
INCLUSIVE SERVICE SUPPORT PROJECT (ISSP)

Presented by Julianne Abood

A pilot project developed by FWT+DP and funded by Families NSW to provide support for services to identify and implement strategies for inclusion of Aboriginal and Torres Strait Islander children, families and community in service delivery.

The overall aim of the project is to increase the skills, knowledge, practice and commitment of participating services to engage with, and improve access for Aboriginal and Torres Strait Islander families and communities in Metro West.

GUIDING PRINCIPLES :

- ✘ Strengthen and promote Aboriginal and Torres Strait Islander culture;
- ✘ Recognise and respect the rights, strengths and capacity of Aboriginal and Torres Strait Islander children, young people, families and communities;

GUIDING PRINCIPLES:

- ✘ Recognise the past and present injustices and barriers that impact Aboriginal and Torres Strait Islander peoples', fair and equal access to services, resources and opportunity.
- ✘ Recognise the need for mainstream services and systems to take active steps to address these barriers.

GUIDING PRINCIPLES:

- ✘ All service delivery to be underpinned by genuine respect, consultation and participation of Aboriginal and Torres Strait Islander families and communities.

WORKING COLLABORATIVELY

- ✘ Mainstream services located in areas where there are higher populations of Aboriginal and Torres Strait Islander communities with fewer local services available
- ✘ Work one on one with each service for 12 months
- ✘ Work collaboratively with Aboriginal and Torres Strait Islander workers in each area

INTENDED OUTCOMES:

- ✘ Increased understanding of the experience of Aboriginal families using mainstream services.
- ✘ Develop and maintain genuine, respectful relationships with Aboriginal and Torres Strait Islander services and workers.
- ✘ Recognition and valuing of Aboriginal and Torres Strait Islander cultural expertise.

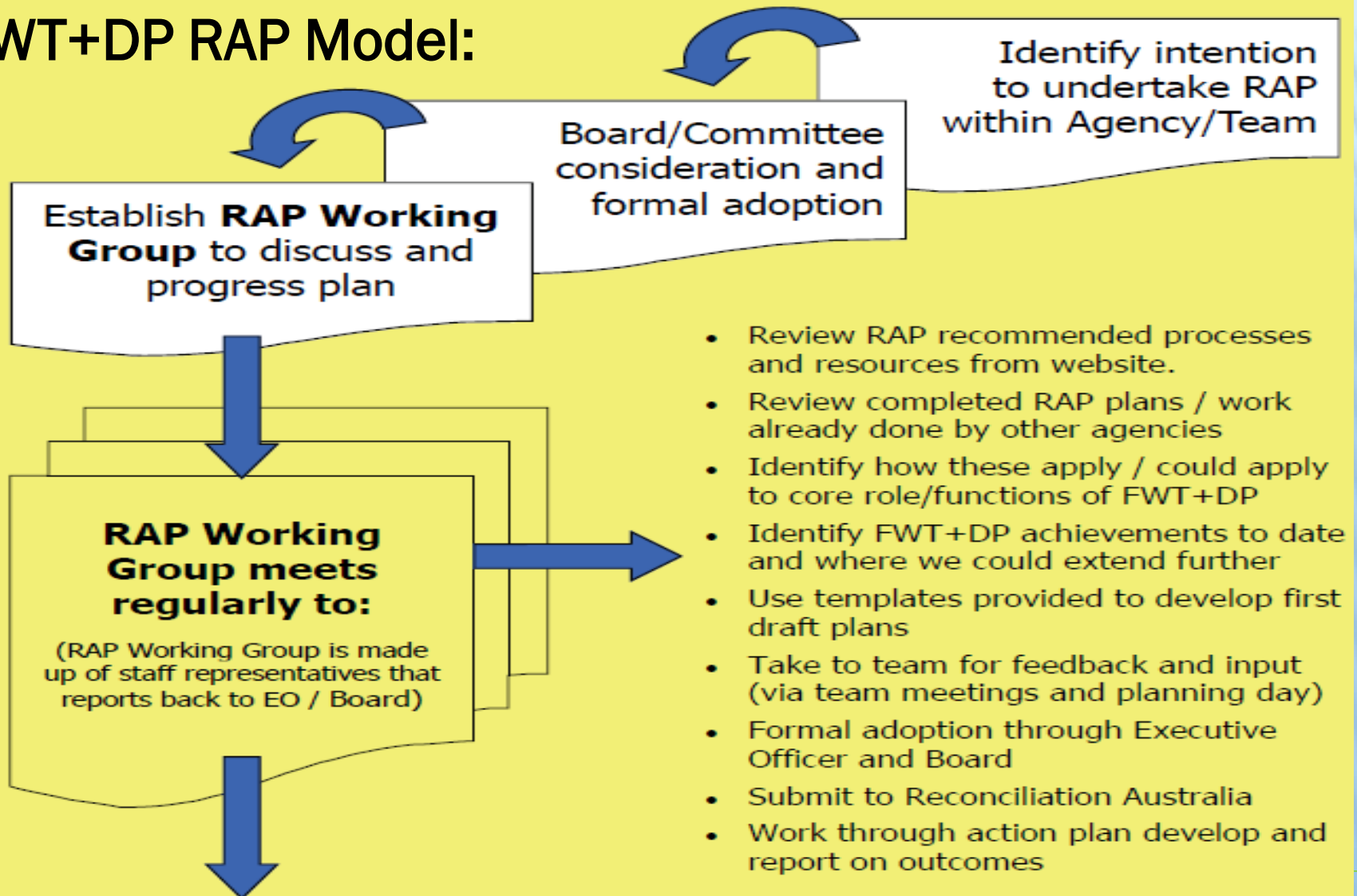
INTENDED OUTCOMES:

- ✘ Identify and implement strategies for inclusion of Aboriginal and Torres Strait Islander children, families and community in service delivery.
- ✘ Identify and implement specific strategies for joint initiatives that support inclusion of Aboriginal and Torres Strait Islander communities, families and children.

RECONCILIATION ACTION PLAN (RAP)

- ✘ Framework to guide and assist services to implement strategies to achieve intended outcomes
- ✘ Report and renew action plan annually
- ✘ Work alongside Reconciliation Australia to build relationships with the participating services
- ✘ Support each service along their RAP journey
- ✘ www.reconciliation.org.au

FWT+DP RAP Model:



Important Considerations:

- Keep team and Committee/Board informed and actively involved
- Clear processes in place for information sharing and decision making
- Allocate resources (worker time and dollars) to RAP processes
- Document outcomes and achievements and share with others

SUCCESSSES

- ✘ Participating services have received very positive responses from Aboriginal workers
- ✘ Opportunity to work in partnership and to bring the local community to the service
- ✘ Building trust and relationships between Elders, community members, and workers
- ✘ New opportunities for collaborative ventures
- ✘ *Positive outcomes for the service, for the whole team and the community*

CHALLENGES

- ✘ Services at different stages of being ready to begin the process
- ✘ Need to have the support from the top
- ✘ Limited time and resources
- ✘ Diversity of needs and issues for each service and community
- ✘ Travel and limited project hours

LESSONS LEARNED SO FAR

- ✘ Once a commitment is made the journey begins
- ✘ Additional resources not required
- ✘ Each service's RAP journey is unique
- ✘ Goodwill and generosity
- ✘ Building relationships and trust
- ✘ Shared vision and journey

WHERE TO NEXT?

- ✘ Stage 2 of the project has already been developed and waiting on approval for funding
- ✘ Continue working one on one
- ✘ Continue to support, resource and promote regional strategy
- ✘ Work with identified groups and/or sector/s to improve awareness and cultural competency