



Centrelink Area Hunter

Indigenous Servicing and Barriers to Employment

Presenter: Rae Dennis

Acknowledgment to Country



I would like to Acknowledge the Traditional Owners of the Land we meet on today, pay respects to past , present and future Elders.

Overview

- Centrelink Services
- Centrelink Indigenous Servicing
- Aboriginal Employment Interagency (AEI)
- Indigenous Employment Summary



Centrelink Services

Centrelink provides a range of services and payments to families in need.

Employment Services 13 2850

Youth and Student Services 13 2490

Family Assistance 13 6150

Disabilities , Sickness, Carers 13 2717

Retirement Services 13 2300



Access to Services



Centrelink's Self Service provides you with a secure and convenient way to do some of your Centrelink business.

www.centrelink.gov.au

- Self Service Options
- Online Services
- Call Centres
- Customer Service Centres

Service Delivery Reform



- Access to more services in the one physical location
- More services will be delivered to regional and remote Australians, by increasing the number of mobile offices across Australia
- Able to access all the information required more easily through a single phone number and website:-

www.humanservices.gov.au

Indigenous Services Unit

Indigenous Services Manager

Area Hunter: Beverley Seiver

Indigenous Service Officers

Central Coast: Raelene Dennis

Metro : Colin Gibson

Valley : Brendon Cutmore

Mid North Coast : Jamie Donovan

Kempsey : Cindy O'Brien

Tamworth: Denise Merritt

Armidale : Cameron Mundy



Supporting Indigenous Customers

- Indigenous Wage Subsidy Card
- ABSTUDY
 - Schooling (A)
 - Schooling (B)
 - Incidentals Allowance

ABSTUDY assistance and enquiries: 13 2317

Indigenous Call Centre: 13 6380



Indigenous Services Officer Role

- To provide a high quality connection point that assists Indigenous communities to identify issues and service gaps
- Link Indigenous communities to government and non-government organisations that can assist with community development, renewal, capability and capacity building





Area Hunter Aboriginal Employment Interagency (AEI)

(AEI)

- Links Employment and training related Services
- Assist providers
- Promotes employment and Training opportunities
- Provides support for various community steering committees



Central Coast AEI Projects

Aboriginal Community Information &
Access Days

Gaduma Website

Central Coast and Newcastle IJM



▪ Aboriginal Employment Interagency

▪ Gaduma



ADD YOUR LISTING

CLASSIFICATIONS

- ▶ Accommodation
- ▶ Aged & Disability
- ▶ Arts & Culture
- ▶ Children's Services
- ▶ Church Groups
- ▶ Community Services
- ▶ Counselling
- ▶ Drugs & Alcohol
- ▶ Education & Training
- ▶ Employment & Training
- ▶ Entertainment
- ▶ Family Services
- ▶ Funeral Services
- ▶ Government
- ▶ Health
- ▶ Land Councils
- ▶ Legal Services
- ▶ Libraries
- ▶ Sports & Recreation
- ▶ Support & Advocacy

13 October 2009

Website Launched:

Thank you to all students and staff involved in the creation of this exciting new site.

The name *Gaduma* (pronounced *Ga-too-ma*) comes from the word spoken by the Darkinjung tribe, meaning *'to search for'*.

The aim of this website is to provide a fully comprehensive and informative guide to Aboriginal and Torres Strait Islander services in and around the Central Coast.

Gaduma.com.au website was created by volunteers as part of a community work experience initiative supported by Central Coast Aboriginal Employment Interagency, and Darkinjung Aboriginal Lands Council. Sponsored by BreakThru Employment Solutions.

Ongoing updates and maintenance of the site will be completed by BreakThru Employment Solutions.



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Photo by: Dani
Whale design by: Kev

Central Coast Indigenous Jobs Market



▪ Aboriginal Employment Interagency

▪ Hunter Indigenous Jobs Market (Newcastle)



Identified Barriers to Employment

Communication / body language
Education / Literacy & Numeracy
Health
Geographical Isolation
Transport
Cultural Obligations
Cultural Awareness



Thank you for your time



Questions?