

**WA Drug and Alcohol Office
Reconciliation Action Plan Report
for June 2008 to December 2009**

Our vision for reconciliation

Our vision for reconciliation is to work in partnership with Indigenous people to value and lead healthy and safe lifestyles with access to quality services and programs to prevent and reduce alcohol and other drug-related harm. This plan helps us understand that what we are already doing is part of the reconciliation process with Indigenous people, and that reconciliation, properly understood, is integral to the Drug and Alcohol Office's (DAO) core business.

Our Reconciliation Action Plan for 2008/09

The Drug and Alcohol Office is the government agency responsible for drug and alcohol strategies and services in Western Australia.

Through the Reconciliation Action Plan, DAO sought to enhance our commitment to providing culturally secure services and supporting Aboriginal and Torres Strait Islander ways of working in order to strengthen efforts to manage and reduce alcohol and other drug related harm.

Through the spirit of reconciliation our focus was to develop mutual respect between Indigenous and non-Indigenous people to work in partnership towards a shared future that values Aboriginal and Torres Strait Islander history, culture and spirituality in all its diversity.

Summary and Key Learning's

The Drug and Alcohol Office continues to provide guidance to key stakeholders throughout the drug and alcohol sector in the delivery of culturally secure programs and supporting Aboriginal ways of working. Through the development and participation of the RAP, DAO has further embedded the principles and practice of cultural security within the organisation and its funded agencies.

Participation in the RAP process helped the organisation to recognise the areas where it has performed strongly to promote relationships, respect and opportunities with Aboriginal and Torres Strait Islander staff and clients and has highlighted the areas where there are opportunities to improve.

The DAO are committed to implementing a refreshed RAP and the RAP working group will commence on this project in July 2010. The department acknowledges a Reconciliation Action Plan provides an excellent framework for monitoring new and existing programs that respond effectively to Aboriginal people affected by drug and alcohol use.

The refreshed RAP will include actions and target involving policy advice; professional education and training including nationally recognised qualifications; as well as strategic support and planning for treatment and prevention programs.

Exceeded 	Achieved 	On track 	Not achieved 
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Relationships						
Action	Resp.	Timeline	Measurable Target	Actual Progress	Lessons Learned	
1a: Service Development and Access						
Support services to recognise the legitimate cultural rights, views, values and expectations of Indigenous people; and develop practices to ensure cultural respect is maintained.						
Establish a Working Group of Indigenous and non-Indigenous staff member's representative of each directorate of DAO to monitor & report to the Senior Management Group on the progress of implementing the RAP.	Senior Mgmt Group	Jan 09	Working Group established, meets four (4) times per year.	Working Group established March 2009. Meetings held 12/3/09, 17/06/09, 21/10/09 and 12/02/10.	Group has met regularly and opportunities exist for mainstream areas of organisations to begin to drive Aboriginal and Torres Strait Islander projects.	
Continuation of 'Partnership' between the DAO, Office of Aboriginal Health and the Office of Aboriginal and Torres Strait Islander Health to work in a strategic and coordinated manner in reviewing, planning and funding drug and alcohol programs for Indigenous people in WA.	Mgr Aboriginal AOD Programs	Jun 08	Reviewed annually and terms of reference renewed.	DAO is an active partner and lead agency with the partnership meetings; the terms of reference have been reviewed and updated.	The strategic partnership has enabled a coordinated approach to the delivery of AOD to Aboriginal and Torres Strait Islander people in WA.	

Relationships						
Action	Resp.	Timeline	Measurable Target	Actual Progress	Lessons Learned	
Partnerships with non-government Indigenous and mainstream community controlled alcohol and other drugs (AOD) services for the specialised residential rehabilitation programs at Cyrenian House, Palmerston Farm and the Next Step Aboriginal Withdrawal Unit (AWU).	Senior Mgmt Group	Jun 08	Continue supports that maintain Indigenous staff employed and culturally secure programs implemented.	Aboriginal Alcohol and other Drugs Program continues to support partnership services through activities such as resource development, regular review meetings, training and recruitment advice.	Demonstrated demand for culturally secure withdrawal and residential services. ●	
			16 Beds allocated across these services. Report on number of beds accessed annually.	The number of clients accessing these services from June 08 to Dec 09 are: Next Step AWU – 89 Palmerston Farm – 20 Cyrenian House - 27	As above. ●	
1b: Aboriginal Alcohol and Drug Strategy						
This strategy is aligned to the over-arching Western Australia Drug and Alcohol Strategy (WADAS) 2005-2009. It provides priorities that can be developed within existing resources, along with offering direction for the future as increased funding opportunities may present.						
Maintain whole of government effort and commitment, in collaboration with government, community controlled services and non-government organisations, to implement, evaluate and continuously improve approaches to reduce drug related harm among Indigenous people.	Manager Aboriginal AOD Programs	Jun 09	Review the <i>Strong Spirit Strong Mind: The WA Aboriginal Alcohol and Other Drugs Plan 2005-2009</i> .	The review process is complete.	Strong Spirit Strong Mind (SSSM) is an effective tool for use in the management and reduction of alcohol and other drug related harm in Aboriginal communities, however, a less prescriptive model will be pursued in the next iteration. ●	
		Jun 09	Development of the <i>Strong Spirit Strong Mind: Implementation Framework for the WADAS 2010-2014</i>	A draft of the SSSM implementation framework is complete and consultation and feedback process will commence in 2010.	A draft Framework has been developed to provide guidance to key stakeholders towards delivering culturally secure programs and supporting Aboriginal and Torres Strait Islander ways of working. ●	

Relationships

Action	Resp.	Timeline	Measurable Target	Actual Progress	Lessons Learned	
Establish and maintain a database of Indigenous professionals and organisations within the sector.	Manager Aboriginal AOD Programs	Jun 08	All staff to use and update the database regularly.	DAO has established a database for use in organising the annual Aboriginal and Torres Strait Islander AOD forum.	Information needs to be updated regularly.	●
Achieve strong partnerships across government, WA Network of Alcohol and Drug Agencies (WANADA) and community agencies whilst ensuring agencies are delivering contracted services.	Manager Aboriginal AOD Programs	Annually	Annual Aboriginal AOD Worker Forum.	DAO worked in partnership with WANADA to deliver this event in October 2008. Next event scheduled for May 2010.	Well supported by the Aboriginal and Torres Strait Islander AOD sector.	●
			Strong Spirit Strong Mind Awards for outstanding work within the AOD sector.	DAO worked in partnership with WANADA for selection and presentation of the awards at the 2008 Forum. Next awards event scheduled for May 2010.	As above.	●
			DAO support the WANADA network meetings for Aboriginal AOD workers.	DAO supports and attends when possible the Aboriginal and Torres Strait Islander AOD Networking meetings coordinated by WANADA.	As above.	●

Respect

Action	Resp	Timeline	Measurable Target	Actual Progress	Lessons Learned	
2a: Service Development & Access						
Supports services to recognise the legitimate cultural rights, views, values and expectations of Indigenous people; and develop practices to ensure cultural respect is maintained.						
Implement the WA Health Aboriginal Cultural Respect Implementation Framework.	Manager Aboriginal AOD Programs	Jun 08	Strong Spirit Strong Mind training for all staff is core business. Report on number of people attending annually.	A total of 49 DAO staff attended training from June 08 to Dec 09.	SSSM training has been very well received and has been incorporated into DAO's induction process.	●
	Director Client Services and Dev.		100% of contracted agencies will have key requirement of the framework in their contracts, & will report on how they implement cultural respect in their services.	All contracted treatment agencies have this as a contractual requirement embedded in their service agreements and report on progress on a six monthly basis.	Activity is monitored & successes need to be shared between agencies.	●
Celebrate Indigenous days of cultural celebration, such as NAIDOC week, Sorry Day.	Manager Aboriginal AOD Programs	Annually	2 cultural celebration days per year.	<ul style="list-style-type: none"> • RAP launch 2008 • Smoking Ceremony 2009 • NAIDOC morning tea 2009 	Cultural celebrations have been well attended.	●

Respect

Action	Resp	Timeline	Measurable Target	Actual Progress	Lessons Learned	
2b: Workforce Development						
Building a culturally secure workforce through developing the cultural competence of non Indigenous workers.						
Provision of training, Strong Spirit Strong Mind (SSSM); Ways of Working with Aboriginal people, for government and non-government AOD sector.	Manager Aboriginal AOD Programs	Annually	4 Strong Spirit Strong Mind; Ways of Working with Aboriginal people training sessions per year.	15 SSSM training sessions were delivered from June 08 to December 09.	As above.	●
			Report on the number of people attending the training sessions annually.	A total of 255 participants attended training from June 08 to December 09.	Progress against this measure demonstrates the significant demand for culturally secure training for the human services sector.	●
			Minimum 50% increase (moderate or above) in knowledge and understanding (performance indicators).	Evaluations from training indicate that 75% (n = 191) of participants knowledge and understanding increased 'Extremely' or 'A lot'.	Workers from outside the AOD sector attend SSSM training and our resources are stretched.	●
Utilisation of local Indigenous elders to conduct welcome to country at sector events. This will enhance cultural awareness and respect within DAO and with stakeholders.	Director Policy, Strategy and Info	Jun 08	Development of DAO protocols for welcome to country.	Culturally secure protocols developed and endorsed by Senior Management Group and new policies implemented across DAO.	Protocols appear to have been well embedded into organisational practice.	●
			Welcome to country and acknowledgement of traditional elders conducted at all major DAO events, forums and training.	Culturally secure protocol policies promoted at RAP launch. Program branches across DAO are acknowledging Traditional Owners and engaging Elders to provide welcome to country at all official events.	As above.	●

Respect

Action	Resp	Timeline	Measurable Target	Actual Progress	Lessons Learned	
Support cross cultural competence in the AOD sector for managers and other staff.	Manager Aboriginal AOD Programs	Annually	Annual provision of the Clinical support worker training.	Culturally Secure Clinical Supervision Training was held in October 08 and June 09.	Evaluations have indicated this training is very useful for the AOD sector.	●
			Report on number of senior staff attending per year.	These events have been well attended by senior staff from across the AOD sector however data base did not record job position so unable to provide an accurate picture of participant profile.	More detailed recording of training attendees.	●

Opportunities

Action	Resp.	Timeline	Measurable Target	Actual Progress	Lessons Learned	
3a: Recruitment and Retention						
Increase the number of Indigenous staff across the AOD sector and maintain existing Indigenous staff.						
Increase number of Indigenous staff employed by DAO.	Snr Mgmt Group	Jun 08	Maintain 3.6% of Indigenous staff employed by DAO.	At the end of reporting period 4.9% of staff employed at DAO are Indigenous. This is above the state government target of 3.6%.	Contract positions enabled skilled workers to be employed to assist with projects. This also contributed to the fluctuation in the number of Aboriginal and Torres Strait Islander staff employed over the reporting period.	
Maintain existing DAO Indigenous cadetships and evaluate each cadetship when completed.	Director Corp Services	Dec 09	Two cadetships offered for the length of their tertiary studies.	2 cadetships were offered and employed at DAO during reporting period. <ul style="list-style-type: none"> 1 completed their degree in Dec 2009 and offered a 12 month fixed term employment contract. 1 did not complete due to leaving tertiary studies and taking up an apprenticeship. Opportunities to engage further cadets are being explored.	Review will highlight areas for improvement so program can be extended into the next tertiary semester.	
	Snr Mgmt Group	Dec 10	Review strategy to consider further cadetships.	Strategy under review	As above.	
Promote employment opportunities for Indigenous alcohol and other drugs workers in AOD services.	Manager Aboriginal/AOD Programs	Jan 09	Work with AOD services to create Indigenous identified positions.	The DAO continues to encourage and support service providers to increase the employment opportunities for Aboriginal and Torres Strait Islander AOD workers in the sector.	Recruitment and retention is difficult for all positions, but is exacerbated in regional and remote locations.	

Opportunities

Action	Resp.	Timeline	Measurable Target	Actual Progress	Lessons Learned	
Ensure workforce development strategies are implemented to support a strong pool of Indigenous people with the required skills to work in the AOD sector.	Director Client Services	Annually	Review and develop the job application process with Health Corporate Network (HCN) to be culturally secure for Indigenous applicants.	The recruitment process is continuously reviewed by Health Corporate Network and new components to the job application process have included modification in addressing the selection criteria for applicants.	Feedback from applicants has been positive. There this greater awareness when recruiting Aboriginal and Torres Strait Islander staff.	
	Manager Aboriginal AOD Programs		Minimum of 12 new places offered annually.	DAO has offered 26 places to Aboriginal and Torres Strait Islander AOD workers to participate in nationally recognised (Certificate III) training from June 08 to Dec 09.	Annual intake has been well received and all available training places are always full.	
Indigenous staff supported to remain in employment through training and mentoring.	Manager Aboriginal AOD Programs	Annually	Training courses and mentoring programs provided for all Indigenous staff.	Assessment support, training and mentoring is continuously provided for Aboriginal and Torres Strait Islander workers in the AOD sector employed by DAO.		

Opportunities

Action	Resp.	Timeline	Measurable Target	Actual Progress	Lessons Learned	
Employment of Indigenous staff in diversion services, through Indigenous positions to improve service provision for Indigenous people.		Annually	Retention of current positions through workforce development strategies, currently 10 positions.	<p>There are 10 contracted positions. Of these, 6 are regional Indigenous Diversion Program (IDP) positions and 4 are filled.</p> <p>There are an additional 4 50(d) POP/STIR Community Development Positions in the Metro area and 3 are filled.</p> <p>In addition to the overall 10 Indigenous Diversion 50(d) positions, there are a number of Aboriginal and Torres Strait Islander people working in non 50(d) Diversion service positions.</p> <p>Currently 2 Court Diversion Officer positions (one metro and one regional), WANADA Diversion Project Policy and Support Officers are filled by Indigenous staff.</p>	Recruitment and retention is difficult for all positions, but is exacerbated in regional and remote locations.	●
Continued operation of court diversion strategies specifically targeting Indigenous people.	Manager WA Diversion Program	Annually	Retention of regions operating the Indigenous Diversion Program, currently 6 regions.	There are 6 Indigenous Diversion Program positions contracted to agencies (NOTE: Kimberley counted as 2 regions - east and west).	Recruitment and retention is difficult for all positions, but is exacerbated in regional and remote locations.	●
			Number of Indigenous Diversion Service Officers currently 10.	There are 10 contracted positions. Of these, 6 are regional Indigenous Diversion Program (IDP) positions and 4 are filled. There are an additional 4 50(d) POP/STIR Community Development Positions in the Metro area and 3 are filled.		●

Opportunities

Action	Resp.	Timeline	Measurable Target	Actual Progress	Lessons Learned	
3b: Workforce Development						
Building a culturally secure workforce through developing the competence of Indigenous workers to deliver quality services.						
Delivery of Strong Spirit Strong Mind : Aboriginal Alcohol and other Drug (AOD) worker training program delivered to Aboriginal AOD workers.	Manager Aboriginal AOD Programs	Annually	Offered annually.	There were 2 Certificate III intakes in 2009.	Annual intake has been well received and all available training places are always full.	●
			Minimum of 12 new places offered annually.	26 Aboriginal AOD workers were enrolled in Certificate III training.	As above.	●
Provision of clinical support worker training program to managers and senior workers.	Manager Aboriginal AOD Programs	Annually	Offered annually.	A total of 22 participants attended the clinical support worker training in the reporting period.	Well received by clinical supervisor and managers in the AOD sector.	●
Distribution of culturally secure Indigenous AOD resources for working with Indigenous people to AOD sector and community.	Manager Aboriginal AOD Programs	Annually	Suite of resources developed and implemented.	Strong Spirit Strong Mind resources produced included: <ul style="list-style-type: none"> • Brief intervention AUDIT feedback tool pamphlet • Story telling cards • Aboriginal Access to Withdrawal and Treatment Services DVD • Flip chart amphetamine insert • Story telling board and magnets. 	Development of a training module to assist sector to use resources with clients.	●

Opportunities

Action	Resp.	Timeline	Measurable Target	Actual Progress	Lessons Learned
Support opportunities for Indigenous staff to obtain and upgrade formal qualifications.	Senior Mgmt Group	Jun 08	Ensure Indigenous staff within DAO is provided with award information on study toward higher qualifications.	5 Indigenous staff within the reporting period have been supported to obtain or upgrade formal qualifications: <ul style="list-style-type: none"> • 4 have graduated with a Certificate III in Community Services Work. • 1 is enrolled in a Clinical Masters of Psychology. 	Good uptake among Aboriginal and Torres Strait Islander staff of formal qualification opportunities.

