
- oversight Partnership Community work in the region, including the provision of advice on the location of Partnership Communities and oversight of the development and implementation of Partnership Community Action Plans
- respond to priorities identified by the CEO Group on Aboriginal Affairs
- provide advice on regional service delivery and policy issues to the CEO Group on Aboriginal Affairs
- consolidate six monthly reports from NSW and Australian Government agencies and report to the TWTCC and CEO Group on Aboriginal Affairs.

The REG may also act as an ‘expert adviser’ to the Regional Coordination Management Group in scoping culturally appropriate approaches to consulting with Aboriginal communities in the region.

7 Contacts

Agency/primary address	Contact person	Phone	Email
Coordinators			
NSW Department of Aboriginal Affairs	Adrian Meredith Regional Manager	02 4476 4944 0429 659 607	adrian.meredith@daa.nsw.gov.au
Indigenous Coordination Centre - Queanbeyan	Helen Board Manager	02 6937 3040	helen.board@oipc.gov.au
Indigenous Coordination Centre – Sydney (covers Illawarra)	Colin Kay Manager	0428 850 048	colin.kay@icc.gov.au
Goal 1: Aboriginal children are better prepared for school			
NSW Department of Community Services	Jill Herberte Regional Director	02 6298 9920	Jill.Herberte@community.nsw.gov.au
	Lynda Fletcher Manager, Regional Strategies Communities Division	02 4224 5795 0413 011 100	Lynda.fletcher@community.nsw.gov.au
Goal 2: Implement early intervention and prevention activities that address chronic disease			
Greater Southern Area Health Service	Alison McTaggart-Lamb Manager Partnerships & Research	0408 936 728	alison.mactaggart@gsahs.health.nsw.gov.au
	Lee Simpson	02 6937 3915 0429 413 160	Lee.simpson@gsahs.health.nsw.gov.au
Goal 3: Safer Communities			
NSW Attorney Generals Department	Stan Jarrett Local Area Coordinator Aboriginal Client Services Specialist	02 4223 3734 0438 735 941	stan.jarrett@agd.nsw.gov.au
Goal 4: Culturally appropriate service delivery			
NSW Premier's Department	Mark Roberts Regional Coordinator - Illawarra	02 4229 3749	Mark.Roberts@premiers.nsw.gov.au
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	Roz Chivers Regional Coordinator-SE	02 6124 3000	Roslyn.chivers@premiers.nsw.gov.au
	Simone Dilkara Project Manager – SE	02 6124 3000	Simone.dilkara@premiers.nsw.gov.au