

# The National Indigenous Community Liaison Officers' Forum 2010

Strengthening Networks and Fostering Cultural Understanding for  
Improved Engagement Between Communities and Organisations

Liquid Learning is delighted to present this forward looking forum that brings you a compelling blend of case studies and engaging expert commentaries that tackle the practical issues head on. Don't miss this unique professional development opportunity targeting the specific needs of Liaison Officers.

## FEATURED SPEAKERS

**Jason Mifsud** CEO  
AFL Foundation

**Ivan Copley** Indigenous Engagement Manager, South Australia  
Australian Bureau of Statistics

**Christine Rosemond** Community and Customer Liaison Officer  
**Annie Tzanis** HSE Manager, Transfield Services  
Transfield Services

**Laurie Marks** Aboriginal Community Liaison Officer  
Victoria Police

**Tammy Hunter** Indigenous Community Engagement Broker  
Aboriginal Affairs Victoria

**Gary Oakley** Indigenous Liaison Officer  
Australian War Memorial

**Vladimir Williams** Aboriginal Employment Manager  
University of Sydney

**Paul Sinclair** Education Director  
AIME

**Cathy Hunt** CEO  
Traditional Credit Union

**Allan Meney** Senior Project Officer, Participation Directorate  
Department of Education, Western Australia

**Paul Dodd** Principal  
Corporate Culcha

**John Jeffery** Executive Director  
Indigenous Success Australia

SUPPORTER



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Independence and Enterprise

MEDIA PARTNER



28 & 29 April 2010  
Rydges World Square, Sydney

## EXPLORE

- Cultural Respect and Awareness
- Career Pathways for Liaison Officers & Achieving Your Potential
- Community Development and Participation
- Developing Networks to Reduce Isolation

## PLUS WORKSHOPS

Two Separately Bookable, Half-Day  
Workshops on 30 April 2010

## EARLY BIRD DISCOUNTS

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# Day One 28 April 2010

8.30 - 8.55 **Registration and Morning Coffee**

8.55 - 9.00 **Welcome to Country and Opening Remarks from the Chair**

9.00 - 9.35 **OPENING KEYNOTE**

## Achieving Your Potential

There has been some concern in recent years about the lack of Indigenous leaders coming through the ranks. Education, meaningful employment and mentoring are the key to overcoming this challenge and giving Indigenous youth the confidence to take on future leadership roles. Jason Mifsud will share his journey on how to achieve your potential, covering:

- Overcoming initial challenges
- Empowerment
- Reaching your potential
- Helping your community

**Jason Mifsud** CEO  
AFL Foundation

9.35 - 9.50 **Questions and Discussion**

9.50 - 10.20 **CASE STUDY**

## Developing Leadership Capabilities in Indigenous Liaison Officers

In this insightful session, Ivan (South Australian of the Year 2009 and a proud Kaurna/Peramangk man) will explore the important role of liaison officers in engaging with Indigenous communities. The role is one of leadership and as such is crucial in enhancing community quality of life. Ivan will explore:

- What are the characteristics for an effective liaison officer?
- "Appropriate" - Cultural understanding and awareness
- Protocols and procedures
- Communication, engagement and historical understanding

**Ivan Copley** Indigenous Engagement Manager,  
South Australia  
Australian Bureau of Statistics

10.20 - 10.40 **Questions and Discussion**

10.40 - 11.00 **Morning Tea**

11.00 - 11.30 **CASE STUDY**

## Fostering Indigenous Community Understanding and Participation

Christine Rosemond, a proud Aboriginal woman (father side from Ngunnawal and mother side Kamillori) has worked in Sydney regions for 14 years. She became the youngest ALO in Australia at the age of 19 years during her time at Centrelink. Currently at Transfield Services, she looks after the Housing NSW contract aiming to:

- Deliver meaningful cultural recognition, employment, education and training opportunities for Aboriginal people

- Increase Aboriginal participation in the business through meaningful partnerships with Aboriginal communities, government, clients and the public
- Be recognised by Aboriginal communities, relevant to levels of government and the business community as being a culturally competent employer of choice for Aboriginal people

**Christine Rosemond** Community and Customer Liaison Officer

**Annie Tzanis** HSE Manager, Transfield Services  
Transfield Services

11.30 - 11.50 **Questions and Discussion**

11.50 - 12.50 **INTERACTIVE SESSION**

## Community Liaison: Stories from the Ground

In this session, we will hear from a range of Indigenous officers both from remote and metropolitan communities across Australia, sharing experiences in their day to day challenges. Covering key issues, this interactive session seeks to better equip liaison officers in achieving positive outcomes for their communities and organisations.

12.50 - 1.50 **Networking Lunch**

1.50 - 2.20 **CASE STUDY**

## Developing Effective Partnerships with the Community

The function of the Aboriginal Advisory Unit within Victoria Police is to provide a full-time facility to further improve the good relationships that exist between Victoria Police and Victorian Aboriginal Communities. An experienced liaison officer within the organisation, Laurie will discuss:

- Advising police on operational issues affecting Indigenous people
- Coordinating management and statewide delivery of the Aboriginal Community Justice Panel Program
- Driving the implementation of the Aboriginal Community Liaison Officers (ACLOs) Program
- Coordinating the roles and functions of the Police Aboriginal Liaison Officers

**Laurie Marks** Aboriginal Community Liaison Officer  
Victoria Police

2.20 - 2.40 **Questions and Discussion**

2.40 - 3.10 **CASE STUDY**

## Improving Community Knowledge

Tammy (a proud Wurundjeri woman) is a community engagement broker aiming to build partnerships in land management with communities and to develop programs for Indigenous women. This session will explore her journey in improving community knowledge by connecting with Indigenous women who care for country (nationally and around the world). Her work has involved collecting Indigenous women's stories and her goal is to empower other women to tell their life stories.

**Tammy Hunter** Indigenous Community Engagement Broker

Aboriginal Affairs Victoria

PLUS WORKSHOPS!

TWO Post-Summit Half-Day  
Workshops on 30 April 2010

EARLY BIRD DISCOUNT

Receive \$100 off registration if you  
register and pay by 19 March 2010

3.10 - 3.30 **Questions and Discussion**

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3.30 - 3.50 **Afternoon Tea**

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3.50 - 4.20 **CASE STUDY**

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### **Australian Indigenous Mentoring Experience**

Paul, a member of the Anaiwan nation in North-West NSW, joined forces with Jack Manning Bancroft to expand the AIME (Australian Indigenous Mentoring Experience) program. This program links University volunteers with Indigenous high school students in a structured mentoring program, aimed at increasing University Admission for Indigenous students. AIME now works across 3 states and supports approximately 500 Indigenous students. Paul will focus on:

- AIME Program – the full story from start to now
- How AIME engages community and parents

**Paul Sinclair** Education Director

**AIME**

4.20 - 4.40 **Questions and Discussion**

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4.40 - 4.50 **Concluding Remarks from the Chair**

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4.50 - 6.00 **Networking Reception**

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8.30 - 8.55 **Morning Coffee**

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8.55 - 9.00 **Opening Remarks from the Chair**

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9.00 - 9.30 **EXPERT SESSION**

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### **Professional Development for Indigenous Liaison Officer's**

Indigenous people working in the corporate, public and community sectors have often been poorly utilised, badly managed and given limited scope for professional development. In this practical session, John will explore the key factors for enhancing your development and provide some useful tips including:

- Creating opportunities to develop strategic and communication skills
- Breaking down communication barriers by enhancing cultural sensitivity in the workplace
- Achieving your full potential

**John Jeffery** Executive Director  
**Indigenous Success Australia**

9.30 - 9.50 **Questions and Discussion**

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9.50 - 10.20 **EXPERT SESSION**

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### **Cultural Respect and Awareness**

Paul (a proud Bundjalung man) has been facilitating cultural respect training for the past 22 years. In this interactive session, he will share his wealth of knowledge in fostering cultural intelligence and overcoming communication barriers in organisations. Focusing on:

- Enhancing cultural sensitivity within the organisation
- Cultural respect
- Developing trust

**Paul Dodd** Principal  
**Corporate Culcha**

10.20 - 10.40 **Questions and Discussion**

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10.40 - 11.00 **Morning Tea**

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11.00 - 12.20 **INTERACTIVE SESSION**

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### **Enhancing Personal and Professional Development**

This extended interactive session with participation from speakers and audience alike will examine the career advancement and professional development opportunities for liaison officers. Covering issues spanning talent management, career development, mentoring and continuous training, this is an excellent opportunity to engage with fellow liaison officers in an open and insightful way to explore career pathways that will allow you to acquire the skills and abilities to enhance your career.

**Vladimir Williams** Aboriginal Employment Manager  
**University of Sydney**

12.20 - 1.20 **Networking Lunch**

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## SUPER SAVER DISCOUNT

Receive \$200 off registration if you  
and pay by 29 January 2010

## 1.20 - 1.50 CASE STUDY

### Raising Community Awareness and Protection of Indigenous Heritage

Gary works with the Aboriginal community to enhance its collection and representation of Aboriginal and Torres Strait Islander service men and women. The session will explore how to raise awareness about the contribution of Aboriginal and Torres Strait Islander people in Australia's defence.

Focusing on:

- Improving community knowledge and recognition
- Building community awareness of access to AWM information
- Protecting Aboriginal and Torres Strait Islander heritage
- Engaging with communities through knowledge transfer and understanding

**Gary Oakley** Indigenous Liaison Officer  
**Australian War Memorial**

## 1.50 - 2.10 Questions and Discussion

## 2.10 - 2.40 CASE STUDY

### Enhancing Service Delivery

Established in 1994 to provide culturally appropriate financial services to Indigenous people living in remote communities in the Northern Territory, TCU has a unique expertise and cultural understanding of issues relating to the successful delivery of financial services to Indigenous people in Northern Australia. Kathy will explore:

- The TCU's milestones and achievements
- Key challenges for service delivery in remote communities
- What the future holds

**Cathy Hunt** CEO  
**Traditional Credit Union**

## 2.40 - 3.00 Questions and Discussion

## 3.00 - 3.20 Afternoon Tea

## 3.20 - 3.50 CASE STUDY

### Building Greater Community Trust

The participation directorate aims to accelerate the educational outcomes of Aboriginal students, as well as to provide support to education providers and Aboriginal people in their leadership and community involvement in Aboriginal education and training. Allan will focus on:

- Programs and initiatives
- Acknowledging and endorsing Indigenous world views and promoting greater understanding and respect for Indigenous peoples, cultures, histories and languages
- Aboriginal Liaison Officers efforts in achieving partnerships between the Aboriginal community, schools and districts

**Allan Meney** Senior Project Officer, Participation Directorate

**Department of Education, Western Australia**

## 3.50 - 4.10 Questions and Discussion

## 4.10 Closing Remarks from the Chair and Close of Conference

## ALSO AVAILABLE:



### The National Public Sector **Communication Officers'** Conference 2010

**23 & 24 February 2010**  
Rydges Lakeside, Canberra

Practical Engagement Tools and Strategic Frameworks for Communication Officers at All Levels of Government

- Practical Tools for Communication in the Rapidly Changing Environment
- Leveraging Community and Stakeholder Engagement
- Embracing Collaborative Communications
- The Evolution of Public Sector Communication Strategy



### The National **Community Education Programs** Forum 2010

**24 & 25 February 2010**  
Mantra on Little Bourke, Melbourne

Effective and Diverse Strategies to Develop, Support and Sustain Community Education Programs

- Effective Strategies for Outreach Programs
- Understanding Evidence Based Community Programs
- Tools to Build Cohesive Relationships
- Sustainability and Capacity Building for Community Programs



### The National **Policy Officers'** Forum 2010

**10 & 11 March 2010**  
Rydges Lakeside, Canberra

Emerging Tools and Frameworks for Effective Policy Development, Implementation and Evaluation in a Changing Environment

- Effective Strategies for Improving Service Delivery
- Applying Evidence-Based Tools to Enhance Policy Outcomes
- Improving Your Negotiation Skill Set
- Targeting Stakeholder Needs



### **Program Logic for Planning and** **Evaluation** Seminar 2010

**23 & 24 March 2010**  
Canberra

Applying Program Logic as an Outcome Focused Framework for Planning, Monitoring and Evaluation

- Identify how programs and policies contribute to intended (and unintended) outcomes
- Build evaluation processes into program and policy planning cycles
- Establish a clear casual chain between resources allocated to programs, their activities and short, medium and long term outcomes

# Workshops 30 April 2010

## 9.00 - 12.30 WORKSHOP A

### Fostering Cultural Intelligence

Developing an appreciation and respect for Indigenous culture and understanding how this pertains to the workplace is fundamental to successful engagement with Indigenous communities. This interactive workshop will offer a purposeful, practical, inclusive and balanced cultural awareness and experiential learning, where participants will learn about Aboriginal and Torres Strait Islander people, their history, culture and practices. Explore:

- Some unique insights into how culture shapes our values, attitudes and behaviours and demonstrates the benefits of personal and professional growth
- The diversity of Indigenous communities and how their history relates to health and well-being, employment and social inclusion
- Key tools to assist managers and employees who work with Indigenous colleagues

**Expert Facilitator: Paul Dodd** Principal  
**Corporate Culcha**

Paul Dodd identifies himself as a Bundjalung man, the traditional Aboriginal language group of his mother. Paul heads a consultancy service focusing on Aboriginal Cultural Awareness Training, Indigenous community capacity building and development, workforce development, Aboriginal participation and Health and Well-Being Programs. He is the developer of the 'Culcha Disc Australian Indigenous Images', winner of the 'Most Innovative Product' at the Memento Merchandise Awards. In 2001, he worked with OxFam on community development projects with Indigenous people of New Zealand, Guatemala, Mexico, America and Canada. Paul has a Bachelor Degree in Aboriginal Community Management and Development.

## 12.30 - 1.30 NETWORKING LUNCH

## 1.30 - 5.00 WORKSHOP B

### Developing Future Leaders

In this workshop, Vladimir will facilitate discussion on Indigenous leadership, expectations and responsibilities for officers and managers working in communities, and the need for strategic direction in developing future leaders. The interactive workshop will cover key issues including:

- Leadership perspectives
- Cultural responsibility
- Effective communication skills

**Expert Facilitator: Vladimir Williams** Aboriginal Employment Manager  
**University of Sydney**


Vladimir Williams is a direct descent of the NSW Wiradjuri tribe who has strong family and kinship ties throughout rural and remote NSW and parts of Victoria. In a professional context for the past 14 years Vladimir has worked within government and non-government organisations in NSW and the ACT that have included: NSW Health Department where he developed the first policy/plan on government Aboriginal Men's Health in Australia; the Australian College of Health Service Executives that included two years of working in rural and remote locations in NSW in policy and management roles and ACT Health as a Senior Policy Officer. He now works at the University of Sydney and is responsible for developing and implementing strategic policy to increase the Aboriginal workforce at the University.

## ABOUT THE EVENT

This national forum is a specialist event designed specifically for those working in Indigenous / Community liaison roles, aiming to address the skills and tools required for an effective Indigenous Liaison Officer. Confronted with the challenge of working in remote locations, it is critical for ILOs / ALOs to develop their professional support network. This is a one of a kind networking and professional development opportunity intended to strengthen connections among Indigenous Liaison Officers and their counterparts. Participants from diverse organisations will be able to exchange views and tools for improving community engagement / relations and developing cultural intelligence among their stakeholders. Speakers will share successful tools and practical strategies that they have used to facilitate improved communication, engagement and understanding between organisations, stakeholders and communities.

## WHO WILL ATTEND

- Indigenous / Aboriginal Liaison Officers
- Community Relations Officers
- Indigenous Partnerships
- Indigenous Community Engagement
- Indigenous Employment
- Indigenous Education and Training
- Capacity Building
- Service Delivery
- Policy Development
- Participation Programs

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