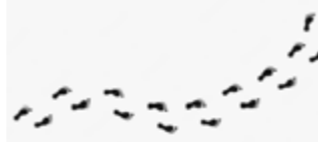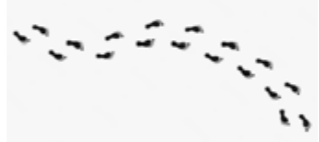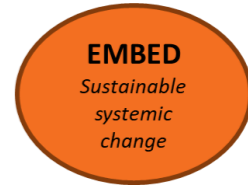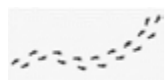# Social Services Portfolio – Closing the Gap Priority Reforms Road Map – progress as at September 2023

Legend: DSS | Services Australia | NDIA | NDIS Commission | Hearing Australia | AIFS | DFSV Commission

Roadmap to maturity

EMERGE — *Explore and develop*
ESTABLISH — *Test and implement*
EMBED — *Sustainable systemic change*

Policy

- Portfolio Governance Policy and Program Management Capability Service Model
- Disability Sector Strengthening Plan – Cultural Model of Inclusion
- Career Tracker – Twice yearly Indigenous student internships
- Re-imagining the Indigenous Services Design Standards
- Hearing Australia – Renew RAP
- DSS – Renew Reconciliation Action Plan (RAP)
- First Nations National Plan (in relation to family, domestic and sexual violence)
- National Plan to End Violence against Women & Children 2022-32 – Outcomes Framework, Aboriginal and Torres Strait Islander Action Plan & First Action Plan
- AIFS – Renew RAP
- National Strategy for Aboriginal & Torres Strait Islander Ear & Hearing Health
- Safe and Supported First Action Plans implementation
- NDIS Commission – RAP – Reflect

Governance

- NDIA First Nations Disability Partnership
- Steering Committee for the First Nations National Plan (in relation to family, domestic and sexual violence)
- Safe & Supported implementation governance – Formal Partnership Agreement: Commonwealth, state/territory & First Nations Leadership Shared Decision Making
- Appointment of First Nations member to Board
- Portfolio Agency Heads / Deputies Closing the Gap Meetings
- First Nations appointments on Lived Experience Advisory Council
- First Nations Advisory Council
- National Plan to End Violence against Women and Children 2022-32 – Formal partnership with Aboriginal and Torres Strait Islander Advisory Council on family, domestic and sexual violence – co-designing grant rounds
- Housing Policy Partnership
- Redress Survivor Roundtable includes First Nation participation

Program / Delivery

- Response to Stronger ACCOs Stronger Families (SASF) Report
- Operationalise Remote Service Delivery Model
- Improving Multidisciplinary Responses: support First Nations self-determination
- Redress Scheme Indigenous Service Delivery Stream
- Review of Financial Wellbeing and Capability programs – to inform design of future grants and responsiveness to First Nations client and community needs
- Culturally informed and sustainable pathways of care – shared hearing services
- Indigenous Specific Redress Support Services
- Culturally informed and sustainable pathways of care – languages and pilot models
- Pilot: Safety, Acceptance & Identity on Country and LGBTIQA+
- 1800RESPECT improved accessibility, in languages
- Our Watch primary violence prevention grant activities
- Working together across national and NT Redress schemes
- Customer experience survey
- Stronger ACCOs Stronger Families (SASF) - CfC and HIPPY project
- Bespoke Service Centre Redesign Model
- First Nations Strategy to ensure First Nations NDIS participants are heard
- Cultural awareness and trauma responsiveness of the child and family sector workforce
- Closing the Gap Outcomes and Evidence Fund
- (Women's Safety) National Plan – 60 new frontline workers to support First Nations victim-survivors
- Indigenous and Remote Operations Team
- Information, Linkages and Capacity Building program – grants projects targeted to assist First Nations people with disability
- Escaping Violence Payment place-based trial (Cairns): Co-design of selection process (completed) / Establishment and Implementation / Evaluation
- First Nations LGBTIQA+ National Sexual Violence Prevention Survey
- Central Australia Enhanced Services Package
- Upskilling workforce – First Nations Clinical Staff transitioned to new Clinical Community Advisor roles
- Women's Safety – Indigenous procurement for secretariat for the development of the First Nations National Plan
- Community Action Groups for sexual violence primary prevention – to First Nations communities
- National Plan to End Violence against Women and Children 2022-23 – Indigenous procurement for development and release of Aboriginal and Torres Strait Islander Action Plan 2023-24 Budget initiatives

Enabling

- Support for NDIS Providers Grants Program
- Grants Hub grant re-design - Improved access for First Nations organisations
- National Disability Advocacy Program – Indigenous Community Advocates Pilot
- Progress Mapping Tool - addressing racism in Stronger Places, Stronger People (SPSP) communities
- NDIS Workforce Capability Framework
- National Disability Data Asset engagement of people with lived experience
- Grants Hub – Baseline data & KPIs - improved collection & reporting
- Women's Safety - National consultations to inform dedicated Action Plan for Aboriginal & Torres Strait Islander People
- Women's Safety – National consultations to inform First Nations National Plan
- DSS First Nations Data Inventories
- Mandatory cultural awareness training
- Grants Hub - Engagement Strategy / Engagement Tool / Interactive Map
- Targeted engagement to improve First Nations people access to Redress - accessible, trauma-informed, culturally appropriate

Organisational Culture and Capability

- Closing the Gap Internal Awareness Raising Campaign
- Footprints / CORE / Indigenous Cultural Awareness Training
- Employment Strategy / Indigenous Pathways / Apprenticeship Programs
- Strengthen cultural safety & diversity
- NDIA First Nations Employment and Inclusion Plan
- Redress Scheme mandatory cultural competency training
- Cultural Capability Program
- SES/Executive Level / Group / Branch PR Workshops
- All SES positions Identified
- APS Capability Re-investment Fund proposal
- First Nations DSFV forum
- Cultural Capability & Awareness Program
- First Nations communication and engagement strategy
- Indigenous Cultural Awareness Training
- First Nations secondment program

The footprints may indicate that some elements of the activity may be in the early stages of the phase the footprints lead to.

Social Services Portfolio – Closing the Gap Priority Reforms Road Map to Maturity – progress as at September 2023

Function	Emerge: explore and develop	Establish: test and implement	Embed: sustainable systemic change
Policy	DSS – Portfolio Governance Policy and Program Management Capability Service Model	DSS – National Plan to End Violence against Women and Children 2022-32 - Outcomes Framework, Aboriginal and Torres Strait Islander Action Plan and First Action Plan	
Policy	DSS – Disability Sector Strengthening Plan – Cultural Model of Inclusion	Hearing Australia – Renew RAP	
Policy	Services Australia – re-imagining the Indigenous Services Design Standards	DSS – Safe and Supported First Action Plans implementation	
Policy	DSS – Renew Reconciliation Action Plan (RAP)		
Policy	DSS – First Nations National Plan (in relation to family, domestic and sexual violence, title to be finalised)		
Policy	Hearing Australia – National Strategy for Aboriginal & Torres Strait Islander Ear & Hearing Health		
Policy	AIFS – Renew RAP		
Policy	NDIS Commission – RAP – Reflect		
Governance	NDIA – First Nations Disability Partnership	NDIA – First Nations Advisory Council	NDIA – Appointment of First Nations member to Board
Governance	DSS – Portfolio Agency Heads / Deputies Closing the Gap Meetings	DSS – Safe and Supported implementation governance - Formal Partnership Agreement: Commonwealth, state/territory, and First Nations Leadership - Shared Decision Making	DSS –National Plan to End Violence against Women and Children 2022-32 - Formal partnership with Aboriginal and Torres Strait Islander Advisory Council on family, domestic and sexual violence – co-designing grant rounds
Governance	DSS – Steering Committee for the First Nations National Plan (in relation to family, domestic and sexual violence, title to be finalised)	DSS – Redress Survivor Roundtable includes First Nation participation	
Governance	DFSV Commission – First Nations appointments on Lived Experience Advisory Council		
Governance	DSS – Housing Policy Partnership		
Program delivery	DSS – Response to Stronger ACCOs Stronger Families (SASF) Report	DSS – Improving Multidisciplinary Responses: support First Nations self-determination	DSS – Working together across national and NT Redress schemes
Program delivery	Hearing Australia – Culturally informed and sustainable pathways of care – languages and pilot models	Hearing Australia – Culturally informed and sustainable pathways of care – shared hearing services	DSS - Progress Mapping Tool - addressing racism in Stronger Places, Stronger People (SPSP) communities
Program delivery	Services Australia – Closing the Gap customer experience survey	DSS – Escaping Violence Payment place-based trial (Cairns): Co-design of selection process (completed) / Establishment and Implementation / Evaluation	DSS – 60 new frontline workers to support First Nations victim-survivors (Women's Safety)
Program delivery	DSS – Stronger ACCOs Stronger Families – Communities for Children (CfC) and Home Interaction Program for Parents and Youngsters (HIPPY) project	Hearing Australia – Upskilling workforce – First Nations Clinical Staff transitioned to new Clinical Community Advisor roles	DSS – Redress Scheme Indigenous Service Delivery Stream (ISDS)
Program delivery	NDIS First Nations Strategy to ensure First Nations NDIS participants are heard	DSS – White Ribbon Australia Community Action Groups for sexual violence primary prevention – to First Nations communities	DSS – Indigenous Specific Redress Support Services
Program delivery	NDIS Commission – Indigenous and Remote Operations Team	DSS – Closing the Gap Outcomes and Evidence Fund	
Program delivery	DSS – Review of Financial Wellbeing and Capability programs – to inform design of future grants and responsiveness to First Nations client and community needs	Services Australia – Bespoke Service Centre Redesign Model	
Program delivery	DSS – First Nations LGBTIQA+ Nat'l Sexual Violence Prevention Survey	DSS – Pilot: Safety, Acceptance & Identity on Country and LGBTIQA+	
Program delivery	DSS – Information, Linkages and Capacity Building program – grants projects targeted to assist First Nations people with disability	DSS – Our Watch primary violence prevention grant activities	
Program delivery	Services Australia – Operationalise Remote Service Delivery Model	DSS – 1800RESPECT improved accessibility, in languages	
Program delivery	Services Australia – Central Australia Enhanced Services Package	DSS – Cultural awareness and trauma responsiveness of the child and family sector workforce	
Program delivery	DSS – Women's Safety – Indigenous procurement for secretariat for the development of the First Nations National Plan	DSS – National Plan to End Violence against Women and Children 2022-32 - Indigenous procurement for development and release of Aboriginal and Torres Strait Islander Action Plan 2023-24 Budget initiatives	
Enabling	DSS – Grants Hub grant re-design – Improved access for First Nations organisations	DSS – Grants Hub – Baseline data & KPIs - improved collection & reporting	DSS – Women's Safety - National consultations to inform dedicated Action Plan for Aboriginal & Torres Strait Islander People
Enabling	DSS – Women's Safety – National consultations to inform First Nations National Plan	DSS – Targeted engagement to improve First Nations people access to Redress - accessible, trauma-informed, culturally appropriate	
Enabling	DSS First Nations Data Inventories	NDIS Commission – Career Tracker – Twice yearly Indigenous student internships	
Enabling	DSS – Grants Hub – Engagement Strategy / Engagement Tool / Interactive Map	DSS – National Disability Advocacy Program - Indigenous Community Advocates Pilot	
Enabling	NDIS Commission – Support for NDIS Providers Grants Program	DSS – National Disability Data Asset engagement of people with lived experience	
Enabling	NDIS Commission – NDIS Workforce Capability Framework		
Enabling	DFSV Commission – Mandatory child awareness training		
Organisational culture and capability	DSS – Closing the Gap Internal Awareness Raising Campaign	DSS – Footprints / CORE / Indigenous Cultural Awareness Training	
Org culture/capability	AIFS – Employment Strategy / Indigenous Pathways / Apprenticeship Programs	Hearing Australia - Strengthen organisational cultural safety and diversity	
Org culture/capability	NDIA First Nations Employment and Inclusion Plan	DSS – Redress Scheme mandatory cultural competency training	
Org culture/capability	Services Australia - Cultural Capability Program	DSS – All SES positions Identified	
Org culture/capability	DSS – SES/Executive Level / Group / Branch Priority Reform Workshops		
Org culture/capability	DSS – APS Capability Re-investment Fund proposal		
Org culture/capability	NDIA – Cultural Capability & Awareness Program		
Org culture/capability	AIFS – Indigenous Cultural Awareness Training		
Org culture/capability	DFSV Commission – First Nations DSFV forum		
Org culture/capability	DFSV Commission – First Nations communication and engagement strategy		
Org culture/capability	DFSV Commission – First Nations secondment program		

- **Emerge:** Activities are at the starting phase of implementation. This involves exploring and developing solutions to identified issues. Importantly, it is also the phase where partnerships with First Nations people, communities and organisations are formed, and shared decision-making processes established.
- **Establish:** Activities are at the phase where implementation is well underway. It can involve the testing of new approaches or solutions to identified issues. Governance arrangements that promote equal participation and representation of First Nations people should be well in place.
- **Embed:** Activities should be well established. They have reached the phase where learnings are identified and used to help ensure sustainable, systemic change is embedded into the organisation.