

Local Services Plan – East Kimberley

March 2023

Minister's foreword

'I would first like to begin by acknowledging the traditional owners of Country throughout Australia, and their continuing connection to land, water and community.

We pay our respects to them and their cultures, and to Elders both past and present.

Support services for Australian local communities are shifting towards an increasingly place-based and community-led approach. Through our consultations, we have listened to what communities and service providers are saying. We are committed to addressing the community needs that have been identified.

Future support services will build on the valuable network of existing services. Drawing from the strengths of our communities will help us to meet the objective of improving available support services in these regions. This will provide lasting and sustainable solutions to address longer-term issues facing our communities.

The outcomes in this Plan reflect the government's commitment to key Closing the Gap priorities by ensuring that Aboriginal and Torres Strait Islander people have a meaningful say in the initiatives that impact their lives.

I would like to take this opportunity to thank those stakeholders who provided their valuable feedback and for working collaboratively to develop this Plan. I look forward to continuing our work together to uplift and support our communities.'

Introduction

As part of ending the Cashless Debit Card (CDC), and the introduction of enhanced Income Management in Ceduna, East Kimberley, the Goldfields and Bundaberg-Hervey Bay, the Australian Government committed to extending existing support services and delivering a range of new initiatives.

The government is working with former CDC communities to deliver on these commitments, improve support services and address social issues.

This Local Services Plan (Plan) outlines the current support services available and includes service gaps, social issues and priority needs that have been identified by the community. It provides an action plan for addressing these issues and service gaps.

A number of key stakeholders including service providers, community organisations, the Department of Social Services (DSS) and other government stakeholders have been involved in developing this Plan and formulating future actions to address the identified priorities.

East Kimberley Local Services Plan – Executive summary

Priorities

Improving community services in the area

- 1. Assign a high priority to the collation of community data at the regional level to support the regular assessment, review and revision of support services
- 2. Investigate options for integrated data monitoring and coordinated service responses for youth

Addressing social issues in the area

- 3. Address alcohol and other drug addiction and improve mental health by building on and increasing related services
- 4. Improve outcomes for families and individuals experiencing
 - Family and domestic violence (FDV) by improving access to early intervention
 - Family breakdown by addressing family support services
- 5. Improve economic independence for individuals by addressing barriers and improving job readiness
- 6. Investigate options for additional emergency relief and financial capability support
- 7. Investigate options to improve services for youth in the region

Population snap shot

- Population 7,477(Aboriginal and/or Torres Strait Islander 34%)¹
- The region includes the Shire of Wyndham-East Kimberley
- The Empowered Communities area covers: Shire of Wyndham East Kimberley and Shire of Halls Creek*
 - * This Plan does not apply to the Shire of Halls Creek as it was not a former CDC site.

¹Australian Bureau of Statistics (ABS), <u>Wyndham-East Kimberley 2021 Census All persons QuickStats</u>, ABS website, 2021, accessed 31 January 2023.

Engagement

- Consulted 47
- Feedback 11
- Community organisations
- Health services
- Businesses*
- State government*
- Local councils* *Partial/nil response.

Executive summary of actions

This table provides a summary of the bodies responsible for each of the 7 actions noted in this Plan.

Table 1 Executive summary of actions

Responsible body	Action
Department of Social Services	1. Community data collation in relation to support services in this region
Department of Social Services	4a. Investigate opportunities to expand family and domestic violence services
Department of Social Services	4b. Support families in navigating child and family services
Department of Social Services	6. Investigate opportunities to improve emergency relief and financial literacy support services

Responsible body	Action
Department of Health and Aged Care / WA Primary Health Alliance	3a. Improve access to AOD services by utilising existing services and scoping opportunities for additional treatment services
Department of Health and Aged Care / WA Primary Health Alliance	3b. Address the need for culturally appropriate mental health services and after hours support
Service providers and community groups	2. Investigate options for integrated data monitoring and coordinated service responses for youth
Service providers and community groups	7. Investigate options to improve services for youth in the region
National Indigenous Australians Agency	5. Improve economic independence for individuals by addressing barriers and improving job readiness

Consultation approach

Overview and background

Schedule 2 of the Social Security (Administration) Amendment (Repeal of Cashless Debit Card and Other Measures) Act 2022 notes that the Minister must:

- (b) cause consultation to occur with the following:
- (i) community organisations, including First Nations organisations, that operate in the area;
- (ii) health services that operate in the area;
- (iii) businesses that operate in the area;
- (iv) the State in which the area is located;
- (v) each relevant local council.

Approach

Delivery methods included a combination of:

- information sessions with front-line service providers and key stakeholders
- round tables (virtual)
- opportunities for written feedback.

Consultations were supported by communications materials including PowerPoint presentations and feedback forms.

Consultation principles

The consultation approach was underpinned by the following principles:

- acknowledging that local communities have the best understanding of the issues they are facing, and insights into methods of solving these issues
- acknowledging that communities, especially Aboriginal and/or Torres Strait Islander communities, prefer face-to-face engagement activities which result in higher levels of engagement
- taking an open and collaborative approach that prioritises listening
- · being culturally appropriate and respectful
- · being targeted to ensure all stakeholders understand the intent and objectives of the Plan
- taking a collaborative, cross-agency approach to ensure the work being done by other government departments and agencies, and state and territory governments is acknowledged.

Scope

In scope

This Plan sets out an 18-month strategy for improving services and addressing social issues in the East Kimberley region for the period of 1 January 2023 to 30 June 2024.

Addressing the social issues identified in this Plan and the implementation of some of the service improvements may require substantial time and resources.

It is recognised that the priorities and actions in this Plan align with the reform initiatives in the National Agreement on Closing the Gap. Any future work to address actions in this Plan, should ensure consideration is made against the applicable reform initiative.

Out of scope

While this Plan does not include funding commitments or specific service delivery proposals, it provides actions that will capitalise on local knowledge and the unique strengths of communities to guide the development of future support services.

Issues where there is already extensive work being undertaken by government and other stakeholders, such as housing, are beyond the remit of support services and will not be covered in this Plan.

Limitations

It is noted that the period available for consultation and development of the Plan was limited. Data able to be used to formulate the Plan was also limited

It is also noted that due to the significant flooding that occurred in the Kimberley region over the consultation period, some stakeholders may not have been able to respond to the request to provide input into the development of this Plan.

Priority 1 & 2 – Data

What we heard about data...

- Data is critical to understand needs at the regional and community level.
- Access to this data will enable government and communities to:
 - i. identify service gaps
- ii. measure impact of changes against identified needs
- iii. drive social and economic outcomes in the region.

What we heard about integrated data monitoring...

- Stakeholders identified a lack of services for youth as a key priority and highlighted the issue of the overrepresentation of Aboriginal youth in Children's Court cases in the East Kimberley.
- Local stakeholders are investigating potential options including justice reinvestment for organising and streamlining support services and data sharing arrangements.
- This will ensure that service providers can follow through on required actions and provide necessary additional supports for youth.

These insights and evidence have informed the development of the following priority and action.

Priority 1 - Data

Improving community services

This involves assigning high priority within DSS, and relevant state government departments to the collation of data at the regional and community level.

This will support the regular assessment, review and revision of support services which is critical to affecting lasting change in addressing key social issues in the East Kimberley region.

As part of the Abolish the Cashless Debit Card Budget Measure, funds have been allocated for evaluation and analysis. This includes a review into the impacts of the CDC transition and future evaluation of support services. This work is building on previous investments under the Cashless Welfare Economic and Support Services Package (2021-2022 Budget measure).

Actions for this priority are outlined in the action plan below:

Action	Intent	Outcome	Measure of Success	Due date	Lead/Partners
1. Collating community data at the regional/area level to assist support service assessment/ review	Collating data and evidence and sharing with service providers and local community	 Community members and service providers can understand local community needs Enable effective support services design 	 Organisations and community members can use data to understand future needs of the community 		Lead DSS Partners Services Australia Community groups Service providers

Action	Intent	Outcome	Measure of Success	Due date	Lead/Partners
		 Support local organisations/ communities to develop local solutions 			

Priority 2 – Youth data and services

Improving community services

Local stakeholders are investigating potential options including justice reinvestment for organising and streamlining support services and data sharing arrangements. This will ensure that service providers can follow through on required actions and provide necessary additional supports for youth.

Current initiatives which could be leveraged include:

Local Stakeholders who are looking into the implementation of a system for data sharing that is utilised by service providers and other community stakeholders to log interactions and required services.

Action	Intent	Outcome	Measure of Success	Due date	Lead/Partners
2. Investigate options for integrated data monitoring and coordinated service responses for youth	To allow for improved service delivery to youth	 Implementation of a system for data sharing that is utilised by service providers and other community stakeholders to log interactions and required services 	Improvement in continuity of youth access to services	• June 2024	Lead: Binarri-Binyja Yarrawoo Aboriginal Corporation (BBY) Partners: • Minderoo Foundation

Priority 3 – Alcohol and other drug use and mental health

What we heard about alcohol and other drug (AOD) use...

AOD use was identified as a key issue in the East Kimberley region. In relation to support services, a number of gaps and additional needs were identified.

These include the need for:

- family treatment options
- · medically assisted withdrawal
- holistic, multi-modal withdrawal support
- youth-focused AOD services
- upgrades to aging infrastructure such as the 7-Mile Rehab which needs capital upgrades and service expansion and, patrols which need new vehicles.

What we heard about mental health...

- Stakeholders identified the need for improved and culturally appropriate mental health services to address mental health needs in the region.
- There is currently a lack of after-hours mental health services and culturally grounded social/economic wellbeing and healing programs.
- Opportunities for improving AOD services include investigating the Strengthening First Nations Alcohol and Other Drugs Treatment Services Initiative managed by the National Indigenous Australians Agency (NIAA) and working with DoHAC.
- Opportunities for improvement in mental health support include investigating options to increase commissioning pathways for language and culture, and investigating options to source implementation funding for the Kimberley Aboriginal Suicide Prevention Regional Plan managed by the NIAA and WA Primary Health Alliance (WAPHA).

These insights and evidence have informed the development of the following priority and actions.

Addressing social issues

Key health issues that were identified during the consultation process for this Plan included AOD use and mental health:

1. AOD use

Key priorities regarding AOD use include addressing the need for:

- · family treatment options
- · medically assisted withdrawal
- holistic, multi-modal withdrawal support
- youth-focused AOD services
- upgrades to aging infrastructure.

Progress against these priorities will be measured using the following community level indicators:

- number of individuals accessing AOD services including family treatment options
- number of withdrawal services available and in use
- · completion of required infrastructure upgrades
- number of AOD use related hospital admissions.

2. Mental health

Key priorities include addressing the need for:

- provision of improved and culturally appropriate mental health services that reduces barriers for individuals seeking to access these services
- after-hours mental health services
- · service options for people presenting with mild and moderate mental health issues
- counselling services for FDV, grief and general counselling.

Progress will be measured against the following community level indicators:

- number of people accessing mental health services
- · average wait times for these services.

Current initiatives which could be leveraged include:

1. Additional alcohol treatment services in the East Kimberley

- The Australian Government is providing funding of over \$49 million (GST exclusive) over four years to establish additional alcohol treatment services in the regions of Ceduna (SA), Bundaberg-Hervey Bay (QLD), East Kimberley and the Goldfields (WA).
- DoHAC is undertaking a thorough consultation process with communities to ensure the funding addresses service delivery gaps and is in line with the needs and expectations of the four communities.
- The additional treatment services will be co-designed with the local community to ensure the support meets local needs. Funding will be used to support alcohol and other drug treatment that complements existing services, addresses service delivery gaps, and is consistent with the needs and expectations of the communities.

Action	Intent	Outcome	Measure of Success	Due date	Lead/Partners
3a. Investigate opportunities utilising existing services and community plans to: support individuals to access AOD services, scope proposals for additional services such as family treatment options, withdrawal supports and early intervention services	Address the need for local and holistic AOD services that build on existing supports and community capacity	Improved access to AOD services	Demand for services is met with families and individuals reporting positive outcomes	• June 2024	Lead DSS (Coordinator) Partners DOHAC DSS NIAA Service providers Community groups
3b. Investigate opportunities utilising existing services and community plans to address the need for culturally appropriate mental health services and after hours support	Improve access to mental health services for all community members	A greater number of individuals and families are able to access services	 Increase in the number of individuals accessing services Reduced wait times 	• June 2024	Lead WAPHA Partners DOHAC DSS WA Department of Health Service providers

Priority 4 – Family and domestic violence and child and family services

What we heard about family and domestic violence...

The need for additional services to support victim-survivors of family and domestic violence (FDV) and to break the cycle of FDV through services for perpetrators was raised as a priority for the region.

Current service gaps that were identified include the need for:

- increased capacity at Kununurra refuge
- increased capacity at Wyndham refuge
- longer-stay crisis accommodation for women and children
- · perpetrator behavioural change programs.

What we heard about child and family services...

Stakeholders noted that high levels of socio-economic disadvantage contributed to poorer outcomes for families and children in the East Kimberley.

A stakeholder noted that 'there are currently 161 kids in care in the East Kimberley, 100% are Aboriginal'1

A number of service gaps for children and families have been identified, including:

- service navigation support and family advocacy
- digital service access and technology literacy
- · family healing.

Recommendations for improving services in the East Kimberley included:

- exploring opportunities for expansion of community-led, collective impact initiatives such as Stronger Places, Stronger People (SPSP) into the East Kimberley
- undertaking a place-based review of all activities currently funded by the DSS under the Families and Children Activity.

These insights and evidence have informed the development of the following priority and actions.

Addressing social issues

Key health issues that were identified during the consultation process for this Plan included FDV and Child and Family services.

1. Family and domestic violence

Key priorities include addressing the need for:

- increased capacity at Kununurra refuge
- increased capacity at Wyndham refuge
- longer-stay crisis accommodation for women and children
- perpetrator behavioural change programs.
- FDV crisis support including additional resourcing into the Family Domestic Violence Response Team (FDVRT)
- case management services to sit alongside perpetrator change programs
- case management services to work alongside victim-survivors post crisis.

Progress will be measured against the following community level indicator:

number of people accessing services.

2. Child and Family Services

Key priorities include addressing the need for:

- service navigation support and family advocacy
- · digital service access and technology literacy
- family healing services.

Progress will be measured against the following community level indicators:

- numbers of families receiving navigation and advocacy support and referrals to necessary services
- · digital service access for families
- · availability of family healing services.

Current initiatives which could be leveraged include:

- 1. **DSS Safe and Supported:** The first Action Plans for Safe and Supported: the National Framework for Protecting Australia's Children 2021-2031 were launched in February 2023. This will ensure that systemic change for children, young people and families over the course of the Action Plans is done in a collaborative manner with other portfolios that effect children and families.
- 2. **DSS National Plan to End Violence Against Women and Children (National Plan):** The National Plan provides an overarching framework to guide actions aimed at ending violence against women and children within one generation. Commonwealth, state and territory governments developed the National Plan which sets out actions aimed at prevention, early intervention, response, recovery and healing. The government has also committed to a stand-alone First National Plan.
- 3. **Connected Beginnings program:** This program draws upon the strength and knowledge of Aboriginal and/or Torres Strait Islander communities to increase children and families' engagement with health and early childhood education and care. It improves access to

existing early childhood, maternal and child health and family support services to ensure children are safe, healthy and ready to thrive at school by the age of five.

4. **Family Domestic Violence Response Team:** The FDVRT provides FDV crisis support including identifying cases requiring immediate support

Action	Intent	Outcome	Measure of Success	Due date	Lead/Partners
 4a. Investigate opportunities utilising existing services and community plans to: support expansion of capacity at Kununurra refugee support expansion of capacity at Wyndham refugee scope proposals for longer-stay crisis accommodation for women and children Increase FDV crisis support Establish case management services for both perpetrators and victim-survivors. 	To address demand for FDV services	A greater number of individuals and families are able to access services	Increase in the number of individuals accessing domestic and family violence services	• June 2024	Lead DSS Partners • Service providers
4b. Investigate opportunities utilising	 Address the need for additional 	 Improved outcomes for families and 	 Increase in the number of families able to 	• June 2024	<u>Lead</u> DSS <u>Partners</u>

Action	Intent	Outcome	Measure of Success	Due date	Lead/Partners
existing services and community plans to: • support families to navigate services and access family advocacy • scope proposals for family healing services	family support services	reduced impact of family breakdown	access support services		Service providers

Priority 5 – Employment

What we heard about employment...

- Unemployment is a key issue residents of the East Kimberley region are facing.
- Stakeholders identified a number of gaps in response to unemployment in the region.
- A lack of access to childcare presents a barrier to parents returning to the workforce.
- Stakeholders stated that there is a need for conversations between government, local community leaders and stakeholders around engaging jobseekers to attend work readiness and employment activities.
- The reform of the Community Development Program was seen as one potential focus for these discussions.
- They also noted there is a need for a focus on mentoring, the development of an Aboriginal Business Hub and an Aboriginal-led adult literacy program.
- Opportunities available under programs such as the NIAA led Indigenous Skills and Employment Program are potential avenues to address gaps in existing services and community needs.

These insights and evidence have informed the development of the following priority and actions.

Addressing social issues

Key priorities include addressing the:

- impacts of a lack of access to childcare
- need to engage disengaged jobseekers
- · need for mentoring

- need for an Aboriginal Business Hub
- need for an Aboriginal-led adult literacy program.

Change will be measured against the following community level indicators:

- number of individuals attending/accessing pre-employment activities and services
- number of Aboriginal and/or Torres Strait Islander persons obtaining and maintaining employment.

Current initiatives which could be leveraged include:

- 1. **Digital and financial literacy:** DSS is currently investigating opportunities to support the digital and financial literacy capabilities of communities in former CDC locations.
- 2. NIAA: NIAA currently delivers employment services in remote Australia under the Community Development Program (CDP).
- 3. **Community-led Solutions Economic Development (CSED):** Through funding for community-led capital infrastructure projects, the CSED grant opportunity will create new self-sustaining and short-term employment and training opportunities for Aboriginal and/or Torres Strait Islander people and promote sustainable economic growth for rural communities.

Action	Intent	Outcome	Measure of Success	Due date	Lead/Partners
 5. Investigate opportunities utilising existing services and community plans to: • support use of mentoring programs to prepare individuals for employment • scope proposals for an Aboriginal Business Hub • scope proposals for an Aboriginal-led adult literacy 	Improve access to and engagement with culturally appropriate preemployment services	A greater number of individuals and families are able to access services	• Increase in the number of individuals accessing services	• June 2024	Lead NIAA Partners • DSS
program.					

Priority 6 – Emergency relief and financial capability

What we heard about emergency relief and financial capability...

The St Vincent de Paul Society WA and other stakeholders identified an increase in demand for emergency relief and financial capability services across a range of cohorts in the East Kimberley region.

This includes:

- people experiencing or at risk of homelessness, particularly people exiting 24/7 services and young people
- people experiencing FDV
- people struggling with poor mental health
- small business owners
- · people with a disability
- regional agricultural workers
- LGBTQIA+ individuals
- remote Aboriginal and/or Torres Strait Islander communities.

What we heard about financial literacy...

- Other stakeholders also identified concerns around financial literacy and management skills in the region.
- It was noted that regarding banking services, recent branch closures and a lack of digital access have increased financial vulnerability.

These insights and evidence have informed the development of the following priority and actions.

Addressing social issues

Key priorities include addressing:

- increased demand for emergency relief services
- need for financial literacy services
- lack of face-to-face gambling support services.

Change will be measured against the following community level indicators:

- level of demand for emergency relief being met
- · availability and uptake of financial literacy services
- availability of face-to-face gambling support services.

Current initiatives which could be leveraged include:

1. Emergency and Food Relief – Community Support Package:

Over \$61 million has been provided to the 196 existing Commonwealth-funded Emergency Relief providers to:

- source, retain and increase workforce capacity, including volunteers
- · implement and extend home delivery services
- provide financial and material assistance to those who are at imminent risk of not being able to pay a bill.

Food Relief providers: Foodbank Australia, SecondBite and OzHarvest, have been allocated a further \$26.9 million to increase their workforce, food supplies, and transport options.

The Australian Red Cross: The Australian Red Cross has been provided \$22 million to deliver emergency relief and counselling support to the most vulnerable temporary migrants.

The full list of Commonwealth-funded emergency relief services can be found at here.

- 2. **DSS Australian Red Cross Ceduna:** The Australian Red Cross have had their funding agreement with DSS varied to allow for a Financial Counsellor in the Ceduna region up to June 2024.
- 3. Commonwealth Financial Counselling and Financial Capability (CFC/FC): These services provide voluntary, free and confidential help to people unable or at risk of being unable to pay their bills. It helps them address their financial problems, make informed choices and build longer-term capability to budget and manage their money.

Action	Intent	Outcome	Measure of Success	Due date	Lead/Partners
 6. Investigate opportunities utilising existing services and community plans to: meet demand for emergency relief services support improved access to financial literacy services scope proposals for face-to-face gambling support services. 	Improve access to financial literacy and emergency relief supports	A greater number of individuals and families are able to access services	Numbers of financial wellbeing support sessions attended	• June 2024	Lead DSS Partners • Service Providers • Community Groups

Priority 7 – Youth

What we heard about youth...

Stakeholders raised concerns around outcomes for youth in the region.

It was noted that over 95% of Children's Court cases in the region between 2012 and 2016 involved Aboriginal and/or Torres Strait Islander defendants.²

Identified service gaps include the need for:

- crisis accommodation
- youth AOD support services
- after hours services
- integrated data monitoring and coordinated service responses.

These insights and evidence have informed the development of the following priority and actions.

Addressing social issues

Key priorities include addressing the need for:

- crisis accommodation
- youth AOD support services
- after hours services
- integrated data monitoring and coordinated service responses.

Change will be measured against the following community level indicator:

Number of warm referrals of youth to appropriate services.

² Taylor, J. <u>Change in Aboriginal Social Indicators in the East Kimberley</u> 2001-2016, 2020.

Action	Intent	Outcome	Measure of Success	Due date	Lead/Partners
7. Investigate opportunities utilising existing services and community plans to address the need for additional youth services including AOD, crisis accommodation and after hours support	To improve services for youth in the region	A greater number of individuals and families are able to access services	Increase in the number of individuals accessing services	• June 2024	Lead Community groups Partners DSS DoHAC Service Providers WAPHA

References

- 1. Australian Bureau of Statistics (ABS), <u>Wyndham-East Kimberley 2021 Census All persons QuickStats</u>, ABS website, 2021, accessed 31 January 2023.
- 2. Taylor, J. Change in Aboriginal Social Indicators in the East Kimberley 2001-2016, 2020.

Acronyms

ABS	Australian Bureau of Statistics
AOD	Alcohol and Other Drugs
BBY	Binarri-binyja yarrawoo Aboriginal Corporation
CDC	Cashless Debit Card
CDP	Community Development Program

Acronyms

Community Led Support Services
Department of Health and Aged Care
Department of Social Services
Emergency Relief
Family and Domestic Violence
Family Domestic Violence Response Team
Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, or other non-heterosexual identifying people
National Indigenous Australians Agency
Stronger Places, Stronger People
Western Australia
WA Primary Health Alliance