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EXCELLENCE AWARD FOR TORRES STRAIT INTEGRATED SERVICE DELIVERY TEAM

The Torres Strait Regional Authority (TSRA) Acting Chairman, Mr Aven S Noah, has congratulated a TSRA and Queensland Department of Aboriginal and Torres Strait Islander and Multicultural Affairs (DATSIMA) team which has won an Excellence Award for Outstanding Partnership and Collaboration.

The Australian Government Leadership Network Queensland 2013 Award was accepted on behalf of the Integrated Service Delivery (ISD) team by TSRA Chief Executive Officer, Mr Wayne See Kee, and TSRA team member, Mr Charlie Kaddy, at a ceremony on the Gold Coast.

Mr Noah said the ISD project was a keystone for the Council of Australian Governments' Building Blocks for Closing the Gap in Indigenous Disadvantage.

“The TSRA established the ISD Project following the successful introduction of a Torres Strait and Northern Peninsula Area Regional Plan (2009 – 2029) in 2009.

“Between 2010 and 2011 the TSRA completed consultations in 20 Communities, with three local councils, 13 Australian Government departments and agencies and 21 Queensland Government departments and agencies to develop an ISD Governance Framework, ISD Whole of Government Action Plan and 19 Community Report Cards.

“Partnerships have been developed with the Australian and Queensland governments, the Torres Shire Council, the Torres Strait Island Regional Council and the Northern Peninsula Area Regional Council to work together to improve the coordination of services throughout the Torres Strait.”

Mr Noah said the initial work involved the production of a map of all services being delivered into communities in the Torres Strait and Northern Peninsula Area.

“The service mapping was compared to the needs and aspirations of communities identified during the earlier Regional Plan consultations.

“This process identified gaps and duplications in service delivery and community needs and action statements were written to address these issues.

“The action statements have been prioritised and collated as a draft whole of government ISD Action Plan for the coordination of services into the Torres Strait and Northern Peninsula Area.

Mr Noah said the Action Statements were presented to all agencies delivering services into the region so that community and agency priorities could be aligned.

“Regional Plan Community Booklets (Report Cards) were produced for all Torres Strait Communities last year and workshops held with each community to explain how they can be used to measure progress against the delivery of the Regional Plan and to hold Government accountable for meeting agreed service levels.

“Another important milestone this year has been the distribution of the draft ISD Action Plan to each of the service delivery agencies and other ISD stakeholders for finalisation.

“Both The Regional Plan and ISD Action Plan are living documents, which will be reviewed through their lifetimes to ensure they remain relevant and meet changing regional and agency circumstances.”

He said The ISD Action Plan will be published on the TSRA Web Site once Agency commitments are finalised. The Community Booklets will be 'refreshed' in 2014 as a further 'report card' from government to Communities.

The Regional Director Torres Region of DATSIMA, Ms Gil Hainey, said ISD was an excellent example of cross government partnership working with a clear focus to achieve real outcomes for Torres Strait Islander and Aboriginal People .

“A big congratulations to the whole team for attaining the recognition of their work to date.

“The foundations are laid for achieving real outcomes in collaborative service delivery for the Region and its Peoples across all layers of government.”



Caption: The TSRA CEO, Wayne See Kee , and Charlie Kaddy accept the award from the Australian Government Leadership Network guest speaker, Dr David Gruen.



Caption: The Australian Government Leadership Network award.

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