

ABORIGINAL SERVICE PLAN 2010-11

Aboriginal participation in agency decision making

During 2010-11 the Commission will continue to have a designated position on its Consumer Consultative Committee for the Aboriginal Health and Medical Research Council, to ensure that the views of aboriginal health consumers are represented.

The Committee provides the Commission with valuable insights from the public and consumer perspective and is one important way for the Commission to ensure that its policies and procedures are responsive to consumer views. Members of the Committee represent various health care consumers in NSW.

Service planning and delivery

Good Service Mob

During 2010-11, the Commission will continue its involvement in the Good Service Forums, in partnership with nine other NSW or Commonwealth complaint handling agencies. The forums are held by the "Good Service Mob", a collaboration of Indigenous and non-Indigenous staff from complaint-handling agencies who help consumers in New South Wales.

The dates for the forums held or planned during 2010-11 are:

- ▶ 27 July 2010: Muswellbrook
- ▶ 28 July 2010: Tamworth
- ▶ 29 July 2010: Gunnedah

- ▶ 30 July 2010 Guyra
- ▶ 13 September 2010: Nambucca Heads
- ▶ 14 September 2010 Taree
- ▶ 15 September 2010: Port Stephens
- ▶ 21-24 March 2011: Moree, Narrabri, Mungindi and Goondiwindi

Other outreach to Aboriginal consumers

In October 2010, the Commission attended the NSW Aboriginal Rugby League Knockout Carnival (Gosford), which was attended by approximately 20,000 Aboriginal people from across NSW. The Commission will work with its Good Service Forum Partners to be part of the Knockout Carnival 2011 which is planned for October 2011.

The Commission also participated the following information and assistance days for Aboriginal communities that are arranged by the Department of Premiers and Cabinet:

- ▶ 19 November 2010: Grafton
- ▶ 24 November 2010: Mt Druitt
- ▶ 1 December 2010: Campbelltown

The Commission will continue to identify other suitable events to reach Aboriginal consumers during 2010-11.

Outreach to Aboriginal Health Workers

During 2010-11 the Commission will continue to collaborate with the Aboriginal Health and Medical Research Council regarding its education program for Aboriginal health workers at the Aboriginal Health Workers College in Little Bay. The

program involves Commission staff providing regular guest lectures to Aboriginal health workers undergoing training at the College.

The Commission provided three lectures during the College's 2010 program (12 October, 16 November, 30 November 2010) and will continue to provide more lectures in 2011 once the College's program and timetables for 2011 are finalised.

In addition, the Commission presented at this year's Congress for Torres Strait Islander and Aboriginal Nurses, which was held on 1 October 2010 in Sydney.

Consultation with Aboriginal Health Workers in preparation for national registration

The Commission will consult with the Aboriginal Medical and Research Council, the Aboriginal Health Workers College, Aboriginal Medical Services and its current contacts to assist in their preparation for national registration of Aboriginal and Torres Strait Islander Health workers from 1 July 2012.

Partnerships with Aboriginal people

Due to its size the Commission does not expect to enter into any direct partnerships with Aboriginal communities during 2010-11.

Employment and development

Employment

The Commission will continue to hold and fill an identified Aboriginal Resolution Officer's position. This position is equivalent to 1.44% of the Commission's actual EFTs.

The Commission will aim to increase Aboriginal representation in its workforce by including a statement in vacancies advertisements encouraging Aboriginal people to apply for Commission vacancies.

Development

The Commission will investigate further strategies to provide employment and development opportunities for Aboriginal people, including:

Targeting Aboriginal law graduates to complete their practical legal training at the Commission. Practical legal training is a formal twelve week on-the-job training required by the College of Law in order for law graduates to be eligible for admission as a solicitor. The Commission will approach relevant institutions accordingly.