



Australian Government

Department of Social Services

# Ceduna

# Local Services Plan

March 2023

*'I would first like to begin by acknowledging the traditional owners of Country throughout Australia, and their continuing connection to land, water and community. We pay our respects to them and their cultures, and to Elders both past and present.*

*Support services for Australian local communities are shifting towards an increasingly place-based and community-led approach. Through our consultations, we have listened to what communities and service providers are saying. We are committed to addressing the community needs that have been identified.*

*Future support services will build on the valuable network of existing services. Drawing from the strengths of our communities will help us to meet the objective of improving available support services in these regions. This will provide lasting and sustainable solutions to address longer-term issues facing our communities.*

*The outcomes in this Plan reflect the government's commitment to key Closing the Gap priorities by ensuring that Aboriginal and Torres Strait Islander people have a meaningful say in the initiatives that impact their lives.*

*I would like to take this opportunity to thank those stakeholders who provided their valuable feedback and for working collaboratively to develop this Plan. I look forward to continuing our work together to uplift and support our communities.'*



## Introduction

As part of ending the Cashless Debit Card (CDC), and the introduction of enhanced Income Management in Ceduna, East Kimberley, the Goldfields and Bundaberg-Hervey Bay, the Australian Government committed to extending existing support services and delivering a range of new initiatives.

The government is working with former CDC communities to deliver on these commitments, improve support services and address social issues.

This Local Services Plan (Plan) outlines the current support services available and includes service gaps, social issues and priority needs that have been identified by the community. It provides an action plan for addressing these issues and service gaps.

A number of key stakeholders including service providers, community organisations, the Department of Social Services (DSS) and other government stakeholders have been involved in developing this Plan and formulating future actions to address the identified priorities.

# Ceduna Local Services Plan – Executive summary

## Regional location



## Population snap shot

- **Ceduna** – 3,505  
(Aboriginal and/or Torres Strait Islander – 25%)<sup>1</sup>

- **Oak Valley** – 100<sup>2</sup>

- **Yalata** – 313  
(Aboriginal and/or Torres Strait Islander – 89%)<sup>4</sup>

- **Koonibba** – 140\*  
(Aboriginal and/or Torres Strait Islander – 92%)<sup>5</sup>  
\*Koonibba is contained within the Ceduna LGA.

- **Scotdesco** – 55<sup>3</sup>  
\*Scotdesco is not recognised through Australian Bureau of Statistics (ABS) data so this is an approximate figure.

## Engagement

Consulted – **35** Feedback – **9**

- Community organisations
- Health services\*
- Businesses\*
- State government\*
- Local councils\*

\*Partial/nil response

## Priorities

### Improving community services in the area



1. Assign a high priority to the collation of community data at the regional level to support the regular assessment, review and revision of support services



2. Improve effectiveness of service delivery



3. Implement a community accountability and social reinvestment model for services

### Addressing social issues in the area



4. Address the need for culturally appropriate alcohol and other drug (AOD) services



5. Improve community safety and reduce risk taking and antisocial behaviour in Ceduna township



6. Support economic development of Aboriginal and/or Torres Strait Islander communities in the Ceduna region



7. Improve access to financial and gambling support services



8. Improve access to mental health services

# Executive summary of actions

This table provides a summary of the bodies responsible for each of the 11 actions noted in this Plan.

|   |  |  |  |  |
|---|--|--|--|--|
| <p><b>Department of Social Services</b></p>    | <p><b>1.</b> Community data collation</p>  | <p><b>6.</b> Support economic development of Aboriginal and/or Torres Strait Islander communities in the Ceduna region</p> | <p><b>7a.</b> Improve access to financial literacy and management services</p> | <p><b>7b.</b> Improve access to in-situ gambling support services</p>          |
| <p><b>Department of Health and Aged Care/SA Health</b></p>   | <p><b>4a.</b> Address the need for culturally appropriate AOD services</p>                                       |  | <p><b>8.</b> Improve access to mental health services</p>                      |  |
| <p><b>Service providers and community groups</b></p>    | <p><b>2.</b> Improve service provision</p>   | <p><b>3.</b> Co-design and implement a community accountability and social reinvestment model across the region</p>        | <p><b>4b.</b> Improve AOD support services</p>                                 | <p><b>4c.</b> Implement governance processes through joint decision making</p> |
| <p><b>Ceduna Region - District Council of Ceduna &amp; Far West Community Partnerships (FWCP)</b></p>  | <p><b>5.</b> Improve community safety and reduce risk taking and antisocial behaviour in the Ceduna township</p> |  |  |  |

# Consultation approach

## Overview and background



Schedule 2 of the *Social Security (Administration) Amendment (Repeal of Cashless Debit Card and Other Measures) Act 2022* notes that the Minister must:

- (b) cause consultation to occur with the following:
- (i) community organisations, including First Nations organisations, that operate in the area;
  - (ii) health services that operate in the area;
  - (iii) businesses that operate in the area;
  - (iv) the State in which the area is located;
  - (v) each relevant local council.

## Approach



Delivery methods included a combination of:

- information sessions with front-line service providers and key stakeholders
- round tables (virtual)
- opportunities for written feedback.

Consultations were supported by communications materials including PowerPoint presentations and feedback forms.

## Consultation principles



The consultation approach was underpinned by the following principles:

- acknowledging that local communities have the best understanding of the issues they are facing, and insight into methods of solving these issues
- acknowledging that communities, especially Aboriginal and/or Torres Strait Islander communities, prefer face-to-face engagement activities which result in higher levels of engagement
- taking an open and collaborative approach that prioritises listening
- being culturally appropriate and respectful
- being targeted to ensure all stakeholders understand the intent and objectives of the Plan
- taking a collaborative, cross-agency approach to ensure the work being done by other government departments and agencies, and state and territory governments is acknowledged.

# Scope

## In scope

This Plan sets out an 18-month strategy for improving services and addressing social issues in the Ceduna region for the period of 1 January 2023 to 30 June 2024.

Addressing the social issues identified in this Plan and the implementation of some of the service improvements may require substantial time and resources.

It is recognised that the priorities and actions in this Plan align with the reform initiatives in the National Agreement on Closing the Gap. Any future work to address actions in this Plan, should ensure consideration is made against the applicable reform initiative.

## Out of scope

While this Plan does not include funding commitments or specific service delivery proposals, it provides actions that will capitalise on local knowledge and the unique strengths of communities to guide the development of future support services.

Issues where there is already extensive work being undertaken by government and other stakeholders, such as housing, are beyond the remit of support services and will not be covered in this Plan.

## Limitations

It is noted that the period available for consultation and development of the Plan was limited. Data able to be used to formulate the Plan was also limited.

## What we heard about data...

- Data is critical to understand needs at the regional and community level.
- Access to this data will enable government and communities to:
  - i. identify and address service gaps
  - ii. measure impact of changes against identified needs
  - iii. drive social and economic outcomes in the region.

*These insights and evidence have informed the development of the following priority and action.*

# Priority 1 – Data

## Improving community services

This involves assigning high priority within DSS, and relevant state government departments to the collation of data at the regional and community level.

This will support the regular assessment, review and revision of support services which is critical to affecting lasting change in addressing key social issues in the Ceduna region.

As part of the Abolish the Cashless Debit Card Budget Measure, funds have been allocated for evaluation and analysis. This includes a review into the impacts of the CDC transition and future evaluation of support services. This work is building on previous investments under the Cashless Welfare Economic and Support Services Package (2021-2022 Budget measure).

**Actions for this priority are outlined in the action plan below:**

| Action  | Intent  | Outcome   | Measure of Success | Due date   | Lead/partners |
|---|---|---|--------------------|--|---------------|
| 1. Collating community data at the regional/area level to assist support service assessment/ review | <ul style="list-style-type: none"> <li>Collating data and evidence and sharing with services providers and local community</li> </ul> | <ul style="list-style-type: none"> <li>Community members and service providers can understand local community needs</li> <li>Enable effective support services design</li> <li>Support local organisations/ communities to develop local solutions</li> </ul> |                    | <ul style="list-style-type: none"> <li>September 2023</li> </ul> |               |

### What we heard about service provision...

- Stakeholders expressed a desire for greater service integration and collaboration to address the issues facing the Ceduna region and limit service duplication.
- That tangible next steps and regular communication on progress was required to avoid *'frustration and the notion of continually managing similar issues without result'* and keep momentum going.<sup>13</sup>

Other suggested improvements included:

- the use of regionally focused support and mentoring programs
- linking health and wellbeing programs to hub infrastructure to allow for support accessing and transitioning between services
- an integrated cultural liaison and relationship brokerage across sectors of the community including Aboriginal and/or Torres Strait Islander peoples.

*These insights and evidence have informed the development of the following priority and action.*

# Priority 2 – Improved service provision

## Improving community services

### Key needs to be addressed include:

- greater collaboration and reduced duplication between service providers
- structured outreach services in Scotdesco
- structured outreach services and service system navigation supports in Koonibba
- support and mentoring programs in the region
- customised outreach to remote communities
- increasing the capacity of services
- improved workforce development planning across the region.

### Progress will be measured against the following community level indicators:

- stakeholders report increased collaboration
- regular service visits to Scotdesco homestead
- regular service provision in Koonibba.

### Current initiatives which could be leveraged include:

#### 1. Service Collaboration

**Forum:** The Ceduna Region has an established Service collaboration forum and leadership group providing regional service oversight and opportunities for linkages.

#### 2. Local stakeholders and

**community groups:** are investigating opportunities to promote collaboration and improve service provision in the region.

#### 3. National Indigenous Australians

**Agency (NIAA)** acknowledge the work being undertaken by the **Ceduna Services Collaboration** and **Far West Community Partnerships** to promote collaboration and improve service provision in the region.

# Priority 2 – Improved service provision

## Improving community services

| Action   | Intent  | Outcome  | Measure of success  | Due date  | Lead/partners   |
|--|---|--|---|---|---|
| <p>2. Investigate opportunities utilising existing services and community plans to improve service provision in the Ceduna region to address the need for:</p> <ul style="list-style-type: none"> <li>• greater collaboration and reduced duplication between service providers</li> <li>• structured outreach services in Scotdesco</li> <li>• structured outreaches services and service system navigation supports in Koonibba</li> <li>• support and mentoring programs in the region</li> <li>• more structured social and emotional wellbeing outreach support in Oak Valley</li> <li>• more structured social and emotional wellbeing outreach services and better linkages with Ceduna services in Yalata.</li> </ul> <p>Ceduna service collaboration:</p> <ul style="list-style-type: none"> <li>• coordinate a regional workforce development strategy that supports services to adapt to current and emerging services needs and support sustainability and long term success of the workforce across services.</li> <li>• provide capacity building training to services to better support delivery of services that include but are not limited to: restorative practices, trauma informed practice.</li> </ul> | <ul style="list-style-type: none"> <li>• To allow for improved service delivery in the Ceduna region</li> </ul> | <ul style="list-style-type: none"> <li>• Communities and individuals are able to access required services</li> </ul> | <ul style="list-style-type: none"> <li>• Increase in frequency and regularity of outreach services by support type</li> </ul> | <ul style="list-style-type: none"> <li>• June 2024</li> </ul> | <p><u>Lead</u></p> <p>Service providers</p> <p><u>Partners</u></p> <ul style="list-style-type: none"> <li>• FWCP</li> <li>• DSS</li> <li>• Community groups</li> <li>• SA Government</li> </ul> |

### **What we heard about community accountability and social reinvestment...**

- As part of a long-term vision for the region, stakeholders have expressed the desire to implement a community accountability and social reinvestment model.
- This could include, but not be limited to a Nunga Court, Community Responsibility Commission (or like), joint decision-making and community grassroots community participation.

*These insights and evidence have informed the development of the following priority and action.*

# Priority 3 – Community accountability and social reinvestment model

## Improving community services

Stakeholders have prioritised the implementation of a community accountability and social reinvestment model.

### Current initiatives which could be leveraged include:

**1. National Centre for Place-Based Collaboration (Nexus Centre):** The government is engaging a 'Foundation Partner' to undertake foundational work, including extensive consultations, to inform the scope and functions of a potential Nexus Centre, envisaged to be an independent, non-government entity that will support partnerships between communities and governments by providing a connection point (nexus) for more effective ways of working together.<sup>6</sup>

**2. Stronger Places, Stronger People (SPSP) Backbone Initiative:** a community-led, collective impact initiative, stewarded by the government in partnership with state and territory governments and 10 communities across Australia. It seeks to disrupt disadvantage and create better futures for children and their families through locally tailored and evidence-driven solutions to local problems, in partnership with local people.<sup>7</sup>

**3. Empowered Communities:** covers 10 regions across Australia, including Cape York in Queensland, the East Kimberley in Western Australia and the Far West Coast in South Australia. Empowered Communities focuses on place-based development, led by Indigenous people and leaders in partnership with government.<sup>8</sup>

**4. Connected Beginnings program:** draws upon the strength and knowledge of Aboriginal and/or Torres Strait Islander communities to increase children and families' engagement with health and early childhood education and care. It improves access to existing early childhood, maternal and child health and family support services to ensure children are safe, healthy and ready to thrive at school by the age of five.

**5. Ceduna Service Collaboration:** The SA government provides funding for the facilitation and coordination of service collaboration expanding across the Far West Region. This aims to support services to better coordinate and collaborate delivery to achieve long term regional goals, as well as providing an immediate service response to surge issues that appear in community from a harm minimisation and safety perspective.

| Action   | Intent  | Outcome   | Measure of success   | Due date  | Lead/partners   |
|--|---|---|--|---|---|
| <p>3. Community accountability and social reinvestment model:</p> <ul style="list-style-type: none"> <li>co-design project plan</li> <li>source funding and provide for project</li> <li>implement joint decision making for ongoing monitoring of program success.</li> </ul> | <ul style="list-style-type: none"> <li>Project work to research, scope and implement a community accountability framework including, but not limited to: Nunga Court, Community Responsibility commission (or like), joint decision making, community grass roots participation, managed transition to a framework addressing voluntary income management.</li> </ul> | <ul style="list-style-type: none"> <li>Community accountability and social reinvestment model scoped, researched, consulted and commenced implementation</li> </ul> | <ul style="list-style-type: none"> <li>Completion of scoping works and implementation of model in community-community impact measurement tool</li> </ul> | <ul style="list-style-type: none"> <li>June 2024</li> </ul> | <p><u>Lead</u><br/>FWCP</p> <p><u>Partners</u></p> <ul style="list-style-type: none"> <li>DSS</li> <li>Service providers</li> <li>Community groups</li> </ul> |

## Priority 4 – Improve alcohol and other drug services

### **What we heard about AOD services...**

Stakeholders have identified the need for culturally appropriate services that build individuals' capacity to address drug and alcohol issues. They proposed that issues be addressed through a multi-disciplinary approach including both traditional service delivery and a mixture of community based and on-Country options.

It was noted that current sobering up services are at capacity with people presenting to the hospital with more serious conditions.

Improvements to existing services in this area could be made through greater service integration.

As part of longer-term plans for the region, implementing integrated assertive support for sustainable, linked and wrap around AOD services was suggested.

This would involve a collaborative program that operates out of a lead program with linkages to core services. Such services could include governance provided by both Far West Aboriginal Community Leaders Group (FWACLG) through joint decision making, and Ceduna Services Collaboration through data monitoring and program linkages.

It would link clinical services, mobile assistance support, Street Beat and sobering up programs.

*These insights and evidence have informed the development of the following priority and actions.*

# Priority 4 – Improve AOD services

## Addressing social issues in the area

Key issues related to alcohol and other drug use were identified during the consultation process for the Plans including improving AOD services and the implementation of integrated assertive supports for AOD use.

### **Key priorities to be addressed include:**

- the need for culturally appropriate capacity building services
- the need for community and on-Country services to reduce travel to services
- the need for alternative programs such as on-Country pilot programs in Oak Valley and Yalata
- the need for customised outreach to remote communities.

### **Progress will be measured against the following community level indicators:**

- number of people accessing services in community and/or on-Country by service type.

### **Integrated assertive support services**

The key priority is the:

- implementation of integrated assertive support for sustainable and linked AOD services and wrap around services.

## Current initiatives which could be leveraged include:

### ***Additional alcohol treatment services in the regions of Ceduna (SA:***

- The Australian Government is providing funding of over \$49 million (GST exclusive) over four years to establish additional alcohol treatment services in the regions of Ceduna (SA), Bundaberg-Hervey Bay (QLD), East Kimberley and the Goldfields (WA)
- The Department of Health and Aged Care (DoHAC) is undertaking a thorough consultation process with communities to ensure the funding addresses service delivery gaps and is in line with the needs and expectations of the four communities.
- The additional treatment services will be co-designed with the local community to ensure the support meets local needs. Funding will be used to support alcohol and other drug treatment that complements existing services, addresses service delivery gaps, and is consistent with the needs and expectations of the communities.

# Priority 4 – Improve AOD services

## Addressing social issues

| Action   | Intent   | Outcome  | Measure of success  | Due date  | Lead/partners   |
|--|--|--|---|---|---|
| <p>4a. Investigate opportunities utilising existing services and community plans to:</p> <ul style="list-style-type: none"> <li>• meet demand for on-Country AOD services</li> <li>• meet demand for coordinated healing and wellness services</li> <li>• support bail management and entry and exit of AOD programs</li> <li>• support on-Country mentoring pilot program in Oak Valley</li> <li>• support coordination of ranger programs that allow on Country wellbeing activities complimenting AOD intervention programs.</li> </ul> | <ul style="list-style-type: none"> <li>• Address the need for culturally appropriate AOD services that build on existing supports and community capacity, including trialling new programs and service delivery methods</li> </ul> | <ul style="list-style-type: none"> <li>• Ongoing on-Country mentoring and AOD programs have been implemented short term within pilot community, long term across the region</li> </ul> | <ul style="list-style-type: none"> <li>• Community evaluated impact assessment</li> </ul> | <ul style="list-style-type: none"> <li>• June 2024</li> </ul> | <p><u>Lead</u><br/>DSS<br/>(Coordinator)</p> <p><u>Partners</u></p> <ul style="list-style-type: none"> <li>• NIAA</li> <li>• DoHAC</li> <li>• FWCP</li> <li>• Community groups and leaders</li> </ul> |

# Priority 4 – Improve AOD services

## Addressing social issues

| Action   | Intent  | Outcome   | Measure of success  | Due date  | Lead/partners  |
|--|---|---|---|---|--|
| <p>4b. Identify funding stream and apply for funding for three assertive support resources, co-design program and integration with existing service delivery</p>                             | <ul style="list-style-type: none"> <li>Ceduna Aboriginal Corporation and Yalata Anangu Corporation are supported to apply for and access funds for additional linked services to be provided within Street Beat, Mobile Assistance Patrol and Sobering Up Unit</li> </ul>   | <ul style="list-style-type: none"> <li>AOD related harm minimisation strategies are linked and monitored through two forms of governance: Ceduna Service Collaboration and FWACLG. Clients accessing each of these services can be supported holistically to access preventative and assertive support</li> </ul> | <ul style="list-style-type: none"> <li>Funding is provided to the three programs and a governance monitoring process is set up through FWCP for the FWACLG</li> </ul> | <ul style="list-style-type: none"> <li>June 2024</li> </ul> | <p><u>Lead</u><br/>FWCP</p> <p><u>Partners</u></p> <ul style="list-style-type: none"> <li>NIAA</li> <li>DSS</li> <li>DoHAC</li> <li>FWACLG</li> <li>Ceduna Aboriginal Corporation</li> <li>Yalata Anangu Aboriginal Corporation</li> </ul> |
| <p>4c. Evolution of integrated assertive support: evolve program design to meet needs of the community and amplify success across the region, implement a joint decision making approach</p> | <ul style="list-style-type: none"> <li>A collaborative program that operates out of a lead program with linkages to core services, with community and service governance provided by both FWACLG through joint decision making and Ceduna Service Collaboration through data monitoring and program linkages</li> </ul> | <ul style="list-style-type: none"> <li>Governance and review processes are used to inform service and funding accountability through a shared decision making forum</li> </ul>  | <ul style="list-style-type: none"> <li>Implementation of a joint decision making approach</li> </ul>  | <ul style="list-style-type: none"> <li>June 2024</li> </ul> | <p><u>Lead</u><br/>FWACLG</p> <p><u>Partners</u></p> <ul style="list-style-type: none"> <li>DoHACCeduna Service Collaboration</li> </ul>   |

### What we heard about antisocial behaviour...

Stakeholders noted a number of concerns around antisocial behaviour in the township of Ceduna including:

- vandalism and degradation of public facilities
- litter and drunken behaviour
- theft from stores and begging in the community
- ability of police to manage people in custody while maintaining a presence/patrols.

*These insights and evidence have informed the development of the following priority and action.*

# Priority 5 – Antisocial behaviour

## Addressing social issues

### Key needs to be addressed include:

- the reported increases in incidents of antisocial behaviour.

### Progress will be measured against the following community level indicator:

- number of reported incidents of antisocial behaviour such as public drinking and vandalism in Ceduna township.

| Action   | Intent  | Outcome  | Measure of success   | Due date  | Lead/partners   |
|--|---|--|--|---|---|
| 5. Investigate opportunities utilising existing services and community plans to address reported increases in antisocial behaviour | <ul style="list-style-type: none"> <li>• Improve community safety and reduce risk taking and antisocial behaviour in Ceduna township</li> </ul> | <ul style="list-style-type: none"> <li>• Reduction in individuals participating in antisocial behaviour</li> </ul> | <ul style="list-style-type: none"> <li>• Reduction in reports of antisocial behaviour</li> </ul> | <ul style="list-style-type: none"> <li>• June 2024</li> </ul> | <p><u>Lead</u><br/>District council of Ceduna/FWCP</p> <p><u>Partners</u></p> <ul style="list-style-type: none"> <li>• NIAA</li> <li>• DSS</li> <li>• DoHAC</li> <li>• Service providers</li> </ul> |

## Priority 6 - Support economic development

### **What we heard about economic development and employment opportunities...**

Improving social and economic wellbeing and reducing welfare dependency has been identified as a priority for the Ceduna region.

Far West Community Partnerships stated that:

*'Developing vibrant Aboriginal businesses and a robust Aboriginal workforce in and around the Far West will require a multifaceted approach that acknowledges the wide variety of people, talent and opportunity in the region. It will need to leverage the substantial assets already owned by Far West Communities (FWC) to foster and support entrepreneurial projects, at the same time that it uplifts and upskills job seekers to become employment ready.'*<sup>9</sup>

*These insights and evidence have informed the development of the following priority and action.*

# Priority 6 – Support economic development

## Addressing social issues

### Key priorities to be addresses include:

- support communities to implement their regional and community development aspirations
- address need for targeted supports for Aboriginal and/or Torres Strait Islander communities to find and maintain meaningful employment in the region
- the need for customised outreach to remote communities.

### Progress will be measured against the following community level indicator:

- rates of employment and welfare dependency.

### Current initiatives which could be leveraged include:

**1. First Nations communities:** of the Ceduna region have developed a regional change agenda (Far West Change Agenda) and subsequent regional development strategies to support the economic development of the region and its communities.

**2. Community-led Solutions- Economic Development (CSED):** Through funding for community-led capital infrastructure projects, the CSED grant opportunity will create new self-sustaining and short-term employment and training opportunities for Aboriginal and/or Torres Strait Islander people and promote sustainable economic growth for rural communities.

**3. NIAA:** NIAA currently delivers employment services in remote Australia under the Community Development Program (CDP).

| Action  | Intent  | Outcome  | Measure of success   | Due date  | Lead/partners  |
|---|---|--|--|---|--|
| <p>6. Investigate opportunities utilising existing services and community plans to:</p> <ul style="list-style-type: none"> <li>• support communities to implement their regional and community development aspirations</li> <li>• address the need for targeted supports for Aboriginal and/or Torres Strait Islanders community members to find and maintain meaningful employment in the region.</li> </ul> | <ul style="list-style-type: none"> <li>• Support the economic development of Aboriginal and/or Torres Strait Islander communities in the Ceduna region</li> </ul> | <ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander communities and individuals are supported to fulfil their economic aspirations</li> </ul> | <ul style="list-style-type: none"> <li>• Increase in employment and reduction in welfare dependency</li> </ul> | <ul style="list-style-type: none"> <li>• June 2024</li> </ul> | <p><u>Lead</u><br/>DSS/NIAA</p> <p><u>Partners</u></p> <ul style="list-style-type: none"> <li>• Service providers</li> <li>• FWCP</li> <li>• Communities of Ceduna, Scotdesco, Koonibba, Yalata and Oak Valley<sup>22</sup></li> </ul> |

### What we heard about financial capability...

Service providers reported increased demand for financial counselling and money management services in Ceduna.

The Australian Red Cross noted that: *'in particular help with organising bill payment and associated advocacy and support in dealing with utility companies, continues to increase.'*<sup>10</sup>

### What we heard about gambling support services...

- Stakeholders highlighted the lack of in-situ gambling support services in the communities of the Ceduna region including Oak Valley and Yalata.
- They stated that gambling is a significant issue for community members in addition to substance misuse.

*These insights and evidence have informed the development of the following priorities and actions.*

# Priority 7 – Financial literacy and gambling support services

## Addressing social issues in the area

### Financial literacy

#### Key priorities to be addressed include:

- the increased demand for financial counselling and money management services
- the need for financial literacy programs.
- the need for customised outreach to remote communities.

#### Progress will be measured against the following community level indicator:

- number of people able to access financial counselling/capability services in the Ceduna region.

### Gambling support services

#### The key priority to be addressed is:

- the need for in-situ gambling support services in communities, including remote communities, in the Ceduna region.

#### Progress will be measured against the following community level indicator:

- access to gambling support services.

## Current initiatives which could be leveraged include:

**1. Digital and financial literacy:** DSS is currently investigating opportunities to support the digital and financial literacy capabilities of communities in former CDC locations.

**2. Australian Red Cross:** The Australian Red Cross have had their funding agreement with DSS varied to allow for a Financial Counsellor in the Ceduna region up to June 2024.

**3. Commonwealth Financial Counselling and Financial Capability (CFC/FC) services:** help eligible people to address their financial problems, make informed choices and build longer-term capability to budget and manage their money. CFC/FC services are voluntary, free and confidential. Client eligibility to receive CFC/FC services is restricted solely to people unable to pay their bills or at imminent risk of not being able to do so.

# Priority 7 – Financial literacy and gambling support services

## Addressing social issues

| Action  | Intent  | Outcome  | Measure of success   | Due date  | Lead/partners  |
|---|---|--|--|---|--|
| <p>7a. Investigate opportunities utilising existing services and community plans to improve access to financial literacy and management services</p>      | <ul style="list-style-type: none"> <li>• Improve access to financial literacy services</li> </ul> | <ul style="list-style-type: none"> <li>• A greater number of individuals and families are able to access services</li> </ul>         | <ul style="list-style-type: none"> <li>• Increase in the number of individuals accessing financial literacy and management services</li> </ul> | <ul style="list-style-type: none"> <li>• June 2024</li> </ul> | <p><u>Lead</u><br/>DSS</p> <p><u>Partners</u></p> <ul style="list-style-type: none"> <li>• Service providers</li> <li>• Community groups</li> <li>• SA government</li> </ul> |
| <p>7b. Investigate opportunities utilising existing services and community plans to improve access to in-situ gambling support services in the region</p> | <ul style="list-style-type: none"> <li>• Improve access to gambling support services</li> </ul>   | <ul style="list-style-type: none"> <li>• A greater number of individuals and families are able to access services locally</li> </ul> | <ul style="list-style-type: none"> <li>• Increase in the number of individuals accessing in-situ gambling support services</li> </ul>          | <ul style="list-style-type: none"> <li>• June 2024</li> </ul> | <p><u>Lead</u><br/>DSS</p> <p><u>Partners</u></p> <ul style="list-style-type: none"> <li>• Service providers</li> <li>• Community groups</li> <li>• SA government</li> </ul> |

## Priority 8 – Improve access to mental health services

### **What we heard about mental health services...**

Poor mental health is an ongoing issue across the Far West region with a number of factors contributing to complicated service delivery and access issues. Distance from state identified regional centres, a move towards regional funding models and the lack of appropriately qualified persons in-situ has meant that funded programs do not often reach this region, are not fit for purpose, or the demand far outweighs the availability.

Stakeholders noted that due to the challenges of regional service delivery and the complex needs of individuals accessing supports, services could be improved through place-based preventative mental health programs, complimenting any clinical based options available.

*These insights and evidence have informed the development of the following priority and action.*

# Priority 8 - Improve access to mental health services

## Addressing social issues

### Key priorities to be addressed include:

- the need for preventative mental health services
- the need for place-based mental health services
- the need for customised services to remote communities.

### Progress will be measured against the following community level indicators:

- number of people accessing preventative services locally.

| Action   | Intent   | Outcome  | Measure of success  | Due date  | Lead/partners  |
|--|--|--|---|---|--|
| <p>8. Investigate opportunities utilising existing services and community plans to:</p> <ul style="list-style-type: none"> <li>• address the need for preventative mental health services</li> <li>• address the need for place-based mental health services.</li> </ul> | <ul style="list-style-type: none"> <li>• Improve access to mental health services including preventative and place-based services</li> </ul> | <ul style="list-style-type: none"> <li>• A greater number of individuals and families are able to access mental health services locally</li> </ul> | <ul style="list-style-type: none"> <li>• Increase in the number of people accessing the available mental health services</li> </ul> | <ul style="list-style-type: none"> <li>• June 2024</li> </ul> | <p><u>Lead</u><br/>SA Health</p> <p><u>Partners</u></p> <ul style="list-style-type: none"> <li>• NIAA</li> <li>• DSS</li> <li>• Service providers</li> <li>• Community groups</li> </ul> |

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## Acronyms

|               |   |
|---------------|---|
| <b>ABS</b>    | Australian Bureau of Statistics             |
| <b>AOD</b>    | Alcohol and other drugs                     |
| <b>CDC</b>    | Cashless Debit Card                         |
| <b>DoHAC</b>  | Department of Health and Aged Care          |
| <b>DSS</b>    | Department of Social Services               |
| <b>FWACLG</b> | Far West Aboriginal Community Leaders Group |
| <b>FWCP</b>   | Far West Community Partnerships             |
| <b>LGA</b>    | Local Government Area                       |
| <b>NIAA</b>   | National Indigenous Australians Agency      |
| <b>SA</b>     | South Australia                             |
| <b>SPSP</b>   | Stronger Places, Stronger People            |