

The Human Services Portfolio Statement of Commitment



Australian Government
Department of Human Services
Medicare Australia



The Human Services Portfolio (the Department of Human Services including the Child Support Agency and CRS Australia, Centrelink, Medicare Australia and Australian Hearing) is committed to improving social, economic and cultural outcomes for Aboriginal and Torres Strait Islander peoples. We will do this through working collaboratively to improve service options and support for Indigenous people. The Human Services Portfolio agencies will also provide opportunities for employment of Aboriginal and Torres Strait Islander peoples, especially in areas responsible for developing policies and delivering services to Aboriginal and Torres Strait Islander communities.

We acknowledge Aboriginal and Torres Strait Islander peoples as the first Australians and we are committed to the implementation of symbolic and practical actions required to overcome the many disadvantages the community face. We will aim to improve access to services and opportunities for Aboriginal and Torres Strait Islander peoples to match those enjoyed by all Australians.

We further commit to the Australian Government's goal to make significant and measurable improvements in Indigenous health and wellbeing. The Human Services Portfolio agencies understand that employment plays an important role in achieving this goal. Human Services agencies have a presence in most towns and cities throughout Australia, providing unique opportunities to employ, and improve employment outcomes for, Aboriginal and Torres Strait Islander peoples.

The Human Services Portfolio commits to continuing and improving training and career development opportunities to Aboriginal and Torres Strait Islander employees. We also commit to ensuring mutually beneficial outcomes for Aboriginal and Torres Strait Islander communities, stakeholders, customers and the Portfolio as a whole by building and maintaining relationships at the local level. Our partnerships will develop Indigenous-led solutions.



Helen Williams
Secretary, Department of Human Services



Finn Pratt
CEO, Centrelink

Our goals towards reconciliation are:

Employment

We will:

Work collaboratively across the Human Services Portfolio and with other government departments to establish a workforce that reflects the communities in which we live, work and operate.

Facilitate opportunities for Aboriginal and Torres Strait Islander peoples to develop a career pathway across The Human Services Portfolio agencies.

Service Delivery

We will:

Work in collaboration to deliver services to Aboriginal and Torres Strait Islander communities.

Build respect and understanding of Aboriginal and Torres Strait Islander peoples and cultures and reflect this awareness in our internal and external service delivery.

Develop strategies, in partnership with Aboriginal and Torres Strait Islander communities, people and colleagues to create Indigenous-led solutions.

This Statement of Commitment commits The Human Services Portfolio to develop agency specific Reconciliation Action Plans by December 2009. These plans will incorporate consultation with Reconciliation Australia, Indigenous and non-Indigenous staff, stakeholders, customers and local organisations/communities. Our Reconciliation Action Plans will align with the broad commitments outlined above.



Steven Grundy
Managing Director, Australian Hearing



Philippa Godwin
A/g CEO, Medicare Australia

