

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2011-12 Additional Estimates Hearings

Outcome Number: 7

Question No: 283

Topic: Remote Service Delivery

Hansard Page: Written

Senator Siewert asked:

Within the RSD context, what is "Cultural awareness training"? Who provides the training, and who receives the training?

Who determines the relevant standards of training to be delivered? How much of the \$6.1m has been spent to date, where was it spent and by what agencies?

Answer:

Cultural awareness training is targeted at government officers working with Indigenous people and their communities.

The purpose of this training is to assist staff to engage effectively with Indigenous communities. The Department of Families, Housing, Community Services, and Indigenous Affairs has delivered workshops to Regional Operations Centre staff and has established a cultural awareness program called the Local Community Awareness Program (LCAP). Communities have been directly involved with the delivery of training to Regional Operations Centre staff. Expenditure against this element is included in the 2010-11 statements of expenditure, currently being finalised through the COAG process.