

A FRAMEWORK FOR URS ACTION IN PORT AUGUSTA

 **LOCAL**   
 **ACTION**   
 **AGREEMENT** 

**CLOSING THE GAP IN PORT AUGUSTA**

URBAN AND REGIONAL  
SERVICE DELIVERY STRATEGY

2013

**A STATEMENT FROM THE  
ABORIGINAL COMMUNITY  
ENGAGEMENT GROUP**

We are Rachel Schmerl and Aaron Stuart, Co-Chairs of the Port Augusta Aboriginal Community Engagement Group.

Our group is helping government and non-government agencies to respond better to the needs of Aboriginal people.

Port Augusta's Aboriginal population is steadily growing and now is the time for us all to get it right. The challenges will not just disappear. In partnership with community and all Governments, ACEG is responding and influencing all who are responsible for bringing about positive change for the Aboriginal people of Port Augusta.

How can you or your organisation help ACEG achieve this change?

13 December 2012

## POR AUGUSTA LOCAL ACTION AGREEMENT

This agreement is made on the 28th day of March 2012

Signed for and on behalf of the Aboriginal Community Engagement Group as representatives of the Port Augusta Aboriginal community by:



Rachael Schmerl  
ACEG Co-Chair



Aaron Stuart  
ACEG Co-Chair

Signed for and on behalf of the Port Augusta City Council by:



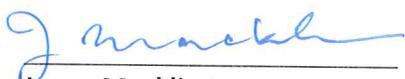
Phil Greagen  
Acting Mayor  
Port Augusta City Council

Signed for and on behalf of the South Australian Government by:



Ian Hunter MLC  
Minister for Aboriginal Affairs and Reconciliation

Signed for and on behalf of the Australian Government by:



Jenny Macklin MP  
Minister for Families, Community Services and  
Indigenous Affairs  
Minister for Disability Reform

## **BACKGROUND TO THE URBAN AND REGIONAL SERVICE DELIVERY STRATEGY**

The National Urban and Regional Service Delivery Strategy (URS) is a plan to improve outcomes for Aboriginal and Torres Strait Islander people living in cities and towns. The Australian, State and Local Governments will work with community to ensure that the Strategy makes a difference for Aboriginal and Torres Strait Islander people in South Australia. The URS is a way to improve services for Aboriginal people and contribute to the COAG Closing the Gap targets. The Targets we are aiming to achieve are:

- Closing the life expectancy gap within a generation
- Halving the gap in mortality rates for Indigenous children under five within a decade;
- Ensuring all Indigenous four year olds in remote communities have access to early childhood education within five years
- Halving the gap for Indigenous students in reading, writing and numeracy within a decade
- Halving the gap for Indigenous students in Year 12 attainment or equivalent attainment rates by 2020
- Halving the gap in employment outcomes between Indigenous and non-Indigenous Australians within a decade.

The URS will work through five priority Action Areas:

- **Integration and governance** - improved coordination of services and cross-government collaboration
- **Effective services** – improved access to services, delivery of services that are culturally competent and increased linkages between Indigenous-specific and mainstream services.
- **Focusing on place based approaches** – identify priority locations, undertake focused place based work there, prioritise investment in services and programs.
- **Strengthening Capacity, Engagement and Participation** – support community leadership, strengthen cultural respect and recognition and develop responses to local needs which are driven by community and government.
- **Building effective accountability and sustainability** – ensure programs and services have regular transparent performance monitoring, review and evaluation, share good practice and collect quality data.

The intent of the Port Augusta URS is to develop a place based model driven by a Local Action Agreement that has as its aim the alignment of local resources and networks to deliver more effective services to the Port Augusta Aboriginal community in a way that will work towards Closing the Gap.

## THE LOCAL ACTION AGREEMENT PARTNERSHIP

The Local Action Agreement (the Agreement) has been developed by the following project partners:

- Aboriginal Community Engagement Group (ACEG)
- Australian Government
- State Government of South Australia
- Port Augusta City Council

### All partners:

- agree that the URS requires the ongoing commitment of all partners to ensure action on the ground that will Close the Gap in Port Augusta.
- agree that the focus of the first year (2012/13 financial year) of the Agreement will be URS related work within the priority areas identified by the ACEG being:
  - **HEALTHY HOMES**
  - **GOVERNANCE AND LEADERSHIP**
  - **SAFE COMMUNITIES**
  - **LEARNING**
- commit to engage and foster participation of all key stakeholders including the Aboriginal community, the broader Port Augusta community, government and non government service providers
- commit to work in partnership to develop and implement actions within each priority area:
  1. Resource a cross government project team to support the implementation of the URS in Port Augusta.
  2. Support ACEG to identify priority focus areas, related priority strategies and priority actions to provide a framework for action and drive priority projects.
  3. Promote ways for all Pt Augusta stakeholders to participate in, and contribute to activity under the URS.

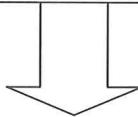
In each of the agreed priority action areas, the Government partners specifically commit to:

1. Identify ways to improve service delivery, and options for the redirection and realignment of policies, programs and resources by;
  - Mapping the Port Augusta service delivery environment to provide a basis for gap analysis and better service coordination
  - Holding a series of local service provider workshops to engage stakeholders to commit to action
  - Holding a series of priority action area panel discussions with ACEG
  - Establishing a formal mechanism to receive, consider and elevate service delivery issues and concerns identified by ACEG
  - Preparing Business Cases and other submissions for funding for new program/service models as identified by the ACEG including developing the Aboriginal Centre proposal as a priority
  - Prioritising effort towards key projects identified by ACEG
  - Supporting all stakeholders to commit to ongoing action that will contribute to the aims of the Agreement.
2. Work across Government to prioritise Port Augusta for the development of any new agency level service investments, programs and pilots by;
  - Engaging local service providers through a series of targeted workshops
  - Gaining and affirming the formal commitment of CEGAA, SOGAA, the Australian Heads of Agencies and PACC Councillors to the Agreement
  - Obtain formal commitment from departmental executive level officers to:
    - participate in priority action area panel discussions
    - communicate government's and departmental commitment to the Agreement to local agency offices
    - consult with ACEG when considering new agency level investment
    - identify senior government agency representatives as central contacts
  - identify and bring to the attention of ACEG opportunities for funding

**Supporting Documents -**

- **URS Framework for Action**
- **URS Governance Structure**
- **Building Block Framework for Action**
  - **HEALTHY HOMES**
  - **GOVERNANCE AND LEADERSHIP**
  - **SAFE COMMUNITIES**
  - **LEARNING**

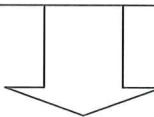
**PORT AUGUSTA URS GOVERNANCE**  
*ACEG, the Steering Committee & the Independent Advocate(s) work together with the support of the project team to develop and implement the Local Action Agreement*



**LOCAL ACTION AGREEMENT**  
*The Agreement provides a framework for action and outlines the partners' commitment to:*

1. Resource a cross government project team
2. Support ACEG to identify priority areas, strategies and actions, and to develop priority projects.
3. Promote ways for all stakeholders to contribute to the LAA

*The Agreement is framed across four priority Building Blocks for action*



**LEARNING**

**GOVERNANCE  
AND LEADERSHIP**

**HEALTHY HOMES**

**SAFE  
COMMUNITIES**

#### CORE COMMITMENTS IN EACH OF THE PRIORITY BUILDING BLOCKS

*Within each priority action area, the Governments are committed to:*

1. Identify ways to improve service delivery, and options for the redirection and realignment of policies, programs and resources
2. Work across government to prioritise Port Augusta for the development of any new agency level service investments, programs and pilots.
3. Map the Port Augusta service delivery environment to provide for a basis for gap analysis and better service coordination

*ACEG will identify priority actions under each of the Building Block to focus effort.*

**PLUS**

#### STAKEHOLDER SUPPORTING ACTIVITY

*In each of the Priority Building Blocks the project team will continue to engage stakeholders to commit to action and the project team will develop an activity log to monitor progress .*

Local Business

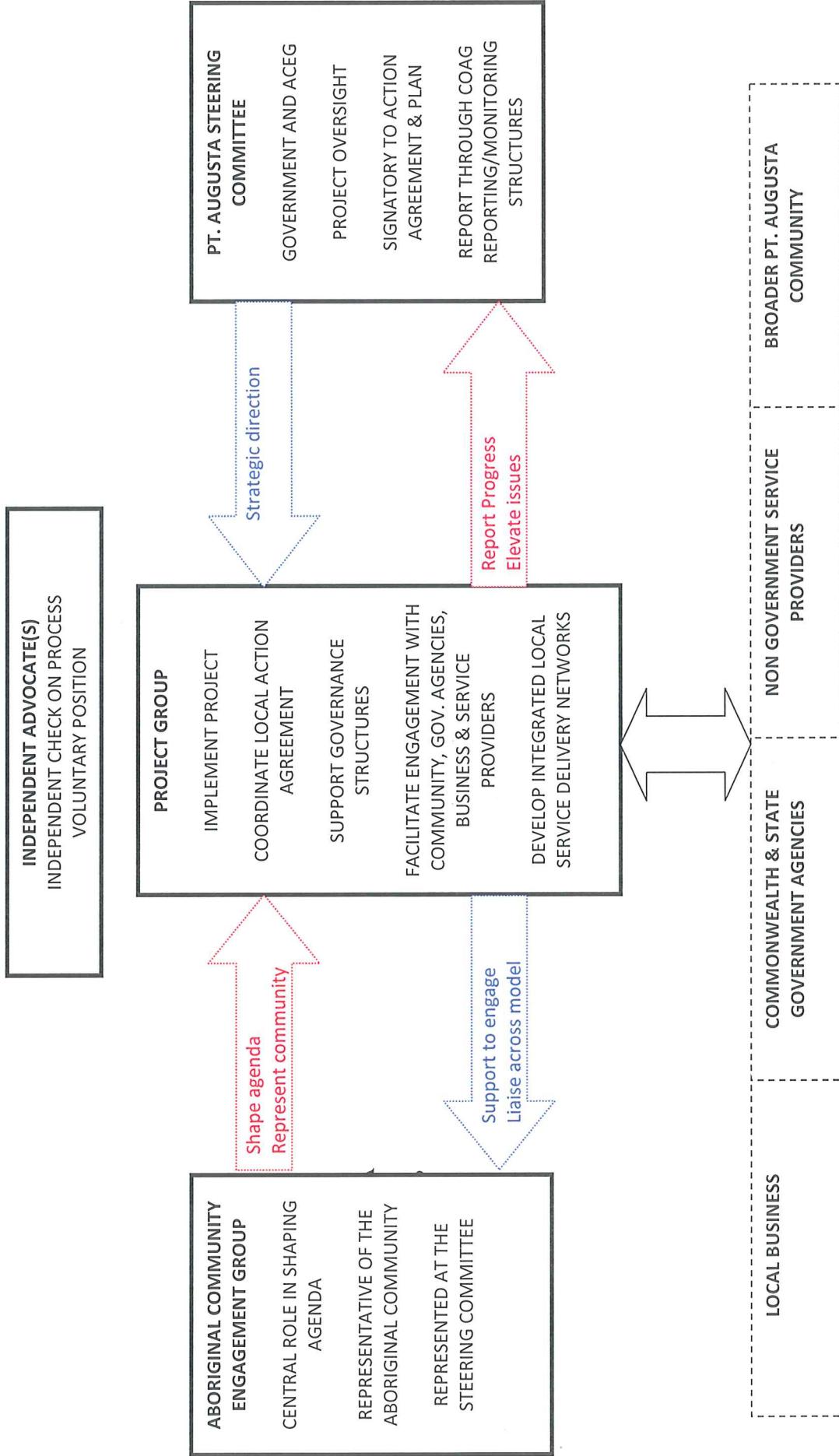
Government

NGO Services

Community



## GOVERNANCE STRUCTURE TO OVERSEE ACTIVITY UNDER THE URS IN PORT AUGUSTA





### WHAT WE WANT

Members of the Aboriginal Community are resilient, visible, proud and respected in Port Augusta. They are leaders in government and across the Port Augusta community. They participate in decision making around service delivery, program and policy making that affects them.

### PRIORITY STRATEGIES DRAWN FROM FEEDBACK

PRIORITY ACTIONS	DETAILED STRATEGY
Provide Aboriginal people with access to leadership and governance training	<p>Provide support to people to become advocates for their community.</p>
Celebrate and make visible Aboriginal culture in Pt Augusta	<p>Better coordination and mapping of existing services and what programs are provided in Port Augusta</p>
Provide opportunities to participate in decision making	<p>Develop ways to ensure that the ACEG has a long term viability independent of the work of the Urban and Regional Strategy.</p> <p>Provide opportunities for Aboriginal community to hear and be heard on important Aboriginal issues (e.g through media)</p> <p>Identify ways to support employers to promote contribution from Aboriginal staff.</p> <p>Work with local media to identify opportunities for advocacy and representation.</p>
Develop strategies to encourage Aboriginal people to run for Council.	<p>FAHCSIA agree to ensure a number of positions in its governance and leadership training are reserved for Aboriginal people.</p> <p>Review existing leadership and governance training opportunities with a view to ensuring they are appropriate for Aboriginal people, are easily accessible and are properly promoted.</p>
Develop strategies to encourage and support Aboriginal people to nominate for Management Boards and Committees.	<p>Commit to identifying the Aboriginal name of local areas and places on street and place signage.</p> <p>Develop strategies to place a positive local significance on "Australia Day" for our Aboriginal community.</p>
Develop opportunities for relevant training to be held in Port Augusta.	<p>Investigate opportunities for relevant training to be held in Port Augusta.</p> <p>Develop an Aboriginal Worker support network.</p> <p>Encourage attendance at cultural events and develop communication strategy to ensure events are promoted to all Port Augusta residents.</p> <p>Identify skill development opportunities for all Aboriginal people to build capacity to participate in decision making.</p>



## WHAT WE WANT

Aboriginal people feel safe living in Port Augusta. They do not experience domestic, family or community violence. They enjoy healthy relationships. They are supported to access services for drug & alcohol, gambling and mental health. Aboriginal people are not overrepresented in the justice system. The community is unified and strong.

## PRIORITY STRATEGIES DRAWN FROM FEEDBACK

Provide opportunities and activities for young people

Deliver culturally appropriate counselling & violence supports

Deliver culturally appropriate drug and alcohol support services

Develop strategies to empower all of the community to challenge violence.

## PRIORITY ACTIONS

Identify opportunities for sustainable school holiday programs.

Consider alternative intervention strategies for young people at risk (e.g. Boot Camp concept, Aboriginal Club)

Identify options for the detention of young offenders in Port Augusta rather than in Adelaide.

Explore opportunities for workshops for young people on a range of themes (e.g. job opportunities; important life choices; anger management; grief; success stories)

Undertake an audit of existing DV and FV support services.

Develop a targeted suicide prevention strategy for Aboriginal people living in Port Augusta.

Develop a one stop comprehensive counselling service.

Provide opportunities for all service providers to learn more about DV and how to respond to victims and perpetrators.

Consider the provision of Cultural Camps

Identify opportunities to support young people who experience violence, and to develop the foundations for healthy relationships.

Identify ways in which community leaders and Elders can be more involved in drug and alcohol supports.

Investigate opportunities to provide harm minimisation Programs

Develop strategies for early intervention programs to target young people.

Consider different mediums to communicate drug and alcohol messages (e.g. TV, Radio, in language)

Support the immediate development of the Residential Rehabilitation Centre.

Consider ways in which the Aboriginal community can be supported to resolve disputes within and across families.

Recognise and draw on people with positive reputations and strong local connections to develop and build on their existing skills.

Consider ways in which couples can be supported to remain together where safe and appropriate to do so.

Develop and deliver Lateral Violence Programs

Consider how to utilise Aboriginal people and elders as a resource to be champions of a "No Violence" campaign.

Identify ways to celebrate Port Augusta as a community that is unified and embraces Aboriginal culture. (E.g run and support cultural festivals)

Develop strategies to include Aboriginal history and stories in Australia Day celebrations.



## WHAT WE WANT

All Aboriginal people have access to suitable housing where they can safely raise their families and live in the community. They are able to own their own homes. They understand their rights and obligations as homeowners and tenants. They feel able to go to housing related services and are satisfied with the service when they attend.

## PRIORITY STRATEGIES DRAWN FROM FEEDBACK

Provide supports to assist with budgeting and home management.

Provide culturally accessible homeless, housing & tenancy supports.

Develop ways to assist tenants to understand their rights & responsibilities/obligations.

Develop ways to assist Aboriginal people to own homes & land.

Consider cultural relevance and suitability of public housing requirements, criteria and policies.

Provide supports to children in or at risk of care, reunited and reconnected with families.

## PRIORITY ACTIONS

Undertake an audit of existing programs and services available to Aboriginal people in Port Augusta. Consider and develop a range of specific programs that might support Aboriginal people. E.g:

- Community Gardens
- Garden tool/trailer hire
- Tenancy supports
- Budgeting supports
- Homemaker program

Develop specific programs for people in Port Augusta travelling from the APY Lands.

Undertake an audit of existing programs and services available to Aboriginal people in Port Augusta.

Identify culturally appropriate communication strategies and consider the provision of all relevant material in different media (DVD, written, pictorial) and in language (e.g. develop an information pack).

Develop supports to assist with the purchase process and to ensure Aboriginal people understand obligations of ownership.

Develop supports to assist with the purchase process and to ensure Aboriginal people understand obligations of ownership.

Incorporate cultural practice (e.g. cultural cleansing of housing where a death has occurred before new tenants move in) into housing provider procedures.

Develop policies and strategies that support families to maintain connections while children are in care and supports families to maintain connections (reconnect) with children.

Review Housing SA policies and its ability to accommodate cultural preferences (in terms of both size and location).

Identify issues and explain policies around the sale of public housing including Aboriginal identified housing and property.

Consider ways to promote employment of Aboriginal people in housing related services.



## Closing the Gap. Closing the Gap. EARLY CHILDHOOD SCHOOLING

### Learning

#### WHAT WE WANT

Aboriginal children and young people succeed at school. They have equal access to early childhood development and care services. Parents and community support their children to go to school. Education leads to real opportunities for Aboriginal young people to future pathways of work and study.

Provide education  
that embraces and  
celebrates  
Aboriginal culture.

Support parents  
/carers/ guardians  
to ensure kids go to  
and stay at school

#### PRIORITY STRATEGIES DRAWN FROM FEEDBACK

Support Aboriginal  
school leavers to  
transition to study  
or work

Provide children  
and young people  
with access to  
mentors

Provide pre  
schoolers with  
appropriate early  
childhood supports.

Provide supports  
for students to  
maintain healthy  
relationships

#### PRIORITY ACTIONS

Develop strategies to support the existing Aboriginal Education Workforce and promote careers in Education.

Identify ways in which Aboriginal community members, and student families, can contribute to all students' and teachers' understanding of Aboriginal culture and experience.

Ensure the curriculum at all schools, and in all levels, commits to Aboriginal studies as an integral part of a child's education both as a specific subject, and incorporated into other subjects.

Undertake an audit of existing programs and services available to Aboriginal people in Port Augusta to identify duplication, gaps and better coordinate.

Investigate a range of potential services and programs that might support school attendance, e.g:  
▪ Homework centres  
▪ Pick up and drop off  
▪ Truancy officers (bilingual)  
▪ Support workers  
▪ Exclusion & suspension  
▪ Learning styles

Set up a system across all schools recognising and acknowledging any learning issues & advocate to keep students back if necessary.

Undertake an audit of existing programs and services available to Aboriginal people in Port Augusta to identify duplication, gaps and better coordinate.

Set up a program of parents / carers / guardians and all school staff interacting to support young people with a united working together attitude while at school.

Independent Learning Plans to be initiated for all Aboriginal pre schoolers that must be agreed & signed by the parents & or care giver.

Pre schools encouraged to identify & assess any learning issues & advocate to keep students back if necessary.

Nutrition & occupational therapy support to be available at the pre school i.e. a service hub.

Provide parenting programs that encourage 1:1 interaction with babies & little ones ie reading, counting, singing etc.

Provide early intervention by taking Healthy Relationship & Social & Emotional Well Being Programs into Primary Schools.

Aboriginal birthing program to follow through with program participants to pre school & further to assess & evaluate ongoing issues /concerns.

Provide a range of program options to foster healthy relationships for young people.