

Engaging the core constituency – outreach to Indigenous communities

2016 ANZOA Conference

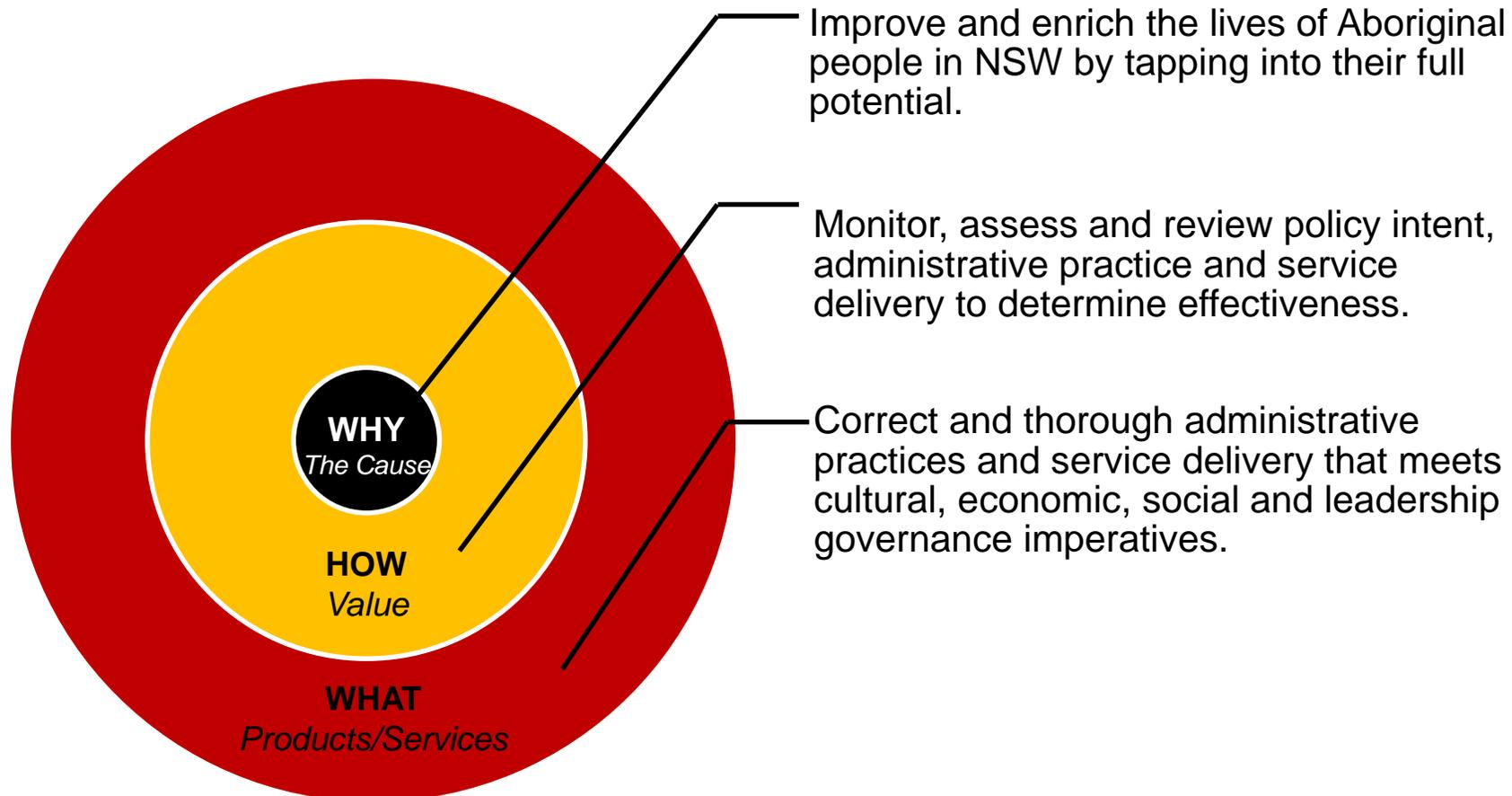
6 May 2016 – Melbourne, VIC



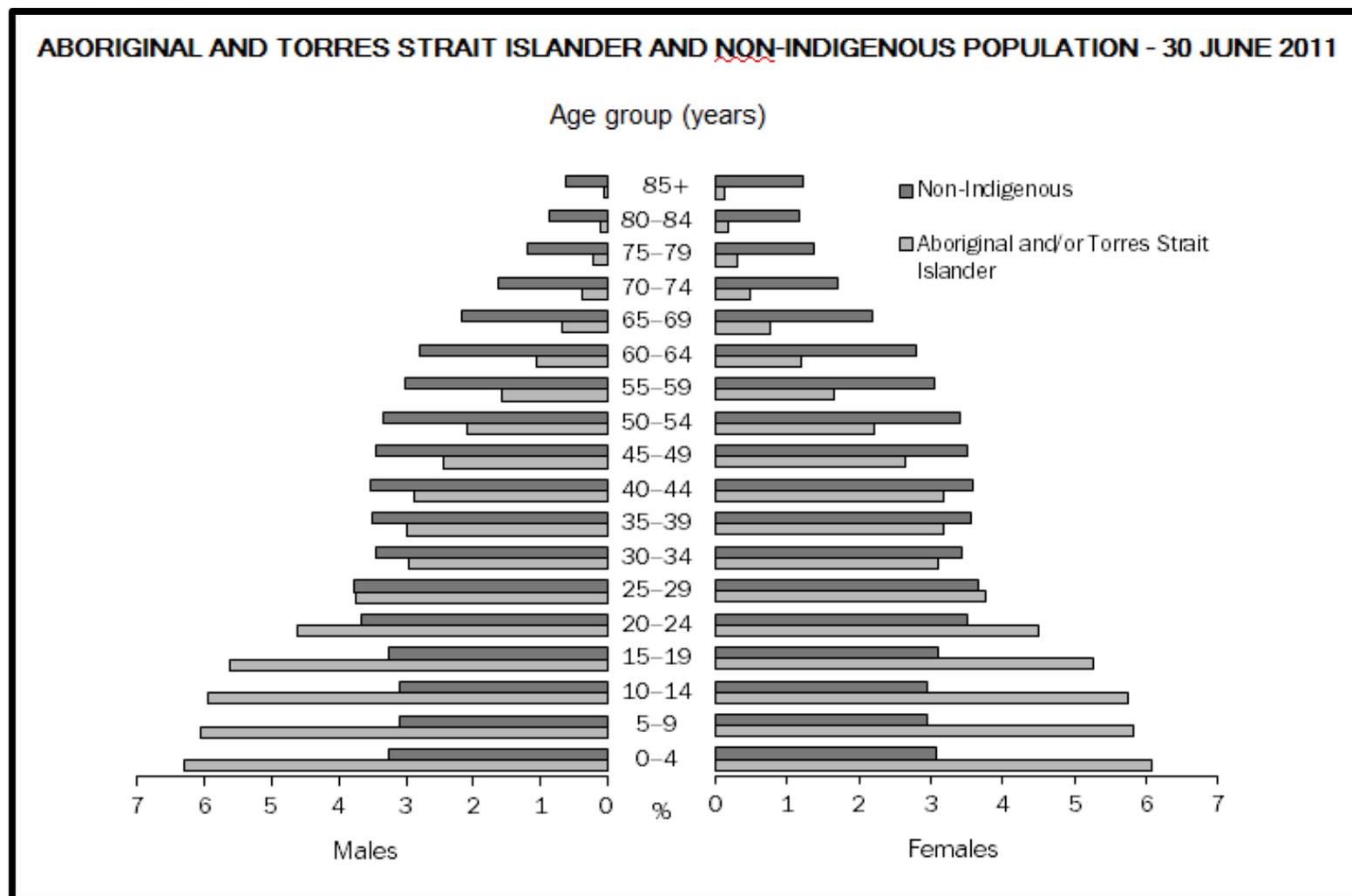
Presentation outline

- Our Why
 - Working knowledge of the communities you service
 - What works for our Office
 - Influencing to deliver on Community needs
 - How we communicate
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Our Why - Aboriginal Programs NSW



Aboriginal Population



Medium Age of Aboriginal and Torres Strait Islander population is 21.8 compared to 37.6 for non-Indigenous population

Aboriginal Population Geographic Representation

Remoteness Areas	Aboriginal and Torres Strait Islander	Non-Indigenous	Total
Major City	34.8	71.3	70.2
Inner Regional	22.0	18.3	18.4
Outer Regional	21.8	8.7	9.1
Remote	7.7	1.2	1.4
Very Remote	13.7	0.5	0.9

Knowledge of the Communities you service

- The Tribe, Clan Group and Totem of each Community?
 - Who are the Aboriginal Elders in these Communities?
 - Who are the Aboriginal Community representatives?
 - Respecting and Maintaining Cultural Protocol?
 - Kinship
 - Sorry business
 - Womens and Mens Business
 - What Language and/or Dialect does the Aboriginal community represent?
 - What past Government policies have affected these communities?
 - What are the needs and aspirations of these communities?
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What works for our Office

- The appointment of the Aboriginal Deputy Ombudsman (Aboriginal Programs) - the first of its kind in Australia.
 - Part 3B embedded in the NSW Ombudsman Act 1974 (1st July 2014)
 - Short, Medium and Long Term Objectives (Stay relevant and current)
 - Community visitations – Specific, Relevant, Related, Timely, Action orientated (always action what you commit to)
 - Our dedicated Aboriginal Unit (established in 1997) – Direct access and line of communication if needed and required by Aboriginal people
 - Since that time, we have produced more than 15 major reports aimed at improving service delivery to Aboriginal people, including:
 - Inquiry into service provision to the Bourke and Brewarrina communities (2010)
 - Addressing Aboriginal disadvantage: the need to do things differently (2011)
 - Review of a group of school-aged children from Western NSW: towards an intelligence-driven approach to child protection practice (2012)
 - Responding to child sexual assault in Aboriginal communities (2012)
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What works for our Office (Con't)

- Stakeholder consultations (Individual-Group-Community style discussions, Facilitation of discussions), Surveys, Comparison Groups, Document and Data Analysis and Observation
 - Cross function engagement by our Aboriginal Unit staff within our NSW Ombudsman divisions, i.e. Policing, Human Services, Public Administration,
 - Established Business rules with divisions to have consistent and transparent approaches when dealing with enquiries/complaints from Aboriginal people.
 - Regular engagement with senior Government officials – Collaborative and respectful working relationships (Theme related concerns, specific matters etc)
 - Aboriginal cultural respect training for Government agencies – (Complaint handling)
 - Being Solution driven that provides clarity and certainty on “What we can do” and “What we can not do”
 - A Trusted and Respected Brand
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Influencing to deliver on Community needs

- In our Bourke and Brewarrina report, we highlighted the need to rationalise governance and accountability arrangements, and develop specific strategies to address the systemic weaknesses in these areas.
 - Our Addressing Aboriginal Disadvantage report highlighted the need to establish a new accountability framework for addressing Aboriginal disadvantage in NSW, including the need to provide an independent agency with the legislative authority to review and report on the effectiveness of the government's plan for addressing Aboriginal disadvantage.
 - Aboriginal people expressed the need for independence towards monitoring and assessing Aboriginal programs during the Ministerial Aboriginal Taskforce (2011/12)
 - Following the Ministerial Taskforce, the Government released OCHRE in April 2013.
 - The Ombudsman Act was amended to include the appointment of a Deputy Ombudsman (Aboriginal Programs) and Part 3B Function
 - The appointment of the Aboriginal Deputy Ombudsman is the first of its kind in Australia.
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How we communicate



Consultation:

- Community consultation
- Government consultation
- Service provider Consultation
- Aboriginal organisations
- Roundtable discussions & forums
- Industry forums



Public reporting:

- E-newsletter
- Info graphics
- Discussion/Issues paper
- Reports to Parliament



Social Media:

- Website
- Twitter
- Slideshare



Media:

- Newspaper
- TV
- Radio



Further information

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Our reports are available at:
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