QUEENSLAND
FAMILY
MATTERS
FORUM

Post Forum Report

August 2016

“Not enough has been done about achieving tangible solutions and actions that are historically informed and respectful, culturally appropriate, and community or kinship sensitive…”

Queensland Family Matters Forum Position Paper, QATSICPP and the Queensland Family Matters Campaign, 2016

“….Our current ‘normal’ practices will absolutely GUARANTEE that there will be 4000 Aboriginal and Torres Strait Islander children will be in out-of-home care by the end of 2016…Our normal is harmful to children and families…”

Family Matters Forum Participant, 2016

The national *Family Matters* campaign, managed through the Secretariat of Aboriginal and Islander Child Care (SNAICC) aims to reduce the disproportionate representation of Aboriginal and Torres Strait Islander children in Australia's child protection system. The emphasis in this campaign in Queensland has been to eliminate factors that have a harmful and enduring impact on Aboriginal and Torres Strait Islander families, focus on family strengthening and children's wellbeing, and re-orientate service delivery from crisis intervention to prevention. This emphasis is evidence informed: addressing key cultural and social determinants of wellbeing (the conditions in which people are born, grow, live and work) is fundamental and in achieving health and wellbeing of Aboriginal and Torres Strait Islander children and families. The Family Matters campaign has been developed on the understanding it is not sufficient to provide Aboriginal and Torres Strait Islander communities with the same level or types of services as others, when their needs are so much greater and the pattern of their involvement with the child welfare system is so markedly different.

For more see: **www.familymatters.org.au**

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Executive Summary

Sessions consisted of groups of participants working across QLD from various sectors to share thoughts and aspirations from the perspective of Aboriginal and Strait Islander children and families to create a new narrative for Aboriginal and Torres Strait Islander children, families and communities that are experiencing vulnerability. Overall observations and feedback from participants included the need for the plan to highlight:

The voice of our children

- At all times and in every context – the voice of the child needs to be given precedent in the design, delivery and evaluation of services. The adoption of a child rights framework into all aspects of policy and legislation, programs and services, processes and practices will generate transformational change.

Culture is a protective factor:

- There is a real need to recognise and resource the informal community and family networks that support children within the community. A long term plan could be to support families with a family strengthening package to resource families to choose their strengthening activities – cultural healing, parental mentoring and relationship counseling in cultural contexts.
- Adolescents of today are the equity implementers for our children. They need access to services to which children are entitled; cultural strengthening and support; access to ceremony and ritual; and, to access services that have a deep respect for and understanding of Aboriginal and Torres Strait Islander culture. This will require all services to engage Aboriginal and Torres Strait Islander people in decision making positions, as employees, advisors, consultants and as researchers and service system enablers to recognise, encourage and support culture as a protective factor.
- Language use in the final action plan should be strength focused, not deficit; and developed in a manner that is easily understood and accepted by local Aboriginal and Torres Strait Islander groups.
- The UN Declaration on the Rights of Indigenous Peoples be embedded in all agencies funded to deliver Aboriginal and Torres Strait Islander child-centric services; ulitising contractual and employment mechanisms to facilitate and strengthen a rights based approach to the access to and delivery of cultural strengthening and support.

Partnerships and Quality Services:

- Genuine partnerships built on trust was seen as critical to ensuring the best outcomes for Aboriginal and Torres Strait Islander children and families. These equitable partnerships are the platform through which children and families thrive, enabling self determination at a household level, and facilitating Aboriginal community controlled driven process to meet our Aboriginal and Torres Strait Islander child and family aspirations.
- Aboriginal and Torres Strait Islander community controlled and governed responses, and Aboriginal and Torres Strait Islander family supports (extended family support) should be resourced as the primary point of contact for Aboriginal and Torres Strait Islander families, and need strategic support to excel in this role. This strategic initiative will require a significant resource shift from government operated and non-Aboriginal operated systems towards a built Aboriginal community controlled sector.
- Recognition that Aboriginal and Torres Strait Islander community controlled services needs a level of competition within the community controlled-service delivery system to drive internal improvements in Aboriginal and Torres Strait Islander child-centric evidence generation, accountabilities, quality standards, procurement processes and family led co-design and delivery of services. This was not seen as competition with non-Aboriginal agencies.
- The need to test the draft action plan with Aboriginal and Torres Strait Islander communities prior to its finalisation, to ensure genuine ownership and drive over the actions and strategies for Aboriginal and Torres Strait Islander children and families.

Systems Transformation:

- A welcoming by government from being a sector of ‘doers’ to transition to ‘enablers’, requiring serious thought for how this should occur to empower Aboriginal and Torres Strait Islander people to take control and ownership of child wellbeing and safety.
- Accountability should not just be seen as holding government and services accountable, but also holding each other accountable. This shift in thinking meant a greater conversation around holding service systems (government and non-government), organisations and individuals accountable and taking ownership and responsibility for actions in community.

Context

Participants were invited to a Family Matters Forum in August 2016 to create an action plan that would bind together organisations, government and community leadership to halt and reverse the trend in the numbers of children transitioning to out-of-home care. The two-day forum provided an opportunity for starting conversations to drive change; through four key Family Matters informed Building Blocks through which the voice of Aboriginal and Torres Strait Islander children and families could be heard. Interestingly, examples of other human service systems that have commenced engagement within an outcomes-based, rights framework, were used as a means to model a child wellbeing and safety service system (i.e. using Aged Care, the National Disability Insurance Scheme, and health approaches as a means to embed a ‘person-driven’ approach to responding to Aboriginal and Torres Strait Islander children and families).

Building Block 1:

Access to quality and Universal Services focused on the need and the challenge of developing child centric procurement policies and systems. Placing children and their families at the centre of service reforms would require all aspects of the service delivery system to be responsive and accountable to the needs of children. Part of this effort would be to consciously change language from deficit to strengths based, and recognise the need to provide formal supports for informal family and community (non-professional) supports for children. An emphasis on **building a workforce capable of** delivering effective cultural and family kinship sensitive services was critical, as was a focus on the period of life from conception to age two. These First 1000 Days **was identified as** a key period of time in which to build family capacity, strengthen health and well being outcomes for children and their parents. In addition, there was a focus on ensuring **sustainability of services, equitable partnerships and new ways of generating evidence that supports preventative approaches to support children meeting their aspirations**.

Building Block 2:

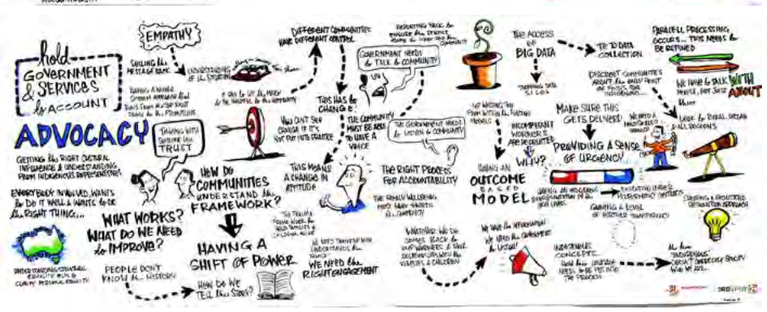
Focused on the co-design of all elements of the service delivery system and advocated for equitable partnerships and new legislative arrangements to put children at the centre of all we do. The voice of the child is paramount in this work and was discussed as being privileged in the development of integrated child led curriculum, practices, service delivery and service systems. Participants discussed the importance of continuing to invest in cultural authority and leadership in families, services and communities and the importance of investing in an early **intervention and prevention workforce. Mainstream services need to set targets that reflect children's needs** and encourage transparency in the number of staff, clients and funds they receive. **Flexibility in funding was also key to innovation** e.g. seamless service delivery, family focused funding packages, cultural healing services.

Building Block 3:

Focused on the need to build systems capable of responding to the complex needs of families and their children through social and cultural determinants of health. To do this, the community controlled sector advocated for an investment in developing and supporting **business acumen** to be competitive with non-government NGOs who have capacity to tender through procurement processes. Also identified was the need to change behaviours and attitudes of workers in organisations that discourage Aboriginal and Torres Strait Islander children and families accessing their services. Participants urged for a review of organisational strategies to ensure that they deal with racial prejudice and racism. Also called for were systems reforms to develop whole of region, whole of sector performance and accountability frameworks. Participants were able to name a number of highly effective prevention and early intervention programs that strengthened families and kept children safe. These programs, however, had been cut because of sustainability issues. To overcome this, participants thought the Family Matters Banner could promote evaluation and sustainability strategies for programs that are generating success as informed by data and practice. Through this way, what Aboriginal and Torres Strait Islander people are able to do is embrace the legitimacy of cultural knowledge to inform and improve systems and processes.

Building Block 4:

Hold governments and services accountable to Aboriginal and Torres Strait Islander people focused on the systems that need to be established to provide that authoritative voice from community over supports for Aboriginal and Torres Islander children and families, this includes exploring how government and services (even Aboriginal community controlled services) need to remain true and aligned with expectations and priorities of Aboriginal and Torres Strait Islander communities. This need for accountability was built on the basis of Aboriginal and Torres Strait Islander children and families experiencing a sub-standard response or intervention from child wellbeing, protection and safety services, and those within government that are mandated with state intervention authority. Additionally, without clear oversight in reform or change, this building block aimed to identify that mechanisms, systems and processes ought to be established to ensure that reform objectives and action is not just rhetoric in the eyes of Aboriginal and Torres Strait Islander people and communities.



Overview

In some group conversations there was greater input and control from Aboriginal and Torres Strait Islander people, whereas others seem to be more dominated by current perspective of the non-Aboriginal community, providing a missed opportunity to be creative and innovative in identifying solutions or critical actions. However, robust discussion still did occur with many opportunities identified to focus attention in driving accountability of government and non government services to Aboriginal and Torres Strait Islander people.

The process of voting was undertaken by consensus building for each theme identified under each building block and further developed in this report. Strategic priorities and focus areas that participants agreed should be further built upon with specific and targeted actions to drive the priorities intent. These priority and focus areas were identified by those areas that received more than 65% of the vote by participants as being 'Highly Important'. There are other action items that will need to be developed and implemented over the life of the strategy.

Greater time with participants would have allowed for more investment in developing the actions associated with these priorities, however, within the time available and based on the intent of each of these priority areas, four distinct action plans were drafted. These action plans require testing with Aboriginal and Torres Strait Islander children, families and communities to ensure a comprehensive response to the themes; however, they do provide a basis for moving forward and focusing further work in these areas. The action plans have been developed based on conversation at day two, as well as capturing the original intent for these priorities from day one.

It is difficult to condense a wealth of experience and views from participants within a targeted action-driven frame from two days of conversation. However, the process employed for the QLD Family Matters forum enabled robust and succinct discussion to reach immediate and glaring conclusions as to what should either be explored further, or changed immediately. It should be noted that there may be gaps that would need filling overtime as the actions and strategies are further developed.

Introduction

As part of the *Supporting Families Changing Futures* reforms, the Queensland Government announced an intention to develop and implement an action plan for Aboriginal and Torres Strait Islander families experiencing vulnerability, by the end of 2016. As an immediate commitment, Queensland Government supported *Family Matters Queensland Leadership Group* to approach decision makers to gain commitment to both the process of developing and implementing effective responses to family strengthening and children's wellbeing. This commitment is progressed under the banner of Family Matters – a national campaign to change child protection systems that seeks to embed greater self-determination, and uses four building blocks through which to address the overrepresentation of Aboriginal and Torres Strait Islander children in out-of-home care:

Building Block	Building Block	Building Block	Building Block
Secure access to quality universal and targeted services necessary for Aboriginal and Torres Strait Islander children to thrive.	Ensure that Aboriginal and Torres Strait Islander people and organisations participate in and have control over decisions that affect their children.	Ensure culturally safe and responsive law, policy and practices.	Hold governments and services (includign non-indigenous NGO's and ACCO'S)accountable to Aboriginal and Torres Strait Islander people.

The Queensland approach, led by the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) and in partnership with state government, brought together key decision makers at a forum of over 70 registrants in Brisbane on the 4 & 5 August 2016. A co-design process was used to develop an action plan using the Building Blocks as key platforms of opportunity and transformation. Forum participants considered and assigned actions to various agencies that were definable, measurable and able to be delivered across short, medium and long term horizons by a personally committed workforce.

Participants were urged to change the experience of families currently engaged in the coercive end of the child protection service system (investigations, orders and in care) to receiving universal, family support and specialist services that engage families and meet needs. These values: maintaining a child centered approach, self-determination, cultural rights of children, evidence –based approach, challenging systemic racism and inequity and supporting healing and strength building in families underpinned the forum format and the resultant action plan. By designing and implementing actions in these building blocks; using transformational tools such as policy and legislation, programs and services, processes and practices; participants sought to lessen family distress and support the building of healthy, empowered communities and service systems.

Position Paper

Prior to the workshop, Participants received a *Queensland Family Matters Forum Position Paper* advocating that the action plan be informed by a thorough understanding of the scale and nature of the problem, and its specific dimensions in Queensland, highlighting:

- Solutions are best if they are tailored to place, based on local data and with local community input.
- Aboriginal and Torres Strait Islander children have a right to culture, along with other core rights of children – to life and to protection. These rights are non-negotiable.
- Prevention is key – inequities in education, social determinants and increased access to culturally safe healing and mental health is vital; and
- Systems reform is required. System or Macro leveled reforms such as addressing the social and economic impacts of colonisation; taking a regionally informed approach to service system detail and addressing micro or case leveled factors such as cultural competence, service accessibility and adopting a strengths based approach to services and reporting is critical.

The Position Paper reinforced the view that community and services systems provide the context for families to experience empowerment. Moving from crisis focused work to preventive work necessarily includes strategic investments in social determinants of health and wellbeing: poverty reduction, early life interventions and pre-conception programs; strengthening food security, accessing secure housing, improving mental health and addictions supports, reducing family violence, supporting youth and improving education and employment opportunities.

QATSICPP and the Queensland Family Matters Campaign group designed this forum with creative partners Gilimbaa to involve participants in a child focused, solutions focused approach to redress legislation, policies, programs and practices that have increased inequity. This creative partnership sought to make the participants personalize their commitment to address over-representation of Aboriginal and Torres Strait islander children in out-of-home care. A strong emphasis was given to having a whole of government, whole of sector approach - necessarily involving agencies and family members who together can address social determinants of health and wellbeing that impacts' families experiencing vulnerability. Participants were asked to carry a 'hand shaped card' symbolic of one of 3,786 Aboriginal and Torres Strait Islander children in out-of-home care in Queensland.

"Removing Aboriginal and Torres Strait Islander children from their families is a deeply traumatic experience, for the child, the family and their extended community. Evidence shows childhood trauma has the potential to interrupt the normal physical, emotional and mental development of a child and can cause immeasurable social and psychological damage across a person's lifetime, yet investments in high impact family supports are small compared to child protection and out-of-home care..."

Position Paper, August 2016

Collectively the intent of participants at this workshop is to commit to a new way forward, linked to all other relevant recommendations through other policy initiatives and coordinated activity to realise the aspirations of Aboriginal and Torres Strait Islander children and their families.

Forum Methods

The methods used in this Forum were designed to engage forum participants as active creators of knowledge, insight and design principles in this action plan. To be truly responsive to the needs of children for whom the action plan is designed to serve, and shifting from a deficit discourse to one of strength and empowerment, co-design *(more a way of thinking than a process)* was employed. Co-Design can be done in a multitude of different ways, and therefore cannot be delineated in a concrete step-by-step process. This is because people, problems and contexts are always going to be variable; as will the organisations and practitioners who work with them. The engagement of Gilimbaa and 3rd View Graphics generated a co-design mentality, which inspired participants to discern opportunities for child focused, family strengthening co-design of policies, programs and futures. This method then, also provided opportunity for children and families to be 'present in the room'; in that our ultimate goal through implementation of the action plan is to practice co-design with the families who will be supported through the implementation of this plan.

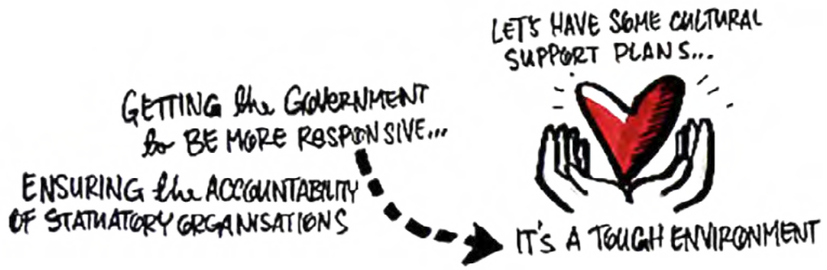
Walking Alongside – Co Design

The principle of co-design was used in the Forum to make sure that inclusions to the action plan could target and address the needs of Aboriginal and Torres Strait Islander children and families accurately and effectively. The preliminary sessions identified the forum's task of pursuing real solutions for complex, social problems. Whilst it is easy to feel overwhelmed by the magnitude and complexity of these issues, social initiatives can positively impact on the lives of Aboriginal and Torres Strait Islander people in Queensland and breaking the cycle of disadvantage.

An agenda of transformational change was set on the first day. Participants were asked not to accept social dysfunction as hopelessly inevitable; instead, they were encouraged to see the possibility of doing things beyond the current limits of their professional knowledge and expertise. Finding the right way to approach social problems involves partnering with the people who face them head on. To that end, participants were assigned a Building Block 'Talking Group' made up of people from different backgrounds, practice and life experience. Each group was then asked to 'cycle' through four talking circles, each group dedicated to one of the core building blocks. This process was designed to promote sharing and inclusiveness. Outcomes and actions evolved from each rotation are summarised in the body of this report. Four rotations were conducted on the first day. This Talking Group approach was essential – each of the groups added their perspectives and living realities and through discussions, were able to determine whether an initiative will actually be effective in context, and how far it will go in meeting the needs of Aboriginal children and their families.

Co-design involves coming alongside people who experience vulnerabilities, to work with them in creating interventions, services and programs to suit the context of their lives and reflect their own values and goals. This involves letting go of professional assumptions about a group's perspectives and experiences and actively learning from what people say and do[1]. Expertise, professional knowledge and research is then considered in relation to group input, to add colour to the possibilities of approaching social problems with specific groups.

Currently, those who are most vulnerable are less likely to access services, maintain their participation, or demonstrate a sustained engagement. These groups are commonly characterised as being 'hard to reach,' inferring that the problem exists with the people rather than the capacity of services to engage them. Consequently, efforts to 'reach' these groups focus on 'bridging the gap' between people and existing service models. It attempts to fit individuals and groups within preconceived programming aims, content and delivery options, stemming from a preconceived understanding of the problem and the people facing it. Subsequent cosmetic adjustments to services are unlikely to result in progressive outcomes, where there is a mismatch between target group realities and programs offered.



[1] Largely undertaken by QATSICCP in the consultation undertaken with over 160 Aboriginal and Torres Strait Islander families across the State.

Take the Hand of a Child

Through this process, Aboriginal and Torres Strait Islander children and families were at the forefront of people's minds when considering solutions – forum participants were asked to reflect on the need for a shift in thinking, where service providers first consider what they can do to support target groups, rather than how familiar service models can be extended to service 'hard to reach' populations.

To do this, participants were asked to take the hand of a child with them throughout the forum and to hold their hands when considering an action item designed to start where the children and families are at – their values, their aspirations, their sense of happiness and joy and what they see for their good future. This was significantly different to starting from a position of a service gap or a need - taking a ground-up approach. It begins with the intention of deeply understanding target group needs and realities, in order to conceive how organisations might play a role in promoting their wellbeing. This is approached by partnering with the people whose expertise derives from a firsthand experience of the problems tackled by public and community organisations.

Co Design involves coming alongside people who experience vulnerabilities, to work with them in creating interventions, services and programs, which will work in the context of their lives, and will reflect their own values and goals. This was achieved by 'holding the hand of your child' through all of the Talking Circle discussions. Professionals and service providers were asked to let go of professional assumptions about a group's perspectives and experiences and actively learning from what people say and do. Expertise, professional knowledge and research was then being considered in relation to group input to the action plan, to add colour to the possibilities of approaching social problems with specific groups. Co-design begins with the people – their experiences, perspectives, values, challenges and understandings.

Creative Partnerships

Two creative partners were engaged in the development and delivery of the forum. Gilimbaa is an Indigenous creative agency specialising in culturally effective and appropriate communication strategies and design for the government, non-profit and corporate sectors and were particularly engaged in co-designing the space so that Aboriginal and Torres Strait Islander people and children were at the forefront of people's minds. 3rd View Consulting was used to visually represent intangible concepts into visual stories to excite, engage and energise stakeholders in the Talking Groups. This assisted participants to reflect on their work, become open to new perspectives and fresh ideas and provide encouragement and feedback when needed.

Facilitation and a Visual Record of Discussion

Each of the Building Block 'Talking Groups' were led by Aboriginal and Torres Strait Islander facilitators with content knowledge on the issues being discussed. Accompanying each of the facilitators were illustrators – each matched to the facilitator and the content area. The action plan points were captured on images from each of the discussions and synthesised on butchers paper in symbolic ways that 'tell the story' of the conversation. This is an art-use method where perspectives from participants are uncovered and ideas are synthesised. Images were captured from each of the group conversations, and revisited on the second day to reflect on the information captured during the conversations to see how it could be represented in an action plan.

Art Installation

Gilimbaa were the creative partners in this process – who again kept the importance and the issue of children, and the realities of children's experience of engaging with the Queensland service system at the front of mind. This was achieved very powerfully through artistic expressions – the art installations and images depicting the hands of children who sleep away from their families and communities each night. In the palm of every hand was a contemporary interpretation of the traditional symbol for meeting place. The variations of the symbol represent the diversity of champions who are coming together to tackle the issue, their geographic location and their communities. These installations also used an optimistic colour palette to symbolize hope and a bright future for kids, being safely cared for in culture and community.

Aspirational Children's Video

At the commencement of the workshop on both days, a video filmed and produced by Gilimbaa at the Murri School showed children whose aspirations set the scene and galvanized actions from participants. This video used a question and answer format to understand what that child needs in their lives to live well, to feel loved and to leave a legacy. Participants then used this as a reflective tool to set their intentions–creating the opportunities for children to have this experience and for participants at the Forum to understand themselves to be accountable to the children for their work both now and over the next 20 years.

Family Matters Action Plan

Participants at the forum noted the purpose of the Queensland *Aboriginal and Torres Strait Islander Family Matters Action Plan* (the Plan) is to accelerate improvements in the health and wellbeing outcomes of Aboriginal and Torres Strait Islander children and their families and address the disproportionate numbers of Aboriginal and Torres Strait Islander children in out-of-home care, and at risk of entering the child protection system.

The Plan also seeks to progress the goals of various State and Commonwealth Government plans as identified in the Position Paper and seeks to capitalise on these other initiatives, linking together various frameworks to build a comprehensive response. This State response is part of a broader COAG reform agenda that will contribute to closing the gap between the health and wellbeing outcomes of Aboriginal and Torres Strait Islander children and their families and all other Australians, and reduce over-representation in tertiary levelled service systems. Non-government service providers have agreed to join with Queensland Government and Aboriginal Community Controlled organisations to achieve these targets and progress actions outlined in the Plan.

Each of the Building Blocks in the Plan reflects commitments by the Participants to introduce substantial structural and innovative reforms as outlined in the National Family Matters campaign. These reforms are designed to improve outcomes for all Aboriginal and Torres Strait Islander children by increasing access to quality early childhood services, improving health and wellbeing, addressing poverty and improving access to quality universal and targeted services, facilitating child centred approaches to which legislation, procurement processes, policies, programs and service deliverers have to be accountable.

Experience has shown that improvements in the health and wellbeing outcomes of Aboriginal and Torres Strait Islander children and their families arise from collaborative action that is responsive to local needs and in addition to those identified in the National Family Matters campaign, be responsive to the following principles as identified by the National COAG initiatives:

1. **Priority principle:**
   Programs and services contribute to closing the gap by meeting targets endorsed by COAG while being appropriate to local community needs.
2. **Engagement principle:**
   Engagement with Aboriginal and Torres Strait Islander children, families and communities is central to the design and delivery of programs and services.
3. **Sustainability principle:**
   Programs and services are directed and resourced over an adequate period of time to meet targets.
4. **Access principle:**
   Programs and services are physically and culturally accessible to Aboriginal and Torres Strait Islander people recognising the diversity of urban, regional and remote needs.
5. **Integration principle:**
   There will be better collaboration between and within governments at all levels and their agencies, and non government agencies to effectively coordinate programs and services.
6. **Accountability principle:**
   Programs and services will have regular and transparent performance monitoring, review and evaluation.

Building Block 1:

Quality universal, targeted and early interventions

Summary of Issues

Standard government strategies to develop more effective, cultural sensitive service responses to improve the welfare of Indigenous children in Australia, in the main, have not achieved the desired outcomes for children and their families. These have been ad hoc, insufficient given the scale of the problem, not sustained, lacking an evidence base and not comprehensive. It is important to develop strategies that go further than improving the quality of the services provided after referral, and to prevent the rate of entry to the child protection system. To improve the situation participants were asked to consider the following:

- **Development of coordinated action – access to Universal housing, health, education, parenting services, early childhood and income support systems.**
- **A commitment to investments in prevention and early intervention to ensure the required spread, equity and adequacy of responses where they are needed across Queensland.**
- **Improving family functioning and relationship supports. Macro and micro leveled factors that affect the capacity of parents to adequately care for their children before they come to the attention of authorities needs to be identified and addressed.**
- **We need a different approach to the generation of evidence to reduce the number and the rate of children entering or further entering the child protection system. This alternative evidence base would demonstrate the value to families of non-stigmatising preventative family support programs; family preservation and family reunification programs.**
- **Intensive supports and practical assistance to parents and extended families; and**
- **Healing focused services and community development approaches.**

Potential Sites for Action:

- Universal Services – address the social determinants of health and underlying causes of violence;
- Deliver innovative comprehensive primary health care and increase Aboriginal community controlled capacity to deliver comprehensive and integrated services across the continuum;
- Health system reform to address social determinants of health
- Increase access to secondary and targeted services including domestic violence, mental health, drug and alcohol
- Place based initiatives, pooling budgets at regional levels
- Community orientated policing
- Community justice approaches.

Cross Cutting Themes

- **Shift from deficit language** to empowerment based language. Use this discourse in all policy, programs, media releases and in professional education and training.
- **Create child-centric accountability mechanism**s that ensure family members, workers and organisations are accountable for having a positive influence on children's lives.
- Ensure **child-centric decision-making** strategies influence funding outcomes, priorities, opportunities, policies and procurement processes are child focused.

Innovations and Reforms

- In the way that NDIS has revolutionised the service delivery sector, develop and deliver a **Family Wellbeing Package** that enables family led decision making, family control of when and how to access services and promoting culturally sensitive access to formal and non-formal services for children.
- Consider **Families as the Universal Service** for Aboriginal and Torres Strait Islander children. All services then are secondary and tertiary services. Create systems that support them as such.
- **Pre-conception is an important time in the parenting journey** and provides an opportunity to discuss sexual and reproductive health, pregnancy planning, birth spacing, quality relationships, empowerment prior to babies being conceived.
- **Invest in a Murri Court** (culturally based, Elder led and family engaged) that specifically deals with family matters, supports families through their journey through a court system, presides over child protection issues and administers child-centered justice and accountability.

Reframe the Agenda

- Develop a workforce and service system that is able to *support families experiencing complex issues.* Invest in transdisciplinarity, holistic and cultural supports for families, and train future workers to respond to real life issues. This requires Universities and other professional training organisations to develop curricula that is cross-disciplinary and encourages compassionate responses to complex life situations, and for all agencies to break down silos to facilitate whole of government responses to issues.

Themes derived from Day 1 (not in order of priority)

1. **Child Centered Procurement Policies and Systems** - Respondents focused on the need to place the child at the center of not only family interventions, but systems reforms. Instead of focusing on funds for organisations, people thought that placing the child at the centre of decision making within service systems, particularly those that allocate funds based need. This would require policy, funding and service systems to infuse the Placement Principle in all aspects of the procurement systems, and truly be accountable to children.
2. **Embed UNDRIP Rights** - In all documents, contracts, performance reports, job descriptions and other mechanisms under the implementation of children's policies in Queensland, respondents thought we could include and embed children's rights, particularly those needed to inform how professional staff engage with families and children, and assist our children access all Universal services.
3. **Consciously change language** regarding Aboriginal and Torres Strait Islander people and families from deficit to strength based to influence evidence generation and use, workplace practices and service delivery systems.
4. **Recognise and support formal and cultural, informal support networks for children**, including for men, women and families. Whilst most policy frameworks resource professionals through funded activities, there is little recognition, evidence generation and support for the contribution of 'uncles' and 'aunties' and extended family networks, particularly in preventative activities.
5. **Build workforce capability** to deliver effective cultural and family kinship sensitive services to facilitate engagement with Universal services (pathways) and whilst in Universal services (utilisation). (Indigenous and non-Indigenous, community, local).
6. **First 1000 Days** - Focus on preconception, conception to age two as a key period of time in which to build family capacity, strengthen health and well being outcomes for children and their parents. Ensure good client pathways in which universal services work effectively and efficiently with secondary and tertiary levelled service systems.
7. **Increase sustainability of services by adopting a longitudinal approach** to map and record programs that impact positively on the health and wellbeing of children and their families. Partner with Universities to create an evidence base of this occurring over time to use in policy formulation and service reform.

Building Block 2:

Ensure that Aboriginal and Torres Strait Islander people and organisations participate in and have control over decisions that affect their children.

The Aboriginal and Torres Strait Islander Child Placement Principle has been the foundation of addressing over-representation in the child protection system since the 1970's. This principle has been inconsistently applied, with little to no regard given to about where or with whom the Aboriginal or Torres Strait Islander child is placed. Aboriginal and Torres Strait Islander people have the knowledge and expertise to make the best decisions concerning their children and recognises the importance of each child staying connected to their family, community, culture and country. The Principle promotes a partnership between government and Aboriginal and Torres Strait Islander communities in decision making about children's welfare to maintain connections, ensuring they are understood, valued and maintained. Importantly, adoption of the broader intent through an expanded definition has been ratified in the 3rd Action Plan of the National Framework for Protecting Australia's Children, creating a positive obligation on all jurisdictions to embed and report against implementation of the Principle in its entirety.

The principle has five interrelated elements:

1. Prevention: Investing in early years of a child's life, encompassing rights, access to universal services and to live in healed, safe communities.
2. Partnership: Equal partnerships are critical to making decisions about the health and wellbeing of a child including intake, assessment, intervention, placement and care; and in the design and delivery of service responses.
3. Placement: Children who need statutory care must be placed in accordance with the agreed hierarchy of out-of-home care placement options, with decisions underpinned by community and family participation.
4. Participation: Children need to be involved in making the decisions that impact their lives. Participation extends from the child to community and cultural leadership in decisions that impact upon families and children.
5. Connection: Every effort must be made to support and maintain family, cultural and community connections for Aboriginal and Torres Strait Islander children in out-of-home care. The child has an enduring right to kin, country and culture – it must be a central concern in decisions that impact upon children and families.

Other Strategies to improve Aboriginal and Torres Strait Islander children's experience of the child protection system include working in partnership with community-controlled child protection agencies and recognised entities; independent Aboriginal and Torres Strait Islander input to key decisions; close monitoring and evaluation of service delivery to Indigenous families at the local level; increasing the use of voluntary intervention for Aboriginal and Torres Strait Islander families and ensure timely case decision making to prevent drift in care.

Potential Sites for Action

- Prioritising and enabling the full implementation of the Aboriginal and Torres Strait Islander Child Placement Principle through legislative, policy, procedural and practice reform, privileging the full participation of Aboriginal and Torres Strait Islander community controlled organisations as partners in design, development and implementation of supporting strategies and mechanisms.
- Investing in cultural knowledge, leadership and practice;
- Joint procurement processes with Aboriginal and Torres Strait Islander representation
- Co-design of service development and outcome based performance measures;
- State Government commitment to the development and measured implementation of a cross sectorial/agency Aboriginal and Torres Strait Islander Child, Family and Community Wellbeing Outcomes Framework
- Require mainstream NGOs that receive funding for supporting children and families to report on the proportion of, and outcomes attained for their clientele who are Aboriginal and Torres Strait Islander and set targets for Aboriginal and Torres Strait Islander staffing and client profile
- Mainstream services be required to set targets and employ Aboriginal staff to make them more accessible and trusted and implement appropriate support and supervision frameworks for such staff;
- Establishment of a Council comprising majority of community representatives to independently oversight and ensure the accountability in the implementation of the Action Plan
- Support and respect ACCO's, through strong, public statement of enduring commitment to investing in the potential of local leadership and community controlled service delivery
- Build ACCO infrastructure through leadership initiatives, workforce development, training and staff development.

Cross Cutting Themes

- Voice of the child – at all times and in every context – the voice of the child needs to be given precedent in the design, delivery and evaluation of services. The adoption of a child rights framework into all aspects of policy and legislation, programs and services, processes, practices will generate transformational change.
- Cultural Authority – Understand that culture is the protective factor for Aboriginal and Torres Strait Islander children. In the context of healthy, vibrant kinship systems, in cultural practices and strengthened identity, children will thrive and flourish.
- Employment of Aboriginal and Torres Strait Islander people – We need to generate the very best opportunities for Aboriginal and Torres Strait Islander people into co-creating work for Aboriginal and Torres Strait Islander people in service systems that generate outcomes for children. In this context - training, up skilling and enriching the capability of Aboriginal and Torres Strait Islanders to be engaged in these services requires two things: attitudinal change of non-Indigenous peoples who currently control elements of this service delivery system, and creating an employment pipeline for people to participate in optimising the health and wellbeing of the community.

Innovations and Reforms

- Establish an Aboriginal Council to facilitate decisions on issues such as mapping flexible funding models to need and establishing models of cultural authority across the State.
- Invest in a Murri Court that bring elders engagement and cultural authority to work on child protective issues – dealing with all matters and all Aboriginal and Torres Strait Islander peoples and children.
- Have a different styled evidence to inform practice – one that highlights the strengths of culture, one that understands and recognises the strength of Indigenous scholarship and knowledge systems and allows this to permeate service delivery systems.
- Recognise young people (adolescents) as equity builders of the next generation and resource them to do that.
- Invest in strategies where teenaged parents themselves can be 'parented' – young teenaged parents can look after their children if they themselves have adult supports around them, and if they are able to continue school. The piloting of the Boarding school for teenaged parents of babies could be considered – parent's access school – babies access Abecedarian styled education.
- All Aboriginal and Torres Strait Islander people who hold positions of responsibility and authority in our communities and organisations need to stand strong and together for the future of our children. This could be evident in the development of child centric and family strengthening Constitutions, policies, board statements, election and recruitment processes (Police Checks, Working with Children Cards, Nolan Principles of Public Life).

Reframe the Agenda

- Aboriginal and Torres Strait Islander people need to stand firm together and have courageous conversations about how we strengthen families in ways that are founded in culture. Culture defines how children are protected and supported to reach their potential – through kinship, relationships, moral codes, positive peer groups and men's and women's roles in communities, there was a strong feeling that behavior and attitudinal change from within our collective communities is best led by Aboriginal and Torres Strait Islander people.
- Young people (adolescents) and children as 'equity builders for our next generations' – because of the youthfulness of our population, key investments need to be made in engaging young people and recognizing them as potential parents. Participants urged the Family Matters stakeholders to invest in pre conception work - sexual and reproductive health, strong healthy relationships, couples counseling, create opportunities to heal, and recreate 'coming of age ceremonies' or some rituals and ceremony that is accessible to all.

Themes derived from Day 1

The themes are seen as high-level strategies that require specific actions to be built around them to make them a reality. These themes should be viewed in line with overall observations and many of the themes and related actions should be implemented within a principled, rights based frame that is developed by community.

1. **Service Delivery** – Participants advocated for shared design of services across the service system. The co-design principle would see shared stewardship and shared accountability frameworks being developed within regional jurisdictions at regional levels to reflect local need and create opportunities for regional pooling of resources.
2. **Procurement, policy and legislation** – Participants discussed the importance and relevance of the need for a partnership of relevant stakeholders and the Family and Children's Commission with Queensland Government Departments (especially those focusing on social determinants) to develop Aboriginal children centric policy, processes for funding distribution and delivery of Family Matters.
3. **Voice of the Child** – Participants privileged the voice of the child in this work – focusing specifically on integrated child led curriculum, practices, service delivery and service systems. This requires a change in discourses – on how we structure our responses to children. Participants discussed the need (and the difficulty) of placing Aboriginal and Torres Strait Islander children at the centre of everything we do. This infant led practice is an emerging field – more Aboriginal and Torres Strait Islander people, practitioners, policy makers and leaders need to be supported to deliver this approach.
4. **Cultural Authority** - Participants discussed the importance of continuing to invest in cultural authority and leadership in families, services and communities. Through this mechanism, participants wanted to see key investments made in family governance, recognising both cultural and family strengthening contributions of 'aunties and uncles' and other non professional supports in families that are key to prevention and strengthening and stopping children coming into care, and have them remunerated for it.

5. **Creating an Early Intervention and Prevention workforce** – Participants stated the throughput for the workforce in child protection need to be radically transformed, premised on early intervention and prevention. Currently the workforce does not recognise the cultural authority, leadership or effort by non-professional family support services provided by families and communities. In addition, the majority of the workforce in child protection can only be engaged when children are entering the child protection system. Participants wanted to see the creation of strong, resilient communities and reconceptualising a workforce to support that work. Training, up-skilling and capability of early intervention workforce – is needed across all aspects of the service system and across extended family networks.

6. **Decision Making /Advisory Boards** - Establish a legislative framework to establish a Council and regional authorities, answerable to the Premier, comprising majority of Aboriginal and Torres Strait Islander people to oversee the full implementation of the Family matters Action Plan. In local and regional areas, facilitate the community representatives to independently oversight and ensure accountability.

7. **Mainstream services be required to set targets and employ Aboriginal staff** – Participants noted the increasing number of non-government organisations who are invested in the development and delivery of child related services that fall under the Family Matters Banner. These services need to be transparent in the number of staff, clients and funds they receive. Each needs to have Aboriginal and Torres Strait Islander people in decision making positions in those organisations and have a workable, monitored Reconciliation Action Plan.

8. **Flexibility in funding – family designed packages**–Aboriginal and Torres Strait Islander people discussed the importance of having families at the centre of decisions about which services to access and when. This will in some ways ensure seamless service delivery and break down silos, and give people a sense of control in their engagement with protective services.

Building Block 3:

Ensure culturally safe and responsive law, policy and practices.

Participants were informed of the need to invest in Aboriginal and Torres Strait Islander community controlled child protection services. Too many non-Indigenous agencies have rudimentary partnerships with Aboriginal and Torres Strait Islander families, employ few Aboriginal and Torres Strait Islander staff and are not trusted service providers. Only a small number of community organisations are funded to provide universal and targeted services. There are too few culturally competent services where Aboriginal and Torres Strait Islander families needs are met, and there are often mismatches with the level and type of service required to meet the different types of needs.

Aboriginal and Torres Strait Islander people need better outcomes for their children, and Aboriginal and Torres Strait Islander people need the opportunity to control the delivery of services and organisations need to work in partnership with communities. Incorporating Aboriginal and Torres Strait Islander values, knowledge and cultural practices when developing service models is also critical as is the provision of comprehensive and integrated services for Aboriginal and Torres Strait Islander people. This would require an expansion of the functions of community controlled child protection services including for prevention, early intervention for at-risk families and statutory interventions.

Potential Sites for Action:

- Full implementation of all five elements of the Child Placement Principle - Prioritising and enabling the full implementation of the Aboriginal and Torres Strait Islander Child Placement Principle through legislative, policy, procedural and practice reform, privileging the full participation of Aboriginal and Torres Strait Islander community controlled organisations as partners in design, development and implementation of supporting strategies and mechanisms.
- Trauma and Healing informed frameworks
- Strengths based practice that values culture and understands child rearing practices
- Listen to children, develop cultural support plans, education support plans, therapeutic services
- Review previous decisions in partnership with community representatives where aboriginality is identified at a later stage in statutory decision making; kinship care models, responsive regulation for kinship care
- Review reporting practices, including guidelines for mandatory reporters
- Greater effort to identify Aboriginal and Torres Strait Islander children at early stages of child protection system involvement.
- Intake and screening, in-home support services, case management including family led decision making
- Investigation, review assessment skills and develop tools accordingly
- Invest in residential and foster care, promote access to after-care services and develop strategies for children on dual orders.

Cross Cutting Themes

- Spiritual healing and wellbeing centers are needed that can take a culturally strengthening, therapeutic approach to healing families and children experiencing trauma, or needing to recover from intergenerational trauma.
- Universal services all across Queensland fly the Aboriginal and Torres Strait Islander flags – participants stated the need to see visual acceptance of who we are, and be allowed to take pride in our culture and identity in order to access services. This will assist push back against racism and create attitudinal shifts in the service system.

Innovations and Reforms

- Simplify funding and reporting for (ACCO's/others) allowing them the ability to re-direct funding to areas of critical need.
- Support Aboriginal and Torres Strait Islander people with funding application supports – including simplified guidelines, the employment of grant writers and build organisational capacity to identify, plan then respond to demand.

Reframe the Agenda

- We need to have positive representation of men as fathers and carers in all forms of media (e.g. #indigenousdads), rather than demonising them. We need policies, practices and systems that recognise and support men as caring, nurturing men and fathers, partners and protectors of our families. It is from this strengths based view of men that we can develop policy, practices, service systems, evidence, relationship counseling, support services and resources.

Themes derived from Day 1

1. **Building systems that are capable of responding to complexity and family** – Participants stated the need to map what services are being delivered that are effective as well as how, when and by whom and match that against regional data for child protection notifications. There was consensus on the need to improve current practices and processes to respond more effectively to families experiencing complex needs and to develop a positive regard for understanding cultural differences in family functioning (diversity in remote/regional and urban settings). There was also a need to build more resources and commitment to develop and implement increased family support to improve the health and wellbeing of families.

2. **Refocus Government Systems (procurement)** – Participants called for a renewing of partnerships – equal partnerships must be supported by mutual respect and recognition, responsibility and sharing of knowledge/information. Once that understanding has been achieved, establish sector wide partnerships to include government/s, private sector and non-government organisations and build ACCO's capacity and capabilities to engage in partnerships that co-design, deliver and evaluate culturally appropriate child protection programs and services.

3. **Business Acumen Skill Development for ACCO's** – ACCO's need supports to increase their business capability – to be competitive with non-government NGOs who have capacity to tender through procurement processes. This might require governance training and support, the employment of grant writers and building organizational systems to better respond to family needs on a case by case basis.

4. **Untied funds to support families on a needs basis:** There needs to be somewhere in the service system where funding flexibility allows for families to have their needs met that whilst not directly related to child protection, actually go some way to mitigating adverse stressors for families, keeping children safe. Organisations in receipt of flexible funding will need to have a transparent system in place as to how the decisions to fund supports to families have been made.

5. **Address attitudes of racism:** This was a critical issue for many of the Aboriginal and Torres Strait Islander participants over the course of the two days. To mitigate this, participants encouraged the inclusion of Reconciliation Action Plans is a core component of working together and encouraged the implementation of practical actions that build quality long term relationships. In addition, participants urged for a review of all organisational strategies to ensure that they deal with racial prejudice and racism at the individual, community, and institutional levels.

6. **Whole of Organisation Performance Frameworks:** For mainstream organisations, participants felt it important that leaders have performance frameworks implemented that change the culture of mainstream workplaces through HR practices and that all agencies build policies that respect the role of cultural leadership and decision making through kinship systems of caring for children. The Queensland Government, in partnership with appropriate sectors, adopt a long-term vision of how the community and media can work together to address racism at the institutional level and promote programs designed to support and increase Aboriginal and Torres Strait Islander people into senior decision making roles, executives and on to boards and committees.

7. **Building on Current models of success:** Participants were able to name a number of highly effective prevention and early intervention programs that strengthened families and kept children safe. These programs, however, had been cut because of sustainability issues. To overcome this, participants thought the Family Matters Banner could promote evaluation and sustainability strategies for programs that are generating success as informed by data and practice. Through this way, what Aboriginal and Torres Strait Islander people are able to do is embrace the legitimacy of cultural knowledge to inform and improve systems and processes.

8. **Funding models** – Flexibility is required to best meet regional need – through pooled regional funding, to reduced competition, to family flexible packages and other arrangements. This flexibility will also need to ensure service system responsiveness, and transform the system from responding to crisis, to prevention and early intervention.

Building Block 4:

Hold governments and services accountable to Aboriginal and Torres Strait Islander people.

Aboriginal and Torres Strait Islander children's experience of the child protection system is different, and more intrusive, than for other children. Any bias or inconsistency in decision making must be examined and eliminated. High-levelled leadership and commitment to reducing over-representation has been found to be essential if change is to occur. The need for monitoring of racial disparities in service quality and outcomes for Aboriginal and Torres Strait Islander children is a must. Data is a crucial lever for change. Monitoring and accountability mechanisms must incorporate capacity to implement strategies across regions, cognizant of regional disparities and address implementation gaps. Data is needed to inform solutions so there are tailored responses available for families. The concept of dual accountability needs to be acknowledged and managed in a balanced way, for all service providers, so that we are clear about who's needs are being met. Oversight, advocacy and accountability mechanisms are vital and oversight bodies such as QATSICPP, The Queensland Family and Child Commission, Child Death Review Panels and other oversight bodies are critical.

Cross Cutting Themes

- **Keeping each other, at the community level, accountable,** not just a focus on holding government and service accountable for the wellbeing and safety of children, and challenging each other at the community level to ensure our responsibility for Aboriginal and Torres Strait Islander children growing strong
- **Language and terminology needs to talk to Aboriginal and Torres Strait Islander communities** – given this is not just a government plan, it is a community, service and government plan
- Innovations and Reforms
- **Resource communities to take on accountability** needs to occur. We need to work together to face challenges within the current system – utilising regional planning and resource allocations as a means to getting results
- **Maintain accountability to Aboriginal and Torres Strait Islander children and families,** building results and outcomes based on their needs and perspectives, and Aboriginal and Torres Strait Islander people setting standards for communities to live by
- Identify and support accountability within the current system, and **strengthen across QLD**
- Once finalised, **all stakeholders need to be responsive to the plan** and be able and resourced to get their 'houses' in order to deliver better for Aboriginal and Torres Strait Islander children and families

Reframe the Agenda

- **Transition government's role from a 'doer' to an 'enabler'** – empowering Aboriginal and Torres Strait Islander communities with authority and control
- A **focus for the state government to hold local and commonwealth government accountable** for their role in child wellbeing and safety for Aboriginal and Torres Strait Islander children and families.

Themes derived from Day 1

The themes are seen as high-level strategies that require specific actions to be built around them to make them a reality. These themes should be viewed in line with overall observations and many of the themes and related actions should be implemented within a principled, rights based frame that is developed by community.

1. **Demand Driven Services** – Overwhelmingly, the approach of demand driven services was seen as an approach that ought to be adopted across the board. This change would see flexible funding that is driven by demand, need and outcomes for Aboriginal and Torres Strait Islander children and families – and specifically not driven by government or service priorities, but the priorities identified by that cohort. In doing this, it is important to reflect that local or regional Aboriginal and Torres Strait Islander communities would determine the outcomes and priorities based on the availability of data and information from services and government. Essentially, this would mean a change of government being the doer to the enable, whereby enabling Aboriginal and Torres Strait Islander communities to determine the service system response, through a localised co-design arrangement in their community based on the demand and need identified through a genuine partnership with government and services.

2. **Community Empowerment and Perspective** – Consistently, enabling Aboriginal and Torres Strait Islander communities to determine their own results for their communities were seen as a critical step forward. This meant that Aboriginal and Torres Strait Islander communities would be building and designing the results they want to see for their children and families, and rather than employing a 'ready-made' service response, a formal service response would be developed and inserted within procurement processes to drive better outcomes at the community level. This approach would see a shift away from one-size-fits all models to one that is built on principles of effective service delivery and underpinned by rights of Aboriginal and Torres Strait Islander people.

3. **Community Ownership and Oversight** - Local and state-wide Aboriginal and Torres Strait Islander 'governing groups' driving community perspectives in policy, assessment tools, processes and resource allocations based on community expectation, need and demand, and provide a level of localised oversight for addressing issues and disadvantage. This would feed through into a state-wide context in some form through Aboriginal community oversight over all service systems. This approach would shift control over resources and interventions towards communities designing, developing and implementing through Aboriginal community controlled services accountable to distinct communities against community driven measures of child wellbeing and safety within Aboriginal and Torres Strait Islander families. This shift would enable Aboriginal and Torres Strait Islander communities to take ownership of community issues and the solutions, recognising within this frame of ownership that communities would set their own standards to hold themselves accountable to each other.

4. **Data and Information Sharing** – Open and transparent data sharing on resource levels and aggregated incidence reports across government and services occurring at the community level was seen as pivotal to enable Aboriginal and Torres Strait Islander people and communities to have more say over the impacts in their community. This sharing is seen as a two way process, from and to government, to enable considered thinking around the services and interventions that ought to be put in place to better support Aboriginal and Torres Strait Islander children and families. The objective here was identified as a means to inform community decision making around priorities, and where resources should be invested to deliver outcomes for Aboriginal and Torres Strait Islander children and families, as well as enable communities to develop the outcomes and results they want to see based on the data. This concepts of more effective and open data and information sharing was also reflected in Public Transparency as a means of being able to publicly report of success measures to community through easily digested 'report cards'.

5. **Child and Family Focused** – To allow for a genuine Aboriginal and Torres Strait Islander child and family focus, there was the identified need to break down the silos between government agencies and service systems to focus services and interventions based on the needs of the child and family – taking a more cohort based focus rather than one driven by government priorities or program delivery. It was discussed that this would see a genuinely holistic and integrated response to the needs of a child and family, in order to keep them strong and for children to remain within their family unit. Importantly, conversation recognised that an Aboriginal or Torres Strait Islander child should not be seen in isolation of their family, and that in ensuring better outcomes for a child, the family would need to receive the support they require to be strong and effective. The ideal would be that this child and family focus would be delivered through Aboriginal community controlled agencies, as a means of ensuring a culturally rich environment, while also responding to the results and outcomes determined by local Aboriginal and Torres Strait Islander communities.

6. **Systemic Oversight and Public Transparency** – Genuine change and reform needs to be beyond the life-cycle of government elections, and being able to ensure transparency in change and implementation, as well as mandated oversight of this change external to the government of the day. An oversight function should be established, either through legislation within a non-government peak or statutory body, and be charged with delivering regular and ongoing 'report cards' on achieving the outcomes and results determined by local and regional Aboriginal and Torres Strait Islander communities. This oversight function should be led by Aboriginal and Torres Strait Islander people, and its design should be based on community expectation and perspective, with the authority to publicly speak on systemic issues and barriers to draw attention to where further resourcing and focus may be required (e.g. a mandated Aboriginal and Torres Strait Islander Children and Families Commission, QATSICPP or other to be adequately resourced to fulfil this function for and on behalf of Aboriginal and Torres Strait Islander communities in QLD).

7. **Individual Child and Family Ownership** – Child, family and community ownership of matters that are impacting them was seen as critical to ensure full accountability and responsibility within a changed child wellbeing and child safety system. This meant that families and communities were empowered to take responsibility for their actions by supporting them to understand the issue, and put in place either formal or informal supports to correct it – leading to a reduction in state intervention, or identifying times where a family may need additional support to care for and keep their child in their care. Suggestions of the need to fully implement independent family group conferencing or family-led decision making around individual child wellbeing and safety concerns was seen as one way to drive this, as well as through establishing family agreements for the wellbeing and safety of their child. This focus should also capture the need to embed family and kinship finding as strengths based approaches to enabling families to utilise informal networks to care for and achieve greater outcomes for Aboriginal and Torres Strait Islander children who may be at risk of state intervention.

8. **Individual and Systemic Advocacy** – A lack of information or support at times of family stress or state intervention drove conversations towards a need for individual advocacy for children and families. This is seen as advocacy that is independent from government and able to support a child or family when they come into contact with state interventions or the judicial system, to provide them with information at this 'crisis' point to enable them to navigate the system and what they need to do to move forward. This advocacy should be built on a rights based framework. Additionally, the role of a systemic advocate, in the form of an Aboriginal and Torres Strait Islander peak body or statutory body, was seen as required to ensure system changes to ongoing and repetitive barriers that may be identified at the local level. Overwhelmingly, it was identified that advocacy would not need to be resourced significantly if communities were provided with the concept of a 'key worker' that aimed to address child and family concerns earlier, as well as support families to navigate the informal and universal systems to gain required support – reducing the need for a tertiary response.

9. **Aboriginal Workforce and Performance Targets** – Change does not come through solely resourcing a new initiative or a new way; this was evident throughout conversations. Participants strongly raised the need to support a organisational cultural change through embedding a connected Aboriginal and Torres Strait Islander workforce at all levels, and requiring a performance based contracting system for executive level staff (Aboriginal and non-Aboriginal). This meant that Aboriginal and Torres Strait Islander communities would see more Aboriginal people within higher ranking positions of government, as well as for non-Aboriginal and non-government services to be operating against performance targets that are driven by Aboriginal and Torres Strait Islander communities. This form of accountability would mean that those not working to drive change and deliver based on Aboriginal and Torres Strait Islander community expectations would be held accountable for their actions to community, with appropriate penalisation of those employees and organisations.

10. **Resetting the Agenda** – Driving practice improvement, and enabling community healing was considered to be an ongoing theme throughout the conversations within Building Block 4. To enable practice improvement, it was determined that a wholescale review of each Aboriginal and Torres Strait Islander child that was in out-of-home care should be conducted, focusing on the reasons and decision making for that child entering care, as well as review their current support arrangements for them and their families to determine the best possible outcome for them into the future, including opportunities for reunification/ restoration. This was seen as a mechanism to improve the current practice within the statutory system and services, as well as embed an organisational cultural change to better meet the needs of Aboriginal children and families in the future. Additionally, recognising the need for Aboriginal and Torres Strait Islander people and communities to heal from previous unresolved inquiries, a need to review past inquiries and recommendations was identified as a focus area for resetting the agenda, leading to a jointly determined approach to closing past inquiries or renewing focus on recommendations that were made but not implemented in the interests of healing Aboriginal and Torres Strait Islander communities across QLD.

Appendices

Appendix 1: Participants List

FIRST NAME	LAST NAME	ORGANISATION
Elizabeth	Adams	Goolburri
John	Anderson	Pi-CaTS Pty Ltd
Fiona	Armstrong	Department of Science, Information Technology and Innovation
Phillip	Brooks	DCCSDS
Candice	Butler	QATSICPP
Darcy	Cavanagh	Refocus Kuwnakan Palan
Natalie	Conner	Department of the Premier and Cabinet
Matthew	Cooke	QAIHC
Eddie	Cubilo	QAIHC
Nadia	Currie	QATSICPP
Jody	Currie	ATSICHS - Brisbane
Lenny	Dahlen	QATSICPP
Alfred	Davis	Kumarra
Shane	Duffy	ATSILS
Gerald	Featherstone	Kumarra
Helen	Ferguson	DCCSDS
Michelle	Forster	Indigenous Implementation Consultant
Matt	Gardiner	Benevolent Society
Sandy	Gilles	QAIHC
Lisa	Hillan	Healing Foundation
Michael	Hogan	DCCSDS
Sally	Kelynack	UnitingCare Community
Andrea	Lauchs	QFCC
Charmaine	Law	Bargumar
Natalie	Lewis	QATSICPP
Katrina	Lines	Act for Kids
Eleanor	Livesy	QLD Treasury
Noeleen	Lopes	Gallang Place
Margie	Luta	Kurbingui Youth Development

FIRST NAME	LAST NAME	ORGANISATION
Dr Mark	Lynch	Department of Justice and Attorney General
Helen	Missen	DCCSDS
Lucas	Moore	Create Foundation
Gerry	Moore	SNAICC
Catherine	Moynihan	Office of the Public Guardian
Clare	O'Connor	DATSIP
Lone	Pearce	Mercy Community Services
Karen	Pringle	DATSIP
Grant	Sarra	Sarra Consultancy
Jennifer	Savage	TAIHS
Clinton	Schultz	Marumali Consultations
Peter	Sevallos	Wuchopperen
Natalie	Siegel-Brown	Office of the Public Guardian
Tracey	Smith	PeakCare
Kieren	Smith	Act For Kids
Vanessa	Summers	Kalwun
Emma	Sydenham	SNAICC
Cathy	Taylor	DCCSDS
Paul	Taylor	QLD Police Service
Paul	Testro	Paul Testro Consultancy Services
Clare	Tilbury	Griffith University
Carol	Vale	Murawin
Sandy	Vanroo	Qld Treasury
Karyn	Walsh	Micah Projects
Ron	Weatherall	DATSIP
Lindsay	Wegener	PeakCare
Tammy	Williams	QFCC

Appendix 2: Results from Prioritising Key Action Items

Questions for Building Block 1: Secure access to quality universal and targeted services necessary for Aboriginal and Torres Strait Islander children to thrive

I Identify As:

Responses		
	Percent	Count
Aboriginal	42	21
Torres Strait Islander	2	1
Aboriginal and Torres Strait Islander	4	2
Non-Indigenous	52	26
Totals	100	50

Embed a UNDRIP Rights – Based informed practice for our children into all Universal services.

Responses		
	Percent	Count
Unimportant	0	0
Least Important	2.04	1
Neutral	18.37	9
Important	26.53	13
Most Important	53.06	26
Totals	100	49

Child Centred Procurement Policies and Systems.

Responses		
	Percent	Count
Unimportant	2.08	1
Least Important	0	0
Neutral	0	0
Important	33.33	16
Most Important	64.58	31
Totals	100	48

Consciously change language regarding Aboriginal and Torres Strait Islander people and families from deficit to strength based to influence evidence generation and use, workplace practices and service delivery systems.

Responses		
	Percent	Count
Unimportant	0	0
Least Important	0	0
Neutral	2.04	1
Important	22.45	11
Most Important	75.51	37
Totals	100	49

Recognise and support formal and cultural, informal support networks for children, including for men, women and families.

Responses		
	Percent	Count
Unimportant	0	0
Least Important	0	0
Neutral	2.04	1
Important	34.69	17
Most Important	63.27	31
Totals	100	49

Build workforce capability to deliver effective cultural and family kinship sensitive services. (Indigenous and non-Indigenous, community, local)

Responses		
	Percent	Count
Unimportant	0	0
Least Important	0	0
Neutral	4.08	2
Important	26.53	13
Most Important	69.39	34
Totals	100	49

Build capacity for the delivery of household levelled services

Responses		
	Percent	Count
Unimportant	0	0
Least Important	8.16	4
Neutral	24.49	12
Important	34.69	17
Most Important	32.65	16
Totals	100	49

Address social determinants of health and wellbeing and underlying causes that see children in care in regional settings i.e. integration, pooled resources

Responses		
	Percent	Count
Unimportant	0	0
Least Important	0	0
Neutral	4	2
Important	30	15
Most Important	66	33
Totals	100	50

Focus on First 1000 Days – preconception, pregnancy planning conception to age Two.

Responses		
	Percent	Count
Unimportant	2.08	1
Least Important	2.08	1
Neutral	4.17	2
Important	33.33	16
Most Important	58.33	28
Totals	100	48

Seamless service delivery systems – CC and led early intervention, family support, reunification, court interventions, kinship care, foster care and therapeutic services.

Responses		
	Percent	Count
Unimportant	2.04	1
Least Important	2.04	1
Neutral	4.08	2
Important	32.65	16
Most Important	59.18	29
Totals	100	49

Promote access to Universal Services as families move through secondary and tertiary levelled services

Responses		
	Percent	Count
Unimportant	0	0
Least Important	10.2	5
Neutral	16.33	8
Important	30.61	15
Most Important	42.86	21
Totals	100	49

Questions for Building Block 2: Ensure Aboriginal and Torres Strait Islander people and organisations participate in and have control over decisions that effect their children

Procurement – Processes & Policy - Involvement in decision making where the money goes.

Responses		
	Percent	Count
Unimportant	0	0
Least Important	0	0
Neutral	8.51	4
Important	17.02	8
Most Important	74.47	35
Totals	100	47

Policy/Legislation – Joint processes in the design, development and delivery of Family Matters

Responses		
	Percent	Count
Unimportant	4	2
Least Important	0	0
Neutral	4	2
Important	20	10
Most Important	72	36
Totals	100	50

Service Delivery – Shared design, Shared Stewardship and Shared Accountability

Responses		
	Percent	Count
Unimportant	0	0
Least Important	0	0
Neutral	2	1
Important	18	9
Most Important	80	40
Totals	100	50

Voice of the child – Child led methods of integrated practice

Responses		
	Percent	Count
Unimportant	0	0
Least Important	2	1
Neutral	14	7
Important	18	9
Most Important	66	33
Totals	100	50

Employment - Training, up-skilling and capability of early intervention workforce

Responses		
	Percent	Count
Unimportant	0	0
Least Important	6	3
Neutral	10	5
Important	28	14
Most Important	56	28
Totals	100	50

Decision Making /Advisory Board - Establish a Council comprising majority of community representatives to independently oversight and ensure accountability

Responses		
	Percent	Count
Unimportant	0	0
Least Important	6.12	3
Neutral	10.2	5
Important	20.41	10
Most Important	63.27	31
Totals	100	49

Cultural Authority – investing in cultural authority and leadership

Responses		
	Percent	Count
Unimportant	0	0
Least Important	4.08	2
Neutral	6.12	3
Important	20.41	10
Most Important	69.39	34
Totals	100	49

Mainstream services be required to set targets and employ Aboriginal staff lexibility in funding – family designed packages – to facilitate choice

Responses		
	Percent	Count
Unimportant	2.04	1
Least Important	4.08	2
Neutral	20.41	10
Important	28.57	14
Most Important	44.9	22
Totals	100	49

Flexibility in funding – family designed packages – to facilitate choice

Responses		
	Percent	Count
Unimportant	0	0
Least Important	6.25	3
Neutral	10.42	5
Important	18.75	9
Most Important	64.58	31
Totals	100	48

Building Block 3: Culturally safe and responsive law, policy and practices

Sustained investment in building leadership capability in communities

Responses		
	Percent	Count
Unimportant	2.04	1
Least Important	4.08	2
Neutral	6.12	3
Important	26.53	13
Most Important	61.22	30
Totals	100	49

Build systems that are capable of responding to complexity of families and lived experiences

Responses		
	Percent	Count
Unimportant	0	0
Least Important	2.08	1
Neutral	8.33	4
Important	16.67	8
Most Important	72.92	35
Totals	100	48

More focused efforts on collecting the right data, at the right time, for the right reasons

Responses		
	Percent	Count
Unimportant	2.08	1
Least Important	4.17	2
Neutral	6.25	3
Important	27.08	13
Most Important	60.42	29
Totals	100	48

Understand and invest in equal partnerships

Responses		
	Percent	Count
Unimportant	2.08	1
Least Important	8.33	4
Neutral	6.25	3
Important	33.33	16
Most Important	50	24
Totals	100	48

Build on current success – good community strengthening models already exist – sustain funding, adopt/adapt and scale issues as appropriate

Responses		
	Percent	Count
Unimportant	0	0
Least Important	4.08	2
Neutral	6.12	3
Important	22.45	11
Most Important	67.35	33
Totals	100	49

Refocus government services – joined up approaches

Responses		
	Percent	Count
Unimportant	2.04	1
Least Important	4.08	2
Neutral	4.08	2
Important	18.37	9
Most Important	71.43	35
Totals	100	49

Funding model flexibility

Responses		
	Percent	Count
Unimportant	2.04	1
Least Important	0	0
Neutral	8.16	4
Important	20.41	10
Most Important	69.39	34
Totals	100	49

Spiritual healing and wellbeing centres are needed

Responses		
	Percent	Count
Unimportant	2.04	1
Least Important	4.08	2
Neutral	14.29	7
Important	32.65	16
Most Important	46.94	23
Totals	100	49

Breaking down silos at community and statewide level

Responses		
	Percent	Count
Unimportant	2.08	1
Least Important	4.17	2
Neutral	2.08	1
Important	35.42	17
Most Important	56.25	27
Totals	100	48

Address those attitudes that perpetuate racisms, discrimination and the resultant issues that impact our community

Responses		
	Percent	Count
Unimportant	0	0
Least Important	0	0
Neutral	2.08	1
Important	12.5	6
Most Important	85.42	41
Totals	100	48

Aboriginal men stop being demonised in the media and step up – social progress toward being leaders and role models

Responses		
	Percent	Count
Unimportant	0	0
Least Important	2.04	1
Neutral	10.2	5
Important	22.45	11
Most Important	65.31	32
Totals	100	49

Building Block 4: Governments and services are accountable to Aboriginal and Torres Strait Islander people

Demand Driven Services – flexible pooled money relating to community driven need through genuine partnership

Responses		
	Percent	Count
Unimportant	0	0
Least Important	0	0
Neutral	6.12	3
Important	30.61	15
Most Important	63.27	31
Totals	100	49

Community Empowerment and perspective – using evidence based principles rather than service models

Responses		
	Percent	Count
Unimportant	4.17	2
Least Important	0	0
Neutral	14.58	7
Important	14.58	7
Most Important	66.67	32
Totals	100	48

Community ownership and oversight – 'local and regional governing groups' to drive community perspective on policy, tools, processes, resources and processes used for children's wellbeing and safety

Responses		
	Percent	Count
Unimportant	0	0
Least Important	6	3
Neutral	6	3
Important	18	9
Most Important	70	35
Totals	100	50

Systemic oversight and public transparency – independent and external to government oversight, focusing on commitments and decisions made at a statewide level, ensuring systemic issues are public and transparency addressed – monitoring through report card process

Responses		
	Percent	Count
Unimportant	4.08	2
Least Important	4.08	2
Neutral	10.2	5
Important	26.53	13
Most Important	55.1	27
Totals	100	49

Data and Information Sharing – open and transparent data and information sharing on resourcing levels and aggregated incidence reports

Responses		
	Percent	Count
Unimportant	2	1
Least Important	0	0
Neutral	6	3
Important	32	16
Most Important	60	30
Totals	100	50

Child and family focused – integrated solutions through breaking down silos between government and service providers by enabling a focus on need

Responses		
	Percent	Count
Unimportant	4.17	2
Least Important	4.17	2
Neutral	4.17	2
Important	25	12
Most Important	62.5	30
Totals	100	48

Individual child and family ownership – full implementation of independent family group conferencing

Responses		
	Percent	Count
Unimportant	4	2
Least Important	2	1
Neutral	8	4
Important	22	11
Most Important	64	32
Totals	100	50

Aboriginal Workforce and Performance Targets – driving the establishment of an Aboriginal and Torres Strait Islander workforce at all levels of Goverment.

Responses		
	Percent	Count
Unimportant	4	2
Least Important	6	3
Neutral	8	4
Important	28	14
Most Important	54	27
Totals	100	50

Individual and systemic advocacy – creation of indecent child and family advocacy to support families at times of coming into contact with the system.

Responses		
	Percent	Count
Unimportant	2.08	1
Least Important	0	0
Neutral	6.25	3
Important	25	12
Most Important	66.67	32
Totals	100	48

Resetting the agenda – commitment to external/ independent review of decision making and the circumstances of all Aboriginal and Torres Strait Islander children in care to inform practice improvements.

Responses		
	Percent	Count
Unimportant	2.08	1
Least Important	0	0
Neutral	10.42	5
Important	8.33	4
Most Important	79.17	38
Totals	100	48

Appendix 3: Evaluation Results

I identify as:

Responses		
	Percent	Count
Aboriginal	50	18
Torres Strait Islander	2.78	1
Aboriginal and Torres Strait Islander	0	0
Non-Indigenous	47.22	17
Totals	100	36

Do you feel as though you contributed effectively to the outcomes of the Action Plan Forum?

Responses		
	Percent	Count
Yes	97.14	34
No	2.86	1
Totals	100	35

How confident are you the outome(s) of this forum will result in positive impact for Aboriginal and Torres Strait Islander children and families?

Responses		
	Percent	Count
Strongly Disagree	0	0
Disagree	2.78	10
Neutral	13.89	50
Agree	38.89	140
Enter as Text Answer	44.44	160
Total	100	360

On a scale of 1 - 5, how did the forum meet your expectations?

Responses		
	Percent	Count
Strongly Disagree	0	0
Disagree	2.86	10
Neutral	5.71	20
Agree	42.86	150
Enter as Text Answer	48.57	170
Total	100	350

Was the aesthetics of the forum conducive to participants being comfortable in engaging, participating and contributing to the overall forum?

Responses		
	Percent	Count
Strongly Disagree	0	0
Disagree	0	0
Neutral	2.7	10
Agree	13.51	50
Enter as Text Answer	83.78	310
Total	100	370

Were the forum's visual representations and aids beneficial in 'setting thescene' of the forum and providing participants background and aspirations for forum outcomes?

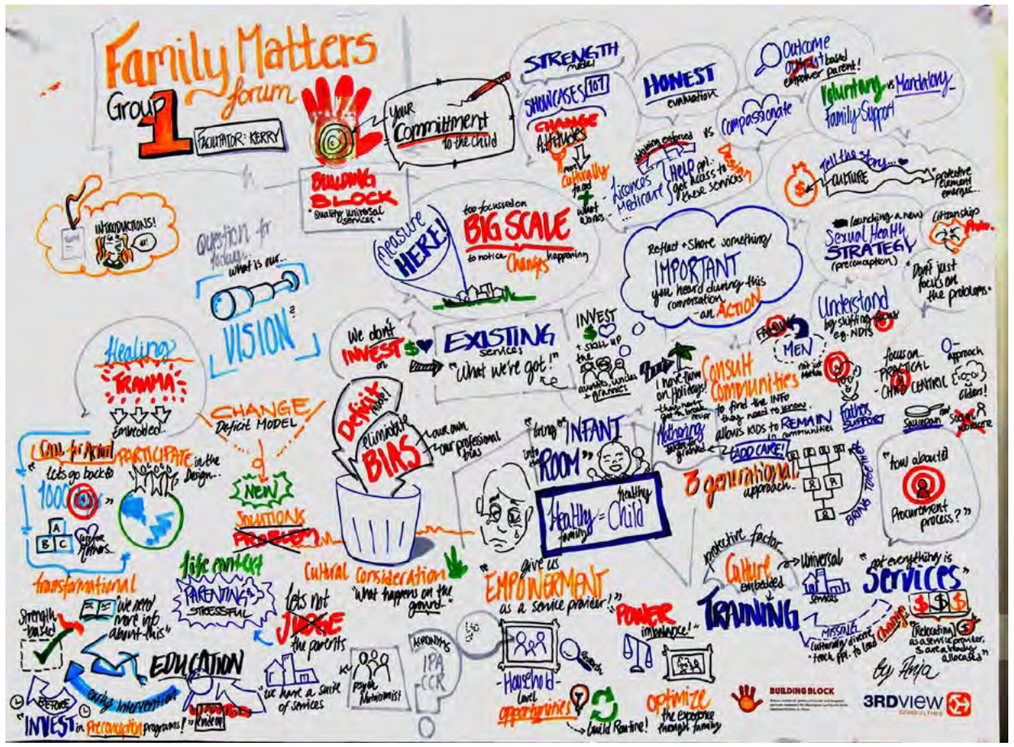
Responses		
	Percent	Count
Strongly Disagree	0	0
Disagree	0	0
Neutral	5.56	20
Agree	19.44	70
Enter as Text Answer	75	270
Total	100	360

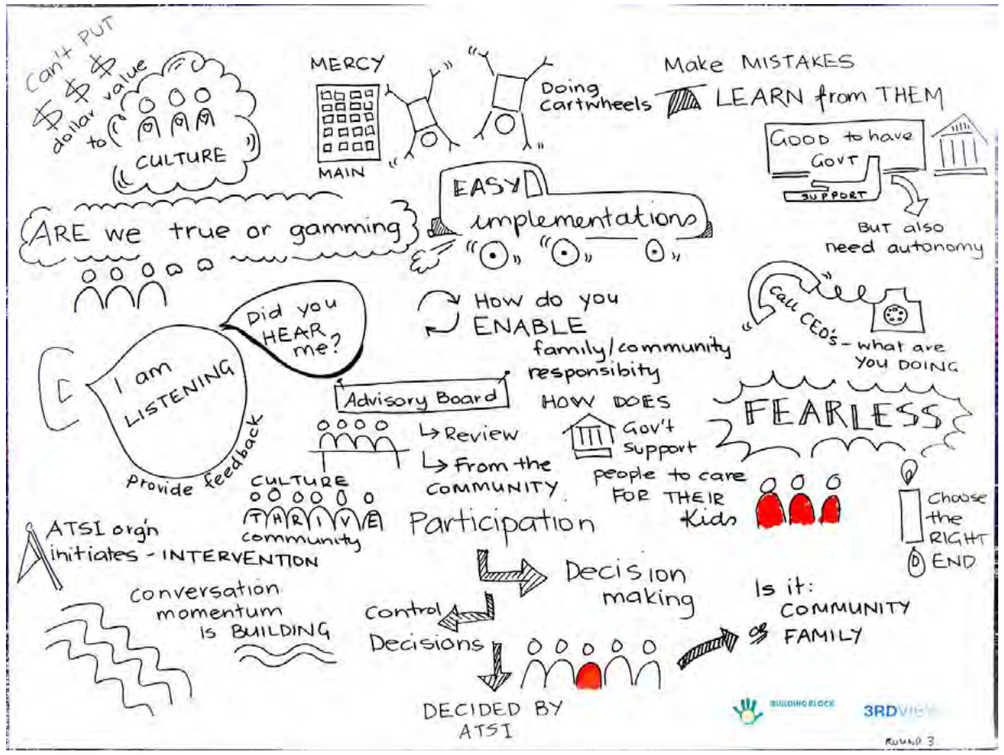
On a scale of 1 - 5, do you feel as though the quality of the facilitators was beneficial to the forum and participants?

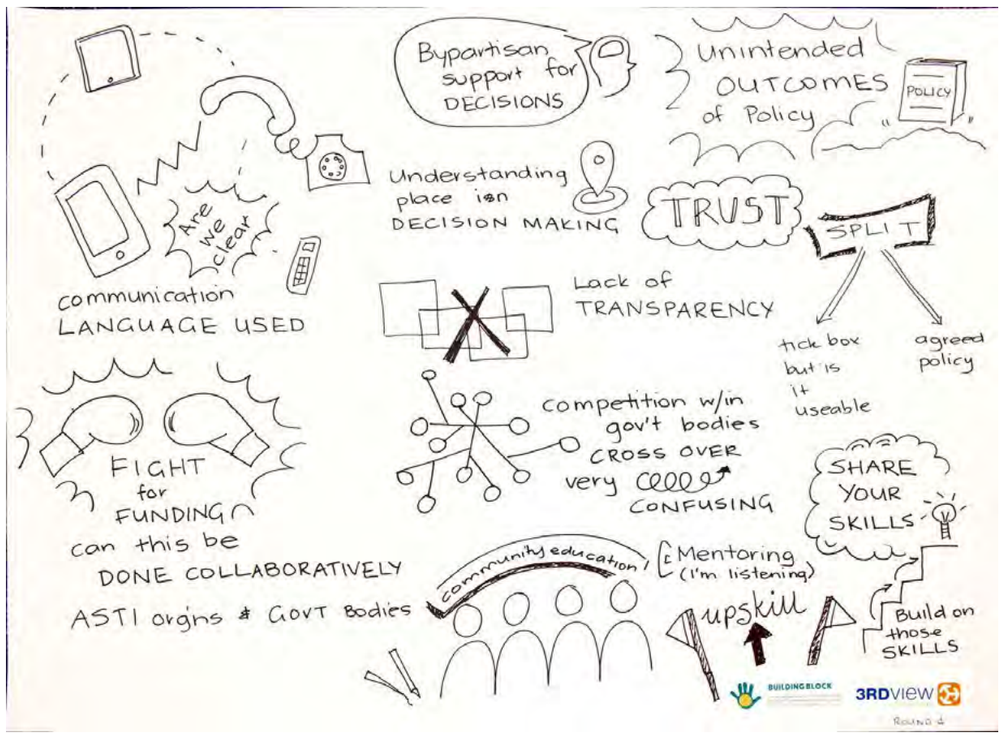
Responses		
	Percent	Count
Strongly Disagree	2.71	10
Disagree	0	0
Neutral	5.42	20
Agree	29.81	110
Enter as Text Answer	62.06	229
Total	100	369

Appendix 4: 3rdVeiw visual recording

Building Block 1

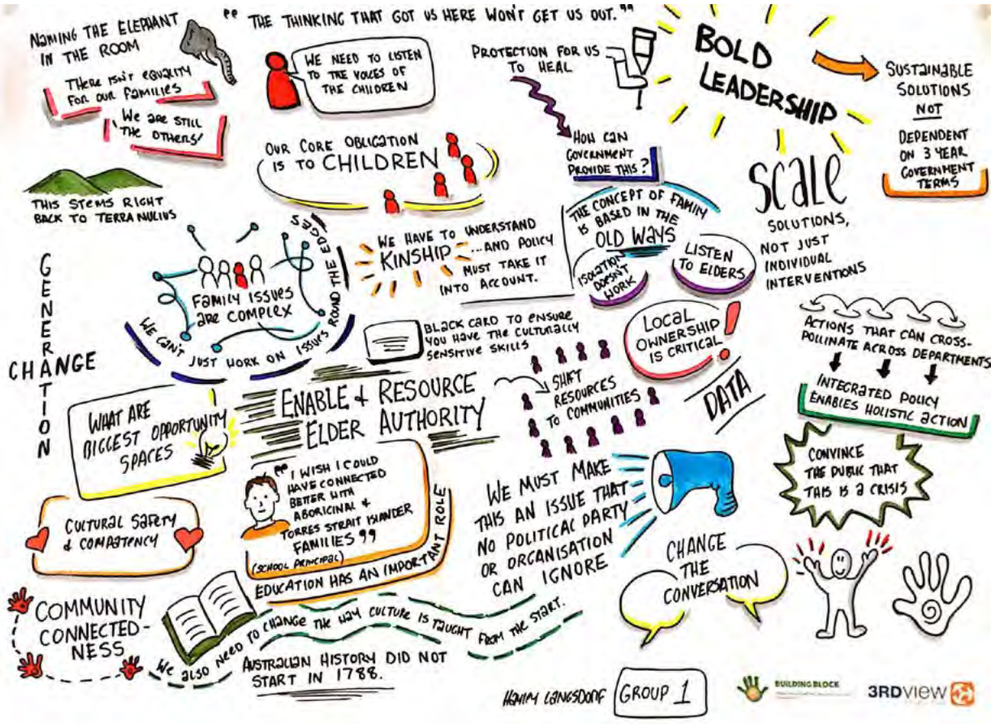

Family Matters forum
Group 1
Facilitator: Kerry
Your Commitment to the Child
Building Block
Strength based
Showcases
Change Attitudes
Honest evaluation
Compassionate
Voluntary
Marketing
Family Support
Tell the story
Culture
Measure Here
Too focused on
BIG SCALE
to notice
Changes happening
Reflect + Share something
IMPORTANT
you heard during this conversation
on
ACTION
Launching a new
Sexual Health
STRATEGY
(preconception)
Don't just focus on the problems
Understand
by starting with
eg. NDIS
Question for today
what is our...
VISION
Healing
TRAUMA
Embedded
We don't
INVEST
in
EXISTING
services
"What we're got!"
Deficit Model
Eliminate
BIAS
Our own
professional
ideas
CHANGE
Deficit Model
NEW
SOLUTIONS
PROBLEM
Can be
Let's go back to
1000
PARTICIPATE
in the
Design...
Take control
PARENTING
STRESSFUL
transformational
We need more info about this
EDUCATION
Early Intervention
Programs
INVEST
in
Cultural
Consideration
What happens on the ground...
Lets not
JUDGE
the parents
We have a suite of services
IPA
FCCR
Power Mathematics
Strength based
Cultural
Identity
Consult
Communities
to find the INFO
& ways needs to success
allows KIDS to
REMAIN
in communities
Fathers
Supports
Mothers
Support
Services
Where
Focus on
PRACTICAL
Other Central
Children
Adolescence
Approach
Listen!
Men
Not just
Mothers
Fathers
Grandmothers
Aunties
Uncles
Carers
Foster Parents
Kinship
Extended Family
Siblings
Partners
Community
Elders
Cousins
Sisters
Brothers
Nieces
Nephews
Grandfathers
Grandchildren
Sons
Daughters
Aunts


Can't PUT dollar value to CULTURE
MERCY
MAIN
Doing cartwheels
Make MISTAKES
LEARN from THEM
GOOD to have GOVT SUPPORT
BUT also need autonomy
EASY implementations
ARE we true or gamming
Did you HEAR me?
I am LISTENING
provide feedback
How do you ENABLE family/community responsibity
Call CEO's - what are you DOING
Advisory Board
↳ Review
↳ From the COMMUNITY
HOW DOES Gov't support people to care FOR THEIR Kids
FEARLESS
CULTURE
STRENGTHS
community
Participation
Choose the RIGHT END
ATSI orgn initiates - INTERVENTION
conversation momentum is BUILDING
Control Decisions
Decision making
Is it: COMMUNITY & FAMILY
DECIDED BY ATSI
BUILDING BLOCK
3RDVIEW
ROUND 3

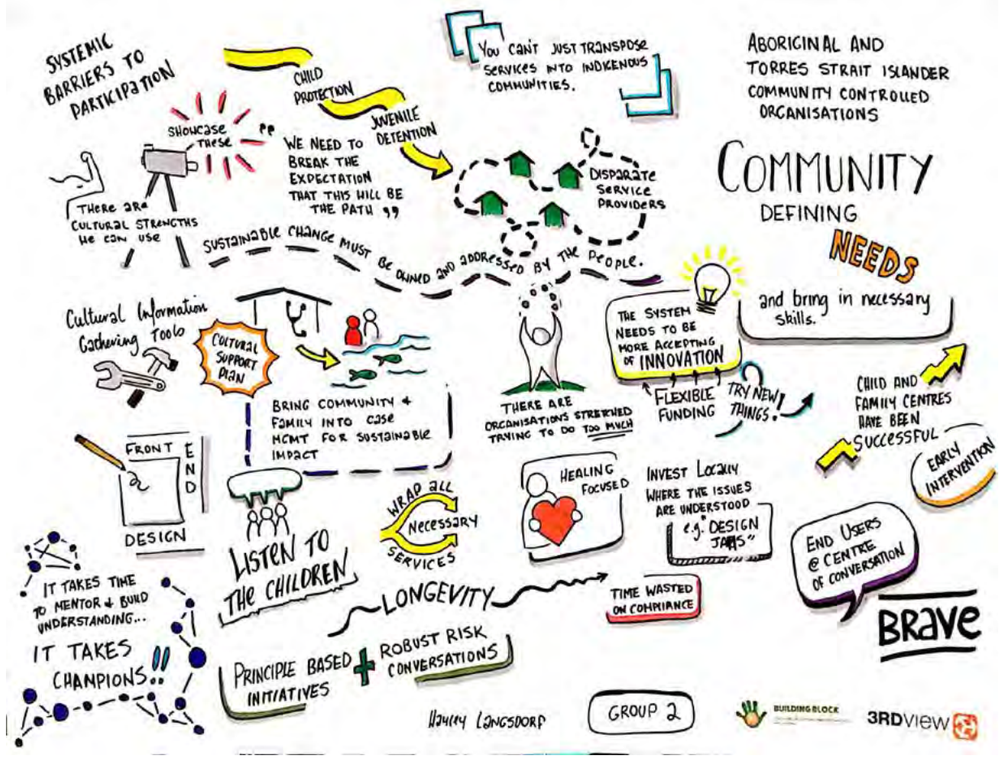

Bypartisan support for DECISIONS
Unintended OUTCOMES of Policy
POLICY
Understanding place in DECISION MAKING
TRUST
SPLIT
Are we clear
communication LANGUAGE USED
Lack of TRANSPARENCY
tick box but is it useable
agreed policy
competition w/in gov't bodies CROSS OVER very CONFUSING
FIGHT for FUNDING
can this be DONE COLLABORATIVELY
ASTI orgns & GOVT Bodies
community education
Mentoring (I'm listening)
upskill
SHARE YOUR SKILLS
Build on those SKILLS
BUILDING BLOCK
3RDVIEW
ROUND 4

Engage w/disengaged CULTURE
every day
CULTURAL AUTHORITY is retained
Different views
understand these
ACCESS
WHO HAS THE RIGHT
to speak on behalf of child
not just on a particular day
understanding particular COMMUNITY EXPECTATIONS
not always a single VOICE can make implement difficult
APPROPRIATE
Training for people working with ATSI
Flexibilty
WHAT
pros
cons
allows finessing
will give ATSI children a VOICE
Changing rolls CSO
↳ kids 'work' system
↳ not getting ALL views
Putting all in ONE PLACE can be at RISK
ATSI skilled & supported workforce
Accountability eg. QPS
BUILDS LEARNING for everyone
HOPES
DREAMS
Not in a token way
STOP THE cycle
Engagement
BE PROACTIVE
need to GO OUT into the
FAMILY remains FOCUS
Elder in Residence
Teach History
Dylan Burgess
BUILDING BLOCK
3RDVIEW

nuture/foster culture
VOICE OF THE CHILD
Are we listening to the community
WHO OWNS/HAS POWER
VOICE
CONSISTENCY OF VOICE
TALK TOGETHER
cultural Proficiency
Assessment of the OUTCOMES
Accountability
Started as a GOOD IDEA
CHANGED COMMUNITY DISCONNECT
Advisory Board
Criminal vs Child Protect MAY BE WRONG FIT
How gov't interacts
How do funds get SPENT?
Diverted to POOR IMPLEMENT-ATION
BENEFIT does not develop as WAS ORIGINALLY DEVISED
TWO WAY
Evaluation
STEWARDSHIP
Shared
Accountability
CO-DESIGN
disconnects CHILD
what kids think?
mis-match
OUTPUT vs OUTCOME
may no longer be VALID
HISTORY
Labelling
Demonstration
not a tick the box
DISCONNECT culture
FAMILY GOOD/BAD
WHAT IS THE OUTCOME?
change procurement process
feedback from the KIDS
Disconnect POLICY
PRACTICE understand IMPLICATION OF 'MUM/DAD' foster family
understanding FUNDING
Already placed funds & new funds
MAIN/ LARGE
support
Dycan Burgess
BUILDING BLOCK
3RDVIEW

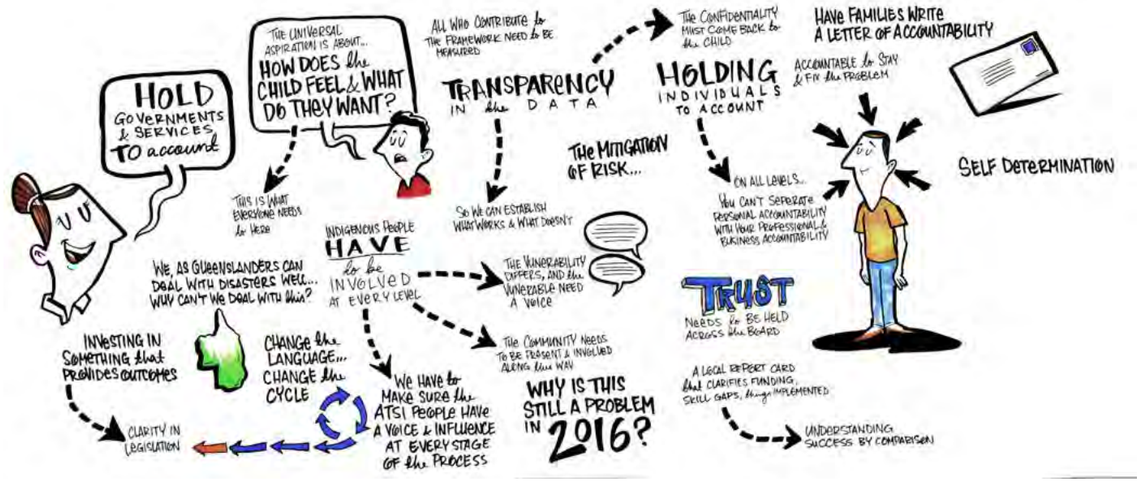

NAMING THE ELEPHANT IN THE ROOM
There isn't equality for our families
We are still the others!
"THE THINKING THAT GOT US HERE WON'T GET US OUT."
WE NEED TO LISTEN TO THE VOICES OF THE CHILDREN
PROTECTION FOR US TO HEAL
BOLD LEADERSHIP
SUSTAINABLE SOLUTIONS NOT DEPENDENT ON 3 YEAR GOVERNMENT TERMS
OUR CORE OBLIGATION IS TO CHILDREN
HOW CAN GOVERNMENT PROVIDE THIS?
THIS STEMS RIGHT BACK TO TERRA NULLIUS
GENERATION CHANGE
FAMILY ISSUES ARE COMPLEX
WE CAN'T JUST WORK ON ISSUES ROUND THE EDGES
WE HAVE TO UNDERSTAND KINSHIP ...AND POLICY MUST TAKE IT INTO ACCOUNT.
THE CONCEPT OF FAMILY IS BASED IN THE OLD WAYS
ISOLATION DOESN'T WORK
LISTEN TO ELDERS
scale
SOLUTIONS, NOT JUST INDIVIDUAL INTERVENTIONS
BLACK CARD TO ENSURE YOU HAVE THE CULTURALLY SENSITIVE SKILLS
LOCAL OWNERSHIP IS CRITICAL
ACTIONS THAT CAN CROSS-POLLINATE ACROSS DEPARTMENTS
INTEGRATED POLICY ENABLES HOLISTIC ACTION
WHAT ARE BIGGEST OPPORTUNITY SPACES
ENABLE & RESOURCE ELDER AUTHORITY
SHIFT RESOURCES TO COMMUNITIES
DATA
CONVINCE THE PUBLIC THAT THIS IS A CRISIS
"I WISH I COULD HAVE CONNECTED BETTER WITH ABORIGINAL & TORRES STRAIT ISLANDER FAMILIES" (SCHOOL PRINCIPAL)
EDUCATION HAS AN IMPORTANT ROLE
WE MUST MAKE THIS AN ISSUE THAT NO POLITICAL PARTY OR ORGANISATION CAN IGNORE
CULTURAL SAFETY & COMPETENCY
CHANGE THE CONVERSATION
COMMUNITY CONNECTEDNESS
WE ALSO NEED TO CHANGE THE WAY CULTURE IS TAUGHT FROM THE START.
AUSTRALIAN HISTORY DID NOT START IN 1788.
Hayley Langsdorf
GROUP 1
BUILDING BLOCK
3RDview

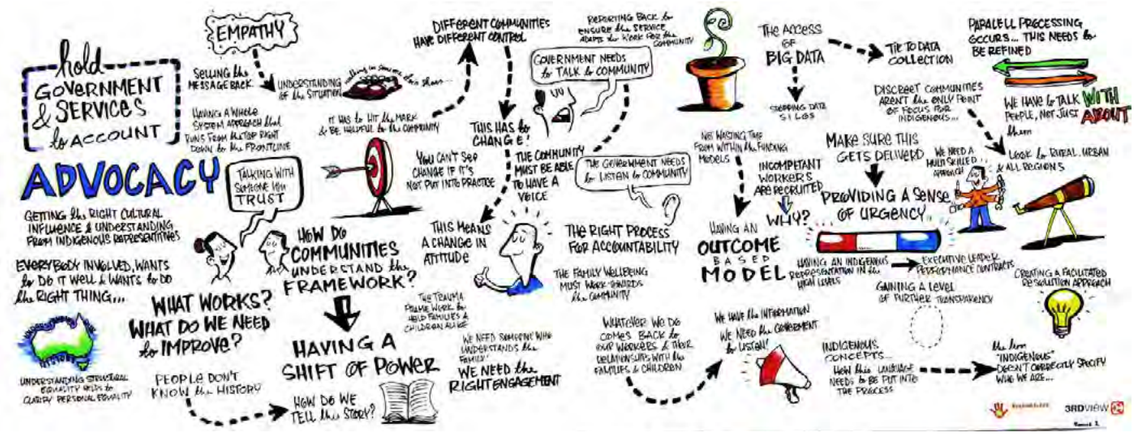
NAVIGATING THE SYSTEM CAN BE DIFFICULT
DISCONNECTION is a risk!!
WE NEED TO SUPPORT OUR CHILDREN TO HAVE A STRONG IDENTITY
GETTING TANGLED IN RED TAPE
CIVIC ENGAGEMENT
KNOWLEDGE OF WHAT IS AVAILABLE
PLACE VALUE ON CULTURAL EXPERTISE
DISMANTLE
language that doesn't resonate
IT'S HARD TO BE AN INDIGENOUS PERSON WORKING IN SERVICES!
WE NEED TO BE ON THE SAME PAGE WHEN WE TALK ABOUT THINGS LIKE 'KIN'
SERVICE PROVIDERS CAN'T JUST DIP THEIR TOE IN OCCASIONALLY
'MAIN STREAM' 'INDIGENOUS SERVICE PROVIDERS'
TAKING BABIES FROM PARENTS SHOULDN'T BE FIRST OPTION
EXPERIMENT AND LEARN
THERE IS FEAR OF JUDGEMENT IF I DO ACCESS SERVICES
WE NEED TO BREAK DOWN SEGREGATIONS IN SERVICES
WHERE IS THE SUPPORT FOR THE PARENTS?
ENGAGE AT GRASSROOTS
INVITE PEOPLE WELCOME IN TO YOUR SERVICE SO THEY UNDERSTAND WHATS BEHIND THE DOOR
THERE ARE ALTERNATIVE OPTIONS
COMMUNITY GUARDIANSHIP
WE HAVE TO LOOK AT THE WHOLE SYSTEM OR SOMETHING MISSES OUT.
THINK LIKE GOOGLE
COLLABORATIVE BUDGETING
ALLOW THE RIGHT PEOPLE ALREADY THERE THE TIME AND SPACE TO THINK DIFFERENTLY
Hayley Langsdorf
GROUP 3
BUILDING BLOCK
3RDview


SYSTEMIC BARRIERS TO PARTICIPATION
SHOWCASE THESE
THERE ARE CULTURAL STRENGTHS WE CAN USE
CHILD PROTECTION
JUVENILE DETENTION
WE NEED TO BREAK THE EXPECTATION THAT THIS WILL BE THE PATH
You can't just transpose services into indigenous communities.
DISPARATE SERVICE PROVIDERS
ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITY CONTROLLED ORGANISATIONS
COMMUNITY DEFINING NEEDS and bring in necessary skills.
SUSTAINABLE CHANGE MUST BE OWNED AND ADDRESSED BY THE PEOPLE.
Cultural Information Gathering Tools
CULTURAL SUPPORT PLAN
BRING COMMUNITY & FAMILY INTO CASE MGMT FOR SUSTAINABLE IMPACT
THERE ARE ORGANISATIONS STRETCHED TRYING TO DO TOO MUCH
THE SYSTEM NEEDS TO BE MORE ACCEPTING OF INNOVATION
FLEXIBLE FUNDING
TRY NEW THINGS
CHILD AND FAMILY CENTRES HAVE BEEN SUCCESSFUL
EARLY INTERVENTION
FRONT END DESIGN
HEALING FOCUSED
INVEST LOCALLY WHERE THE ISSUES ARE UNDERSTOOD e.g. DESIGN JAMS
WRAP ALL Necessary SERVICES
LISTEN TO THE CHILDREN
LONGEVITY
TIME WASTED ON COMPLIANCE
END USERS @ CENTRE OF CONVERSATION
Brave
IT TAKES TIME TO MENTOR & BUILD UNDERSTANDING...
IT TAKES CHAMPIONS!!
PRINCIPLE BASED INITIATIVES + ROBUST RISK CONVERSATIONS
Hayley Langsdorf
GROUP 2
BUILDING BLOCK
3RDview

RE-ENGAGEMENT WITH EDUCATION
COMMUNITY
TRUST
SERVICES
GOVERNMENT
PROVIDERS
KEEP FOCUSED ON BEST FOR CHILDREN
VOICES BEING HEARD
COMBINED SERVICES
OPPORTUNITY FOR BROADER SHARING OF IDEAS AND PRACTICES THAT ARE ALREADY OUT THERE
ADDRESS DISCONNECTION WITH CULTURE
CHANGE FATIGUE
IN HOME CARE SHOULD GET MORE FOCUS
Carers SHOULD BE WORKING PROACTIVELY ON TRANSITIONS BACK TO FAMILY
INVEST IN CHILD RAISING SKILLS
HAPPY
HEALTHY
SAFE
THIS NEEDS TO BE A 100 YEAR PLAN
THIS SHOULD BE ABOUT RELATIONSHIPS
3 GENERATIONS OF TRAUMA
WE NEED TO DISRUPT CURRENT FLOW
RESPECT
"IN OUR CULTURE WE DON'T SEND OUR KIDS INTO THE CARE OF STRANGERS THIS IS FOREIGN TO US."
BUILDING BLOCK
3RDview

ENSURING CHILDREN REMAIN CONNECTED TO THE COMMUNITY
STRENGTHEN THE CULTURAL IDENTITY
We have to have a connection in each child's life
We have to see change
ENSURING there IS STRONG INDIGENOUS REPRESENTATION IN KEY DECISION MAKING
DECISIONS MUST BE MADE IN the CHILD'S BEST INTEREST
I'm ACCOUNTABLE!
WE NEED to MAKE SURE WE CAN LOOK AT the PROCESS OF A YOUNG INDIGENOUS PERSON'S LIFE through A VARIETY OF LENSES
IT HAS TO BE A TOTALLY DIFFERENT DRIVE FOR US to STOP WORKING IN SILOS
MAINSTREAM SOCIETY MUST BE HELD ACCOUNTABLE
HOW CAN A YOUNG PERSON RECONNECT TO their COMMUNITY AFTER THEY'RE HAVE BEEN SEVERED?
HOLD GOVERNMENTS & SERVICES to ACCOUNT
ACKNOWLEDGE WHAT'S there...
NOT IMMEDIATE RESULTS... BUT, WE CAN MAKE IMMEDIATE SHIFTS...
LOOKING AT the VALUE BASE OF the FRONTLINE SERVICES...
THIS NEEDS to BE A FOUNDATION OF ACCOUNTABILITY
ESTABLISHING A SERVICE SYSTEM to MAKE IT WORK
LET'S CHANGE the STORY
We DON'T WANT to SET UP A SYSTEM for FAIL!
INDIGENOUS AUSTRALIANS CARRY the RESPONSIBILITY of FOSTER CARE & KINSHIP CARE A LOT MORE than MAINSTREAM AUSTRALIA
ENGAGING INDIGENOUS PEOPLE MORE in the DECISION MAKING PROCESS
NOT HIDING BEHIND the CAPABILITY GAP, STEPPING OUT OF the WAY & ENABLING the RIGHT PEOPLE
THERE IS ONE PERSON ACCOUNTABLE FOR EVERY FAMILY & PERSON IN A REGION...
HOW IN THE HELL? (IMMORTAL TO ALL FOOL WHO)
The SIMPLEST OPTION IS TOO PLACE...
We NEED A HOLISTIC APPROACH!
We NEED TRANSFORMATIONAL CHANGE & REAL ACCOUNTABILITY
TAKING ON A 'DEALING WITH TRAUMA' APPROACH
The END CANNOT BE SUICIDE OR PRISON
GIVING The SUPPORT that is ACTUALLY NEEDED
PROVIDING EMPOWERMENT & OWNERSHIP
ACCOUNTABLE for THEIR DECISIONS
STOP EDUCATION & GET IT RIGHT!
Who are they ACCOUNTABLE for APART FROM the ONES Who FUND them?
We NEED to HEAR the VOICE of the CHILD
BRIDGING the GAP
The CHILDREN ARE FUN!
They NEED to KNOW HOW IMPORTANT they ARE & THAT We KNOW THAT!
We NEED INDIGENOUS PEOPLE to BE FRONT & CENTRE!
REGULATION & ENSURING the PROCESSES MAKE SENSE AND ARE FUNCTIONAL & DELIVERY!
3RDVIEW


HOLD GOVERNMENTS & SERVICES TO account
The UNIVERSAL ASPIRATION IS ABOUT...
HOW DOES the CHILD FEEL & WHAT DO THEY WANT?
This is WHAT EVERYONE NEEDS to HEAR
ALL Who CONTRIBUTE to The FRAMEWORK NEED to BE MEASURED
TRANSPARENCY IN the DATA
So We CAN ESTABLISH WHAT WORKS & WHAT DOESN'T
The CONFIDENTIALITY MUST COME BACK to the CHILD
The MITIGATION OF RISK...
HOLDING INDIVIDUALS TO ACCOUNT
ON ALL LEVELS...
You CAN'T SEPERATE PERSONAL ACCOUNTABILITY WITH YOUR PROFESSIONAL & BUSINESS ACCOUNTABILITY
HAVE FAMILIES WRITE A LETTER OF ACCOUNTABILITY
ACCOUNTABLE to STAY & FIX the PROBLEM
SELF DETERMINATION
TRUST
NEEDS to BE HELD ACROSS the BOARD
A LEGAL REPORT CARD that CLARIFIES FUNDING, SKILL GAPS, things IMPLEMENTED
UNDERSTANDING SUCCESS BY COMPARISON
INDIGENOUS PEOPLE HAVE to BE INVOLVED AT EVERY LEVEL
We, AS QUEENSLANDERS CAN DEAL WITH DISASTERS WELL... WHY CAN'T We DEAL WITH this?
The VULNERABILITY DIFFERS, AND the VULNERABLE NEED A VOICE
The COMMUNITY NEEDS TO BE PRESENT & INVOLVED ALONG their WAY
INVESTING IN SOMETHING that PROVIDES OUTCOMES
CHANGE the LANGUAGE... CHANGE the CYCLE
We HAVE to MAKE SURE the ATSI PEOPLE HAVE A VOICE & INFLUENCE AT EVERY STAGE OF the PROCESS
CLARITY IN LEGISLATION
WHY IS THIS STILL A PROBLEM IN 2016?


hold GOVERNMENT & SERVICES to ACCOUNT
ADVOCACY
GETTING the RIGHT CULTURAL INFLUENCE & UNDERSTANDING FROM INDIGENOUS REPRESENTATIVES
EVERYBODY INVOLVED WANTS to DO IT WELL & WANTS to DO the RIGHT THING...
UNDERSTANDING STRUCTURAL EQUALITY NEED to CLARIFY PERSONAL EQUALITY
EMPATHY
SELLING the MESSAGE BACK
UNDERSTANDING of the SITUATION
Having A WHOLE SYSTEM APPROACH that RUNS FROM BOTTOM RIGHT DOWN to the FRONTLINE
Talking With Someone You TRUST
HOW DO COMMUNITIES UNDERSTAND the FRAMEWORK?
WHAT WORKS? WHAT DO WE NEED to IMPROVE?
PEOPLE DON'T KNOW the HISTORY
HOW DO WE TELL the STORY?
DIFFERENT COMMUNITIES HAVE DIFFERENT CONTROL
REPORTING BACK to ENSURE the SERVICE ADAPTS & WORKS for the COMMUNITY
GOVERNMENT NEEDS to TALK & COMMUNITY
IT HAS to HIT the MARK & BE HELPFUL to the COMMUNITY
THIS HAS to CHANGE
You CAN'T SEE CHANGE IF IT'S NOT PUT INTO PRACTICE
THE COMMUNITY MUST BE ABLE TO HAVE A VOICE
THE GOVERNMENT NEEDS to LISTEN to COMMUNITY
THIS MEANS A CHANGE IN ATTITUDE
THE TRAUMA FRAME WORK to HELP FAMILIES & CHILDREN ALIKE
WE NEED SOMEONE WHO UNDERSTANDS the FAMILY
WE NEED the RIGHT ENGAGEMENT
THE RIGHT PROCESS FOR ACCOUNTABILITY
THE FAMILY WELLBEING MUST WORK ACROSS the COMMUNITY
The ACCESS OF BIG DATA
TIE TO DATA COLLECTION
STORING DATA IS LOSS
DISCREET COMMUNITIES ARENT the ONLY POINT OF FOCUS FOR INDIGENOUS...
PARALLEL PROCESSING OCCURS... THIS NEEDS to BE REFINED
We HAVE to TALK WITH PEOPLE, NOT JUST ABOUT them
Look to RURAL, URBAN & ALL REGIONS
We NEED A MULTI SKILLED APPROACH
Make SURE THIS GETS DELIVERED
PROVIDING A SENSE OF URGENCY...
WHY?
INCOMPETANT WORKERS ARE RECRUITED
We MAKING THE FROM WITHIN the FUNDING MODELS
USING AN OUTCOME BASED MODEL
USING AN INDIGENOUS REPRESENTATION IN the HIGH LEVELS
EXECUTIVE LEADERS PERFORMANCE CONTRACTS
GAINING A LEVEL OF FURTHER TRANSPARENCY
CREATING A FACILITATED RESOLUTION APPROACH
WHATEVER We DO COMES BACK to OUR WORKERS & THEIR RELATIONSHIPS WITH the FAMILIES & CHILDREN
We HAVE the INFORMATION We NEED the GOVERNMENT to LISTEN!
INDIGENOUS CONCEPTS... HOW this LANGUAGE NEEDS to BE PUT INTO THE PROCESS
the term "INDIGENOUS" DOESN'T CORRECTLY SPECIFY WHO We ARE...
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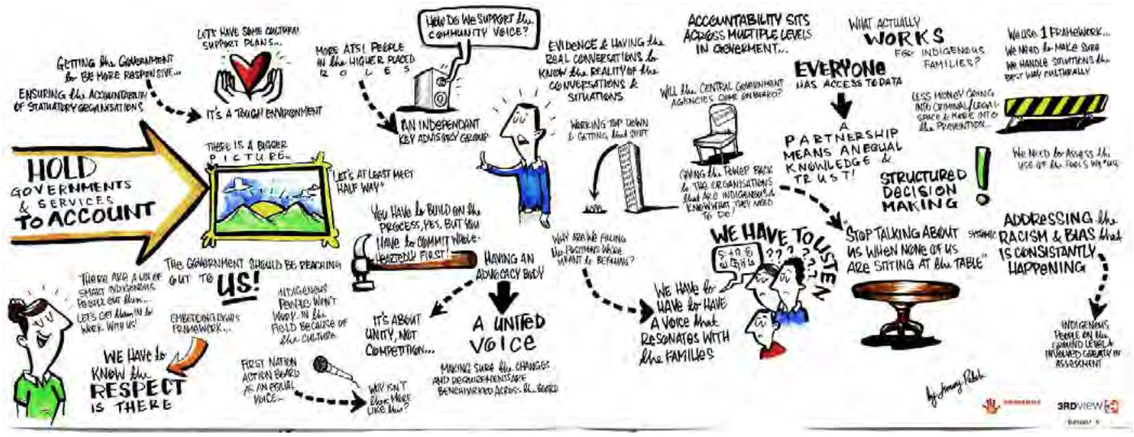
HOLD GOVERNMENTS & SERVICES TO ACCOUNT
Getting the GOVERNMENT to BE MORE RESPONSIVE...
ENSURING the ACCOUNTABILITY OF STATUATORY ORGANISATIONS
LETS HAVE SOME CULTURAL SUPPORT PLANS...
IT'S A 'TOUGH' ENVIRONMENT
THERE IS A BIGGER PICTURE
LET'S AT LEAST MEET HALF WAY
The GOVERNMENT SHOULD BE REACHING OUT TO US!
You HAVE to BUILD ON the PROCESS, YES, BUT YOU HAVE to COMMIT WHOLE-HEARTEDLY FIRST!
HAVING AN ADVOCACY BODY
A UNITED VOICE
IT'S ABOUT UNITY, NOT COMPETITION...
MAKING SURE the CHANGES AND DEVELOPMENTS ARE BENEFICIARIED ACROSS the BOARD
WE HAVE to KNOW the RESPECT IS THERE
There ARE A LOT OF SMART INDIGENOUS PEOPLE OUT there...
LETS GET them IN to WORK WITH US!
EMBEDDING DOUBLE FRAMEWORK...
INDIGENOUS PEOPLE WON'T WORK IN the FIELD BECAUSE OF the CULTURE
FIRST NATION ACTION BOARD AS AN EQUAL VOICE...
WHY ISN'T THERE MORE like this?
HOW DO We SUPPORT the COMMUNITY VOICE?
MORE ATSI PEOPLE IN the HIGHER PAYED ROLES
AN INDEPENDENT KEY ADVISORY GROUP
EVIDENCE & HAVING the REAL CONVERSATIONS to KNOW the REALITY of the CONVERSATIONS & SITUATIONS
ACCOUNTABILITY SITS ACROSS MULTIPLE LEVELS IN GOVERNMENT...
WHAT ACTUALLY WORKS FOR INDIGENOUS FAMILIES?
EVERYONE HAS ACCESS TO DATA
Will the CENTRAL GOVERNMENT AGENCIES COME ON BOARD?
Working TOP DOWN & GETTING that SHIFT
GIVING the POWER BACK to the ORGANISATIONS that ARE INDIGENOUS & KNOWLEDGE they NEED TO DO
A PARTNERSHIP MEANS AN EQUAL KNOWLEDGE & TRUST
STRUCTURED DECISION MAKING
WHY ARE We FAILING the PATIENTS WHEN WHAT is RETAINS?
We HAVE to HAVE A VOICE that RESONATES WITH the FAMILIES
WE HAVE TO LISTEN
STOP TALKING ABOUT US WHEN NONE OF US ARE SITTING AT the TABLE
ADDRESSING the RACISM & BIAS that IS CONSISTANTLY HAPPENING
INDIGENOUS PEOPLE ON the GROUND LEVEL & INVOLVED CORRECTLY IN ASSESSMENT
We Need to Access the use of the tools we have
We Need 1 FRAMEWORK... We NEED to MAKE SURE We HANDLE SITUATIONS the RIGHT WAY CULTURALLY
LESS MONEY GOING INTO CRIMINAL/LEGAL SPACE & MORE INTO the PREVENTION...
by Jeremy Fisher
3RDVIEW

Appendix 5: Creative Partner and Facilitator' s details

Gilimbaa

Gilimbaa is an Indigenous creative agency that specialises in culturally effective and appropriate communication strategy, artwork, video, campaigns and consulting for the government, corporate and non-profit sectors. Our creative approach is embedded in stakeholder engagement and audience analysis, as these facets of the creative process achieve successful and inspiring project outcomes.

Interweaving Aboriginal and Torres Strait Islander storytelling and culture with a modern day approach to design execution, we can communicate sensitive and complex themes to Indigenous and non-Indigenous audiences alike. Our team, which includes Aboriginal and Torres Strait Islander artists and designers, has been created to do this. Because communication material is most effective when people feel a sense of belonging and relevance, Gilimbaa works with sensitivity to craft outcomes that both an organisation's story and strong elements of cultural significance.

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3rdView

3rdView help organisations and communities embrace new perspectives to understand and solve important challenges. We do this by engaging the people who experience those challenges first hand, and giving them a voice in the design of new systems and services. As a result, 3rdView helps drives impactful, meaningful, and sustainable change.

Visualisation and Design Thinking are core 3rdView tools. We listen carefully to turn intangible concepts into visual stories that excite, engage and energise stakeholders. We embrace and encourage creativity to stretch thinking beyond the obvious.

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