

Overview of Juwarki Kapu-Lug Limited:

Juwarki Kapu-Lug was created in 1993 in response to recommendations of the Royal Commission into Aboriginal Deaths in Custody. Its role is to deliver diversionary, drug and alcohol, homelessness, restorative justice and correctional support services to the Aboriginal and Islander community of Rockhampton.

Since its creation, the organisation has grown from managing one program with an annual turnover of \$78,000 to managing four programs with an annual turnover of in excess of \$1.8 million.

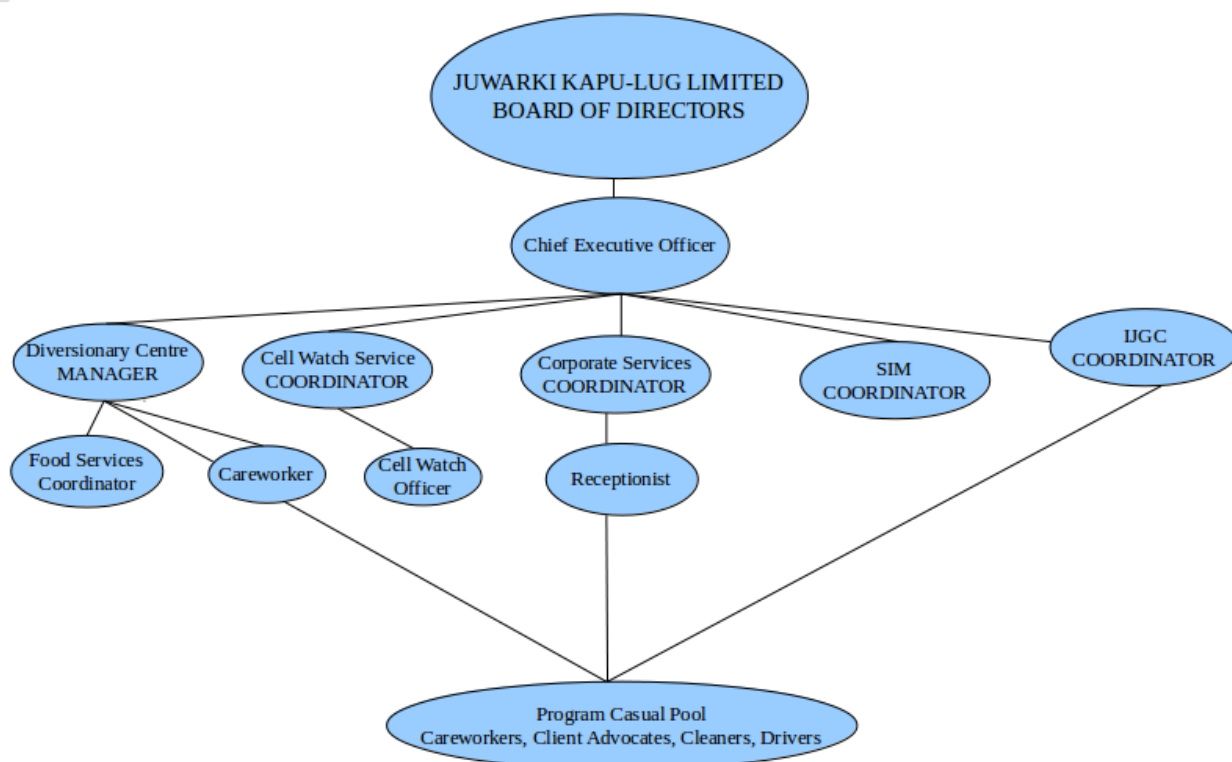
Juwarki Kapu-Lug is a not for profit entity that holds fringe benefits tax (FBT) exemption, public benevolent institution (PBI) and tax deductible gift recipient (TDGR) status. The company manages its current Services through a number of Service Agreements with the Queensland Department of Communities, Queensland Corrective Services and the Commonwealth Attorney General's Department.

The Board of Directors is comprised of representatives from the local Aboriginal and Islander community and is appointed to oversee the responsibilities of the Company.

Services currently provided by the Company are managed under the following programs:

- Juwarki Kapu-Lug Diversionary Centre: A 15 bed diversionary facility which provides sobering up services for adult individuals who are at risk to themselves or others as a consequence of their inebriated state.
- Cell Watch Program: A Cell Visitors service to the Rockhampton Watch house.
- Yoombooda gNugeena Aboriginal and Islander Justice Panel (ICJG): An Indigenous community Justice Group.
- Sisters In Mining (SIM): A Coordination and Mentoring program for Indigenous Women in mining CQ.
- Elders' Transport Service: A monthly transport service to the Capricornia Correctional Centre from Woorabinda and Rockhampton.

Organisation Diagram:



Overview of diversion services:

The department launched a program of diversion services across Queensland in 1995 in response to recommendations of the Royal Commission into Aboriginal Deaths in Custody (1991).

Diversion services provide assistance to Aboriginal and Torres Strait Islander people who are at risk of harm or of being taken into police custody as a result of intoxication in public spaces, or who are already in custody for intoxication related offences. As a direct result of their high levels of alcohol use, clients of diversion services often present with significantly high health risks which can lead to severe injury or death.

In addition to acute health and support needs, these clients are often dealing with multiple and complex social issues such as:

- chronic homelessness
- entrenched unemployment
- intergenerational trauma
- significant family and relationship dysfunction.

Diversion services are not detoxification or rehabilitation services, and diversion services staff are not expected to undertake duties of medics or nurses. However, there is an onus on diversion services to take appropriate care with clients and work in an inclusive way to engage and provide supports aimed at minimising and reducing harm.

Diversion services are located in seven city centres across Queensland — Cairns, Townsville, Mount Isa, Rockhampton, Mackay, Brisbane and the Sunshine Coast — and also on Palm Island.

Staff skills and knowledge:

Staff of diversion services need to possess specific professional capabilities.

These include the ability to:

- engage with Aboriginal and Torres Strait Islander people
- provide support to people who are intoxicated and who may also have multiple, complex support needs
- work collaboratively with other diversion service staff and other stakeholders.

Diversion services staff should also have:

- strong community links and local knowledge
- social, cultural and geographical understandings
- knowledge of the risks faced by this particular client group
- compassion and empathy with the situation of clients

As such, diversion service staff should be appropriately trained and possess suitable skills to meet the complex needs of the client group, particularly in regards to safety, cultural capability, working with people under the influence of alcohol, applying first aid and supporting people that may be at risk of self-harm.

Cultural respect:

To be effective, diversion services must provide culturally respectful support to Aboriginal and Torres Strait Islander people affected by alcohol-related problems, as well as their families. Cultural awareness, cultural competence and cultural safety are key elements in ensuring services are delivered in an appropriate manner.

Cultural awareness:

Cultural awareness is the knowledge and understanding of the history, values, belief systems, experiences and lifestyles of Aboriginal and Torres Strait Islander people. It is not about becoming an 'expert' but about being aware of the potential for differences, appreciating and understanding those differences, accepting that differences exist and recognising how these differences may impact on delivering services. Cultural awareness is also about understanding traditional Aboriginal and Torres Strait Islander people's values and the effect those values have had in developing Queensland's communities. In addition it involves personal reflection about one's own culture, biases and tendency to stereotype.

Cultural Competence:

Cultural competence refers to the capacity of a service to provide effective care to a client when the two may have different cultural backgrounds. Cultural competence involves using knowledge of Aboriginal and Torres Strait Island cultures to bring about better outcomes for clients.

Cultural Safety:

Cultural safety refers to a client's perspective on and experience with a service provider. Clients need to feel that their service provider acknowledges and respects differences of cultural identity, acknowledges the power relationship between the service and the client, and attempts to reduce inequality.

Unsafe cultural practice is any action that diminishes, demeans or disempowers the cultural identity and wellbeing of a person. Clients who feel unsafe and who are unable to communicate effectively may not receive the assistance they need.

Safety:

Ensuring the safety of staff, clients and those nearby is one of the most important functions provided by diversion services. Safety is particularly important for services undertaking outreach work, where staff may have limited support immediately available to them.

Confidentiality:

Confidentiality is a critical part of the professional relationship between diversion service staff and clients. The fear of having personal issues spoken about in the community can result in a client choosing not to seek help. Staff should inform clients that their information will not be shared with family members without their consent.

Alcohol and other drugs knowledge:

Staff of diversion services must possess appropriate knowledge about the effects of drugs and alcohol, and be encouraged to access suitable training and professional development on a regular basis to ensure their skills and knowledge are up-to-date.

Careworker/Client Advocate position requirements:

Required:

Blue Card - Positive Notice - working with children

'C' Class drivers licence - current

First Aid certificate - current

Desirable:

Certificate III or IV - Community Work - drug and alcohol-related

Certificate IV - Aboriginal and or Torres Strait Islander Primary Health Care

Key Selection Criteria:

- An ability to engage with Aboriginal and Torres Strait Islander people.
- An ability to provide support to people who are intoxicated and who may also have multiple, complex support needs.
- An ability to work collaboratively with other diversion service staff and other stakeholders.
- Strong community links and local knowledge.
- Local social, cultural and geographical understandings.
- Knowledge of the risks faced by our client group.
- Compassion and empathy with the situation of clients
- Ability to work a rolling annualised roster.