Australian Government
Department of Human Services

National Indigenous Coalition Conference Agenda, October 2014

Time	Presenter	Agenda Item
12.00 - 12.30 pm	Arrival and Lunch	
12.30 - 12.35 pm **Shane Hoffman** National Manager, Indigenous Services Branch	**Session 1:** Welcome National Indigenous Coalition (NIC) Members and Acknowledgement of Country **New NIC Members:** s22 **Apologies:** s22	
12.35 - 1.00 pm **Rachel Livingston** Branch Manager, Forrest Review Implementation Feasibility Taskforce, Indigenous Affairs Group, Department of the Prime Minister and Cabinet	**Session 2:** Creating Parity, Forrest Review of Indigenous Training and Employment Programmes. A presentation was provided which covered the following topics of the Forrest Review; • Early Childhood • Education • Healthy welfare card (debit card) • Training and employment services • Building employer demand • Housing and mobility • Empowering remote communities The Government is considering the recommendation made in the Review and the Prime Minister has established a taskforce to oversee consultations and carefully examine the full	

	Name	Position	Zone/Branch/Division
1		Region Manager	Zone Central NSW
2		IPSM	Zone Tasmania
3		Region Manager	Zone South QLD
4		Region Manager	Zone South Australia
5		Program Manager	Zone Northern Australia
6		Account Manager	Client Communications

	Name	Position	Zone/Branch/Division
1		Director	Families Division
2		Program Manager	Zone WA
3		Region Manager	Zone Central QLD
4		Service Leader / NOM	Zone Southern NSW
5		Region Manager	Zone North NSW
6		Director	CRS Australia
7		Director	ABSTUDY & AIC
8		Director	Medicare
9		IPSM	Zone Central QLD
10		Social Worker	Indigenous Social Work
11		IPSM	Zone Western Australia
12	John Gibbs	National Manager	Assistance Programs Branch

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	suite of recommendations. NIC members gained considerable understanding of the Forrest Review and discussed the potential impacts on Indigenous customers into the future. Although there is still some uncertainty in terms of implementation, the topic raised aware of this review has assisted NIC members to consider future overarching government strategies to support Indigenous customers. **For further information the presentation can be found on the NIC Wiki**
1.00 - 2.00 pm **Julie Polson** Branch Manager, Employment Services Reporting and Analysis Branch, Department of Employment	**Session 3:** Employment Budget Measures **Moya Drayton sends her apologies as she is currently in Perth, WA.** An informative presentation was provided on Improving Mainstream Employment Services for Indigenous Jobseekers, the following points covered This presentation provided NIC members with an understanding of the new JSA environment, linking to the government priorities of earn and learn. NIC members discussed their role in continuing to support Indigenous customers to reconnect with JSA providers and the value of strengthen relationship with local providers. NIC members were also interesting in the JSA Online CAT training that is available to providers. NIC members, over the years have raised issues of JSA effectively relationship with Indigenous communities, which has now been built into the tender process. **For further information the presentation and workshop notes can be found on the NIC Wiki**
Action Item	**Oct 13.1:** ISB to follow up with Julie Polson to gain access to their online cultural awareness training modules that are made available to Job Services Australia. These have also been requested through the Indigenous Employment Strategies Team.
2.00 - 3.00 pm **Catherine Rule** General Manager, Budget Implementation and Reform Unit	**Session 4:** Budget Measures / Implementation Progress Catherine engaged with NIC members and provided information and an update on Budget Measures and implementation progress. s47C • The department has prepared itself for implementation of various measures s47C • There is scope to think about what our service offer will be. NIC Members work-shopped the following questions which will be provided to Catherine for her consideration in terms of Indigenous service delivery impacts. • What are the budget measures that you are aware of? • Of these budget measures, what would you like to know more about? • Which measures do you think will impact most heavily on Aboriginal and Torres Strait Islander customers and communities? • What communication would you like to see? How would you like to receive it? How often would you like to receive it? **For further information the workshop notes can be found on the NIC Wiki**

Action Item	**Oct 13.1:** ISB to forward to Catherine the NIC workshop outcomes and follow up any potential action items to progress from NIC feedback.
3.15 - 4.15 pm **Devika Weeeratne** National Manager, Online Services Branch	**Session 5:** How Digital Capability Can Support Indigenous Customers This session provided information and a demonstration of the department's digital capabilities. NIC members saw great value in the advancements made given Indigenous customers self-service take up rates and increasing options to engage through various mediums. A work-shop was not conducted but vigorous discussions occurred regarding the future of the digital world and Indigenous servicing. NIC provided strong feedback and interest in being involved in any pilots and especially around video conferencing to increase access for Indigenous customers. Benefits include customer access through Aboriginal community organisations to meet participation obligations etc **For further information the workshop notes can be found on the NIC Wiki**
Action Item	**Oct 13.3:** s22 to follow up with regards to a dummy app for Indigenous Service Officer's (ISO) iPads.
	Oct 13.4: s22 to follow up with s22 on framing a proof of concept for the Connect Technology to be used with state/territory government re: Births, Deaths and Marriages.
4.15 - 5.00 pm s22 Program Support Manager, Indigenous, One Victoria	**Session 6:** One Victoria Indigenous Service Delivery Model One VIC Indigenous Servicing provided a presentation on their journey in moving from working as 3 individual Zones to a cooperative and coordinated shared servicing approach. The development and agreement on the Victorian Indigenous Servicing Action Plan focused on strengthening outcomes in the priority areas of focus in reducing debt, reducing participation failures and increasing VII. There was considerable interest in this model by other Zones for various reasons including refocusing the ISO priorities, the Indigenous Contact Officer model and the governance model. **For further information the presentation can be found on the NIC Wiki**
5.00 - 5.15 pm **Shane Hoffman** National Manager, Indigenous Services Branch	**Session 7:** Confirmation of April 2014 Conference Minutes, Recap and Close Day 1 No amendments were suggested and NIC passed the April 2014 NIC Minutes as true and correct.
Action Item	**Oct 13.5:** ISB to provide a progress update on the number of iPads that have been issued to ISOs in which Zones.

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	Day 2
8.30 – 8.35 am **Shane Hoffman** National Manager, Indigenous Services Branch	**Session 8:** Day 2 Welcome Shane welcomed NIC Members to day 2.
8.35- 9.00 am **Roxanne Ramsey** General Manager, Indigenous, Regional and Intensive Services Division	**Session 9:** Indigenous, Regional and Intensive Services Update Roxanne talked about her journey in the APS and more specifically DHS, provided NIC Members with an overview and highlighted what we do well and what we need to continue to focus on into the future; • There has been heightened awareness of Aboriginal and Torres Strait Islander issues across the department (and across the public service to a lesser extent). • ISB is incredibly influential and should not be underestimated. • Shane has done an excellent job of working within a bureaucracy whilst listening to the needs and wishes of Aboriginal and Torres Strait Islander communities. • We currently have 4% Indigenous staff, 5% by the end 2015 is achievable and no longer an 'aspirational target' • Investing in learning and development for Indigenous staff build on their skills for different positions. • Competition is a fine thing and works well in the department. • Our relationship with other Divisions and other departments is really important, in reality progress is based on relationships. • We need to keep progressing with our focus on Indigenous employment. We need to work on getting Aboriginal and Torres Strait Islander people into positions that offer promotion prospects. • The role of the ISO is important and needs to be worked on. We need to ensure that this role keeps up with everything going on in the department. • Renewal of the Indigenous Servicing Strategy is integral. • We need to continue with passion and we need to hold people to account. • We constantly need to be asking 'what does this mean for our Aboriginal and Torres Strait Islander customers'? • For non-Indigenous staff in the room: never think that you entirely understand, remember your responsibility. • For Indigenous staff in the room: be resilient, look after yourself, focus on the things you can solve because collectively you can make a big difference, give it a go (it won't always work) and learn from your mistakes, find positions of influence and don't underestimate relationships, don't be afraid of the bureaucracy. • Don't underestimate the influence of NIC. s47C

9.00 – 10.00 am **Grant Tidswell** Deputy Secretary, Service Delivery Operations Group	**Session 10:** Indigenous Servicing Strategy 2013-2014 Achievements • Grant is proud of the Indigenous Servicing Strategy (ISS). • There is always something going on in the welfare space. • It seems to be that unless we have fresh money, we struggle with BAU. • We are proud of our percentage of Indigenous staff which is ahead of the rest of the APS standard. • We are well placed to be *almost* the engine room for the APS. • Indigenous debt is a key focus, this needs to be ongoing. • Focus on jobseeker compliance (which delivers most of the debts). • Emphasis on Voluntary Indigenous Identification (VII). • There needs to be increased focus on Child Support, but we are not sure at this stage what that is. • There are some good connections with the Department of the Prime Minister and Cabinet around ABSTUDY. • There is more we can do without drastic legislation changes etc. • We want to replicate the Indigenous Servicing Strategy with its Multicultural counterpart. • We are on the cusp of really altering the way in which we work. s47C NIC members engaged in a conversation in working with customers with multiple barrier what staff support and training will be provided to support staff to support their customers, given the customer demographic will change and become more complex.
10.15 am – 12.30 pm s22 Director, Indigenous Services Branch s22 Assistant Director, Service Delivery Design Branch	s22 • The ISS is due for renewal next year. ISB has been reviewing the current ISS and looking at what to incorporate next year. • All staff to have the opportunity to have input. This will happen in a few weeks through a survey. There will also be SES engagement. Design Jam s22 • s22 engaged with NIC Members to ascertain whether or not the current ISS is useful, what works and what doesn't? • The ISS is about accountability, it provides a 'why' and it provides a focus. • The ISS is written for all staff, so why it is that only staff working in the Indigenous sphere are familiar with it? • The ISS is aligned to many other plans and significant documents (e.g. RAP, zone strategies). Does the ISS then become 'white noise'? • Due to the timing of the last ISS, a lot of it was linked to Closing the Gap. • The Strategy informs Zone Action Plans • What reports are we getting? Are we using them? • The strategy becomes nothing but a document if we do not know what we are aiming for. NIC members were challenged to consider how the current ISS has assisted them and

working as one

	their entire Zone (not just ISUs) and to think about what improvements can be made to ensure the new ISS is relevant to all staff and their interaction with Indigenous customers. All NIC members were encouraged to participate in the ISS survey and promote that *all* can participate in the survey. This will be sent via email and will most likely be done as a cascade from leadership downwards.
Action Item	**Oct 13.6:** Indigenous Employment Strategies to make available Zone data within their area of responsibility including Indigenous staff numbers and ICAT participation.
	Oct 13.7: s22 to seek clarification as to where the data regarding no maintenance action is coming from.
	Oct 13.8: s22 to seek clarification on how to identify Indigenous customers with a Participation Report so that ISOs can reconnect customers with Job Services Australia.
1.30 – 2.30 pm s22 A/g Director, Debt Strategic Reporting & Relationships, Debt Management Branch	**Session 12:** Indigenous Debt Measures and Data Requirements NIC members were providing with information regarding debt and how this links strategically to the Portfolio Budget Statement and the Bilateral Management Arrangements. NIC engaged in discussing and shared information on assisting Indigenous customers to manage debt, identify key causes and improving customer communication through the ISO program. NIC members then work shopping the follow to share best practice and provide to the Debt Management Branch. • Identify a strategy/pilot/trial/BAU work that you are undertaking/planning for debt minimisation/prevention and increased compliance for Indigenous customers • What generic data do you need to effectively manage the debts for Indigenous customers or to develop new strategies? • Identify any critical MI gaps. **For further information the presentation and work-shop notes can be found on the NIC Wiki**
Action Item	**Oct 13.9:** ISB to follow up with s22 to gain debt key figures.
	Oct 13.10: ISB to consider including a measure of debt reduction under Goal 6 in the ISS when developing the new strategy.
	Oct 13.11: ISB to send the NIC work-shop notes to the Debt Management Branch to consider feedback to improve Indigenous debt.
2.30 – 3.15 pm s22 Director, Strategic Information Division	**Session 13:** Indigenous Youth Longitudinal Research and Future Indigenous Research s22 and his team provided a presentation on building a Service Delivery Evidence Base: Indigenous Research; • Our data analysis captures the entire population

	• We need to have real evidence based policy which will create transparency in service design and policy formation. • Harness the department's administrative data. • What does the Indigenous Australian population look like? • Are Indigenous Australians faring better or worse on different Income Support Payments, than those who don't identify as Indigenous? NIC Members work-shopped possible research questions to feed into the Indigenous Longitudinal Research which will be considered in addition to the ANAO Audit longitudinal research.
Action Item	**Oct 13.12:** ISB to request the package of the findings (graphs etc.) which will be sent out to NIC.
	Oct 13.13: ISB to provide Strategic Information Division with the possible research questions that were work-shopped by NIC Members.
3.30 – 4.30 pm **Rick Moloney** National Manager, Programme Information Branch	**Session 14:** Communication Approaches and Indigenous Communities – What Would Work? Rick Moloney highlighted the feedback received from NIC that has informed their top three communication messages for customer, which are, reporting changes of circumstances, participation requirement and promoting online services. NIC raised option of communication through Facebook; • 60% of adult Indigenous Australians use Facebook daily (compared to 40% of Australian adults nationally), in remote communities Facebook usage is 44%. Internet usage is almost exclusively through mobile smart devices (McNair, 2014). **For further information the presentation and work-shop notes can be found on the NIC Wiki**
Action Item	**Oct 13.14:** ISB to follow up with Indigenous Communications the idea of an Indigenous specific DHS Facebook site.
4:30 – 4.35 pm **Shane Hoffman** National Manager, Indigenous Services Branch	**Session 15:** Recap and close It has been a good day with interesting sessions. Words of wisdom from Roxanne and Grant were well-received. Regarding the session around the review of the ISS: the founding document has served us well, however, there were critical areas of omissions (e.g. how do we measure our success) which need to be rectified. What are some of the areas that we need to be reporting on regularly? The debt session was beneficial and Shane is happy with the relationship that had developed between ISB and DMB in recent months. We need to be looking at the occurrence of new debt.
Action Item	**Oct 13.15:** ISB to consider which reports on Indigenous measures should be distributed regularly?

NIC Members Present

	Name	Positions	Zone/Branch/Division
1	Roxanne Ramsey	General Manager	IR&IS Division
2	Shane Hoffman	National Manager	Indigenous Services Branch
3	s22	IPSM	One VIC Indigenous Servicing
4		Region Manager	One VIC Indigenous Servicing
5		Program Manager	Zone Central NSW
6		Region Manager	Zone Central NSW
7		Region Manager	Zone Western Australia
9		Business Manager SW	Zone Tasmania
10		IPSM	Zone Tasmania
11		Program Manager	Zone Southern NSW
12		IPSM	Zone Southern NSW
13		Program Manager	Zone Central QLD
14		IPSM	Zone South QLD
15		Program Manager	Zone South QLD
16		Region Manager	Zone South QLD
17		Program Manager	Zone North NSW
18		IPSM	Zone North NSW
19		IPSM	Zone South Australia
20		Region Manager	Zone South Australia
21		IPSM	Greater Sydney Indigenous Servicing
22		Region Manager	Zone Northern QLD
23		Team Leader	Torres Strait Representative
24		Program Manager	Zone Northern Australia
25		Director	Indigenous Services Branch
26		Director	Indigenous Services Branch
27		Director	Indigenous Services Branch
28		Assistant Director	Indigenous Services Branch
29		Assistant Director	Agents and Access Points
30		Director	Indigenous Employment
31		Director	Customer Communication
32		Director	Service Strategy and Policy
33		Assistant Director	Debt Management
34		Director	IR&IS Division

Observers Present

35	s22	Indigenous Service Officer	Zone Western Australia
36		Assistant Director	Indigenous Services Branch
37		Admin Officer	Indigenous Services Branch
38		Service Centre Support Manager	Zone Northern Australia
39		Indigenous Services Officer	Zone South QLD
40		Administrative Officer	Indigenous Services Branch
41		Assistant Director	Indigenous Services Branch
42		Assist Admin Officer	Indigenous Services Branch
43		Graduate	Government Partnership & New Work
44		Policy Officer	Government Partnership & New Work

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National Indigenous Coalition Teleconference – July 2014

Date: 31 July 2014
Time: 2.00 – 3.45pm (Canberra time - AEST)

Meet Me: 02 6155 3110
CCC Room: RM.NAT.CCC.Level2.Red.S2R153

Chair: s22

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – **Assistant Director**
2.05pm 20 mins	**Indigenous Voluntary Identifier**	**Tamati Shepherd – GM Service Delivery Transformation**
2.25 pm 15 mins	**Indigenous Suppliers**	**Phil Lindenmayer – National Manager, Procurement and Contract Management**
2.40pm 20 mins	**Cultural Awareness and Diversity Project**	s22 – **Director, Learning and Development**
3.00 pm 15 mins	**NOM Update**	s22 , **Service Leader, Central NSW**
3.15 pm 25 mins	**Directors Updates**	**ISB Directors,** **ABSTUDY Smart Centre** **Agents and Access Points**
3.40 5 mins	**Wrap up and Close** – Note action items	s22 – **Assistant Director**

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
May 1.4	ISB/ABSTUDY to develop a strategy that identifies ABSTUDY students who discontinue as an ABSTUDY funded boarder (or appropriate trigger to be agreed), to ensure they are made the correct service offer for what they do next i.e. FTB, returning to school in local community etc.	s22 s22	End of July 2014	Completed
June 1.2	A question was raised if the Indigenous Services Branch has in place a succession plan. This was raised in terms of acting opportunities and how ISUMs and others can be considered for these opportunities.	s22	31 July 2014	Completed

LEX 31843 - Page 9

June 1.3	Zone WA identified that laptops are more essential than iPads for ISO. s22 to discuss further with s22 (ISUM WA) to identify what functions can be carried out by laptop vs a iPad.	s22	31 July 2014	Completed
July 1.1	ISB to conduct an email consultation with NIC regarding the proposal to include and option attached to the VII that allows customers to identify with their mob/clan/tribe/language group etc. ISB to collate this feedback and provide to Tam.	s22	11 July 2014	Completed
July 1.2	ISB to redistribute the Cultural Awareness and Diversity ToR to NIC to provide comment on. ISB to collate feedback and forward to s22	s22	11 July 2014	Completed
July 1.3	ISB to seek feedback from NIC on potential Indigenous businesses for future supply of goods and services. ISB to collate feedback and provide to Phil Lindenmayer.	s22	15 July 20014	Completed

Department of Human Services
LEX 31843 - Page 10

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – August 2014

Date: 31 August 2014
Time: 2.00 – 3.30pm (Canberra time - AEST)
Chair: s22

Meet Me: 02 6155 3116
CCC Room: RM.NAT.CCC.Level2.Red. S2R353

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – **Assistant Director ISB**
2.05pm 10 mins	Indigenous Servicing Reporting Tool and Wiki session	s22 – **Assistant Director ISB**
2.15 pm 15 mins	Indigenous Debt and Compliance Project update	s22 – **Director ISB**
2.30pm 30 mins	U35 DSP Participation - Zone engagement session	s22 – **Director ISB**
3.00pm 25 mins	**Directors Updates**	**ISB Directors** s22) **ABSTUDY Smart Centre**
3.25 5 mins	**Wrap up and Close –** Note action items	s22 – **Assistant Director**

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
May 1.4	ISB/ABSTUDY to develop a strategy that identifies ABSTUDY students who discontinue as an ABSTUDY funded boarder (or appropriate trigger to be agreed), to ensure they are made the correct service offer for what they do next i.e. FTB, returning to school in local community etc.	s22 s22	End of July 2014	Completed
June 1.2	A question was raised if the Indigenous Services Branch has in place a succession plan. This was raised in terms of acting opportunities and how ISUMs and others can be considered for these opportunities.	s22	31 July 2014	Completed
Aug 1.1	An email invitation to be sent to NIC to identify the interest in a training module on the IRST, reporting functionality, adhoc reporting etc. This training would be delivered virtually.	s22	5 Sept 2014	Completed

LEX 31843 - Page 11

Aug 1.2	Development of a NAIDOC Toolkit with focus areas against the ISS for display in FOH during. This will also create consistent messaging.	s22	December 2014	Completed
Aug 1.3	Send to NIC issues and actions resulting from the Participation forum held in Darwin.	s22	5 Sept 2014	Completed
Aug 1.4	Follow up with Social Work Services regarding CSP strategies and non-maintenance action for Indigenous customers.	s22	5 Sept 2014	Completed

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National Indigenous Coalition Teleconference – September 2014

Date: 25 September 2014
Time: 2.00 – 3.30pm (Canberra time - AEST)
Chair: s22
Host Code: 725839814969

Meet Me: 1800672949
Guest Code: 725839814741
CCC Room: RM.NAT.CCC.Level2.Red.N2R153

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – **Assistant Director ISB**
2.05pm 15 mins	Agents and Access Points Update / Governance	s22 – **Director**
2.25 pm 15 mins	Indigenous Employment Strategies Team	s22 - **Director**
2.40pm 20 mins	Directors Updates	**ISB Directors,** **ABSTUDY Smart Centre**
3.00 pm 15 mins	**Wrap up and Close** – Note action items	s22 – **Assistant Director**

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
	No Action Items			

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – November 2014

Date: 27th November 2014
Time: 2.00 – 3.30pm (Canberra time - AEST)
Chair: s22
Host Code: 725840170037

Meet Me: 1800672949
Guest Code: 725840175978
CCC Room: RM.NAT.CCC.Level2.Red.N2R153

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – **Assistant Director ISB**
2.05pm 20 mins	Prison Servicing Child Support	s22 – **Assistant Director, Multicultural Support & Prison Servicing** s22 – **Assistant Director, Child Support New Customer & Mainstream Services**
2.25 pm 20 mins	Compliance – Indigenous Customers SUS/ANR	s22 – **Director, Digital Operations Branch**
2.40pm 20 mins	Directors Updates	**ISB Directors**
3.00 pm 15 mins	**Wrap up and Close** – Note action items	s22 – **Assistant Director, ISB**

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
N/A	No outstanding Action Items	N/A	N/A	N/A

LEX 31843 - Page 14

National Indigenous Coalition Conference
Agenda 28-29 April 2015

"Celebrating 40 years of Indigenous Servicing"

Day 1 - National Indigenous Coalition Conference 28 April 2015 Caroline Chisholm Centre Namadgi Room		
Time	**Presenter**	**Agenda Item**
12.00-12.30 pm	**Arrival and Lunch**	
12.30-12.45	s22 - Director, Indigenous Services Branch	**Session 1:** • Welcome • Acknowledgement of Country • Confirmation of October 2014 NIC Conference Minutes
12.45-1.30	**John Gibbs** - National Manager, Indigenous Services Branch	**Session 2:** • Introduction • Future Vision for the NIC • NIC Engagement Workshop
1.30-2.30	**Michelle Lees** – General Manager, Indigenous, Regional and Intensive Services Division	**Session 3:** • Introduction • IRIS Division Update • NIC Engagement
2.30-3.00	**Grant Tidswell** – Deputy Secretary, Service Delivery Operations Group	**Session 4:** • Service Delivery Operations Group and Indigenous Champion Update • Acknowledging 40 years of Indigenous Servicing
3.00-3.20	**ISO 40th Anniversary Official Launch**	
3.20-4.45	**Susan Cartwright** – National Manager, Assessment Services Branch s22 – Director/Psychologist, Assessment Services Branch	**Session 5:** • Improving Service Delivery to Indigenous Australians
4.45-5.00	**John Gibbs** - National Manager, Indigenous Services Branch	**Session 6:** • Recap and Close Day 1
6.00-9.30	**Southern Cross Club** **Special Guest Speaker** s47F(1) **An ISO Journey**	

Day 2 - National Indigenous Coalition Conference 29 April 2015 Caroline Chisholm Centre Namadgi Room *'Innovation'*		
Time	**Presenter**	**Agenda Item**
8.00-8.30 am	**Arrival - Tea and Coffee**	
8.30–8.45	**John Gibbs** - National Manager, Indigenous Services Branch	**Session 7:** Day 2 Welcome
8.45-10.45	**John Kilner** – National Manager, Business Transformation Branch	**Session 8:** • Welfare Payments Infrastructure Transformation Programme Co-design Session
10.45-11.00	**Morning Tea**	
11.00-12.00	s22 – Director, Research, Design & Analysis Section, Information Gateway & Governance Branch s22 – Assistant Director, Research, Design & Analysis Section, Information Gateway & Governance Branch	**Session 9:** • Indigenous Youth Longitudinal Research and Future Indigenous Research Update • NIC Engagement
12.00-1.00 pm	**Susan Morrison** – National Manager, Digital Engagement Branch	**Session 10:** • The Digital Engagement Branch Role • ISB Collaboration
1.00-2.00	**Lunch**	
2.00-3.15	**Rory King** – National Manager, eClaiming Branch	**Session 11:** • Medicare Liaison Officer and Business Development Officer Update • NIC Engagement – Working Collaboratively
3.15-3.30	**Afternoon Tea**	
3.30-4.30	**Katy Balmaks** – National Manager, eHealth Branch	**Session 12:** • Managing Indigenous Healthcare through eHealth
4.30-4.35	**John Gibbs** – National Manager, Indigenous Services Branch	**Session 13:** Recap and close

Day 3 – Indigenous Leadership Idevelopment Day 30 April 2015 Caroline Chisholm Centre Namadgi Room		
Time	**Presenter**	**Agenda Item**
7.45-8.00 am	**Tea and Coffee on Arrival**	
8.00-8.05	s22 – Director, Indigenous Services Branch	**Session 14:** • Welcome to the Indigenous Leadership Development Day
8.05–9.00	**John Gibbs** - National Manager, Indigenous Services Branch	**Session 15:** • NIC Indigenous Leadership • ISB National Manager Engagement
9.00-10.30	**Geoff Richardson** - Assistant Secretary Indigenous Workforce Strategies Branch, PM&C	**Session 16:** • Indigenous Leadership Resilience
10.30-10.45	**Morning Tea**	
10.45-1.00 pm	s22 - Director, Indigenous Services Branch	**Session 17:** • Resilience
1.00-1.30	**Lunch & Close** **Thank You for Your Participation**	

National Indigenous Coalition Conference Agenda, April 2015

MINUTES

Time	Presenter	Agenda Item
	Day 1	
12.00 - 12.30 pm	Arrival and Lunch	
12.30 - 12.35 pm **John Gibbs -** National Manager, Indigenous Services Branch	**Session 1:** Welcome National Indigenous Coalition (NIC) Members and Acknowledgement of Country John acknowledged the Ngunnawal people as traditional custodians of the land. John acknowledged Shane Hoffman and the wonderful work Shane did in both the ISB and in Indigenous servicing. John also thanked s22 for acting in the ISB NM role before his commencement. **New NIC Members:**	

	Name	Position	Zone/Branch/Division
1	s22	Region Manager	Zone Central QLD
2		Program Manager	Zone South QLD
3		Program Manager	Zone South Australia
4		Director	Child Support Smart Centre Division
5		Director	eClaiming Branch (Medicare)
6		Director	Remote & ABSTUDY Smart Centre Branch
		Director,	Welfare Reform Branch

Apologies:

	Name	Position	Zone/Branch/Division
1	s22	Service Leader	Southern NSW
2		Team Leader	Zone Northern QLD
3		Region Manager	Zone Northern Australia
4		Social Worker	Indigenous SW Group
5		Program Manager	Zone Western Australia
6		Assistant Director	Medicare Provider Branch
7		Director	Client Communications
8		Business Manager	Zone Tasmania
9		Director	Recruitment Branch

Where Guest Speakers have provided a presentation or conducted a workshop activity this information will be uploaded onto the NIC Wiki

12.35 - 1.00 pm
 	
Grant Tidswell - Deputy Secretary, Service Delivery Operations Group
	Session 2:
	
	Service Delivery Operations Group, Indigenous Champion Update and acknowledging 40 year of Indigenous servicing.
	
	• Acknowledged the importance of the NIC and it continues to be a driver of change in delivering service improvements for Aboriginal and Torres Strait Islander customers.
	• The Department of Prime Minister and Cabinet are leading government effort to deliver outcomes in key Indigenous policy areas;
	
	  • Getting children into school
	  • Adults into jobs
	  • Make communities safer
	  • Constitutional recognition
	
	• Michelle Lees, GM IRIS Division has commenced meetings with PM&C which will helps us stay connected with the Indigenous affair policies.
	• Indigenous Champions – Important way for like-minded people to promote Indigenous causes.
	
	• Indigenous Champions – Important way for like-minded people to promote Indigenous causes.
	
	• ISS – Grant is really proud of the ISS. The ISS sets the benchmarks and approach on ways of moving forward to improve Indigenous outcomes, such as;
	
	  • VII
	  • Staff who identify
	  • Staff who attend CAT
	  • Indigenous compliance and debt
	
	ISB recently presented to the Customer Committee regarding the ISS review and refresh. The committee are looking forward to receiving the first ISS refresh draft in July 2015.
	
	• Indigenous employment is a focus and recruitment is important but retention is critical. Can't have recruitment alone, a total package around Indigenous employment within the department is needed. The department is currently recruiting through the Indigenous Apprenticeship Programme which was endorsed by the APSC Diversity Council.
	
	• Indigenous resilience: We need to understand the work our Indigenous Service Officer staff do and how difficult the work can be at times. Building resilience is important to retain staff. We need more pipeline opportunities to move talented Indigenous staff into SES ranks.
	
	• ISO 40th Year anniversary – Acknowledged and congratulated all the Indigenous Service Officers across the department for reaching their 40 year anniversary and the evolving work of the ISO role and the tremendous work they do. Acknowledged the ISO program is the fabric of the organisation. Commended ISOs understanding and involvement in the community. Acknowledged ISOs are essential in relaying feedback from the community to the department, whereas other agencies need to hire consultants to receive feedback.

Action Item: 1.042015	ISB to invite the Minister to the proposed Brisbane ISO 40th anniversary celebration (or others). Grant to follow up on Senator Scullion's attendance at remote managers' conference.

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1.00 - 2.00 pm **Michelle Lees -** General Manager, Indigenous, Regional and Intensive Services Division	**Session 3:** • Michelle acknowledged the Traditional Owners, the Ngunnawal People and then provided NIC members with a brief overview of her APS career. • Acknowledged the important role the National Indigenous Coalition plays within the department in identifying, shaping and brokering solutions regarding Indigenous service delivery and policy improvements. Reinforced at previous NIC conferences your individual and collective voice is not only welcomed but required to ensure our department delivers on our commitment to providing accessible and equitable services to Aboriginal and Torres Strait Islander peoples. Acknowledged the conference agenda and its strategic alignment to a range of business areas. • Acknowledged s47F(1) contribution as the initial ISO (previously known as an Aboriginal Liaison Officer). Seen first-hand the important role that ISO play in keeping our department connected to Aboriginal and Torres Strait Islander customers and communities. Committed to the role and looking forward to the revised service offer ISB and developing. • ISS Refresh – acknowledged the refresh will be a great tool to extend DHS work across agencies, especially with PM&C. Hopes refresh will be launched in November 2015. Acknowledged the refresh is a service strategy on how DHS services Indigenous customers. s47C Remote Managers Forum – Acknowledged forum provides opportunity for remote servicing managers to provide feedback to the department. Remote and vulnerable customers – Six workshops held so far to consider the needs of customers who have more intense service requirements. Acknowledged that this is not case coordination in another name. Acknowledged it is a short sharp assistance package to help customers and provides opportunity to provide feedback and referrals. Open to all customers not just Indigenous. • Social Work operating model – Acknowledged a focus on young people who require intensive support. Acknowledged the model is a key part of social work to ensure social workers are where they are really needed. • Indigenous Affairs space – Acknowledged Indigenous affairs currently getting a lot of media attention. Michelle sits on inter-governmental committee looking at co-location across agencies. Planned regional visits by committee members to demonstrate a one-face of the Government to community. • Employment services – Acknowledged changes occurring in July 2015 and the need to support ISOs around the proposed changes. NIC Engagement Session: 1. What are the future strategic areas of focus for the NIC to progress through NIC conferences? 2. Identify the topic, strategic connection to the ISS, DHS Strategic Directions or IAS.

Action Item 02.042015	ISB to provide workshop feedback to the Division for consideration and NIC members. ISB to send to NIC members the Social Work Operating Model.
2.00 - 3.00 pm **John Gibbs** - National Manager, Indigenous Services Branch	**Session 4:** • John provided a brief overview of himself as the new National Manager, Indigenous Services Branch. • Acknowledged the NIC is a great opportunity for Grant Tidswell and Michelle Lees to interact with staff. Acknowledged there is a need to ensure that work happening across the department is brought into the NIC. Acknowledged the NIC terms of reference needs to be looked at. John interested in views of audience. John recognised the strength of the NIC. • Acknowledged importance of resilience but noted that recognition is also important. • DHS Strategic Plan 2015 – 2019 – Acknowledged the plan is a blue-print on servicing customers. • Future Service Delivery Operating Model – Acknowledged the model will impact on how we service Indigenous customers. • Indigenous Service Officer, Service Offer – Acknowledged the need to view ISOs work as non-transactional and a greater need to understand ISO servicing. • Indigenous staff recruitment and career development – Acknowledged the need to look at succession planning across all levels. • Vision for NIC – Refresh doesn't mean change but we need to think deeper. • Refresh for NIC – Would like it operational for October NIC conference. NIC Members engaged in a workshop to assist in seeking feedback on the proposed review of the NIC including, the purpose, memberships, stakeholders etc.
Action Item 03.042015	John Gibbs to report on NIC members' feedback at next NIC teleconference.
3.20 - 4.45 pm s22 - Director/Psychologist, Assessment Services Branch	**Session 5:** • s22 provided an overview of Assessment Services and Improving Service Delivery to Indigenous Australians. • Assessment Services is a large and diverse group of registered professionals, working within their specialist areas. Some professional streams are relatively new to the Department. Assessment Services consists of over 700 staff working in 312 sites nationwide and includes remote servicing and prison servicing. • Assessments of customer's capacity to work is based on how medical conditions impacts on customer's functionality not the medical condition itself.

	• Assessments are important and required to determine best options for customers. We require a greater need for flexibility and availability of assessors and technology will play a large part of assessments in the future. • It's important that our Assessors (including virtual teams) are culturally competent and undertake the ICAT. External relationships with tertiary education organisations such as James Cook University which assists in developing culturally appropriate cognitive assessments. • Assessors visiting health centres in remote communities are important to ensure referrals done to better suit needs of customers. • Allied Health faces difficulties in retaining Indigenous staff in the Department. Current Indigenous staff are part of a working group looking at ways of increasing Indigenous allied health staff retention rates. • The departments Forensic Psychologists provide support for face to face staff in ways to deal with aggressive customers and call centre staff to respond to abusive restrictive customers. NIC engaged in a workshop and conversation to help provide a better service to Aboriginal and Torres Strait Islander customers. This feedback will be considered by Assessment Services to improve service delivery outcomes and Indigenous staff retention.
Action Item 04.042015	ISB to collate workshop responses and provide to NIC members and Assessment Services.
4.45 - 5.00 pm s22 - Director, Indigenous Services Branch	**Session 6:** Confirmation of October 2014 Conference Minutes, Recap and Close Day 1 • s22 welcomed new NIC members and provided apologies for absent NIC members. • Minutes from October 2014 NIC meeting accepted. • John recapped on the day's sessions.

	Day 2
8.30 – 8.45 am **John Gibbs** - National Manager, Indigenous Services Branch	**Session 7:** Day 2 Welcome • John welcomed NIC members back to the NIC and promised todays sessions would be more interactive. • John acknowledged the traditional owners of the land we meet on. • John acknowledged the trivia event from the night before and recognised the tremendous work that went into organising the event and the trivia questions.

8.45- 10.45 am **John Kilner** - National Manager, Business Transformation Branch	**Session 8:** Welfare Payments Infrastructure Transformation Programme Co- Design Session John Kilner acknowledged the traditional owners of the land we meet on. • WPIT will be rolled out in 2022 and still be around till 2029 at least. • Moving customers online will allow us to spend more time with customers with more complex needs. • The current IT system used by the department is only used by one other organisation in the world which is the Pentagon. This limits our ability to make enhancements due to lack of skills and knowledge. • A recent government experience survey found that the majority of Australians expect interaction with us to remain online and expand. 74% of people expect government online experience to be better than commercial experiences. • Customer expectations – some customers to do not have the same level of internet access or connectivity as the majority. We have had 4.3 million downloads of the Express Plus App. Customers want customizable and personable apps. Customers do not want to be spammed or have to view information that is not relevant to them. Acknowledged that the MyGov site is customizable but not fully personalized as customers are currently sent pdf files with generic information. • The Government expects the new system to provide a better customer experience, be more efficient and allow greater compliance, which will reduce customer debt. s47E(d) s47E(d) • WPIT will roll out in 5 tranches with customers transitioning in groups. ABSTUDY will be in the final group to transition to the new system because there is a belief that ABSTUDY is too complex. John wants to work with NIC members to progress ABSTUDY to the new system faster, which will involve influencing policy areas. A workshop and interactive discussion occurred regarding ABSTUDY digital service delivery and ways to make the program more customer friendly into the future.
Action Item 05.042015	NIC to establish an ABSTUDY expert working group to assist in / drive the program's transformation. Contact the Business Transformation Branch and request workshop notes to collate and provide to NIC members.

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11.00 am – 12.00 pm s22 Assistant Director, Research, Design & Analysis Section, Information Gateway & Governance Branch	**Session 9:** Indigenous Youth Longitudinal Research and Future Indigenous Research Update. NIC Engagement • s22 acknowledged the tradition owners of the land on which we meet. • Longitudinal research provides a substantial body of evidence starting to be accumulated. Acknowledged research will answer a lot of questions but will result in further questions being asked. Stemmed from ANAO audit report. Sits under Strategic Plan to provide excellence in provision of Government services and connecting Australians to services they need. Working with s22 on ways that research may inform the ISS. • Longitudinal research – Tracked customers over 10 years from 2002/03 – 2012/13. Acknowledged research found 30.3% of Indigenous NSA/YAL customers were off welfare after 10 years, compared to 60.6% of non-Indigenous customers who were off welfare. • Non-Indigenous customers in receipt of PPP/PPS were, more twice as likely to be off-welfare then Indigenous customers after 10 years. • ABSTUDY recipients were *substantially less likely to be off welfare* by 2013 than all NSA/YAL customers, but were *more likely* to be off welfare than Indigenous NSA/YAL customers. • Where Next – Acknowledged research needs to move beyond policy research and identify opportunities for reform. Align with the ISS for example. • Workshop – Levers for Change. John Gibbs summarised the session. Acknowledged the effort that went into the data but recognised that we need to look at the data to determine what it means. Acknowledged that there is lots of work over the next year which involves engaging the NIC. It provides ISB an opportunity to influence policy agencies backed up with evidence. Acknowledged the collaboration across the 2 branches as fantastic and that ISB will look at sponsoring further work in this space.
Action Item 06.042015	Information Gateway and Governance Branch will collate workshop responses and provide to ISB and NIC members.
12.00-1.00 pm s22 - A/g National Manager, Digital Engagement Branch	**Session:** The Digital Engagement Branch Role • Apology for session not occurring due to unforeseen circumstances.
12.10-1.15 pm, **and** **4.15-4.30 pm**	**Session 10:** Indigenous Services Strategy (ISS) Refresh Session • s22 acknowledged the traditional owners of the land we meet, the Ngunnawal people and their elders past and present.

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s22 – Director, Indigenous Services Branch	• s22 acknowledged the importance of the ISS refresh, but also that we have to look back and review the current ISS that is due to expire to seek any improvement and learnings. ISB has engaged an external review to ensure a comprehensive review is provided. The review undertook wide consultation inclusive of departmental staff. • s22 acknowledged staff survey participation which was 5% where as normal participation sits at around 2% and recognised the NIC support for the review survey. Review completed in December 2014 and endorsed by Customer Committee in April 2015. • Key findings of ISS Review is that the ISS is good but there are improvements that can be made. The ISS provides the department the opportunity to set servicing goals. The ANAO audit was mainly positive and supported findings of ISS review. Acknowledged effort is needed to reinforce measures of ISS. • The ISS Refresh is more than just a rewrite of the current plan. The refresh is to include significant changes to strategic goals. Current ISS has 3 goals with 6 sub-goals. ISS Refresh will leave out goals which will result in less duplication of goals and reporting requirements. Also, the current ISS competes with the RAP and Aboriginal and Torres Strait Islander Employees Plan, where they should be a suite that compliments each other. An increase in stakeholder engagement is required to meet customer service goals. • Timelines for ISS Refresh – First draft due end of May. First Draft to Customer Committee due in July. Hope draft approved in August. Final version released in early November. NIC members' workshopped the current Customer Service Goal: Health, Participation, Debt and Compliance, ABSTUDY and Child Support to provide input into the ISS Refresh.
Action Item 07.042015	s22 to collate workshop responses and provide to NIC members. NIC members to provide ideas of areas ISS Refresh has missed to ISB.
2.00 – 2.30pm s22 – Director Remote and ABSTUDY Processing	**Session 11:** Remote and ABSTUDY Processing • s22 acknowledged the Traditional Owners of the land we meet. • Remote Smart Centres are located at Palmerston, Darwin and Cairns. Aimed to improve access for vulnerable customers and provide cultural competence to servicing customers. • s47E(d) s47C s47E(d) Acknowledged work closely with ISB to ensure customers are easily understood by staff. Remote Smart Centre cultural awareness training has been fantastic. • Average speed for customers to be answered in around 9 minutes for calls that come through the Remote Smart Centres. Transfers are currently around 3minutes. 85% of calls are answered by IIEs with remainder being handed off

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	for more complex issues such as income management. Very few calls now abandoned. Agent's calls are now answered on average in 30 seconds. • Remote Smart Centres now look at a holistic approach when talking to customers to prevent further debt action that may arise, this includes child support issues. This extends the time spent with customers on the phone but will hopefully reduce the amount of contacts from customers. Currently commencing in a staged approach, starting with Families line. s47E(d) • Training is now being provided to Remote Smart Centre staff on areas across more programs and payment types. s47C
Action Item 08.042015	ISB s22) to provide NIC with the Remote Smart Centre Service Offer which provides a holistic approach to the customer record during customer interactions. Remote and ABSTUDY Smart Centre to provide ISB with the update Effective Communication with Indigenous Australians training package. ISB s22) to organise a teleconference with the Remote and ABSTUDY Smart Centre (s22 and IPSMs to discuss participation issues and work through issues of customer lists and possible browsing concerns for ISOs when follow is required.
3.00 – 4.15 pm s22 - Director, eClaiming Branch s22 - Director, Indigenous Services Branch	**Session 12:** Medicare Liaison Officer and Business Development Officer Update NIC Engagement – Working Collaboratively. • s22 acknowledged the traditional owners of the act areas and acknowledged their owners past and emerging. • Transitioned from Medicare Providers Branch to eClaiming Branch. Focus has changed due to service offer changes. Shift towards digital claiming. Acknowledged need to remind ourselves that we are in the Indigenous space.

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	Currently 7 MLOs in Queensland, Northern Territory and Northern West Australia. • MLOs still responsible to service AMS once a month. Digital claiming results in number of doctors not in areas covered by MLOs. The 7 MLOs go to remote communities to provide Closing the Gap initiatives. • Recruitment – Approval provided to recruit 30 additional non-ongoing BDOs for a 12 month period to increase digital claiming and continue core duties. High probability to attain targets of 1500 practice visits per month. • All MLOs undertake face to face cultural awareness training. Acknowledged only one MLO is trained as a CAT trainer, which is not enough. • MLOs public focussed with enrolment drives, education forums (NAIDOC etc) and limited training to practice staff. Shifted in October 2010 to practice focussed, promoting Closing the Gap with social justice and financial rewards practice motivators. • MLOs are engaged to encourage greater patient claims online at point of service rather than presenting at service centres to claim. MLOs in addition to AMS, support mainstream practices in areas of large Indigenous populations. Current discussions at practices include, MBS items, Missed claiming opportunities, changes in technology, changes in practice procedures and education of new staff at AMS / mainstream practices.
Action Item 09.042015	eClaiming Branch to engage with the Recruitment Branch regarding the recruitment of Indigenous people into BDO positions. Engage Comms to development a suite of communication products for HPOS (Indigenous patient / communities, Internal staff messages and Specialists e.g. ISO). Develop training package for ISOs to assist knowledge of basic Medicare issues. eClaiming Branch to provide contact details of staff in zones who can assist in Medicare issues. eClaiming Branch to engage IPSM representatives to identify joint servicing arrangements.
4.30-4.35 pm **John Gibbs** – National Manager, Indigenous Services Branch	**Session 13:** Recap and close • Rick and his team provided an update on Indigenous Communication. • John recapped and closed the meeting. • Acknowledged the ISS refresh is a good opportunity to shape service delivery. • Acknowledged to move forward we need to harness data. Especially to have conversations with PM&C and influence to our direction. • Acknowledged collaboration is very important, we have opportunities to collaborate, we as the NIC, need to think of how we can maximise the opportunity.
Action Item 10.042015	Include Indigenous Comms and Indigenous Employment as standing agenda items for future NIC conferences.

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NIC Members Present

	Name	Positions	Zone/Branch/Division
1	s22	IPSM	One Victoria
2		RM	One Victoria
3		PM	Central NSW
4		RM	Central NSW
5		RM	Western Australia
6		ISO	Western Australia
7		BM	Tasmania
8		IPSM	Tasmania
9		Observer	Tasmania
10		PM	Southern NSW
11		IPSM	Southern NSW
12		PM	Central QLD
13		IPSM	Central QLD
14		RM	Central QLD
15		Observer	Central QLD
16		IPSM	South QLD
17		PM	South QLD
18		RM	Northern NSW
19		PM	Northern NSW
20		IPSM	Northern NSW
21		ISO	Northern NSW
22		IPSM	South Australia
23		PM	South Australia
24		RM	South Australia
25		IPSM	One Sydney
26		RM	Northern QLD
27		TL	Northern QLD
28		PM	Northern Australia
29		SL	Northern Australia
30		Observer	Northern Australia
31	John Gibbs	NM	Indigenous Services Branch
32	s22	Director	Indigenous Services Branch
33		Director	Indigenous Services Branch
34		Director	Indigenous Services Branch
35		Assistant Director	Indigenous Services Branch
36	Michelle Lees	GM	Indigenous, Regional and Intensive Services Division
38	s22	Director	Recruitment Branch
39		Assistant Director	Recruitment Branch
40		Director	ABSTUDY
42		Director	Welfare Reform Branch
43		Director	Child Support
44		Assistant Director	Information Gateway and Governance Branch
45		Director	Assessment Services
46		Program Manager	Indigenous Social Work Reference Group
47		Assistant Director	Debt Management Branch
48		Director	eClaiming Branch
49		Director	Indigenous, Regional and Intensive Services Division
51		Director	Remote and ABSTUDY Smart Centre

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Australian Government
Department of Human Services

National Indigenous Coalition Conference
Agenda 10-11 November 2015

Day 1 – National Indigenous Coalition Conference 10 November 2015 Caroline Chisholm Centre - Namadgi Room		
Time	**Presenter**	**Agenda Item**
11.30-11.45	**Staff Assemble**	
12.00-12.30	**John Gibbs** – National Manager, Indigenous Services Branch	• Official Launch of the Indigenous Servicing Strategy 2016-17 (ISS)
12.30-1.15	**Lunch**	
1.15-1.30	**John Gibbs** – National Manager, Indigenous Services Branch	**Session 1:** • Welcome and Apologies • Confirmation of April 2015 NIC Conference Minutes
1.30-2.45	**Alison McCann** – National Manager, Families Programme Assurance and Coordination Branch	**Session 2:** • Family and Domestic Violence Customer Referral Model • Communication Mini Design Jam
2.45-3.45	**Neal Mason** – General Manager, People Capability Division	**Session 3:** • Family and Domestic Violence Staff Support Package • *Aboriginal and Torres Strait Islander Employees Plan 2011-15* refresh • Indigenous Recruitment and Career Development Mini Design Jam
3.45-4.00	**Afternoon Tea**	
4.00-5.15	**Rosemary Deininger** – Chair of the Reconciliation Action Plan (RAP) Working Group; General Manager, Whole of Government Coordination Division s47F(1) Program Manager, Reconciliation Australia s47E(d) Defence People Group, Department of Defence	**Session 4:** • A tale of two RAPs and the different ways to work towards reconciliation in the APS
5.15-5.30	**John Gibbs** – National Manager, Indigenous Services Branch	**Session 5:** • Recap and Close Day 1
6.30-9.30	**Vikings Town Centre – Athllon Room, Special Guest Speaker: Anne-Marie Roberts, | Assistant Secretary, Regional Manager, Gulf and North Queensland Indigenous Affairs Group | Department of the Prime Minister and Cabinet**	

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Day 2 – National Indigenous Coalition Conference 11 November 2015 Caroline Chisholm Centre Namadgi Room		
Time	**Presenter**	**Agenda Item**
8.00-8.30	**Arrival – Tea and Coffee**	
8.30-8.45	**John Gibbs** – National Manager, Indigenous Services Branch	**Session 6:** • Day 2 Welcome
8.45-10.15	s22 – Assistant Director, Business Solutions Centre Branch s22 – Director, Indigenous Services Branch	**Session 7:** • ISS Reporting Framework Mini Design Jam
10.15-10.30	**Morning Tea**	
10.30-11.30	s22 – Director, Service Zone South Australia	**Session 8:** • Vulnerable and Complex Customers
11.30-12.30	s22 – A/g Executive Director, Welfare Payments Infrastructure Transformation (WPIT) Programme	**Session 9:** • WPIT Update
12.30-1.15	**Lunch**	
1.15-1.45	s22 – Assistant Director, Indigenous Services Branch	**Session 10:** • Demonstration of the Visual Analytics Tool
1.45-2.15	**Graham Maloney** – General Manager, Service, Performance and Coordination Division	**Session 11:** • Service Delivery Operating Model
2.15-3.30	s22 – Working Group Members	**Session 12:** • NIC Orientation Guide Refresh Consultation
3.30-4.00	**Afternoon Tea with Grant Tidswell**	
4.00-4.45	s22 – Director, Indigenous Services Branch	**Session 13:** • ABSTUDY Service Offer
4.45-5.00	**John Gibbs** – National Manager, Indigenous Services Branch	**Session 14:** • Recap and Close

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Indigenous Leadership Development Day 12 November 2015 Caroline Chisholm Centre Namadgi Room		
Time	**Presenter**	**Agenda Item**
8.00-8.30	**Arrival – Tea and Coffee**	
8.30-9.30	**John Gibbs** – National Manager, Indigenous Services Branch	**Session 15:** • Welcome to the Indigenous Leadership Development Day • Designing the Indigenous Leadership Development Day
9.30-10.45	s22 – Assistant Director, Business Solutions Centre Branch s22 – Acting Director, Indigenous Services Branch	**Session 16:** • Indigenous Leadership Development Day Mini Design Jam
10.45-11.00	**Morning Tea**	
11.00-1.00	s22 – Assistant Director, Business Solutions Centre Branch s22 – Acting Director, Indigenous Services Branch	**Session 17:** • Indigenous Leadership Development Day Mini Design Jam (cont'd)
1.00-1.30	**Lunch and Close** **Thank You for Your Participation**	

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National Indigenous Coalition Conference
10-11 November 2015
Minutes and Action Items

National Indigenous Coalition Conference
10-11 November 2015
Caroline Chisholm Centre – Namadgi Room

Day One

12.00-12.30	Official Launch of the *Indigenous Servicing Strategy 2016-17*
12.30-1.15	**Lunch**

1.15-1.30

John Gibbs – National Manager, Indigenous Services Branch (ISB)

Session 1:
Welcome to National Indigenous Coalition (NIC) members and Acknowledgement of Country.
John acknowledged the traditional custodians of the land and paid respect to Elders, and welcomed everyone.

New NIC Members:

	Name	Position	Zone/Branch/Division
1	s22	RM	Western Australia
2		A/g IPSM	Western Australia
3		Director	Welfare Reform Branch
4		PM SW & CS	Southern NSW
5		RM	Northern VIC
6		A/g IPSM	One VIC
7		RM SW & CS	Tasmania
8		PM	South QLD
9		PM	South Australia
10		RM	Northern Australia
11		PM	Medicare Provider Branch

Apologies:

	Name	Position	Zone/Branch/Division
1	s22		Torres Strait Islander Representative
2		RM	Central NSW
3		IPSM	North NSW
4			National Indigenous Social Work Committee
5		Director	ABSTUDY & AIC Team
6		PM	Western Australia
7		Director	Family Support & Stakeholder Engagement
8		Director	Child Support Smart Centre Division
9		Program Manager	Southern NSW
10		Program Manager	Central Queensland
11		Program Manager	North NSW

Where Guest Speakers have provided a presentation or conducted a workshop activity this information will be uploaded onto the NIC Wiki

1.30-2.45 **Alison McCann** – National Manager, Families Programme Assurance and Coordination Branch	**Session 2:** • The session focussed on the work being undertaken in relation to the department's *Family and Domestic Violence Strategy* and future work to be progressed, in partnership with a range of stakeholders, on the Family and Domestic Violence (FDV) Indigenous Action Plan. • It is critical that the FDV Strategy supports all staff and customers including Indigenous families and communities. • Examples of statistics include: Aboriginal and Torres Strait Islander people are between two and five times more likely than other Australians to experience violence as victims or offenders; and Aboriginal and Torres Strait Islander people are 35 more times likely to be hospitalised because of FDV. • The department is committed to providing equitable and accessible services to all Australians, including those experiencing FDV. For many years the issue of FDV has impacted heavily upon Aboriginal and Torres Strait Islander people and communities. • The department provides a range of services and payments to the following Aboriginal and Torres Strait Islander customer base (approximately): o Centrelink – 265,000 o Medicare – 440,000 o Child Support – 70,000 • The Families Programme Assurance and Coordination Branch is currently focused on the provision of information – not expecting staff to be experts – and is currently working with Service Leaders to formalise arrangements for delivery of training packages for specialist staff. • NIC members workshopped four issues: o PowerPoint and Talking Points for use with Customers o PowerPoint and Talking Points for use with Third Party Organisations o Risk Identification Question Set o Customer Journey Map
Action Item 1.0 1.1	Families Programme Assurance and Coordination Branch to distribute the *Family and Domestic Violence Strategy Indigenous Action Plan* to NIC members for feedback. Families Programme Assurance and Coordination Branch to collate workshop responses and provide them to NIC members.
2.45-3.45 **Neal Mason** – General Manager, People Capability Division	**Session 3:** • People Capability Division are working with business areas to develop and implement the FDV Staff Support Package. • Neal Mason delivered an overview of the FDV Staff Support Package and discussed the resources available to staff and supervisors. • The Staff FDV intranet site contains a range of information and support resources. From the period 22 July 2015 to 31 October 2015, the intranet site has been visited 8,662 times. Further statistics for this time period indicate the internal support resources have been downloaded over 1,190 times. • The intranet site has been reviewed to ensure it continues to incorporate staff and manager feedback.

- The Supporting Staff FDV Awareness training has been designed to provide information and create awareness of FDV, including how to support staff or colleagues experiencing or impacted by FDV. The package includes one hour of online self-paced learning, with the option for managers to facilitate the learning in a team setting with support material provided.

- A one hour face-to-face FDV awareness package for Senior Executive Service (SES) Officers has been developed. The package includes how to identify and support affected staff. A pilot program is scheduled for delivery in late November 2015, with further sessions delivered thereafter for all SES. The session will be facilitated by a department Social Worker.

- Neal gave an overview of Aboriginal and Torres Strait Islander employment in the department. The department maintains a target of 5% Indigenous employment by the end of 2017.

- The department currently employs 1,476 Aboriginal and Torres Strait Islander people, equaling 4.2% of the workforce (as of 31 October 2015).

- The department has developed and implemented – with staff consultation and support – an Indigenous Cultural Capability Framework. This framework is designed to increase all employees' knowledge and understanding of Aboriginal and Torres Strait Islander people and communities, and to reflect cultural awareness in our internal and external relationships.

- Some of the department's achievements include:
    - Over 25,578 employees have undertaken the eLearning module;
    - Over 9,892 employees have participated in face-to-face training;
    - 317 SES have participated in the Exploring our Culture Part I and II sessions;
    - 21 employees have participated in Indigenous experiences and secondments, such as Jawun, AIATSIS and Reconciliation Australia; and
    - The department has around 119 ICAT facilitators.

- The department has worked hard at reducing the barriers to employment for Aboriginal and Torres Strait Islander people by using the Special Measures (Indigenous) provisions for entry level and bulk recruitment exercises. Some of the strategies the department uses include:
    - Providing an Indigenous Contact Officer for all special measure roles;
    - Establishing a Confirmation of Heritage process that is respectful and reflects the reality of Indigenous communities. (The department has established a repository for documents so applicants do not have to keep providing them when applying for other roles.); and
    - Ensuring Selection Committee members have completed Indigenous Cultural Awareness Training and have an Aboriginal or Torres Strait Islander employee on the selection panel for these positions.

The next part of the session was coordinated by Alison Fitzgerald (National Manager, Recruitment Branch), which was the start of the consultation process for the new Aboriginal and Torres Strait Islander Employees Plan. This plan will be for two years, will have a focus to increase Aboriginal and Torres Strait Islander employee representation to 5%, and will complement the department's *Reconciliation Action Plan 2015-2017*.

	NIC members then undertook an Indigenous Recruitment and Career Development Mini Workshop – What would you like to see in the new Aboriginal and Torres Strait Islander Employees Plan? – focusing on five themes: o Cultural Awareness o Reporting o Attraction/Recruitment o Leadership o Support/Retention
Action Item 2.0	Recruitment Branch to provide details to NIC members of the percentage of Indigenous staff employed with DHS through processes outside special measures recruitment.
2.1	NIC to identify representatives to engage with People Capability Division regarding the design of a new Aboriginal and Torres Strait Islander Employees Plan.
2.2	Recruitment Branch to collate workshop responses and provide to NIC members.
3.45-4.00	**Afternoon Tea**
4.00-5.15 **Rosemary Deininger,** s47F(1) s47F(1)	**Session 4:** **Rosemary Deininger** – Chair of the Reconciliation Action Plan (RAP) Working Group; General Manager, Whole of Government Coordination Division s47F(1) Program Manager, Reconciliation Australia s47F(1) – Defence People Group, Department of Defence • "A tale of two RAPs and the different ways to work towards reconciliation in the APS". • s47F(1) recognised the amount of work involved in developing a RAP, and the significant work done by the department; and that RAPs mean different things to different people at different times. • s47F(1) spoke about the concerted effort to increase Aboriginal and Torres Strait Islander representation in the Defence workforce. The aim is to reach 3%, with development and retention strategies a focus. Defence put their RAP up for external consultation and invited community groups to provide feedback. • s47F(1) advised that there are lessons to learn from non-corporates – focus on keeping people, not recruitment. DHS and Defence are leading the way. Be accountable for your RAP. • Rosemary advised NIC members that targets outlined in the department's RAP, which are reported to the Executive Committee, are published on the intranet. • s47F(1) talked about measuring attitudinal change and that Defence runs quarterly surveys. Defence is active in the cultural awareness space and have developed a Cultural Awareness Tiered Framework, which will be built into military training as well. • s47F(1) advised that Reconciliation Australia has a RAP Impact Measurement Report with around 600 organisations reporting back. Australian Reconciliation Barometer takes the questionnaire to communities and RAP organisations, the data is compiled and a report produced every two years. How can NIC support the RAP? Panel discussion and questions from NIC members.

Action Item 3.0 3.1	Indigenous Services Branch (ISB) to distribute to NIC members the intranet link to the department's RAP progress report and whole-of-department summary dashboard. Governance Branch to add an agenda item for an upcoming meeting of the RAP Working Group, on how the NIC could support the implementation of the RAP.
5.15-5.30 **John Gibbs –** National Manager, ISB	**Session 5:** • Recap of Day One presentations and workshops. • EL2 promotions recognised – s22

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Day Two	
8.30 – 8.45 **John Gibbs** – National Manager, ISB	**Session 6:** Day 2 Welcome
8.45- 10.15 s22 – Assistant Director, Business Solutions Centre Branch s22 – Director, ISB	**Session 7:** *Indigenous Servicing Strategy 2016-17* Reporting Framework Mini Design Jam. • The Design Jam covered: o Potential overlap with existing reporting requirements; o What the reports may be used for; o How the Indigenous Servicing Reporting (ISR) Tool may be used to support the reporting framework; o Group identification of challenges, cautions and caveats for ISB to consider; and o How the work of the Indigenous Management Information Working Group will align to the framework.
Action Item 4.0	ISB to distribute workshop responses to NIC members.
10.15-10.30	**Morning Tea**
10.30-11.30 s22 – Director, Service Zone South Australia	**Session 8:** Vulnerable and Complex Customers – an overview and update on the findings from a trial in Kilkenny, South Australia. • An analysis of customer records in 2013 identified a pattern of frequent, high cost contact with the department among customers with complex needs. To further research this the Secretary approved a proposal for Service Zone South Australia to design and trial an alternate service approach – the initial trial was conducted in Kilkenny in 2014 with the aim to identify better ways to identify and provide services to complex needs customers earlier in their relationship with the department to reduce the frequency and the cost of unnecessary subsequent contacts. • A small project team of social workers mapped the 24-month service history of 180 Kilkenny customers identified as having multiple factors. The maps identified trends and suggested potential alternative (corrective) interventions. Customers were engaged during their normal interactions to avoid introducing a new service offer. • Key findings of the trial: o Customer vulnerability/complexity derives from a combination of life events, personal circumstances and other factors; o Customer ability to navigate DHS systems and processes is a significant contributor to, and predictor of, complexity; and o Accuracy of our initial assessment of the customer's circumstance and support needs appears to be a significant factor in minimising unnecessary repeat/high cost contacts.

	• The trial informed the development of a broader service model for vulnerable and complex needs customers.
11.30-12.30 s22 – A/g Programme Executive Director, Welfare Payment Infrastructure Transformation (WPIT) Programme	**Session 9:** • Welfare Payment Infrastructure Transformation (WPIT) Programme update including the consultative work that has been undertaken in respect of ABSTUDY payments. • The future Aboriginal and Torres Strait Islander student experience will continue to be co-designed with subject matter experts, Indigenous Services Branch, Aboriginal and Torres Strait Islander students, and the ABSTUDY Policy Team. • An Indigenous Student Design Jam was held in Sydney – a two-day co-design session with 28 Aboriginal and Torres Strait Islander university students from New South Wales, Queensland, South Australia and Victoria who came together with ABSTUDY experts and PwC Indigenous Consulting Facilitators. • Next steps – the ABSTUDY Current Statement Report will help the department to understand the current state of the Aboriginal and Torres Strait Islander student experience, including current staff capability, detailed policy complexities of ABSTUDY and new ABSTUDY co-design principles. • The Final Report will build on the Current State Report by outlining options for re-designing the future Aboriginal and Torres Strait Islander student experience. • NIC will work with the Business Transformation Branch on locations for future community consultations. • NIC members provided feedback and suggestions to improve the customer-facing experience, back-end processing and possible policy changes.
Action Item 5.0 5.1 5.2	s22 to attend the next NIC conference to update on progress of improving the Indigenous student experience. Indigenous Student Design Jam outcomes to be distributed to NIC members. NIC feedback and suggestions to improve the customer-facing experience, back-end processing and possible policy changes, to be distributed to NIC members.
12.30-1.15	**Lunch**
1.15-1.45 s22 – Assistant Director, ISB	**Session 10:** • s22 delivered a demonstration on the power and flexibility of the new reporting platform, SAS Visual Analytics (SAS VA). • Session designed to help visually align the *Indigenous Servicing Strategy 2016-17* measures to the Executive Reporting requirements. • Features and usability of SAS VA were demonstrated on a monthly debt template. The presentation showed how SAS VA is used to filter millions of rows of data to provide a relevant snapshot for each measure.

working as one

1.45-2.15 **Graham Maloney** – General Manager, Service, Performance and Coordination Division	**Session 11:** • Service Delivery Transformation (SDT) will significantly improve our ability to deliver a better service to customers. • SDT brings together a number of programmes of work that will help us to work as a single team and deliver better services to customers when they need them. It includes our work to: o Develop a Channel Strategy which will help to shift us from a multi-channel approach to an omni-channel approach which seamlessly connects customers across all touchpoints (channels) and provides a personalised experience; o Design a new Operating Model which will provide a new way of managing work nationally, giving us a 'whole-of-Group' approach to resources, customer demand, workloads and priorities across the Group; and o Improve our processes and manage demand through the Smart Centre Taskforce findings and other business process improvement processes. • Together these programmes of work as part of SDT will enable us to provide a seamless and connected service across channels and an enhanced customer experience. They are also closely aligned with the WPIT Programme which will see a once-in-a-generation business transformation creating greater efficiencies in service delivery. • A new Operating Model will allow us to move work between channels anywhere across the country where staff are able to do it as a priority. • It will give us the ability to reduce wait times and even out the peaks in demand. • For staff, it will provide opportunities for greater job variety, more manageable workloads and recognition of individual skill sets. • SDT will be led within the Service Delivery Operations Group and be guided by an implementation committee to make sure we align our efforts to progress this work and think about all the interactions.
Action Item 6.0	Service, Performance and Coordination Division to send VOD of Service Delivery Operating Model to ISB for distribution to NIC members.
2.15-3.30 s22 IPSM, Sydney and Central NSW s22 – Region Manager, Northern Queensland	**Session 12:** • NIC Orientation Guide Refresh Consultation – report from Working Group members. • s22 provided an overview of a Design Jam which was held in Brisbane earlier in the year with members of the NIC and representatives from the Indigenous service delivery network. Participants looked at the future direction of the National Indigenous Coalition and reviewed the purpose of the NIC, its strategic direction, departmental connections, terms of reference, expectations, logistics and membership. • s22 conducted further consultation with NIC members by workshopping the following topics: o How does the NIC connect to other groups/forums? Which groups/forums? o Membership of the NIC? o How do we maintain the Aboriginal and Torres Strait Islander voice?

Action Item 7.0	Workshop responses to be distributed to NIC members.
3.30-4.00	**Afternoon Tea with Grant Tidswell**
4.00-4.45 s22 Director, ISB s22 – Assistant Director, ISB s22 – Assistant Director, Service Integration and Digital Operations Branch	**Session 13:** • s22 co-facilitated a presentation on the proposed ABSTUDY face-to-face service offer. • The presentation described the approach to designing a consistent ABSTUDY face-to-face service offer and possible options that have been identified. ISB's focus will be to develop a consistent ABSTUDY service officer in all face-to-face environments including Service Centres, Remote Servicing Teams, Agents, Indigenous Service Officers (ISOs) and other out-servicing staff. • NIC members workshopped three concepts: o ABSTUDY Service Zone Subject Matter Experts in Service Zones and silver service from Smart Centre; o Train staff within service centres in the general layer of ABSTUDY (introduction, ABSTUDY Awards, payability), including running the ABSTUDY Simplified Claiming Tool; and o Role of the ISO and other staff providing outreach services. These services will include liaising with educational institutions and other third party providers about ABSTUDY. • A preferred service offer for face-to-face and the outreach activities for ISOs was agreed to by NIC members. Outcomes from the workshops will be written up and incorporated into a draft recommendations paper. NIC members will receive updated details as soon as the preferred service delivery option is endorsed.
Action Item 8.0	Workshop responses to be distributed to NIC members.
4.45-5.00 **John Gibbs** – National Manager, ISB	**Session 14:** • Recap of Day Two presentations and workshops. • Close.

NIC Members Present

	Name	Position	Zone/Branch/Division
1	s22	Region Manager	Eastern Victoria
2		Region Manager	Northern Victoria
3		IPSM	One Victoria
4		IPSM	Sydney & Central NSW
5		Program Manager	Central NSW
6		Region Manager	Western Australia
7		IPSM	Western Australia
8		Region Manager	Tasmania
9		IPSM	Tasmania
10		Service Leader	Southern NSW
11		IPSM	Southern NSW
12		Program Manager	Southern NSW
13		IPSM	Central Queensland
14		Program Manager	Northern Australia
15		Region Manager	Northern Australia
16		Region Manager	South Queensland
17		IPSM	South Queensland
18		Program Manager	South Queensland
19		IPSM	South Australia
20		Program Manager	South Australia
21		Region Manager	South Australia
22		Region Manager	Northern Queensland
23		Director	Indigenous Services Branch
24		Director	Indigenous Services Branch
25		Director	Indigenous Services Branch
26	John Gibbs	National Manager	Indigenous Services Branch
27	s22	Assistant Director / NIC Coordinator	Indigenous Services Branch
28	Michelle Lees	General Manager	Indigenous, Regional and Intensive Services Division
29	s22	Director	eClaiming Branch
30		Director	Welfare Reform Branch
31		Director	Programme Information Branch
32		Director	Indigenous, Regional and Intensive Services Division
33		Director	Recruitment Branch
34		Assistant Director	Debt Management Branch
35		Programme Manager	Medicare Providers Branch
36		Director	Remote and ABSTUDY Smart Centres Branch
37		Director	National Agents and Access Points Team

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National Indigenous Coalition Teleconference – January 2015

Date: 29th January 2015
Time: 2.00 – 3.30pm (Canberra time - AEST)
Chair: s22
Host Code: 725839814969

Meet Me: 1800672949
Guest Code: 725839814741
CCC Room: RM.NAT.CCC.Level2.Red.S2R153

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – a/g Director ISB
2.05pm 20 mins	**National Centre for Aboriginal and Torres Strait Islander Statistics – Australian Bureau of Statistics** – National Aboriginal and Torres Strait Islander Social Survey	s22 – a/g Director
2.25 pm 10 mins	**Indigenous Jobseeker Pro-active trial**	s22 Director ISB
2.35 pm 10 mins	**Indigenous Compliance & Debt Update**	s22 – Assistant Director ISB
2.40pm 20 mins	**Directors Updates**	ISB Directors
3.00 pm 15 mins	**Wrap up and Close** – Note action items	s22 – a/g Director, ISB

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
November 1.1	s22 to send an email tos22 with links to Prison Servicing information to then be sent out to the NIC group.	s22	11 December 2014	Completed
November 1.2	Indigenous Services Delivery Support to work with s22 on key messages for Indigenous Staff on how Incarceration affects our customers.	ISDS / s22	15 January 2014	Completed
November 1.3	s22 to follow up a provide information to NIC regarding income earned in prison as it is not taxable income for Child Support purposes.	s22	11 December 2014	Completed
November 1.4	s22 to send s22 the 1 hr training package on Indigenous Mental Health for s22 to promote.	s22	15 January 2015	Completed
November 1.5	ISB to build into ISO Service Offer their relationship with JSA.	ISB	11 December 2014	Completed
November 1.6	s22 to send to NIC and s22 a copy of the model s22 developed on engaging directly with Job Services Australia providers.	s22	11 December 2014	Completed
November 1.7	s22 to provide details on Participation products to then be uploaded on Wiki for distribution.	s22	11 December 2014	Completed

Department of Human Services
LEX 31843 - Page 43

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – February 2015

Date: 26th February 2015
Time: 2.00 – 3.30pm (Canberra time - AEST)
Chair: s22
Host Code: 725840170037

Meet Me: 1800672949
Guest Code: 725840175978
CCC Room: RM.NAT.CCC.Level2.Red.S2R153

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 - **Assistant Director ISB**
2.05pm 20 mins	**eClaiming Branch** – Outreach Services	s22 - Teams Manager, Indigenous and Business Development
2.25 pm 20 mins	**ATO Tax time messaging**	s22 – **a/g Director ISB** (for s22 – **Assistant Director**)
2.40pm 20 mins	**Directors Updates**	**ISB Directors**
3.00 pm 15 mins	**Wrap up and Close** – Note action items	s22 – **Assistant Director, ISB**

LEX 31843 - Page 44

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
January 1.1	ABS s22 to provide ISDS s22 list of Site based Engagement Officers re National Aboriginal and Torres Strait Islander Social Survey.	ABS / s22	26 February 2015	Completed
November 1.2	Indigenous Services Delivery Support to work with s22 on key messages for Indigenous Staff on how Incarceration affects our customers.	ISDS ,s22	15 January 2014	Completed
November 1.4	s22 to send s22 the 1 hr training package on Indigenous Mental Health for s22 to promote.	s22	15 January 2015	Completed

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – March 2015

Date: 26th March 2015
Time: 2.00 – 3.30pm (Canberra time - AEST)
Chair: s22
Host Code: 725840170037

Meet Me: 1800672949
Guest Code: 725840175978
CCC Room: RM.NAT.CCC.Level2.Red.S2R153

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – **Assistant Director ISB**
2.05pm 20 mins	**Decommissioning of Centrelink Express App**	s22 – **Director, Digital Access Projects**
2.25 pm 20 mins	**Aboriginal and Torres Strait Islander Health and Wellbeing Plan**	s22 – **Assistant Director, Indigenous Employment Strategies Team**
2.40pm 20 mins	**Directors Updates**	**ISB Directors**
3.00 pm 15 mins	**Wrap up and Close** – Note action items	s22 – **Assistant Director, ISB**

LEX 31843 - Page 46

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
March 1.1	NIC members to provide feedback to ISB on any identified or potential issues that needed to be considered with the decommissioning of Centrelink Express App	NIC members	2 April 2015	Completed
March 1.2	s22 to provide: • A copy of the Indigenous Health and Wellbeing Project Management Plan, including Allied Health Reference Groups Terms of Reference (TOR); • Information on workplace health Early Intervention procedures. Note -s22 will add the NICs comments / feedback re: counsellors etc to the EAP review but this isn't until late 2015. The NIC members to follow-up with the relevant team in workplace health on their EAP / counselling needs.	s22		Completed
February 1.2	NIC members to provide feedback to s22 via email regarding any suggestions for the ATO to consider in promoting tax time information to Indigenous Australians, including communication mediums, as well as any issues (things to avoid) to consider.	NIC members	4 March 2015	Completed
February 1.3	s22 i will send an email to NIC members to advise when all four of the 1 Hours Indigenous Sessions are available on LMS.	s22	26 March 2015	Completed
January 1.1	ABSs22 to provide ISDS s22 list of Site based Engagement Officers re National Aboriginal and Torres Strait Islander Social Survey.		26 February 2015	Completed A number of attempt of contact have been made without success

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Department of Human Services

National Indigenous Coalition Teleconference – May 2015

Date: 28th May 2015
Time: 2.00 – 3.30pm (Canberra time - AEST)
Chair: s22
Host Code: 725840170037

Meet Me: 1800672949
Guest Code: 725840175978
CCC Room: RM.NAT.CCC.Level2.Red.S2R153

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – Assistant Director ISB
2.05pm 30 mins	**Family and Domestic Violence Strategy**	s22 – Director, Programme Assurance and Coordination s22 – Assistant Director, Programme Assurance and Coordination
2.35 pm 30 mins	**Indigenous Remote Assessment Services Model**	s22 – Director, Assessment Services
3.05pm 10 mins	**NIC Review**	John Gibbs – National Manager, Indigenous Service Branch
3.15pm 15 mins	**Directors Updates**	ISB Directors
3.30 pm	**Wrap up and Close** – Note action items	s22 – Assistant Director, ISB

LEX 31843 - Page 48

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
March 1.2	s22 to provide: • A copy of the Indigenous Health and Wellbeing Project Management Plan, including Allied Health Reference Groups Terms of Reference (TOR); • Information on workplace health Early Intervention procedures. Note – s22 will add the NICs comments / feedback re: counsellors etc to the EAP review but this isn't until late 2015. The NIC members to follow-up with the relevant team in workplace health on their EAP / counselling needs.	s22	29 May 2015	Completed
May 1.1	ISB to send to NIC members the Family and Domestic Violence Strategy, current intervention points and the risk identification process. ISB to invite Family Support and Stakeholder Engagement team to provide an update in July 2015.	s22	29 May 2015	Completed
May 1.2	ISB to provide the ISO Yammer page to IPSM to share stories for their Zone ISO Celebrations.	s22	29 May 2015	Completed
May 1.3	NIC Orientation Review; • Establish is timeframe • Establish a work group • Develop ToR • Delivery workshop of key stakeholders in June / July 2015	s22	July 2015	Completed
May 1.4	ISB to seek feedback from zones on the new SharePoint ISR Tool, to ensure our reporting values are realigned to the business of today.	s22	19 June 2015	Completed

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – June 2015

Date: 25th June 2015
Time: 2.00 – 3.30pm (Canberra time - AEST)
Chair: s22
Host Code: 7258 4017 0037

Meet Me: 1800 672 949
Guest Code: 7258 4040 8199
CCC Room: RM.NAT.CCC.Level2.Yellow.S2R353

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – Assistant Director, ISB
2.05pm 15 mins	**DHS Games and Indigenous Literacy Foundation (ILF)**	s22 – DHS Games, Zone West Victoria
2.20 pm 20 mins	**Integrated Complaints and Feedback**	s22 – Director, Customer Service
2.40pm 20 mins		
3.00pm 15 mins		
3.15pm 15 mins	**Directors Updates**	**ISB Directors / ABSTUDY Director**
3.30 pm	**Wrap up and Close** – Note action items	s22 – Assistant Director, ISB

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
May 1.1	ISB to send to NIC members the Family and Domestic Violence Strategy, current intervention points and the risk identification process. ISB to invite Family Support and Stakeholder Engagement team to provide an update in July 2015.	s22	29 May 2015	Completed
May 1.2	ISB to provide the ISO Yammer page to IPSM to share stories for their Zone ISO Celebrations.	s22	29 May 2015	Completed
May 1.3	NIC Orientation Review: • Establish a timeframe • Establish a working group • Develop ToR • Delivery workshop of key stakeholders in June / July 2015	s22	July 2015	In progress
May 1.4	ISB to seek feedback from zones on the new SharePoint ISR Tool, to ensure our reporting values are realigned to the business of today.	s22	19 June 2015	Completed

Department of Human Services
LEX 31843 - Page 51

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – June 2015

Date: 25th June 2015
Time: 2.00 – 3.30pm (Canberra time - AEST)
Chair: s22
CCC Room: RM.NAT.CCC.Level2.Yellow.S2R353
Guest Code: 7258 4040 8199

Meet Me: 1800 672 949
Host Code: 7258 4040 2829

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 - Director, ISB
2.05pm 15 mins	**DHS Games and Indigenous Literacy Foundation (ILF)**	s22 – DHS Games, Zone West Victoria
2.20 pm 20 mins	**Integrated Complaints and Feedback**	s22 – Director, Customer Service
2.40pm 20 mins	**Centrepay Changes Update**	**Alex Anderson,** National Manager, Customer Payment Services
3.00pm 15 mins	**NIC Orientation Refresh and Teleconferences Into the Future**	s22 , Director ISB
3.15pm 15 mins	**Directors Updates**	**ISB Directors / ABSTUDY Director**
3.30 pm	**Wrap up and Close** – Note action items	s22 - Director, ISB

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
May 1.1	ISB to send to NIC members the Family and Domestic Violence Strategy, current intervention points and the risk identification process. ISB to invite Family Support and Stakeholder Engagement team to provide an update in July 2015.	s22	29 May 2015	Completed
May 1.2	ISB to provide the ISO Yammer page to IPSM to share stories for their Zone ISO Celebrations.	s22	29 May 2015	Completed
May 1.3	NIC Orientation Review: • Establish a timeframe • Establish a working group • Develop ToR • Delivery workshop of key stakeholders in June / July 2015	s22	July 2015	Completed
May 1.4	ISB to seek feedback from zones on the new SharePoint ISR Tool, to ensure our reporting values are realigned to the business of today.	s22	19 June 2015	Completed

Department of Human Services
LEX 31843 - Page 53

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – August 2015

Date: 27th August 2015
Time: 2.00 – 3.30pm (Canberra time - AEST)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Yellow.S2R353

Meet Me: 1800 672 949
Host Code: 7258 4039 3866
Guest Code: 7258 4039 3615

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – Assistant Director Indigenous Services Branch
2.05 pm 15 mins	**Fatigue Management**	s22 Workplace Health and Safety
2.20 pm 15 mins	**Extending Immunisation Requirements budget measure**	s22 – Assistant Director Kim Upton – Project Officer
2.35 pm 15 mins	**Family and Domestic Violence update**	s22 – Director Family Support and Stakeholder Engagement
2.50 pm 10 mins	**PM&C Regional Network**	s22 – Assistant Director Indigenous Services Branch
3.00 pm 10 mins	**Digital Update**	s22 – Assistant Director Indigenous Services Branch
3.10 pm 10 mins	**Indigenous Compliance and Debt update**	s22 – Assistant Director Indigenous Services Branch
3.20 pm 5 mins	**National Indigenous Coalition Orientation Guide renewal**	s22 – Assistant Director Indigenous Services Branch
3.25 pm 5 mins	**Close / Action Items**	s22 – Programme Officer Indigenous Services Branch

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
July 1.0	s22 will forward power point presentation of Job Seeker Operating Model, once approved, to s22 for distribution to NIC members	s22	Will be published on wiki when received	Completed
July 1.1	s22 to expand data extraction using North Queensland Cheque list across all Zones & send the information out as soon as her can. IPSMs to communicate to ISU staff that ISRT not to contain customer information eg CRNs or telephone numbers in free text fields	s22	August 2015 ASAP	Completed
July 1.2	s22 to provide ISB with detail of IAP applicant numbers for sites that didn't reach recruitment numbers for future promotion of positions in these regions.	ISB	Will be distributed when received	
	Directors Updates:			
July 1.3	ISB to provide link on NIC wiki to Empowered Communities Report	ISB	ASAP	Completed Published on NIC wiki
July 1.4	s22 to provide NIC members with contact details for s22 in Townsville. NIC members to provide s22 with details of what they might want from a Child Support contact.	s22 s22	ASAP	
July 1.5	NIC Orientation Refresh and Teleconferences Into the Future to be Strategically aligned to the ISS. Blueprint of what the hook-ups will look into the future and will coincide with the NIC Refresh work, Orientation Guide and membership that will be progressed to launch date.	s22	Nov 15	Ongoing

July 1.6	s22 from Indigenous Service Delivery team to provide update at next NIC Teleconference on the Family & Domestic Violence and Community Safety Working Group (Alcohol Misuse)	s22	August	

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – September 2015

Date: 1st October 2015
Time: 2.00 – 3.30pm (Canberra time - AEST)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Yellow.S2R353

Meet Me: 1800 672 949
Host Code: 7258 4017 0037
Guest Code: 7258 4017 5978

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – A/g Assistant Director, Indigenous Services Branch
2.05 pm 25 mins	**Centrepay changes – Indigenous funeral funds**	s22 – Director, Customer Payment Services
2.30 pm 15 mins	**Indigenous Compliance and Debt**	s22 – Assistant Director, Indigenous Services Branch
2.45 pm 20 mins	**Indigenous Employment Strategies update**	s22 – Director, Recruitment Branch
3.05 pm 15 mins	**Digital update**	s22 – Director, Indigenous Services Branch
3.20 pm 5 mins	**Close / Action Items**	s22 - Programme Officer, Indigenous Services Branch

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
Aug 1.0	**Mainstream Program Support, Indigenous Services Branch, to send a survey to IPSMs, by week ending 4th September 2015, to capture information on usage and usability of iPads.**	ISB s22	4th September 2015	Completed
Aug 1.1	**ISB to email Indigenous Compliance and Debt Zone strategies, and relevant IPSM contact numbers, to NIC members.**	ISB s22	ASAP	Completed
Aug 1.2	**ISB to email Top 5 debt reasons and payment types, including the Wiki link, to NIC members.**	ISB s22	ASAP	Completed

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – October 2015

Date: 29 October 2015
Time: 2.00 pm – 3.30 pm (Canberra time - AEDT)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Yellow.S2R353

Meet Me: 1800 672 949
Host Code: 7258 4051 5700
Guest Code: 7258 4051 9816

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Minutes / Action Items	s22 – A/g Assistant Director, Indigenous Services Branch
2.05 pm 20 mins	**Family & Domestic Violence Project update**	s22 – Director, Families Programme Assurance and Coordination Branch
2.25 pm 15 mins	**Indigenous MI Working Group overview**	s22 – Assistant Director, Indigenous Services Branch
2.40 pm 5 mins	**Indigenous Servicing Strategy 2016-17 Official Launch**	s22 – Director, Indigenous Services Branch
2.45 pm 15 mins	**Access to ISOs for Child Support staff**	s22 – Service Manager, Townsville Child Support Smart Centre
3.00 pm 5 mins	**November 2015 NIC Conference**	s22 – Director, Indigenous Services Branch
3.05 pm 5 mins	**April 2015 NIC Conference Action Items**	s22 – Director, Indigenous Services Branch
3.10 pm 5 mins	**Close / Action Items**	s22 – Programme Officer, Indigenous Services Branch

*** If dialling in from same location please go to a room and dial in together ***

ACTION ITEM NO.	ACTION ITEMS	WHO	DUE	STATUS
Sept 1.0	**IPSMS to promote Indigenous Compliance and Debt wiki pages to Indigenous Servicing Teams to raise awareness of Indigenous compliance and debt, and provide feedback and/or ideas for zone strategies to** s22 .	IPSMs	N/A	Ongoing
Sept 1.1	**Indigenous Employment Strategies, Recruitment Branch to advise NIC members if Indigenous Champions promoted recent special measures recruitment.**	s22 , Director IEST	Next NIC Teleconference	Completed

Indigenous Leadership Day Tuesday, 17 May 2016 Southern Cross Club, Tuggeranong – Formal Dining Room		
Time	**Presenter**	**Agenda Item**
12.00-12.30	**Lunch**	
12.30-1.00	**John Gibbs** – National Manager, Indigenous Services	**Session 1:** • Welcome (especially new members) to the Indigenous Leadership Day
1.00-1.30	**Brian Wilkinson** – Indigenous SES, Service Leader Northern Australia	**Session 2:** • Personal career journey
1.30-3.30	**Katrina Fanning** – Director, Coolamon Advisors	**Session 3:** • Career planning
3.30-3.45	**Afternoon Tea**	
3.45-5.00	**Michelle Lees** – General Manager, Indigenous, Regional and Intensive Services **Nathan Williamson** – General Manager, Service Strategy **Tam Shepherd** – Chief Digital Officer **Annette Musolino** – Chief Counsel, Legal Services **Vanessa Graham** – General Manager, Corporate Operations	**Session 4:** • Persuasive messaging • Strategic insights • Working with members on question sets for the conference

Day 1 – National Indigenous Coalition (NIC) Conference Wednesday, 18 May 2016 Southern Cross Club, Tuggeranong – Formal Dining Room		
Time	**Presenter**	**Agenda Item**
8.00-8.30	**Arrival – Tea and Coffee**	
8.30-8.45	s22 – A/g Director, Indigenous Services	**Session 1:** • Welcome (especially new members) and apologies • Confirmation of November 2015 NIC Conference minutes
8.45-10.15	**Robyn Calder** – National Manager, Workforce Planning	**Session 2:** • Aboriginal and Torres Strait Islander Employees Plan (SES Panel)
10.15-10.30	**Morning Tea**	
10.30-11.00	**John Gibbs** – National Manager, Indigenous Services	**Session 3:** • NIC Orientation Guide
11.00-12.00	**Jo Hammersley** – National Manager, myGov Strategy	**Session 4:** • Digital Transformation Agenda • Customer Digital Identity • Authorised Representative Arrangements
12.00-12.45	**Lunch**	
12.45-2.00	**Tam Shepherd** – Chief Digital Officer	**Session 5:** • Digital initiative (department and broader government)
2.00-3.00	**David John** – Registrar General, Queensland Registry of Births, Deaths and Marriages **Amanda Ianna** – NSW Registrar, NSW Registry of Births, Deaths and Marriages	**Session 6:** • Aboriginal and Torres Strait Islander Birth Registration Improvement Strategy (Panel discussion)
3.00-3.15	**Afternoon Tea**	
3.15-4.15	**Tricia Flanagan** – National Manager, Multicultural Services	**Session 7:** • Prison servicing business process improvement project • Ceasing of the EBT option
4.15-4.45	**Geoffrey Richardson** – Assistant Secretary, Department of the Prime Minister and Cabinet	**Session 8:** • Cultural competency training package • Community engagement
4.45-5.00	**John Gibbs** – National Manager, Indigenous Services	**Session 9:** • Recap and close Day 1
6.00-9.00	**Southern Cross Club, Tuggeranong – Centauri Room** **Special Guest Speaker: TBA**	

Day 2 – National Indigenous Coalition (NIC) Conference Thursday, 19 May 2016 Southern Cross Club, Tuggeranong – Formal Dining Room		
Time	**Presenter**	**Agenda Item**
8.00-8.30	**Arrival – Tea and Coffee**	
8.30-8.45	**John Gibbs** – National Manager, Indigenous Services	**Session 10:** • Day 2 Welcome
8.45-10.30	**Lorna Andrews** – National Manager, Customer Service **George Masri** – Senior Assistant Ombudsman, The Office of the Commonwealth Ombudsman	**Session 11:** • Commonwealth Government community of practice on improving Indigenous complaints handling (Panel discussion)
10.30-10.45	**Morning Tea**	
10.45-11.45	**Helen Peel** – National Manager, Digital Customer Correspondence	**Session 12:** • Customer Correspondence Services
11.45-12.00	**John Gibbs** – National Manager, Indigenous Services	**Session 13:** • Recap and close
12.00-1.00	**Lunch and Farewells** **Thank You for Your Participation**	

Australian Government
Department of Human Services

National Indigenous Coalition Conference
18 – 19 May 2016
Minutes and Action Items

Day One – Southern Cross Club

8.00 – 8.30am	**Arrival – Tea and Coffee**
8.30 – 8.45 s22 – A/g Director, Indigenous Services	**Session 1:** Welcome to the National Indigenous Coalition (NIC) Conference. Welcome to Ngunnawal/Ngambri Country conducted by s47F(1) (Traditional Owner). s22 acknowledged the traditional custodians of the land and paid her respects to both local Elders and her own and welcomed everyone to the May 2016 NIC conference.

New NIC Members:

	Name	Position	Zone/Branch/Division
1	Brian Wilkinson	Indigenous SES, Service Leader	Northern Australia
2	s22	Indigenous Champion	Chief Digital Officer
3		Director	Indigenous Services Branch
4		Director	Indigenous Services Branch
5		Director	Recruitment Branch
6		A/g National Manager	Smart Centres North
7		Indigenous Representative	Smart Centres Division
8	Stephen Kelly	National Manager	Payment and Claiming Branch
9	s22	Indigenous Representative	Remote Managers Group
10		A/g IPSM	Sydney & Central NSW
11		Assistant Director	Northern Australia
12		A/g IPSM	Tasmania
13		A/g IPSM	Western Australia
14		Chairperson	National Indigenous Social Work Group

Apologies:

	Name	Position	Zone/Branch/Division
1	s22	Region Manager	Central Queensland
2		Region Manager	West Victoria
3		Director	Indigenous Services Branch
4		Region Manager	Northern Victoria
5		Director	Indigenous Services Branch
6	Narelle Cameron	National Manager	FHA & SRSS Command Centre
7	s22	Region Manager	Central NSW
8		Region Manager	Northern Queensland
9		Region Manager	South Queensland

Observers:

	Name	Position	Zone/Branch/Division
1	s22	Assistant Director	Indigenous Services Branch
2		Senior Project Officer	WPIT Programme
3		Social Worker	National Indigenous Social Work Group
4		Program Officer	Northern Australia

Where Guest Speakers have provided a presentation or conducted a workshop activity this information will be uploaded onto the NIC SharePoint page.

8.45-10.15

Robyn Calder – National Manager, Workforce Planning

Session 2:

This session provided some great problem finding and problem solving solutions to the ongoing question:

How do we improve the retention of Aboriginal and Torres Strait Islander staff?

A Design Jam was held over two days from 24 to 25 February 2016, and the participants worked hard to address issues and provide future direction for improved recruitment and retention of Aboriginal and Torres Strait Islander staff.

The participants identified, developed and pitched solutions to an Executive panel, recommending that their ideas be developed further to help improve the retention of Aboriginal and Torres Strait Islander staff:

Pitch 1: Recruitment – Special Measures
Pitch 2: Cross Cultural Competency Training
Pitch 3: Bureaucracy Cultural Awareness Training (BCAT)
Pitch 4: Career Pathway Planning (APS 3&4).

A representative from each of the four groups delivered a pitch to a panel of three Senior Executive Service officers (SES): Shane Bennett (A/g General Manager, People Capability), Alison Fitzgerald (National Manager, Recruitment) and Brian Wilkinson (Service Leader, Service Zone Northern Australia). The SES members provided constructive feedback and posed questions in relation to how the proposals could be implemented in practical terms.

Action Items

2.0

- Workforce Planning Branch will provide a report to the NIC outlining opportunities that have been given to Aboriginal and Torres Strait Islander staff outside of Indigenous servicing roles.

2.1

- Recruitment Branch and the Workforce Planning Branch will work collaboratively to progress the idea of piloting the Bureaucracy Cultural Awareness Training, with the view of implementing this package with the new Apprentices due to start in October 2016.

2.2

	• Indigenous Services Branch (ISB) to send a link to Navigating Bureaucracy for NIC members.
10.15-10.30	**Morning Tea**
10.30-11.00 **John Gibbs – National Manager, Indigenous Services**	**Session 3:** The National Indigenous Coalition Orientation (NIC) Guide has been revised. We acknowledge the work that s22 and his team have done in designing and running the Design Jam. We also acknowledge the hard work that all participants put in during the Design Jam. The participants agreed that the NIC is the peak influential Aboriginal and Torres Strait Islander body across the department and, for this to successfully continue, changes need to take place in relation to purpose, structure and membership. The participants developed a new purpose: *'The National Indigenous Coalition is the department's peak Indigenous consultative body. Through collaboration, the NIC will form a united position on key policies and influence the development of strategies impacting Aboriginal and Torres Strait Islander peoples.'* Membership was a very important and sensitive topic, and one that was very difficult to agree upon, as there are so many people who are invested members of the NIC and the proposed changes would no longer see them as members. To be able to identify what the emerging business is for the department, it was viewed as essential for an environmental scan to be conducted, and ISB will engage with the appropriate business areas on behalf of the NIC. The value of the Leadership Day for our Aboriginal and Torres Strait Islander members was also discussed. So this time the structure changed, with the Indigenous Leadership Day being held the day before the NIC conference. This provided opportunity for open discussion, relationship building and exposure to several General Managers. Feedback from the group was that the new format works really well. There was also feedback from the General Managers that one hour is not enough time for them to engage with the group so they would like to be given more time and they would also like to have less structure to their session.
Action Items **3.0** **3.1** **3.2**	• ISB to collect image release forms from all Design Jam participants. • ISB to investigate Live Streaming of the Indigenous Leadership Day and NIC conference with Tam Shepherd. • ISB to seek approval from the Secretary for some NIC face-to-face conferences to be held outside of Canberra.

11.00-12.00 **Jo Hammersley – National Manager, myGov Strategy**	**Session 4:** This session touched on new projects that are taking place regarding the myGov Journey. The presentation was informative and engaging, focussing on: • About myGov • What's coming up • Project spotlights • Indigenous Translation. Some of the projects taking place include : • the Indigenous Translation project • the Digital Identity project, verification of identity in one place • Proof of Birth, creating an alternative POI process • Tell Us Once (update your details in one place) • Digital Mail (inbox) • Manage ABN Connections • Voice Biometrics • Relationship & Authorisation Management (RAM) • Reliance Framework Project – Year 4 • myGov mobile optimisation Jo encouraged everyone to send through any innovative ideas for her to look at in relation to myGov.
Action Items **4.0** **4.1** **4.2** **4.3** **4.4**	• myGov Strategy Branch to provide ISB with responses to NIC questions raised and collated during the presentation. • myGov Strategy Branch to investigate the identified issue that Centrelink customers are not able to see their online letters in myGov and online services. • myGov Strategy Branch to follow up whether there is any scope for an appropriate phrase in Language to be included in the authentication voice biometric. The National Agents and Access Points Team would be keen to support a trial if, or when, appropriate. • myGov Strategy Branch to investigate if there is capacity for proof of heritage evidence to be attached to myGov accounts. The Indigenous Employment Strategies Team asked if there is scope for customers' birth certificates to be purchased for them. If so, will it be for the department's use only? • myGov Strategy Branch to investigate if data is available to identify which customers still need to transition to myGov. Response to be provided to the NIC and s22
12.00-12.45	**Lunch**

12.45-2.00 **Tam Shepherd** – Chief Digital Officer	**Session 5:** As the Chief Digital Officer, Tam Shepherd has a vision of looking at what we can do to move our work from below the line to above the line. Currently we are digitising the same work that we have always done and we have not been looking at new ways to do our business. **Our Priorities:** **Run** • Improved system up time • Ensure our systems are up and stable • Getting real statistics • Fixing what's broken **New** • New projects • Reduce calls via new digital focus • Phase 2 of myGov • s47C • Wearable technology • Digital Staff Support • DTP Digital Training **Digital** • Indigenous digital • Recruitment and Retention • Translation • Digital • ABSTUDY • More accessible • Tailored • Culturally appropriate Having a more agile system. The Digital Transformation Office (DTO) are the strategy and policy owners of myGov which means we will be working side-by-side.
Action Item **5.0**	• ISB to follow-up the suggestion of a free data 1800 number for customers.

2.00-3.00 **David John** – Registrar General, Queensland Registry of Births, Deaths and Marriages **Amanda Ianna** – NSW Registrar, NSW Registry of Births, Deaths and Marriages	**Session 6:** David John and Amanda Ianna have been working with Justine Boland (Australian Bureau of Statistics, Program Manager of Health and Disability Statistics) to try and increase accuracy of population statistics. David, Amanda and Justine all agree that working in partnerships with other organisations, such as DHS, is important for accurate data collection and increasing registrations of births. Births, Deaths and Marriages (BDM) is a small organisation and there is only one Indigenous officer position in each state. BDM has had an overall positive uptake of online services with approximately 80% of people registering online. This session was a panel style conversation where the floor was open to discussion on how we could work together to try and increase birth registration in our Aboriginal and Torres Strait Islander communities. Some issues identified were: • Most people do not understand that it is free to register a birth and you do not have to purchase a birth certificate at the time • Many people were unaware that you are not required to have a child's birth certificate until school age • A lot of elderly people have not had their birth registered • BDM, being a self-funded organisation, means they have limited resources • Not all states are fully aware of the Pathfinders National Aboriginal Birth Certificate Program – better promotion of Pathfinders • National Communication Strategy, including products so DHS can distribute and promote while in community • BDM have a lot of security layers but they are becoming more flexible. Current or possible strategies: • Pathfinders going out into communities with DHS workers • Working with the department's Mobile Servicing Bus and promoting and registering births while in Aboriginal and Torres Strait Islander communities • In Victoria, the state government has a Koori Hotline and customers with a concession card can get a free Birth Certificate • Have identification promotion days • The forms that Pathfinders utilise will be going online soon • BDM to develop some content to go out via Koori Radio.
Action Items **6.0**	• ISB: NM to link David John from Queensland Births, Deaths and Marriages (BDM) with PM&C.

6.1 **6.2**	• ISB to investigate if an arrangement/governance process can be developed between BDM and ISOs. • Agents and Access Points Team will pass on the suggestion of customers being able to access BDM websites from the self-service terminals.
3.00-3.15	**Afternoon Tea**
3.15-4.15 **Tricia Flanagan – National Manager, Multicultural Services**	**Session 7:** **Prison Servicing:** Multicultural Services has been doing a lot of work in the Prison Servicing space with Corrective Services, to try and simplify pre-release processes. The department is currently working with 139 Prisons, Youth Justice Centres, Work Camps and Mental Health Units. We currently have 100 Prison Liaison Officers (PLOs), but not all 100 are full-time PLOs which means they also perform other roles and duties. s47E(d) Aboriginal and Torres Strait Islander people make up 3% of Australia's general population, however, Aboriginal and Torres Strait Islander people represent 27% of the incarcerated population. Key duties/services provided as part of the pre-release program are: • The delivery of welfare payments/income support • Assistance with study expenses • Conducting Employment Services Assessments and Job Capacity Assessments • Child Support discussions/phone service • Debt prevention conversations • Medicare services. There was a Business Process Review completed and 42 recommendations were made. Currently 20 of the recommendations have been completed, 3 are still in progress, 6 have been withdrawn, and 13 have not yet commenced. In November 2014 Corrective Services agreed to implement a dedicated phone service to Child Support for inmates which has seen 9,200 interviews conducted. There is currently a Prison Phone Servicing Trial being conducted. The trial is looking at getting last payments processed, creating a paperless release process, and ensuring inmates have bank accounts upon release. There are nine trial sites, but no results at this time.

Action Items **7.0** **7.1**	• Multicultural Services Branch to provide workshop notes to ISB. • ISB to invite a representative from Electronic Benefit Transfer (EBT) working party to attend a NIC conference to update members on ceasing of EBTs and what the New Payment Platform will look like.
4.15-4.45 **Geoffrey Richardson** – Assistant Secretary, Department of the Prime Minister and Cabinet (PM&C)	**Session 8:** The purpose of this presentation was to start a discussion with the Regional Network about the department's approach to engagement with Aboriginal and Torres Strait Islander peoples. Successive governments have responded to community calls by committing to more effective engagement. But what does 'effective engagement' mean to us (PM&C)? What does it mean to our people? There is a wide bank of evidence the world over about the benefits of engagement, yet in our business, there is a lack of coherence about 'engagement' objectives and practice. Engagement is different things to different people. It takes many forms and there are many reasons to engage, including: • Identifying issues (and opportunities) • Supporting people to tackle dysfunction and to achieve their aspirations • Developing and negotiating projects and strategies • Administering grants • Co-designing place-based approaches • Sharing decision-making power with the community is a big challenge for government. • It means engaging with the community at the outset to identify and discuss issues, develop strategies and assign responsibilities. There are three key elements guiding our new engagement: o A commitment to placing community at the centre of local design and delivery o An emphasis on facilitative engagement, empowering local decision making capability and self-reliance, and o A focus on achieving impact and sustainability (rather than inputs and outputs). To bring this about we need to go further than retrofitting programmes and services to a community or adopting general KPIs as the means of measuring impact. To support this level of engagement PM&C needs to shift focus, from the 'transactional' approach to engagement to a 'facilitative' approach to engagement, which supports community self-reliance. This can be achieved by strengthening the capacity of individuals and organisations to participate in identifying issues and priorities and in designing the solutions that meet their needs. Achieving this aim also means we need to shift from the outputs/outcomes model of the past, to an outcomes/impact model in the present, where we support the community to

	think holistically about where it currently 'is' and where it wants to be in the short, medium and long term. So how do you frame your engagement? Defining the purpose of the engagement is a crucial step. The nature of your engagement and the extent to which you seek community involvement will sit somewhere on the 'Engagement Spectrum' borrowed from the IAP2 Public Participation Spectrum of Engagement. Informing • Factual information, data, background and context to help people understand a problem or policy and look for opportunities and/or solutions. • An explanation of outcomes of a process and/or decisions taken, why they were taken and the intended benefits. Consulting • Consultation as a way to obtain feedback from communities. • Help guide the development of policies and programs, analysis, alternatives and/or decisions. • Hear concerns and aspirations and to gather information. Involving • A two-way exchange of information that encourages meaningful discussion and provides an opportunity for people to influence outcomes. Collaborating • Working in partnership with Aboriginal and Torres Strait Islander people to ensure both parties are providing input and formulating options and strategies. Empowering • Placing decision-making in the hands of the individual, group or community. • A key point to note about this continuum is where decision-making power lies. Each level builds on the preceding levels. • The fourth level on the participation continuum – full collaborative partnerships between service systems and communities – incorporates all the practices described at the previous three levels – informing, consulting and involving. • Of course, community empowerment doesn't only occur in the last stage of engagement. The earlier stages all contribute to empowering the community, by ensuring they are fully informed and have the resources, capacity and opportunities to participate.
4.45-5.00 **John Gibbs** – National Manager, Indigenous Services	**Session 9:** ISB's National Manager provided a recap of the day's presentations and workshops.
6.00-9.00	**NIC Official Dinner / Special Guest Speakers:** s22

	Day Two – Southern Cross Club
8.00-8.30	**Arrival – Tea and Coffee**
8.30-8.45 **John Gibbs** – National Manager, Indigenous Services	**Session 10:** Day 2 Welcome
8.45-10.30 **Lorna Andrews** – National Manager, Customer Service **George Masri** – Senior Assistant Ombudsman, The Office of the Commonwealth Ombudsman	**Session 11:** George Masri (Senior Assistant Ombudsman) investigates complaints against Government agencies. Two key reasons for complaints are due to: • People disagreeing with a decision; and • Delays in action being taken. The Commonwealth Ombudsman has power of the Royal Commission, but this power is very rarely utilised. The Ombudsman does not have any decision making powers, but can only provide recommendations. The Ombudsman also has the right to not investigate a complaint. A vast amount of complaints about Centrelink are not investigated by the Ombudsman. The Ombudsman will encourage the individual to go back to the agency and utilise the organisation's complaints avenues first, as most complaints will be resolved at this point. Generally, the Ombudsman does not investigate complaints that are subject to ARO and Appeals processes. The Ombudsman has regular contact with the department. s47E(d) Work was done to reflect on challenges and previous practices to develop a more culturally appropriate approach for Aboriginal and Torres Strait Islander communities and community members. Some of the barriers to Aboriginal and Torres Strait Islander people complaining are: • Not knowing how to complain • Not knowing who to complain to • Fear of reprisal or backlash • Shame/embarrassment • Lack of access to computers and telephones. How to improve accessibility for Aboriginal and Torres Strait Islander people: • Speaking to someone they know and trust

- Talking to someone face-to-face
- Being able to lodge complaints in their own location
- Confidence that complaints will make a difference
- Trust of the individual they are complaining to
- Working with community leaders.

s47E(d)

The Customer Service Branch is hoping to draw on the use of SMS technology to significantly boost the sample size in a cost effective manner. Customers will receive an SMS 24-48 hours after their visit to one of the department's shopfronts and they will be offered the opportunity to participate in a survey. The trial will be run in two parts – the

	first part will offer customers the opportunity to access an online survey, and the second part will offer customers the chance to participate in an IVR-based survey. Should the trial be successful, work will be undertaken to determine how this approach could be tailored to target remote customers, including the Aboriginal and Torres Strait Islander customer cohort.
Action Item **11.0**	• ISB to follow up with Customer Service Branch NM as to why so many ABSTUDY complaints are from customers not identified.
10.30-10.45	**Morning Tea**
10.45-11.45 **Helen Peel** – National Manager, Digital Customer Correspondence	**Session 12:** The department is using behavioural insights to guide how we do our business. The department is undergoing a transformation in the way we correspond with customers. As a department we correspond with customers in four ways: 1) Online letters – Centrelink online letters, Centrelink Express Plus App, and myGov Inbox. 2) Electronic Messaging – SMS, email and Push Notification. 3) Paper – over 55 million letters have been posted this year from the mail house. We also send staff-initiated letters to customers. 4) Forms – these are used to collect information from customers to help process their claims. **Forms Transformation** • A proposal to transition supplementary forms so that they are able to be completed online, and the ability to submit supporting documents online digitally. • Forms to be pre-filled with known information, reducing the number of questions customers need to complete. • Online forms can be submitted immediately to the department and avoid any postal delays. **Trials in Progress** 1) **Using linking codes** – Trialled sending linking codes by email and SMS to customers, instead of paper, at a number of sites. 2) **Improve customer experience** – Improve the customer experience regarding subscriptions to Online Letters and the myGov Inbox. 3) **Improvements to information collection** – Supplementary forms to be completed online and enhancements to be made to Document Lodgement Service to support the transition of forms into the online channel.

	4) **Review EM guidelines** – We conducted extensive engagement with internal stakeholders, external policy agencies and private organisations, and in-depth interviews with different customer cohorts to identify opportunities to send more correspondence by email. **Behavioural Insight** • We are looking for opportunities to apply behavioural insights to our digital correspondence where appropriate. • How do we personalise the information/messages and apply the science side of this. • People are more likely to act if something attracts their attention and they see the benefits. • People are more likely to respond to personalised information.
Action Items **12.0** **12.1** **12.2**	• NM, Digital Customer Correspondence to follow up, when a customer becomes unsubscribed from SMS and email due to an email bouncing back, can an issue be put up on the customer issues screen to be actioned (s22). • ISB to follow-up if there is any data on Aboriginal and Torres Strait Islander customers' take-up of digital channel versus non-Indigenous. NM, Digital Customer Correspondence will follow up and provide a response. • ISB to provide NIC attendee feedback to NM, Digital Customer Correspondence.
11.45-12.00 **John Gibbs** – National Manager, Indigenous Services	**Session 13:** Recap and Close
12.00-1.00	**Lunch and Farewells** **Thank You for Your Participation**

NIC Members Present

	Name	Position	Service Zone/Branch/Division
1	s22	Senior Project Officer	WPIT Programme
2		Assistant Director	Indigenous Services Branch
3		Indigenous Representative	Remote Managers Group
4		Senior Programme Officer	Indigenous Services Branch
5		Director	Child Support Indigenous Services Team
6		Indigenous SES, Service Leader	Southern NSW
7		A/g Programme Manager	Northern Australia
8	Brian Wilkinson	Indigenous SES, Service Leader	Northern Australia
9	s22	Social Worker	National Indigenous Social Work Group
10		Director	Workforce Planning Branch
11		IPSM	One VIC
12		A/g Assistant Director	Indigenous Services Branch
13		A/g IPSM	Western Australia
14		Region Manager	Western Australia
15		A/g Director	Northern Australia
16		A/g Region Manager	Central NSW
17	John Gibbs	Indigenous SES, National Manager	Indigenous Services Branch
18	s22	Director	Indigenous Services Branch
19		Programme Manager	Central QLD
20		Social Worker	National Indigenous Social Work Group
21		Indigenous Representative	Smart Centres Division
22		IPSM	North NSW
23		A/g IPSM	Tasmania
24		Director	National Agents and Access Points Team
25		Region Manager	Eastern VIC
26		IPSM	South QLD
27	Michelle Lees	GM, Indigenous Champion	IR&IS Division
28	s22	Graduate	Indigenous Services Branch
29		Region Manager	South Australia
30		Torres Strait Representative	Northern Queensland
31		Director	Indigenous and Multicultural Communication Team
32		Region Manager	Southern NSW
33		Director	Welfare Reform Team
34		A/g Region Manager	Northern QLD
35		Director	Recruitment Branch
36		A/g IPSM	Southern NSW
37		IPSM	Central QLD
38		A/g IPSM	Central NSW, Sydney
39		IPSM	South Australia
40		Region Manager	Tasmania
41	Stephen Kelly	National Manager	Payment and Claiming Branch
42	s22	Programme Officer	Northern Australia
43		Indigenous Champion	Chief Digital Officer
44		A/g Director	Indigenous Services Branch
45		A/g National Manager	Smart Centres North

National Indigenous Coalition Conference
9 November 2016

Day 1 – National Indigenous Coalition (NIC) Conference – Wednesday, 9 November 2016
Namadgi Room, Caroline Chisholm Centre, Tuggeranong

Time	Presenter	Agenda Item
8.15-8.45	**Arrival – Tea and Coffee**	
8.45-9.00	s47F(1) – Ngunnawal Elder s22 – A/g Director, Indigenous and Remote Servicing Branch	**Session 1:** • Welcome to Country • Welcome (new members) and apologies • Confirmation of May 2016 NIC Conference minutes
9.00-10.30	**Robert Ryan,** Assistant Secretary, Policy, Analysis and Evaluation Division, and **Leon Donovan** – A/g First Assistant Secretary, Regional Network Division, Department of the Prime Minister and Cabinet	**Session 2:** • Update – what is happening now • Empowering communities investment mapping • Opportunities for NIC collaboration
10.30-10.45	**Morning Tea** with the Secretary, Kathryn Campbell, and Karen Mundine (Reconciliation Australia)	
10.45-11.00	**Reconciliation Australia Elevate Award Presentation**	
11.00-11.15	**Launch of the Aboriginal and Torres Strait Islander Employees Plan**	
11:15-11:45	**Scott Anderson** – National Manager, Customer and Media Engagement Branch	**Session 3:** • Indigenous Communications update
11.45-12.05	s22 - **Director** (on behalf of John Gibbs) – Indigenous and Remote Servicing Branch	**Session 4** • Indigenous Servicing Strategy 2017-19
12.05-12.45	**Lunch**	
12.45-2.15	**Michelle Lees** – General Manager, Business Transformation Division	**Session 5:** • WPIT Programme update • Opportunities for NIC collaboration
2.15-2.45	s22 : – Director (on behalf of Monica Bacusi) – Social Work Services Branch	**Session 6:** • Social Work Services Branch update
2.45-3.00	**Afternoon Tea**	
3.00-4.30	**Caroline Edwards** – Deputy Secretary, Health and Aged Care Group	**Session 7:** • Indigenous health service delivery update • Opportunities for NIC collaboration
4.30-4.45	**John Gibbs** – National Manager, Indigenous and Remote Servicing Branch	**Session 8:** • Recap and close
6.00-9.30	**NIC Dinner – Vikings Town Centre** **Guest speaker:** s47F(1) , Program Coordinator, Australian Indigenous Leadership Centre.	

Day 2 – National Indigenous Coalition (NIC) Conference Thursday, 10 November 2016 Namadgi Room, Caroline Chisholm Centre, Tuggeranong		
Time	**Presenter**	**Agenda Item**
8:00-8:30	**Arrival – Tea and Coffee**	
8.30-8.35	s22 – A/g Director, Indigenous and Remote Servicing Branch	• Day 2 Welcome
8.35-10.00	s22 - **Director** (on behalf of Scott Britton) – Compliance Risk Branch	**Session 9:** • 2015-16 Budget Measure - Strengthening the Integrity of Welfare Payments and the possible impact on Indigenous debt levels • Opportunities for NIC collaboration
10.00-10.15	**Morning Tea**	
10.15-11.00	**Jenny Britton** – National Manager, Working Age Programmes and Compliance Branch	**Session 10:** • What is the job seeker participation data telling us? • Community Development Programme job seeker compliance update
11.00-12.45	**Mark Cousins**– National Manager, Channel Strategy and Transformation Branch (on behalf of Darren Box) s22 -- Director, Service Delivery Transformation Operations Design Team	**Session 11:** • Service Delivery Unified Operating Model - What does this mean for Indigenous servicing arrangements? • Overview - Channel Strategy - What does this mean for Indigenous Australian customers?
12:45-1.00	**John Gibbs** – National Manager, Indigenous and Remote Servicing Branch	**Session 12:** • Recap and close
1.00-2.00	**Lunch and Farewells** **Thank you for your participation**	

Australian Government
Department of Human Services

National Indigenous Coalition Conference
9 – 10 November 2016
Minutes and Action Items

Day One – Caroline Chisolm Centre – Namadgi Room

8.15 – 8.40am	**Arrival – Tea and Coffee**
8.45 – 9.00 s22 – A/g Director, Indigenous and Remote Servicing Branch	**Session 1: Welcome** Welcome to Ngunnawal/Ngambri Country conducted by s47F(1) (Traditional Owner). s22, A/g Director of the Indigenous and Remote Servicing Branch, acknowledged the traditional custodians of the land and paid respect to Elders past and present, and welcomed all to the conference. John Gibbs, National Manager of the Indigenous and Remote Servicing Branch, welcomed all to the conference and expressed his thanks to s47F(1) for her Welcome to Country. He also informed the attendees that a Video On Demand would be made of the conference and would be posted on the intranet before the end of December.

New NIC Members:

	Name	Position	Zone/Branch/Division
1	s22	IPSM	North NSW *(Returning NIC member)*
2		RM	South Australia
3		RM	Northern Victoria
4		RM	Sydney
5		Director	Workforce Planning
6		Social Worker	National Indigenous Social Work Group
7	Jason Armstrong	National Manager	Medicare and Veterans Branch
8	s22	Assistant Director	Health and Aged Care Group
9		Director	Assessment Services and Smart Centres Coordination Branch
10		Director	Customer Media Engagement
11		RM	Eastern Victoria
12		Assistant Director	Northern Australia *(Returning NIC member)*

Apologies:

	Name	Position	Zone/Branch/Division
1	s22	RM	South QLD
2		IPSM	Central NSW
3		Director	Recruitment
4	Bridget Brill	General Manager	Channel Operations, Indigenous and Intensive Servicing Decision
5	s22	Director	Indigenous and Remote Servicing Branch
6		RM	Central NSW
7		RM	West VIC
8		Director	National Agents and Access Points Team
9		General Manager	Business Transformation Division

Observer:

	Name	Position	Zone/Branch/Division
1	s22	ISO	Tasmania
2		ISO	Northern Australia
3		Team Leader	Smart Centres Division

Where Guest Speakers have provided a presentation or conducted a workshop activity this information will be uploaded onto the NIC SharePoint page.

9.00-10.30

Leon Donovan – A/g First Assistant Secretary, Regional Network Division, Department of the Prime Minister and Cabinet

s47E(d) – Senior Advisor, Empowered Communities, Department of the Prime Minister and Cabinet

Session 2:

In this session, an overview of the Empowered Communities initiative was provided by the Department of the Prime Minister and Cabinet (PM&C). Many important points were raised about how the initiative is:

- different to most initiatives in that it is led and developed by Indigenous leaders
- more engaged with Indigenous communities due to this leadership which has committed itself to community consultation and inclusiveness, and
- seen as a genuine partnership between government and Indigenous communities with the government taking on a support role rather than being the driving force behind the initiative

Some examples were given of how this community engagement has already occurred, and been effective, in La Perouse and Redfern and how the community organisations have opted into the initiative. Outcomes such as new aged care facilities and youth leadership programmes have been achieved. By ensuring future leadership via these programmes the La Perouse community has developed a 20-year plan. A plan that looks this far ahead into the future has never been developed at community level in the past.

The linking of government, non-government organisations and community organisations was discussed with a view to providing the full range of services to communities in a manner that is easy for them to access. Further discussions between PM&C and the department will be undertaken to explore how government services and programmes can be best delivered to communities.

The Prison to Work programme was discussed and how the involvement of state governments is crucial to its success. A task force has been formed following discussions at COAG to ensure the programme will be successful. Providing connections for prisoners to pre- and post-release programmes has been a priority. There is a marked reduction in re-offending when ex-prisoners have been involved in post-release work and mentoring programmes. A report has been compiled by PM&C on this topic with input provided by both the Indigenous and Remote Servicing Branch (IRSB) and Multicultural Services Branch (MSB).

Action Items

2.0

John Gibbs to meet with Geoff Richardson from PM&C to discuss programme co-design and how to link these programmes between PM&C and the department.

2.1	IRSB to liaise with MSB on the department's input into the Prison to Work report to be presented to COAG in December 2016.
2.2	John to discuss the DHS remote servicing agreement with the various working groups he attends.
2.3	IRSB to circulate contact details of DHS Service Leaders with RMs/EL2s in PM&C.
10.30-11:15	**Morning Tea** with the Secretary, Kathryn Campbell, and Karen Mundine (Reconciliation Australia) **Reconciliation Australia Elevate Award Presentation** **Launch of the Aboriginal and Torres Strait Islander Employees Plan 2016-17**
11.15-12.05 **Scott Anderson** – National Manager, Customer and Media Engagement Branch	**Session 3:** The NIC was provided with an overview of the role of the Customer and Media Engagement Branch. Evidence is sought via research and data to link business needs to clear communication outcomes. Strategies are created with insights about who our customers are, their communication preferences, and evaluations from previous communications. The Branch also has a dedicated Indigenous communication team. A presentation was given which also outlined the strategic goals of the Branch and how they work with business teams to achieve desired business outcomes via: • strategic communication • branding • media, both digital and social • executive messaging • web and intranet services, and • design The Branch is held accountable for the effectiveness of communication products in terms of value for money and if the products actually lead to a change in behaviour and/or awareness in the target group. The conference was also shown two videos. One promoted NAIDOC 2016 celebrations and the other promoted the services offered by Indigenous translators.
Action Items	
3.0	NIC to form communications working group which will provide input to Customer and Media Engagement Branch through IRSB.
3.1	Explore the possibility of the creation of a co-design working group.
3.2	s22 (IPSM in WA) to talk to s22 about using Indigenous artwork in compliance posters.

12.05-12.45	**Lunch**
12.45-2.15 **Michelle Lees – General Manager, Business Transformation Division**	**Session 5:** Michelle Lees gave a presentation on Welfare Payment Infrastructure Transformation (WPIT) outlining both the benefits to customers and the way the department is changing to adopt this transformation. The sheer scale of the changes taking place is vast and complex, Michelle illustrated this change with a 'Roadmap' to change. She also noted that this was a living document, would evolve over time and be receptive to change. A major focus of WPIT is to prevent customer non-compliance and this will be achieved by improving the digital experience, the usage of data and undertaking a strategy of intervention where vulnerabilities can be identified at an early stage. Tranche two of the transformation, which is soon to be underway, concentrates on students. ABSTUDY is a major part of this tranche and Indigenous staff, students and academics have been consulted as part of the process. NIC suggestions from the May 2016 conference have also been incorporated into future planning. Two workshops were held during this session. The first workshop discussed which aspects of ABSTUDY awards, payments and add-ons (non-living allowance) are similar to existing DHS payments / add-ons and how this could be aligned as a mainstream process rather than an individual process. This would allow streamlining of the processes involved. The second workshop discussed future planning and how momentum can be maintained as ABSTUDY changes are implemented. There was also discussion about the use of future technology and how income reporting could possibly come straight from the employer rather than the employee. This would create fewer reporting obligations for the customer and also reduce unnecessary debt by improving income reporting accuracy. Workshop notes to be attached when received.
Action Items	
5.0	NIC to run through Policy Agility Tool via a facilitated virtual classroom session.
5.1	Michelle's team to type up workshop notes and give to IRSB

LEX 31843 - Page 83

2.15-2.45 s22 – Director, Social Work Services Branch	**Session 6:** In this session, the NIC was provided with an update on the changes taking place to the Social Work Operating Model (SWOM). Under the changes, a more seamless service offer will be created whilst concentrating on the priority groups of: • customers presenting at risk of suicide or self-harm • young people without adequate support • customers experiencing family and domestic violence, and • working with staff and community to support customers with multiple and complex issues Aboriginal and Torres Strait Islander customers, representing over 18 per cent of contacts with Social Workers, form a large cohort for social work services. The National Indigenous Social Work Group was formed to support this cohort and add to the knowledge base for Social Workers with their specialist experience. They also provide peer support to colleagues who service Indigenous customers. Gaps in cultural competency have been identified and are being addressed with learning opportunities. This increased cultural awareness will contribute to Aboriginal and Torres Strait Islander recruitment and retention targets by creating a safer and more inclusive work environment. There are now 19 identified Social Worker positions across Service Zone Western Australia, Service Zone Northern Australia and Service Zone Northern Queensland.
Action Items **6.0**	Social Work Branch to provide IRSB with a breakdown of Indigenous customers referred to Social Workers through the phone channel vs the face-to-face environment.
2.45-3.00	**Afternoon Tea**
3.00-4.20 **Caroline Edwards** – Deputy Secretary, Health and Aged Care Group	**Session 7:** The Deputy Secretary introduced herself to the NIC and discussed her long and varied career in Indigenous affairs. Working in areas such as Native Title and the Northern Territory Emergency Response she explained how she has a deep and personal interest in Indigenous issues and is determined to see a rise in the number of Aboriginal and Torres Strait Islander staff in the department. The Health and Aged Care Group is now using an employment dashboard which monitors the Indigenous employment rate. The Group is also ensuring that staff are aware of, and communicating with, the Indigenous Employees Network which is a crucial part of the staff retention strategy.

	Caroline explained that she would like to see a marked increase in the number of Indigenous doctors, nurses and other health care professionals and that they were under-represented in the health care sector. She considered that a deepening of the relationship between the department and the Department Of Health could achieve improved outcomes. By sharing our customer service experiences and the issues we see on the ground, the Department of Health can be better informed as to what is needed. The Deputy Secretary also explained how improved messaging through the Agents Network could make customers in remote areas more aware of the services available to them. Digital servicing was also discussed as being very advantageous to remote customers and how a better digital experience could improve these outcomes even further.
Action Items	
7.0	John to engage Aunty Pat Turner, CEO of National Aboriginal Community Controlled Health Organisation (NACCHO), about using the NACCHO for messaging in the area of DHS Indigenous Services.
7.1	Caroline Edwards to organise a meeting to explore how to engage Australian Indigenous Doctors Association (AIDA) to help deliver messages around eHealth and myGov. AIDA contacts: • AIDA phone = 1800 190 498 • AIDA Chair = Kali Hayward • AIDA CEO = Craig Dukes
7.2	Formalise connections with Remote Servicing group in terms of future process for RST servicing and how to deliver messages and provide feedback. Hold a meeting in two to three months' time to report back on this action item.
7.3	IRSB to consider the questions raised in the presentation for drafting the new Indigenous Servicing Strategy 2017-18: • How can we achieve better outcomes through mainstream health services and programs? • What is the department's role? How can we be most effective? • How would we change our goals and strategy in this context?
4.20-4.40 s22 – Director, Indigenous and Remote Servicing Branch	**Session 4:** An update on the progress of the new Indigenous Servicing Strategy (ISS) was provided to the NIC. The new ISS will be in place from 2017-19 and has taken on board much of the feedback and many of the suggestions received from the NIC on the current ISS. The next Strategy will be presented to the Customer Committee in March 2017 and launched at the May 2017 NIC Conference. The NIC will always play an important role in the development of the Strategy.

	A different approach will be used with this ISS in that Deputy Secretaries will be involved in the development of the Strategy rather than middle management. It is hoped that by proceeding in this way a 'top down' method of information and idea sharing will occur. The current measures and messaging in the ISS are being reassessed to see if they suitably reflect the aims and goals of the Strategy. Financial literacy will also play a larger role in the next iteration of the ISS.
Action Items	**Nil**
4.40-4.45 **John Gibbs** – National Manager, Indigenous and Remote Servicing Branch	**Session 8: Recap and Close** John thanked all of the attendees for their participation and encouraged them to provide feedback on both the Indigenous Leadership Day (held on 8 November prior to the conference) and the NIC Conference itself.
6.00-9.30	**Town Centre Vikings, Greenway – Baamoo Room** **Special Guest Speaker:** s47F(1) – Program Coordinator, Australian Indigenous Leadership Centre

	Day Two – Caroline Chisolm Centre – Namadgi Room
8.00-8.30	**Arrival – Tea and Coffee**
8.30-8.35	**Day 2: Welcome** s22 A/g Director of the Indigenous and Remote Servicing Branch welcomed all to Day 2 of the conference and acknowledged the attendance of s22 , Service Leader, Southern NSW and Narelle Cameron, National Manager, Smart Centres North.
8.35-10.00 s22 – Director, Compliance Risk Branch	**Session 9:** s47E(d) Looking forward, with the advent of employers reporting income directly to the Australian Tax Office, the department will have direct access to this data making the whole process of income declaration easier, more accurate and less of a burden on customers.

LEX 31843 - Page 86

	The importance of access to quality data and how to use it is paramount. The current way in which the department uses its data and the analysis methodology used is constantly under reassessment in order to ensure the best outcomes possible from its use. These analyses are constantly used to inform and improve the processes used by the department. The processes involved can be time consuming and any streamlining that can be achieved in these processes is a priority. The determination of what is a 'trusted' data source is also of vital importance and caution is required in this area. There is also a focus on reducing the number of appeals by providing customers with as much information as possible in order to avoid situations in which an appeal may arise. The provision of this extra information is much easier to deliver online than in a face-to-face environment. The use of plain, easily understandable language is essential and the use of Indigenous languages in this area needs to be examined. The use of online repayment processes have also resulted in more timely repayments. Behavioural insights gained from customer surveys are also used to inform processes and their ideas are taken on board wherever possible.
Action Items	
9.0	Compliance Risk Branch to engage with IRSB to explore the opportunity to use Indigenous languages for compliance messaging in myGov targeted towards Indigenous customers from a non-English speaking background.
9.1	NIC working group to be formed to consider possibilities of compliance failures for some Indigenous customers being reassessed based on geographical data
9.2	Compliance Risk Branch to look into any research whether behavioural insights differ for Indigenous customers, and report back to IRSB.
9.3	Compliance Risk Branch to consider changing messaging to explicitly explain the risks of paying off a Centrelink debt by credit card.
9.4	Ensure the information about the Service Offer from the Compliance Risk Branch is shared with the Indigenous Servicing Network
9.5	Compliance Risk Branch to ensure Indigenous customers are represented in the next design hub about finding out why customers aren't engaging with digital first debt compliance measures.
9.6	Compliance Risk Branch and IRSB to work collaboratively to identify effective communication strategies.
10.00-10.15	**Morning Tea**

LEX 31843 - Page 87

10.15-11.00 **Jenny Britton** – National Manager, Working Age Programmes and Compliance Branch	**Session 10:** Jenny Britton explained the role of her Branch and that their main focus is on Newstart, this being their biggest customer cohort. There is a new agenda across Newstart and Youth Allowance with changes being made to the mutual obligation framework. Given that 11 per cent of job seekers are Indigenous, these changes will impact upon our customers significantly. s47E(d) s47C s47C
Action Items **10.0** **10.1** **10.2**	 Jenny Britton to provide IRSB with the data and notes from her presentation. Jenny Britton to provide IRSB with the link to the Sydney Institute discussion by the Minister about Mutual Obligation The return of Indigenous Consults to be discussed. [Need to clarify what this means]
11.00-12.45 **Mark Cousins** – National Manager, Channel Strategy and Transformation Branch s22 – Director, Service	**Session 11:** The new Channel Strategy is to be launched at the end of November. The new model, 'Omni-channel', uses the approach of connecting channels rather than their separation. The three strategic priorities of the Channel Strategy are: • Connected Services • Efficient Services • Personalised Services

Delivery Transformation Operations Design Team	The Omni-channel approach will streamline service delivery and enable efficiencies by delivering a connected, efficient and personalised service to customers. This approach will also accelerate the uptake and use of digital services. The utilisation of existing expertise is also a major part of the approach. Mark also discussed the new Unified Operating Model which is due for release in approximately nine months' time. The changes coming from this new operating model will be filtered down to staff via their SES and Directors. There were two workshops held during this session. The first was seeking input from the NIC regarding the new Channel Strategy. The second was also seeking input from the NIC, this time regarding the Unified Operating Model.
Action Items	
11.0	IRSB to be provided with the Channel Strategy group discussion notes.
11.1	IRSB to be provided with the Unified Operating Model group discussion notes.
11.2	Mark will look into whether the name 'Omni-channel' can be changed after receiving negative feedback.
11.3	Establish a NIC working group to consider Indigenous service delivery impacts in the Channel Strategy, Unified Operating Model and Workload Management.
12.45-1.00 **John Gibbs – National Manager, Indigenous and Remote Servicing Branch**	**Session 12: Recap and Close** John thanked everyone for their participation in the NIC conference and acknowledged the work of the Indigenous Service Delivery Support Team for organising the conference. s22 , Director, Indigenous and Remote Servicing Branch, was presented with his 20 Year Service Award. John also welcomed any feedback from attendees about the Indigenous Leadership Day and the NIC conference.
Action Items	
12.0	A survey to be sent to NIC members asking for their thoughts on the Indigenous Leadership Day and the NIC Conference.
1.00	**Lunch and Farewells** **Thank You for Your Participation**

LEX 31843 - Page 89

NIC Members Present

	Name	Position	Service Zone/Branch/Division
1	s22	Team Leader	Remote Managers Group
2		RM	Central QLD
3		Director	Child Support Indigenous Services Team
4		Service Leader	Southern NSW
5		PM (A/g)	Northern Australia
6		Service Leader	Northern Australia
7		Social Worker	National Indigenous Social Work Group
8		RM	Eastern VIC
9		IPSM	Eastern VIC
10		IPSM	Western Australia
11		Region Manager	Western Australia
12		RM	Northern VIC
13		Programme Director	Indigenous and Remote Servicing Branch
14	Jason Armstrong	National Manager	Medicare and Veterans Branch
15	s22	Director	Indigenous and Remote Servicing Branch
16	John Gibbs	National Manager	Indigenous and Remote Servicing Branch
17	s22	Director	Indigenous & Multicultural Communication Team
18		RM	South QLD
19		IPSM	North NSW
20		Team Leader	Smart Centres Division
21		Social Worker	National Indigenous Social Work Group
22		Director	Workforce Planning
23		IPSM	Tasmania
24		Observer	Smart Centres Division
25		Graduate	Indigenous and Remote Servicing Branch
26		IPSM	South QLD
27		Observer	Northern Australia
28		RM	Sydney
29		PM (A/g)	Northern Australia
30	Narelle Cameron	National Manager	Smart Centres North
31	s22	Assistant Director	Indigenous and Remote Servicing Branch
32		RM	Central NSW
33		Service Centre Manager	Northern QLD
34		RM	South Australia
35		RM	Southern NSW
36		Director	Strategic Advice Branch
37		Director	Recruitment
38		IPSM	Southern NSW
39		IPSM	Central QLD
40		Assistant Director	Health and Aged Care
41		IPSM (A/g)	Central NSW
42		RM	North NSW
43		IPSM	South Australia
44		RM	Tasmania
45		Senior Programme Officer	Indigenous and Remote Servicing Branch
46		Director	Indigenous and Remote Servicing Branch
47	Stephen Kelly	National Manager	Payment and Claiming Branch
48	s22	Director	Assessment Services Branch
49		Director	Indigenous and Remote Servicing Branch
50		Observer	Tasmania
51		RM	Northern QLD

LEX 31843 - Page 90

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – February 2016

Date: 3 March 2016
Time: 2.00 pm – 3.30 pm (Canberra time - AEDT)

Chair: s22
CCC Room: CCC – South, Level 2 Yellow, Room S2R353

Meet Me: 1800 672 949
Host Code: 7258 4040 2829
Guest Code: 7258 4040 8199

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	Welcome – Previous Action Items	s22 – A/g Assistant Director, Indigenous Services Branch (ISB)
2.05 pm 10 mins	New Child Care Subsidy	s22 – Assistant Director, New Parents, Child Care and Programme Improvement
2.15 pm 20 mins	Centrepay – Funeral changes	s22 – Director, Centrepay Branch
2.35 pm 10 mins	Indigenous Cadetship Programme	s22 – Director, Recruitment Branch
2.45 pm 15 mins	Ceased cheques and EBTs	s22 – Director, Change Coordination and Operations Design Branch
3.00 pm 15 mins	Multiple Medicare Cards Alternative Identity Confirmation	s22 – Assistant Director, ISB s22 – Assistant Director, ISB
3.15pm 10 mins	Digital – POI case studies	s22 – Assistant Director, ISB
3.25 pm 5 mins	Close / Action Items	s22 – A/g Assistant Director, ISB

***** If dialling in from same location please go to a room and dial in together *****

ACTION ITEM NO.	ACTION ITEM	WHO	DUE	STATUS
Oct 1.0	s22 to circulate Family & Domestic Violence Indigenous case studies to NIC members for comment by COB 6th November 2015.	s22 s22		Completed
Oct 1.1	s22 will send link to Family & Domestic Violence Staff Support Tools to NIC members.			Completed
Oct 2.0	s22 to send out a Child Support Program contact point for technical and non-customer referrals.	s22 s22		Completed
Oct 2.1	s22 to send to NIC members the location of Child Support training material.			Completed

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – March 2016

Date: 7 April 2016
Time: 2.00 pm – 3.30 pm (Canberra time - EST)

Meet Me: 1800 672 949
Host Code: 7258 3958 9323
Guest Code: 7258 3958 1810

Chair: s22
CCC Room: Level 2, Red, S2R153

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** – Previous Action Items	s22 – Senior Programme Officer, Indigenous Services Branch
2.05 pm 5 mins	**Update on the 2016 Apprenticeship Programme uptake**	s22 – Director, Recruitment Branch s22 – Assistant Director, Recruitment Branch
2.10 pm 20 mins	**May 2016 NIC Conference update**	s22 – A/g Director, Indigenous Services Branch
2.30 pm 15 mins	**National Indigenous Social Work Group (NISWG) update**	s22 - Chairperson, National Indigenous Social Work Group
2.45 pm 15 mins	**Reconciliation Action Plan Working Group update**	s22 – Director, Child Support Smart Centre Division
3.00 pm 20 mins	**Indigenous customer complaint handling**	s22 – Assistant Director, Indigenous Services Branch
3.20 pm 5 mins	**Close / Action Items**	

***** If dialling in from the same location please go to a room and dial in together *****

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
Feb 1.0	Information on the DHS National Graduate Program February 2017 intake to be sent to NIC members.	s22	04/04/2016	Completed

LEX 31843 - Page 93

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – April 2016

Date: 28 April 2016
Time: 2.00 pm – 3.00 pm (Canberra time - EST)

Meet Me: 1800672949
Host Code: 7258 3969 1568
Guest Code: 7258 3969 6619

Chair: s22
CCC Room: Level 2, Red, S2R153

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome / Previous Action Items**	s22 – A/g Assistant Director, Indigenous Services Branch
2.05 pm 15 mins	**Medicare Ceasing Cheques pilot**	s22 – Director, eClaiming Branch
2.20 pm 10 mins	**Indigenous Debt trials**	s22 – A/g Assistant Director, Indigenous Services Branch
2.30 pm 15 mins	**Indigenous and Remote Programmes**	s22 – A/g Director, Indigenous Services Branch
2.45 pm 5 mins	**Close / Action Items**	s22 – A/g Assistant Director, Indigenous Services Branch

*** If dialling in from the same location please go to a room and dial in together ***

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
Mar 1.0	s22 to be contacted regarding nomination of an Indigenous representative from the Remote Managers Group for NIC membership.	s22	03/05/2016	Completed
Mar 2.0	s22 invited NIC members to provide suggestions for inclusion in the June RAPWG face-to-face meeting to be held on 7-8th June 2016.	NIC members	29/04/2016	
	Some targeted questions to be circulated to NIC members.	s22	19/04/2016	Completed

LEX 31843 - Page 94

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – June 2016

Date: 30 June 2016
Time: 2.00 pm – 3.30 pm (Canberra time - EST)

Meet Me: 1800 672 949
Host Code: 7260 7979 6220
Guest Code: 7260 7979 1291

Chair: s22
CCC Room: Level2.Yellow.S2R353

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome and Apologies** **Previous Action Items**	s22 - A/g Assistant Director, Indigenous Services Branch
2.05 pm 15 mins	**Recording and Reporting Complaints for Indigenous customers**	s22 – Service Support Manager, Customer Service Branch; and s22
2.20 pm 15 mins	**Update on the Ceasing EBTs project, and the New Payment Platform; and Translated Products for myGov Trial update**	s22 – A/g Director, Indigenous Services Branch
2.35 pm 20 mins	**DSP Reviews**	s22 – A/g Director, Indigenous Services Branch
2.55 pm 30 mins	**Indigenous Management Information update**	s22 – A/g Director, Indigenous Services Branch
3.25 pm 5 mins	**Close**	s22 – A/g Assistant Director, Indigenous Services Branch

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
Apr 1.0	NIC members to provide suggestions for the Indigenous Services line hold music.	NIC members	06/05/2016	Completed

Australian Government
Department of Human Services

National Indigenous Coalition Teleconference – July 2016

Date: 13 July 2016
Time: 2.00 pm – 3.00 pm (Canberra time – EST)

Meet Me: 1800 672 949
Host Code: 7260 7979 6220
Guest Code: 7260 7979 1291

Chair: s22
CCC Room: Focus Room, CCC

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome**	s22 – A/g Director, Indigenous Services Branch
2.05 pm 50 mins	**Review of the NIC Operational teleconferences and future direction**	s22 **Open discussion with IPSMs group members**
2.55 pm 5 mins	**Close**	s22

s22 raised the below points:

- Under the Reconciliation Action Plan, ISB commits to hold at least nine teleconferences per year. This could be strategic, or operational, like today's meeting.

Questions:

- How does ISB communicate with the NIC membership?
- We currently have mailing groups for the following:
  - NIC group (all members) – s47E(d)
  - IPSM group – s47E(d)
  - Programme Managers responsible for Indigenous servicing (new mailing group) – s47E(d)
  - Region Manager responsible for Indigenous servicing (new mailing group) – s47E(d)
  - ISO network (new mailing group) – with cc to IPSMs and PMs – s47E(d)

OPERATIONAL UPDATES

These are already received by the IPSMs from their service zone – so effective immediately, these updates to cease from ISB.

NIC Face to Face (F2F) Conferences

A number of teleconferences leading up to the NIC F2F will have a strategic focus. This is to guide the F2F agenda and do an environmental scan of concerns that the NIC conferences could consider.

NIC Teleconferences

- Next teleconference (in August) will be an operational one.
- How do we proceed with these?
- How do we make these better?

Issues raised

- IPSMs need to influence policy before its forced on them and our Indigenous customers
- Need to have genuine engagement with IPSMs, more than just updates. ISB needs to prepare business areas for potential policy considerations.
- These teleconferences should continue (agreed by all members)
- Service Delivery Transformation (moving work around) information was not disseminated before the Peak Strategy was announced. ISB provided feedback but were not able to influence the decision.

Purpose and function of Operational teleconferences

- Wants this forum to be about best practice and to raise issues of concern to ISB
- Possibility of including IPSMs as subject matter experts to take some of the load
- ISB has ownership of the direction of the ISO role – this being investigated by s22 ; governance structure, reporting, funding model – to create certainty around the ISO role
- IPSMs possibly to be included in annual conversations to raise issues
- This forum belongs to IPSMs – they need to spend time to make this forum worthwhile, get involved with conversations and be committed to the purpose and success of it; updates and agenda items set by IPSMs
- Expectations from this forum is as good as IPSM input.

Questions

- What do you want from ISB?

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
Jul 1.0	Effective immediately, ISB will cease sending out operational updates	ISDS	Immediately	Noted
Jul 1.1	Any change in policy is still to be sent to NIC members, with cc to RMs and PMs	ISDS	Immediately	Noted
Jul 2.0	IPSMs to advise ISDS Team of any changes or amendments to names of their ISO list, as it happens	IPSMs	Ongoing	Ongoing
Jul 3.0	ISB to seek agenda items and suggestions of guest speakers six weeks prior to Operational teleconference	ISDS	Ongoing	Ongoing

Australian Government
Department of Human Services

National Indigenous Coalition Operational Teleconference – August 2016

Date: 25 August 2016
Time: 2.00 pm – 3.30 pm (Canberra time – EST)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Yellow.N2R353

Meet Me: 1800 672 949
Host Code: 7260 7979 6220 (s22 only)
Guest Code: 7260 7979 1291 (Participants)

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** **Previous Action Items**	s22 – Assistant Director, Indigenous Services Branch
2.05 pm 10 mins	**ISB Director Update**	s22 – Business Support and Coordination s22 – Mainstream Programme Support
2.15 pm 20 mins	**Prison Servicing**	s22) – Multicultural Services Branch
2.35 pm 20 mins	**ABSTUDY Face-to-Face Access Service Offer update**	s22 – Assistant Director, Indigenous Services Branch
2.45 pm 10 mins	**Indigenous Apprenticeship Programme Update**	s22 – Director, Recruitment Branch s22 – Assistant Director, Recruitment Branch
3.05pm 20 mins	**Know your Superannuation**	s22 – Financial Information Services Officer
3.25 pm 5 mins	**Close**	s22 - Assistant Director, Indigenous Services Branch

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
Jun 1.0	s22 – Service Support Manager, Customer Service Branch – to investigate providing an entry point to the Complaints and Feedback tool on the DHS Indigenous Australians webpage/app.	s22		Completed
Jun 1.1	IPSMs to run through the PowerPoint presentations about the complaint process with their teams.	IPSMs	28/07/2016	Completed
Jun 2.0	ISB to arrange an IPSM teleconference to discuss the new operational teleconference structure.	ISB	13/07/2016	Completed

LEX 31843 - Page 99

Australian Government
Department of Human Services

National Indigenous Coalition Operational Teleconference – September 2016

Date: 29 September 2016
Time: 2.00 pm – 3.30 pm (Canberra time – EST)

Number: **1800 672 949**
Host Code: **7260 7979 6220** (ISB only)
Guest Code: **7260 7979 1291** (NIC members)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Yellow.N2R353

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** **Previous Action Items**	s22 – Indigenous Services Branch
2.05 pm 15 mins	**Update on Action Items from May 2016 NIC Conference**	s22 – Indigenous Services Branch
2.20 pm 45 mins	**November 2016 NIC Conference agenda – pre-thinking of sessions**	s22 – Indigenous Services Branch. **NIC Members to take the lead and generation discussions**
3.05pm 20 mins	**Other Business**	**All**
3.25 pm 5 mins	**Close – next meeting 27 October 2016**	s22 – Indigenous Services Branch

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
1.	**Seek ideas from NIC member on how we can collaborate to continue a 'driving conversation' beyond the face-to-face conferences.** • There are already almost monthly teleconferences. Is this the appropriate forum to collaborate and continue the conversation beyond the face-to-face conferences? • If so, what improvements can be implemented to ensure better collaboration and engagement with the NIC members?	ISB	Friday 14th October	Completed
2.	**Form small working groups to have conversations about upcoming face-to-face agenda items and prepare questions to promote discussions with each guest speaker** • s22 i to send out a list of the small working groups which were formed for each agenda item for the November NIC Conference • NIC members to email s47E(d) with further nominations	ISB	Monday 10th October	NIC Member to nominate based on the below NIC agenda items

	• Explore opportunities for a depository for questions and ideas to be collected via the Sharepoint page, which can be channelled to the appropriate small working groups in preparation for the face-to-face conferences • Explore alternative ways for NIC members to ask questions and interact with guest speakers at NIC face-to-face conferences: • s22 to investigate the idea of having a mobile app that allows questions to be asked live during the face-to-face conference in November			
3.	**ISB to distribute the final draft agenda for the November NIC Conference to all NIC members**	ISB		See attached
4.	**Explore the possibility of making a VOD about the achievement of recruiting over 150 new Indigenous Apprentices that will begin working for the department in October 2016**	s22		Completed
5.	**ISB to explore the idea of including 'a blue sky' agenda at the November NIC Conference**	s22		Under discussion

NIC Conference Agenda outline

Indigenous Leadership Day	**Indigenous APS Champions Session**	• Navigating and influencing in the bureaucracy • Applying Indigenous insights and perspectives to the conversation
NIC Conference Day 1	**Robert Ryan, Anne-Marie Roberts and Gail Anderson** – Assistant Secretary, Community Safety and Policy Division, Indigenous Affairs Group (PM&C)	• Update – what is happening now: • Empowering communities investment mapping **Working Group:** s22
	Scott Anderson – National Manager, Customer Media Engagement	• Indigenous Communications update **Working Group:**

		s22
	Michelle Lees – General Manager, Business Transformation Division	• WPIT Programme update (including progress against action items from May 2015 conference) • Opportunities for NIC collaboration **Working Group:** s22
	Monica Bacusi – National Manager, Social Work Services	• Social Work Services Branch – Update **Working Group:** s22
	Caroline Edwards – Deputy Secretary, Health and Aged Care Division	• Indigenous health service delivery update • Opportunities for NIC collaboration **Working Group:** s22
	s22 - Director, Indigenous Services Branch	• Indigenous Servicing Strategy 2017-19 **Working Group:** s22

		s22
NIC Conference Day 2	**Scott Britton** – National Manager, Compliance Risk Branch	• 2015-16 Budget Measure - Strengthening the Integrity of Welfare Payments and the possible impact on Indigenous debt levels • Opportunities for NIC collaboration **Working Group:** s22
	Jenny Britton – National Manager, Working Age Programmes and Compliance Branch	• What is the job seeker participation data telling us? • Community Development Programme job seeker compliance update **Working Group:** s22
	Sue Morrison – National Manager, Coordination and Operations Design	• Service Delivery Unified Operating Model - What does this mean for Indigenous servicing arrangements? • Overview - Channel Strategy - What does this mean for Indigenous Australian customers? **Working Group:** s22

Australian Government
Department of Human Services

National Indigenous Coalition Strategic Teleconference – October 2016

Date: 27 October 2016
Time: 2.00 pm – 3.30 pm (Canberra time – EDT)

Number: **1800 672 949**
Host Code: **7260 7979 6220** (ISB only)
Guest Code: **7260 7979 1291** (NIC members)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Yellow.N2R353

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	**Welcome** **Previous Action Items**	s22 – Indigenous Services Branch
2.05 pm 65 mins	**November 2016 NIC Conference, Working Groups progress update (7 minutes per working group)**	**NIC Working Group leaders to take the lead**
3.10 pm 15 mins	**Other Business**	**All**
3.25 pm 5 mins	**Close – next meeting TBA**	s22 – Indigenous Services Branch

ACTION ITEM NO.	ACTION ITEMS FROM SEPTEMBER TELECONFERENCE	BY WHOM	DUE	STATUS
1.	**Seek ideas from NIC member on how we can collaborate to continue a 'driving conversation' beyond the face-to-face conferences.** • There are already almost monthly teleconferences. Is this the appropriate forum to collaborate and continue the conversation beyond the face-to-face conferences? • If so, what improvements can be implemented to ensure better collaboration and engagement with the NIC members?	ISB	Friday 14th October	Ongoing
2.	**Form small working groups to have conversations about upcoming face-to-face agenda items and prepare questions to promote discussions with each guest speaker** • s22 i to send out a list of the small working groups which were formed for each agenda item for the November NIC Conference • NIC members to email s47E(d) with further nominations	ISB	Monday 10th October	Complete (see attached table below)

3.	• Explore opportunities for a depository for questions and ideas to be collected via the Sharepoint page, which can be channelled to the appropriate small working groups in preparation for the face-to-face conferences • Explore alternative ways for NIC members to ask questions and interact with guest speakers at NIC face-to-face conferences: • s22 to investigate the idea of having a mobile app that allows questions to be asked live during the face-to-face conference in November • Working group leads to provide their final questions to s47E(d) • ISB to provide working groups with final question list			Complete Comlpete
4.	**ISB to distribute the final draft agenda for the November NIC Conference to all NIC members**	ISB		Complete
5.	**Explore the possibility of making a VOD about the achievement of recruiting over 150 new Indigenous Apprentices that will begin working for the department in October 2016**	s22		Complete
	ISB to explore the idea of including 'a blue sky' agenda at the November NIC Conference	s22		NIC agenda was too full to allow this topic in

November 2016 NIC Conference – Working Groups

NIC Conference Day 1	**Robert Ryan, Anne-Marie Roberts and Gail Anderson** – Assistant Secretary, Community Safety and Policy Division, Indigenous Affairs Group (PM&C)	• Update – what is happening now: • Empowering communities investment mapping	**Working Group:** s22 s22

	Scott Anderson – National Manager, Customer Media Engagement	• Indigenous Communications update	**Working Group:** s22
	Michelle Lees – General Manager, Business Transformation Division	• WPIT Programme update (including progress against action items from May 2015 conference) • Opportunities for NIC collaboration	**Working Group:** s22
	Monica Bacusi – National Manager, Social Work Services	• Social Work Services Branch – Update	**Working Group:** s22
	Caroline Edwards – Deputy Secretary, Health and Aged Care Division	• Indigenous health service delivery update • Opportunities for NIC collaboration	**Working Group:** s22
	s22 – Director, Indigenous Services Branch	• Indigenous Servicing Strategy 2017-19	**Working Group:** s22
NIC Conference Day 2	**Scott Britton** – National Manager, Compliance Risk Branch	• 2015-16 Budget Measure - Strengthening the Integrity of Welfare Payments and the possible impact on Indigenous debt levels • Opportunities for NIC collaboration	**Working Group:** s22

	Jenny Britton – National Manager, Working Age Programmes and Compliance Branch	• What is the job seeker participation data telling us? • Community Development Programme job seeker compliance update	**Working Group:** s22
	Sue Morrison – National Manager, Coordination and Operations Design	• Service Delivery Unified Operating Model - What does this mean for Indigenous servicing arrangements? • Overview - Channel Strategy - What does this mean for Indigenous Australian customers?	**Working Group:** s22

Australian Government
Department of Human Services

National Indigenous Coalition Conference

Day 1 – Wednesday 17 May 2017
Namadgi Room, Caroline Chisholm Centre

Time	Presenter	Agenda Item
8.15-8.45	**Arrival – Tea and Coffee**	
8.45-9.00	s22 – Acting Director, Indigenous and Remote Servicing Branch s47F(1) – Ngunnawal Elder	**Session 1:** • Welcome to Country • General welcome (new members) and apologies • Confirmation of November 2016 NIC Conference minutes
9.00-10.00	s22 – Director, Indigenous and Remote Servicing Branch s22 – Assistant Director, Indigenous and Remote Servicing Branch	**Session 2:** • Indigenous Servicing Strategy 2017-19 update and current progress
10.00-10.30	**Barry Jackson** – Deputy Secretary, Service Delivery Operations **Bridget Brill** – General Manager, Channel Operations, Indigenous and Intensive Servicing Division	**Session 3:** • Introduction • Update on ChOIIS priorities
10.30-10.45	**Morning Tea**	
10.45-12:15	**Linda Young** – Acting General Manager, Aged Care and Industry Programmes Division s22 and s22 – Aged Care Programmes Branch	**Session 4:** • Development of a service offer for Aged Care Online Claiming
12.15-12.45	s22 – Chairperson, National Indigenous Social Work Group (15 mins) s22 – Remote Small Sites Managers Indigenous representative, Service Zone Northern Australia (15 mins)	**Session 5:** • Update on academic papers for NIC consideration and future strategy development • Update on Remote Managers' forum • Future collaboration with NIC members
12.45-1.30	**Lunch**	
1.30-2.15	**Alison Fitzgerald**– National Manager, Governance Branch	**Session 6:** • Reconciliation Action Plan 2017-19 update • Reconciliation Week • RAP working group update
2.15-3.45	**Bruce Taloni** – National Manager, Financial Support Initiatives Branch s22 – Region Managers, Service Zones Northern and Central Queensland s22 – Assistant Director, Deduction & Confirmation Branch	**Session 7:** • Building Aboriginal and Torres Strait Islander customers' financial literacy and capability • Indigenous financial service delivery development
3.45-4.00	**Afternoon Tea**	
	Walk to Technical Innovation Centre, 134 Reed Street, Greenway	**Tour of Technical Innovation Centre**
4.00-4.50	**Tour of Technical Innovation Centre**, 134 Reed Street, Greenway	**Session 8:** • Digital Transformation agenda
6.00-9.00	**Official NIC Dinner and NIC member/guest speakers – Vikings Town Centre, Baamoo Grill**	

National Indigenous Coalition Conference

Day 2 – Thursday 18 May 2017 Namadgi Room, Caroline Chisholm Centre		
Time	**Presenter**	**Agenda Item**
8:00-8:30	**Arrival – Tea and Coffee**	
8.30-10.15	s22 – Director, Customer Compliance Division s22 – Director, Compliance Risk Branch	**Session 9:** • Compliance framework for Indigenous customers. Risk identification and strategy development
10.15-10.30	**Morning Tea**	
10.30-11.30	**Michelle Lees** – General Manager, Business Transformation Division	**Session 10:** • WPIT Programme update (Tranche Two) • How do we capture Aboriginal and Torres Strait Islander insights?
11.30-12.45	**Neal Mason** – General Manager, People Strategy Division **Shannon Schuster** – National Manager, Workforce Strategy and Policy Branch s22 – Director, Workforce Strategy and Policy Branch	**Session 11:** • Update on new Aboriginal and Torres Strait Islander Employees Plan • Workshop on the future Aboriginal and Torres Strait Islander Employees Plan • Panel discussion
12.45-1.00	**John Gibbs** – National Manager, Indigenous and Remote Servicing Branch	• Recap and close
1.00-2.00	**Lunch and farewells** **Thank you for your participation**	

Australian Government
Department of Human Services

National Indigenous Coalition Conference
17 – 18 May 2017
Minutes and Action Items

Day One – Caroline Chisholm Centre – Namadgi Room	
8.15 – 8.45am	**Arrival – Tea and Coffee**
Session 1 **8.45 – 9.00** s22 – A/g Director, Indigenous and Remote Servicing Branch	Welcome to Ngunnawal Country conducted by s47F(1) (Traditional Owner). s22, A/g Director of the Indigenous and Remote Servicing Branch, acknowledged the traditional custodians of the land and paid respect to Elders past and present, and welcomed everyone to the conference. John Gibbs, National Manager of the Indigenous and Remote Servicing Branch, welcomed everyone to the conference and thanked s47F(1) for her Welcome to Country.

New NIC Members:

	Name	Position	Zone/Branch/Division
1	s22	RM	Northern VIC
2		Social Worker	National Indigenous Social Work Group
3		Director	Indigenous and Remote Servicing Branch
4		RM	Southern NSW
5		RM	Central NSW
6		Team Leader	Indigenous Representative - Smart Centre North
7		Manager	Indigenous Representative - Remote and Small Sites Managers group
8		Director	Strategic Advice Branch
9		RM	Eastern VIC

Apologies:

	Name	Position	Zone/Branch/Division
1	Jason Armstrong	National Manager	Represented by Gavin Matthews
2	s22	Director	Northern Australia
3		IPSM	South Australia
4	Stephen Kelly	National Manager	Represented by s22

Observer:

	Name	Position	Zone/Branch/Division
1	s22	IAP	Team Leader People and Performance
2		ISO	Southern NSW
3		ISO	East VIC

Where Guest Speakers have provided a presentation or conducted a workshop activity this information will be uploaded onto the NIC SharePoint page.

LEX 31843 - Page 110

	Day One – Caroline Chisholm Centre – Namadgi Room
Session 2: **9.00-10.00** s22 – Director, Indigenous and Remote Servicing Branch s22 – Assistant Director, Indigenous and Remote Servicing Branch	**Indigenous Servicing Strategy 2017-19 update and current progress** The NIC continues to play an important role in the development of the ISS. The new ISS to run from 2018-201 is currently being considered and have 6 goals that are service delivery, business areas and entitlement focused. The Indigenous Service Strategy 2018-19 Project Team have been tasked with providing deliverables in additions to the development of the strategy. In May, executives from across the department attended interactive design jams facilitated by the Design Hul team to have conversations which included: • Embedding the ISS into the 'DNA' of the department • Measurable-outcomes, progression, quantitative and qualitative • Interpreting the strategy so business areas understand the application and expectation • Making the strategy meaningful for all staff – with the expectation that senior Executives and staff w have group discussions • Considering a 'portfolio' approach to outcomes – Involving all business areas For each of the 'Strategic Themes' there is an expectation that there will be two actions that the department will contribute to improve outcome for Aboriginal and Torres Strait Islander recipients and their communities The current measures and messaging in the ISS will continue to be reassessed to ensure they reflect the aims and goals of the strategy.
Action Items **2.0**	NIC to provide IRSB with their feedback and thoughts on the following: • What does it look like? • How do we make it real? • What does it mean for the ISS to link with the Aboriginal and Torres Strait Islander Employee Plan an the Reconciliation Action Plan?
Session 3: **10.00-10.30** **Barry Jackson** – Deputy Secretary, Service Delivery Operations **Bridget Brill** – General Manager, Channel Operations, Indigenous and Intensive Servicing Division	• Introduction • Update on ChOIIS priorities Mr Jackson introduced himself and spoke about his career. He stated that the NIC is an important forum and critical to Indigenous insights and perspectives within our department. It was important to acknowledge that National Reconciliation Week and NAIDOC Week recognise the achievements of our Aboriginal and Torres Strait Islander staff, and is the driver that brings Indigenous peopl to the department. There is importance about diversity, background and experiences, and is seeking ways to do more and work together moving forward. Ms Brill spoke about her career experience which led her to her new role of General Manager of Channel Operations, Indigenous and Intensive Servicing Division which she will be looking at the Service Delivery (Transformation) Digital, Telephony, face to face and Digital services. It was emphasised that the department does not lose sight of our vulnerable customers as we move forward and work closely with our Indigenous Service Officers and Community Engagement Officers that provide 'best practice' by continuing to deliver to vulnerable customers, and in complex situations. There needs to be a better alignment connection between the Indigenous Servicing Strategy, the Reconciliation Action Plan and the Aboriginal and Torres Strait Islander Employees Plan and how do we bring them together for a united momentum and focus.

LEX 31843 - Page 111

Action Items	Nil
10.30-10:45	**Morning Tea**
Session 4: **10.45 – 12.15** **Linda Young** – Acting General Manager, Aged Care and Industry Programmes Division **Christine Mulhearn** – National Manager, Aged Care and Industry Programmes Division s22	**Development of a service offer for Aged Care Online Claiming** Examples were given about what their Division is doing in regards to Aged Care providers to better deliver subsidies and supplements to approved care providers in collaboration with the Department of Health and th Department of Veterans' Affairs (DVA). There are 4 main types of aged care programs: • Residential Care • Home care packages • Flexible care (transition care) • Short-Term Restorative Care It was noted that there is a lack of aged care facilities for our vulnerable groups and the Division wants to mal it a positive experience for providers to apply online rather than apply for funding.
Action Items **4.0** **4.1**	Aged Care Division to provide IRSB on suggested sites to visit for distribution for NIC members. Aged Care Division to provide IRSB with draft 'service offer' for distribution for NIC members.
Session 5: **12.15 – 12.45** s22 – Chairperson, National Indigenous Social Work Group (15 mins) s22 - Remote Small Sites Managers Indigenous representative, Service Zone Northern Australia (15 mins)	**Update on academic papers for NIC consideration and future strategy development and Update on Remote Managers' forum, Future collaboration with NIC members** In this session, NIC members were provided with a brief overview as to how the National Indigenous Social Work Group (NISWG) was formed to promote and assist the department with culturally safe and responsive social work practices and to ensure that Indigenous voices are heard. The NISWG core membership comprises: • Aboriginal and Torres Strait Islander social workers within the department • Aboriginal and Torres Strait Islander social work scholarship and cadetship holders Future opportunities identified for the NISWG are in the digital space, and supporting Indigenous jobseekers i service centres, and involving Participation Solutions Teams as necessary. NISWG will continue to work collaboratively with key stakeholders, eg, Indigenous Employment Strategies Team, Social Work Services Branch and IRSB to progress relevant concerns. s22 – Remote Small Sites Managers Indigenous (RSSM) representative gave and update on whe the group are at. It was identified that the RSSM forum is tailored for Indigenous and non-Indigenous Managers from Remote Small Sites to talk about issues that are impacting on their sites. Feedback received was that it's great to be a part of the NIC and to hear from the strategic side of the department's business. It is important to attend the NIC meetings to hear about the issues that affect Aboriginal and Torres Strait Islander peoples. The sessions are very informative and it was suggested that the Indigenous Leadership grou members and the RSSMs have a combined meeting where the strategic and operational aspects of Indigenou servicing discuss common messages for staff on the ground, which could result in finding solutions together.

Action Items **5.0**	IRSB to consider the viability of having a combined Indigenous Leadership Day with NIC and RSSM attendees and advise the groups of the outcome
12.45 – 1.30	**Lunch**
Session 6: **1.30-2.15** **Alison Fitzgerald –** National Manager, Governance Branch s22 Governance Branch s22 Governance Branch	**Reconciliation Action Plan 2017-19 update, Reconciliation Week, RAP working group update** NIC members were updated on National Reconciliation Week (NRW) events, the new Reconciliation Action Plan (RAP) and how it would be aligned with other corporate documents, such as the Indigenous Servicing Strategy and the Aboriginal and Torres Strait Islander Employees Plan. The Governance Branch will work closely with relevant stakeholders, such as IRSB, Indigenous Champions and the Zones throughout the development of the new documents. National Reconciliation Week There are a number of events planned for the National Reconciliation Week (NRW) event, which include: • An event is being held in Canberra, which will feature Indigenous dancers and an Indigenous music performance, the unveiling of a collaborative NRW artwork and an employee art exhibition. • There are resources that staff can use to help you get the word out on the NRW Intranet page. • Staff have also been asked to mark their commitment by signing a Statement of Reconciliation; and • A time capsule is also being put together. Events are planned in Central Queensland, Tasmania, Central NSW & North NSW. Artwork Sixteen canvasses are available across the country to allow staff to contribute to the final artwork which will b unveiled at the main event at the Caroline Chisholm Centre.
Action Items **6.0** **6.1**	Governance Branch to provide a list of the RAP Working Group members to distribute to NIC members. IRSB to seek feedback and input from NIC members into the new RAP for 2018-21 and provide to the Governance Branch
Session 7: **2.15-3.45** **Bruce Taloni** – National Manager, Financial Support Initiatives Branch s22 – Region Managers, Service Zones Northern and Central Queensland s22 Assistant Director, Deduction & Confirmation Branch	**Building Aboriginal and Torres Strait Islander customers' financial literacy and capability, Indigenous financial service delivery development** The FSIB sought assistance with the review of financial capability. A workshop was held and feedback was received from the NIC members and provided to the presenters on th following questions: • Is there actually a problem with financial capability? • Is it working? If not, why not? • Any local initiatives? • What are possible solutions/ideas/messages? The Minister (PM&C) requested the review of the financial management support services for disadvantaged customers and with the joint review with the Department of Social Services where reporting findings to take place in the next few months.

	Financial capability, which is also known as financial literacy, was explained as being a combination of financi knowledge, skills, attitudes and behaviours that assist to make sound financial decisions to improve financial wellbeing. There's a need to target the right cohort, not the vulnerable, and focus on assisting customers to become self sufficient, linking customers to relevant services and other government initiatives. A pilot project took place in the Torres Strait Island Region where there were discussions included recipients applying for small business loans with little knowledge of managing of their own funds. A second workshop followed where the following questions were discussed and feedback to be discussed: • Determine how financial capability links with current strategies • Think about financial capability in your environment/community • Is it working? If not, why not? • Existing local solutions? Are they working? • Possible new solutions/ideas/messages? The FSIB will undertake further stakeholder engagement and research to collate ideas, test ideas with stakeholder including Executives, and draft a report to send to the Minister.
Action Items **7.0** **7.1**	The FSIB to provide IRSB with the notes from the group discussions. The FSIB to provide a response for distribution to NIC members on how their feedback from the workshops were considered, and progressed as part of the initiative
2.45-3.00	**Afternoon Tea**
Session 8 **4.00-4.50** **Tour of Technical Innovation Centre,** 134 Reed St, Greenway	**Tour of Technical Innovation Centre** The NIC Members had a tour of the Centre. The Centre brings together the latest technology, interactions and design engagement to create an even-better digital experience for our staff, customers and partners. NIC Members experienced a whole range of new technology from: • End User – How MyGov space will be taking a new way of signing into your account. • Past & future Journey. • s22 – A futuristic look at how technology will be able to assist recipients with their queries.
Action Items	**Nil**
6.00-9.00	**Town Centre Vikings, Greenway – Baamoo Room** **Guest Speakers:** s22

LEX 31843 - Page 114

	Day Two – Caroline Chisholm Centre – Namadgi Room
8.00-8.30	**Arrival – Tea and Coffee**
Session 9: **8.30-10.15** s22 – Director, Customer Compliance Division s22 – Director, Compliance Risk Branch	s47C
Action Items **8.0** **8.1**	IRSB to send out questions for NIC members to provide information and feedback regarding the following: • What are the issues for Remote customers? • What needs to be considered? • What are the barriers resulting in customers not engaging with the department? IRSB to meet with the Compliance Division to discuss the way forward regarding debt and appeals for Aboriginal and Torres Strait Islander customers
10.15-10.30	**Morning Tea**
Session 10: **10.30-11.30** **Michelle Lees** – General Manager, Business Transformation Division s22 s22 s22, Business Architecture Branch	**WPIT Programme update (Tranche Two)** General Manager, People Strategy Division recapped on the updated WPIT Programme overview and Tranche 1 where they were working on changes for the transformation of welfare services for all Australians now and into the future. NIC members heard about the features that will 'go live' in the production environment for recipients to use in late May, what is being done to enhance the current online services to include the ability to update income and assets where Person Permitted to Enquire (PPE) equals 'No'. **Design Vision:** To design a tailored and trusted service experience for all who interact with the department and provide the foundation to transform people's service experience commencing with students and those who assist them.

s47C

	s47C
Action Items **10.0**	The Business Architecture Branch to provide a copy of the Report on the recent ABSTUDY Insights workshop held in Cairns.
Session 11: **11.30-12.45** **Neal Mason** – General Manager, People Strategy Division **Shannon Schuster** – National Manager, Workforce Strategy and Policy Branch s22 – Director, Workforce Strategy and Policy Branch	**Update on new Aboriginal and Torres Strait Islander Employees Plan, Workshop on the future Aboriginal and Torres Strait Islander Employees Plan, Panel discussion** General Manager gave an overview of what they would cover and introduced his staff. The Director introduced his team and advised NIC members of their Division's priorities, which include consultation on the new Aboriginal and Torres Strait Islander Employees Plan, 2017 intake of apprentices, and ensuring the right support mechanisms are in place for those joining our department i.e. mentors and buddies. The vision is to position their team to value-add to the network and to the department. In the current environment where resources are limited, NIC members are asked to provide innovative ideas in this space. The Division noted that the Department's Selection Criteria is daunting and this is a barrier that stops people from applying for positions.

LEX 31843 - Page 116

	The Team then facilitated a workshop to discuss the following: Where we do need to improve is in implementing, e.g. supporting local implementation to encourage ownership, responsibility and accountability. • What does DHS need to do to become an employer of choice? • What does DHS do well? • What barriers does DHS have in achieving success? • Being intentional and purposeful to build success. **Your input matters!** IEST will be engaging with Indigenous staff and stakeholders across the country to ensure the Employees Strategy 2018-21 is reflective of employee aspirations and the department's commitment to improving employment outcomes. **Employees Strategy 2018-21 Development Phases** Engagement and Consultation: **15 May to 7 July 2017** Development and Design: **10 July to Sept 2017** Launch and Implement: **November 2017**
Action Items **11.0** **11.1** **11.2**	 IRSB to forward presentation to NIC members and attendees. Workforce Strategy and Policy Branch to provide IRSB with notes from the NIC workshops to distribute to NIC members IEST to provide a response for distribution to NIC members on how their feedback from the workshops were considered, and progressed as part of the consultation phase for the Plan
Session 12: **12.45-1.00** **John Gibbs** – National Manager, Indigenous and Remote Servicing Branch	**Recap and Close** John thanked everyone for their participation in the NIC conference and acknowledged the hard work of the Indigenous Service Delivery Team for organising the conference. John also welcomed any feedback from attendees about the Indigenous Leadership Day and the NI conference.
Action Items **12.0**	NIC members to complete their feedback on the Indigenous Leadership Day and the NIC Conference.
1.00	**Lunch and Farewells** **Thank You for Your Participation**

LEX 31843 - Page 117

NIC Members Present

	Name	Position	Service Zone/Branch/Division
1	s22	IPSM	Central NSW
2		RM	Central QLD
3		RM	Northern VIC Stakeholder & Community Engagement & Emergency Management
4		Director	Child Support Smart Centres
6		A/g National Manager	Payment and Claiming Branch
7		Service Leader	Southern NSW
8		Service Leader	Northern Australia
9		Social Worker	National Indigenous Social Work Group
10		Social Worker WA	Smart Centre Division – Central and West
11		Director	Workforce Strategy and Policy
12		IPSM	Western Australia
13		Region Manager	Western Australia
14		Director	Indigenous and Remote Servicing Branch
15	Gavin Matthews	National Manager	Medicare and Veterans Branch
16	s22	Region Manager	South QLD
17		Director	Business Process Working Age Branch
18		Director	Southern NSW
19	John Gibbs	National Manager	Indigenous and Remote Servicing Branch
20	s22	Director	Indigenous & Multicultural Communication Team
21		IPSM	North NSW
22		A/g Director	Indigenous and Remote Servicing Branch
23		Director	National Agents & Access Points Team
24		IPSM	Tasmania
25		Programme Officer	Indigenous and Remote Servicing Branch
26		IPSM	South QLD
27		RM	Sydney
28		PM (A/g)	Northern Australia
29		Region Manager	Central NSW
30		Assistant Director	Indigenous and Remote Servicing Branch
31		Indigenous Representative	Remote and Small Sites Managers Group
32		Team Leader	Smart Centres Division North Indigenous Representative
33		Director	Strategic Advice Branch
34		Service Centre Manager	Northern QLD
35		RM	South Australia
36		IPSM	Southern NSW
37		IPSM	Central QLD
38		Assistant Director	Health and Aged Care
39		Region Manager	West VIC
40		RM	North NSW
41		RM	Tasmania
42		Director	Assessment Services Branch
43		A/g Director	Indigenous and Remote Servicing Branch
44		Region Manager	Northern QLD

LEX 31843 - Page 118

Australian Government
Department of Human Services

National Indigenous Coalition Operational Teleconference – January 2017

Date: 25 January 2017
Time: 2.00 pm – 3.30 pm (Canberra time)

Meet Me: 1800 672 949
Host Code: 7260 7979 6220 (s22 only)
Guest Code: 7260 7979 1291 (Participants)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Red.S2R153

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	• Welcome and Acknowledgement of Country • Previous Action Items • Apologies	s22 – Assistant Director, Indigenous Service Delivery Support Team, IRSB
2.05 pm 10 mins	**National Manager update on new IRSB structure**	**John Gibbs** – National Manager, IRSB
2.15 pm 15 mins	**IRSB Directors Updates**	s22 – A/g Director, Indigenous Service Deivery Support Team, IRSB s22 – A/g Director, Business Support and Coordination Team, IRSB s22 – A/g Director, Remote Servicing Team s22 – Director, Indigenous, Remote and Regional Services
2.30 pm 5 mins	**NIC Update**	s22 – A/g Director, Indigenous Service Deivery Support Team, IRSB
2.35 pm 10 mins	**Introduction of new IEST Director**	s22 – Director, Indigenous Employment Strategies Team
2.45 pm 15 mins	**ISO Programme for 2017** **Indigenous Servicing Reporting Tool** **Out-Servicing Risk Management Plan**	s22 – A/g Assistant Director, Indigenous Service Delivery Support Team, IRSB
3.00pm 10 mins	**Cultural Competency Project update**	s22 , Social Work Services Branch
3.10pm	**Other Business**	s22 – Assistant Director, Indigenous Service Delivery Support Team, IRSB
3.15 pm 5 mins	**Close**	s22 - Assistant Director, Indigenous Service Delivery Support Team, IRSB

LEX 31843 - Page 119

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
1	s22 i to send email requesting nominations for the Social Work Services Cultural Competency Working Group	s22	ASAP	Completed
2	NIC members to read and give feedback on Nominee email dated 16/12/2016	everyone	ASAP	Completed

Australian Government
Department of Human Services

National Indigenous Coalition Operational Teleconference – February 2017

Date: 23 February 2017
Time: 2.00 pm – 3.05 pm (Canberra time)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Yellow.S2R353

Meet Me: 1800 672 949
Host Code: 7260 7979 6220 (s22 only)
Guest Code: 7260 7979 1291 (Participants)

Attendees:	IRSB: s22 s22

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	• Welcome and Acknowledgement of Country • Previous Action Items • Apologies: s22	s22 – Assistant Director, Indigenous Service Delivery Team, IRSB
2.05 pm 15 mins	**Centrepay Deductions to ACBF**	s22
2.20 pm 15 mins	**IRSB Directors Updates**	s22 – A/g Director, Business Support and Coordination Team, IRSB s22 – Remote Servicing Team
2.35 pm 10 mins	**NIC Update**	s22 - Indigenous Service Delivery Team, IRSB
2.45 pm 15 mins	**Prison Servicing**	s22 **– Multicultural Services**
2.55 pm 10 mins	**Other Business**	s22 – Assistant Director, Indigenous Service Delivery Team, IRSB
3.05pm	**Close**	s22 – Assistant Director, Indigenous Service Delivery Team, IRSB

LEX 31843 - Page 121

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
1	s22 to send email requesting nominations for the Social Work Services Cultural Competency Working Group	s22	ASAP	**Completed**
2	NIC members to read and give feedback on Nominee email dated 16/12/2016	Everyone	ASAP	**Completed**

Australian Government
Department of Human Services

National Indigenous Coalition Operational Teleconference – March 2017

Date: 23 March 2017
Time: 2.00 pm – 3.25 pm (Canberra time)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Yellow.S2R353

Meet Me: 1800 672 949
Host Code: 7260 7979 6220 (s22 only)
Guest Code: 7260 7979 1291 (Participants)

Attendees:	IRSB: s22

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	• Welcome and Acknowledgement of Country • Previous Action Items, Apologies:	s22 – Assistant Director, Indigenous Service Delivery Team, IRSB
2.05 pm 15 mins	Unified Operating Model update	s22 – Director, Channel Strategy and Transformation Branch
2.20 pm 15 mins	Multicultural Servies Branch update	s22 – Director, Multicultural Services Branch (MSB) s22 – Assistant Director, MSB
2.35 pm 15 mins	WPIT update	s22 – Director, Business Architecture
2.50 pm 10 mins	Indigenous Health Update	s22 – Medicare Public Change Coordination
3.00 pm 10 mins	Indigenous Apprenticeship Programme update	s22 – Director, Indigenous Employment Strategies Team
3.10 pm 15 mins	Rural and Remote Site Managers' conference update	s22 – Director, IRSB
3.25 pm	General or Other business	All
3.30pm	Close / Action Items	

LEX 31843 - Page 123

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
1				
2				
3				
4				

Australian Government
Department of Human Services

National Indigenous Coalition Operational Teleconference – April 2017

Date: 27 April 2017
Time: 2.00 pm – 3.25 pm (Canberra time)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Red.S2R153

Meet Me: 1800 672 949
Host Code: 7260 7979 6220 (s22 only)
Guest Code: 7260 7979 1291 (Participants)

Attendees:	IRSB: s22

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	• Welcome and Acknowledgement of Country • Previous Action Items, Apologies:	s22 – Assistant Director, Indigenous Service Delivery Team, IRSB
2.05 pm 5 mins	Update of May 2017 NIC Conference arrangements	s22 – IRSB
2.10 pm 15 mins	One Number project update	s22 – National Manager, Telephony Services Projects Branch
2.25 pm 15 mins	IRSB Director updates	• s22 – Director, Business Support and Management Information • s22 – Director, Remote Service Delivery • s22 – Director, Indigenous Service Delivery Team
2.40 pm 15 mins	Digital and online activities update	s22 – Director, Digital Correspondence External Projects Branch s22 - Director, Digital Correspondence External Projects Branch
2.55 pm 15 mins	Identity Management and Indigenous behavioural insights	s22 Director, Payment Integrity Branch s22 – Director, Payment Integrity Branch
3.10 pm 10 mins	Cultural Competency Project update	s22 , Social Work Services Branch
3.20pm	General or Other business	
	Close / Action Items	

LEX 31843 - Page 125

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
1	NIC members to please send MSB any suggestions to improve uptake of the Indigenous Languages Translator Programme	All		
2	NIC members to encourage other staff members who use Indigenous Language skills in costomer service to take up the Community Language Allowance	All		
3	s22 to send talking points on the Child Dental Scheme to IRSB for distribution to the network	s22		
4	NIC members to contact s22 with any suggestions for products to improve uptake of the Child Dental Scheme	All		
5	s22 will send clarification on outservicing presentation clearances to NIC membership when it is available.	s22		Completed

Australian Government
Department of Human Services

National Indigenous Coalition Operational Teleconference – June 2017

Date: Thursday, 22 June 2017
Time: 2.00 pm – 3.30 pm (Canberra time)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Red.S2R153

Meet Me: 1800 672 949
Host Code: 7260 7979 6220 (IRSB only)
Guest Code: 7260 7979 1291 (Participants)

Attendees:	IRSB: s22 NIC members: s22

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	• Welcome • Acknowledgement of Country • Previous Action Items, Apologies – s22	s22 - Director, Indigenous Service Delivery Team, IRSB
2.05 pm 5 mins	Introduction of new ISD Team Director	s22 – Director, Indigenous Service Delivery Team IRSB
2.10 pm 20 mins	ISRB Director Updates	s22 – Director, Indigenous Service Delivery Team IRSB s22 – Director, Business Support and Management Information IRSB
2.30 pm 15 mins	Corporate Wardrobe discussion	s22 Procurement and Records Management Branch
2.45 pm 15 mins	Family and Domestic Violence	s22 – Senior Programme Officer Emergency Management and Family Safety Programmes
3.00 pm 10 mins	General or Other business	All – including: • s22 IEN City/Country update • s22 – ISO National Conference update
3.10 pm 10 mins	Close / Action Items Next meeting: 27 July 2017 from 2 – 3.30pm	

LEX 31843 - Page 127

ACTION ITEM NO.	ACTION ITEM	BY WHOM	DUE	STATUS
1	NIC members to please send MSB any suggestions to improve uptake of the Indigenous Languages Translator Programme	All		Completed
2	NIC members to encourage other staff members who use Indigenous Language skills in costomer service to take up the Community Language Allowance	All		Completed
3	s22 to send talking points on the Child Dental Scheme to IRSB for distribution to the network	s22 s22		Completed
4	NIC members to contact Sharon with any suggestions for products to improve uptake of the Child Dental Scheme	All		Completed
5	s22 will send clarification on outservicing presentation clearances to NIC membership when it is available.	s22		Completed

Australian Government
Department of Human Services

National Indigenous Operational Teleconference – August 2017

Date: 24 August 2017
Time: 2.00 pm – 3.30 pm (Canberra time)

Chair: s22
CCC Room: RM.NAT.CCC.Level2.Yellow.S2R353

Meet Me: 1800 672 949
Host Code: 7260 7979 6220 (s22 only)
Guest Code: 7260 7979 1291 (Participants)

Attendees:	**IRSB:** s22 s22 OBO: s22

TIME	AGENDA ITEM	SPEAKER
2.00 pm 5 mins	• **Welcome** • **Acknowledgement of Country** • **Previous Action Items, Apologies**	s22 – Assistant Director, Indigenous Service Delivery Team, IRSB
2.05 pm 20 mins	**Update of Aboriginal and Torres Strait Islander Employment Strategy**	s22 – Director IEST
2.25 pm 15 mins	**Directors' Updates**	s22 – Indigenous Service Delivery Team s22 – Business Support & Management Information s22 – Remote Service Delivery Team
2.40 pm 20 mins	**No Maintenace Action Project**	s22 – Director Child Support Indigenous Services Team s22 – Assistant Director, IRSB
3.00 pm 15 mins	**General or Other business** • **Indigenous uniforms for Out-Servicing options update** • **ISO Conference: Approval and location** • **Teleconference invitation updates**	All s22 – to provide update s– to provide update s– to provide information
3.15 pm	**Close / Action Items** **Next meeting: 28 September 2017 (Strategic)**	

LEX 31843 - Page 129