

# Cross Sector Orientation: remote services



Waltja Tjutangku Palyapayi  
NPY Women's Council

# WALTJA TJUTANGKU PALLYAPAYI

Waltja is an incorporated not-for-profit community organisation governed by senior Aboriginal women from remote communities across Central Australia.



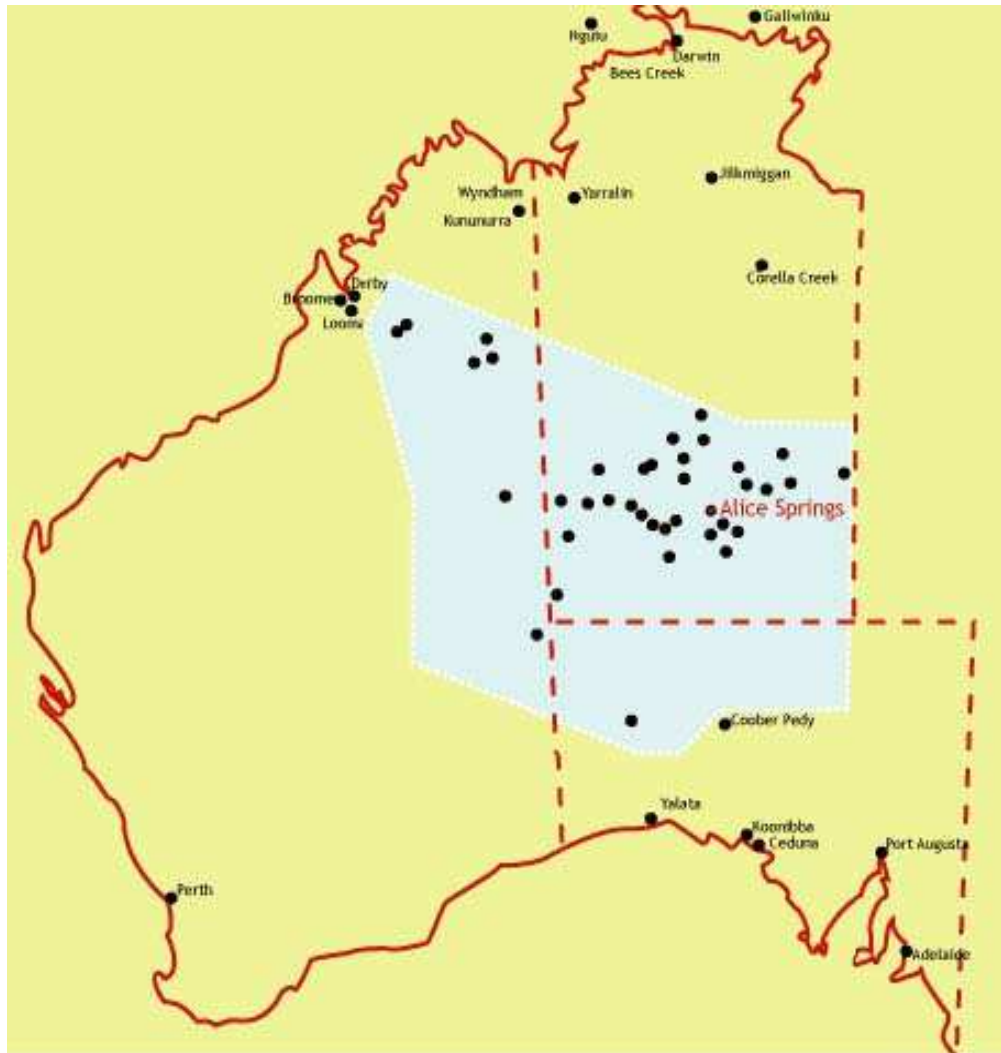
# WALTJA TJUTANGKU PALYAPAYI

Waltja's core operating principles are:

- The leadership of strong Aboriginal women
- The family is the foundation of the Aboriginal community and Indigenous identity
- Improved services need to be located within remote Aboriginal communities, with training and support for local Aboriginal people to manage the services
- Partnership approach to support self-reliance and dignity, community



# Waltja Map



**Waltja works with these main language groups: Warlpiri, Luritja, Western Arrernte, Eastern Arrernte, Pintupi, Kaytej, Anmatyerre, Alyawarre and Pitjantjatjara.**



# Waltja Program Areas



## Healthy Community, Healthy Life

- Disability Brokerage, Commonwealth Carelink, Good Life for our Elders and Keeping our Elders Strong and Safe.
- Reconnect Youth Service, Youth Development and Future Leaders
- APY Mobile Children's Service Program
- Young Mums and Babies Program
- Money Management Program
- Wise Use of Money
- Safe 4 Kids
- Transition to Jobs
- Emergency Relief and Fundraising Program
- Healing Foundation Project
- Art
- Publications
- Data Collection system



**Ngaanyatjarra  
Pitjantjatjara  
Yankunytjatjara  
Women's Council  
(Aboriginal Corporation)**

The NPY Women's' Council was formed in 1980 and operates in the cross border region of the Northern Territory, South Australia and Western Australia, covering an area of 350,000 square kilometres (see map).

Anangu (Aboriginal people) living in Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara lands (Western Desert language region) share strong cultural affiliations.



# NPY Women's Council

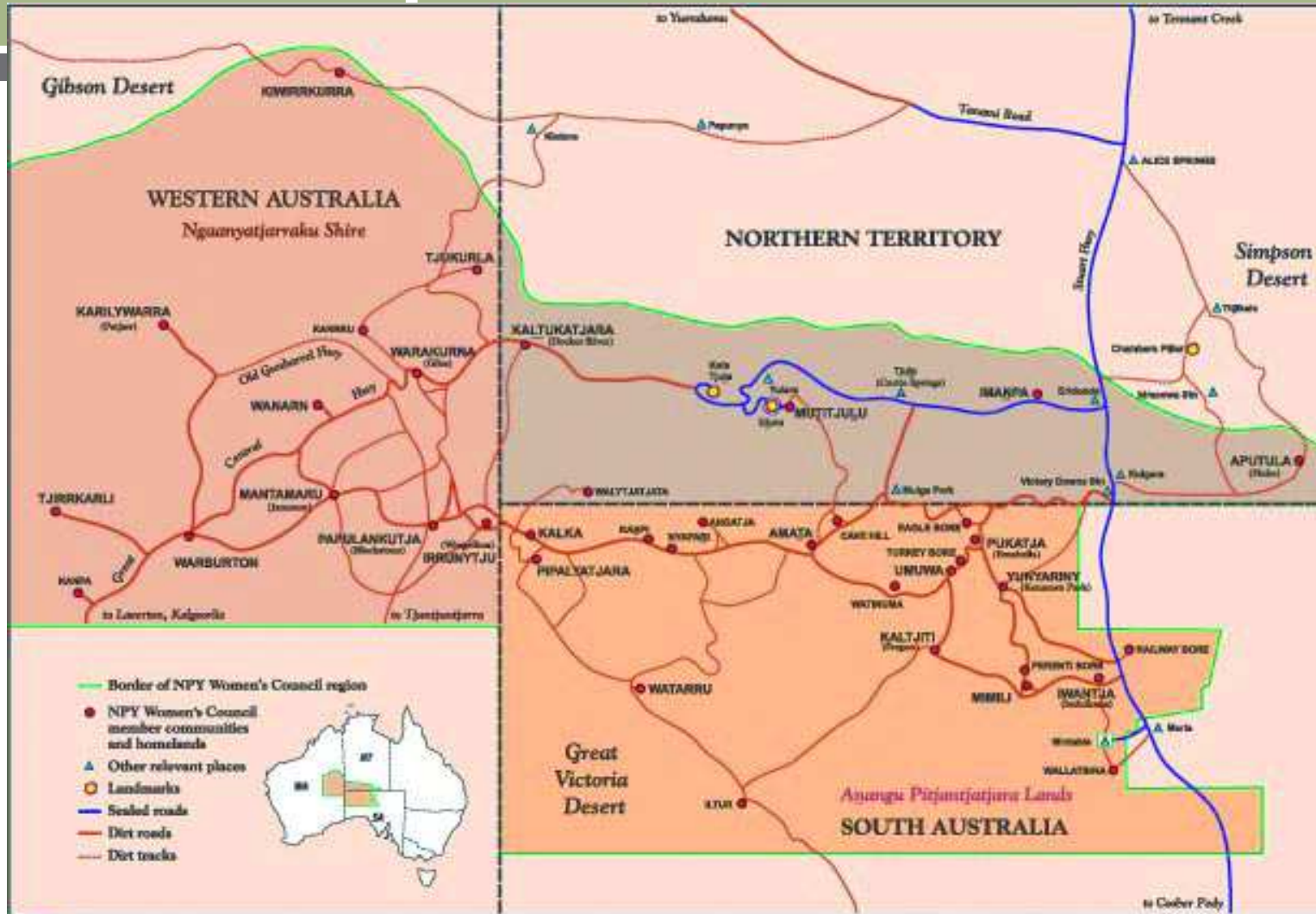
The Council provides health, cultural and community service projects to over 6,000 men, women and children in our region. These services are not duplicated by any other service in the area.

NPY Women's Council provides a forum for remote area Anangu women to share in the decision making processes that affect them and their families and to learn and share knowledge and access information. NPY Women's Council currently employs over 100 staff administering the following services:

- Disability Advocacy and Support
- Aged Care Support and Advocacy including Palliative
- Carer Respite Regional Centre
- Domestic Violence Service
- Youth Services
- Child Nutrition Program
- Intensive Family Support Service - Walytjapiti
- Ngangkari (traditional healer) Program
- Federal Emergency Relief funds
- Tjanpi Desert Weavers



# Map Area for NPYWC



NGAANYATJARRA PITJANTJATJARA YANKUNYTJATJARA WOMEN'S COUNCIL



# What is in communities

All communities are different.

Core services mainly include:

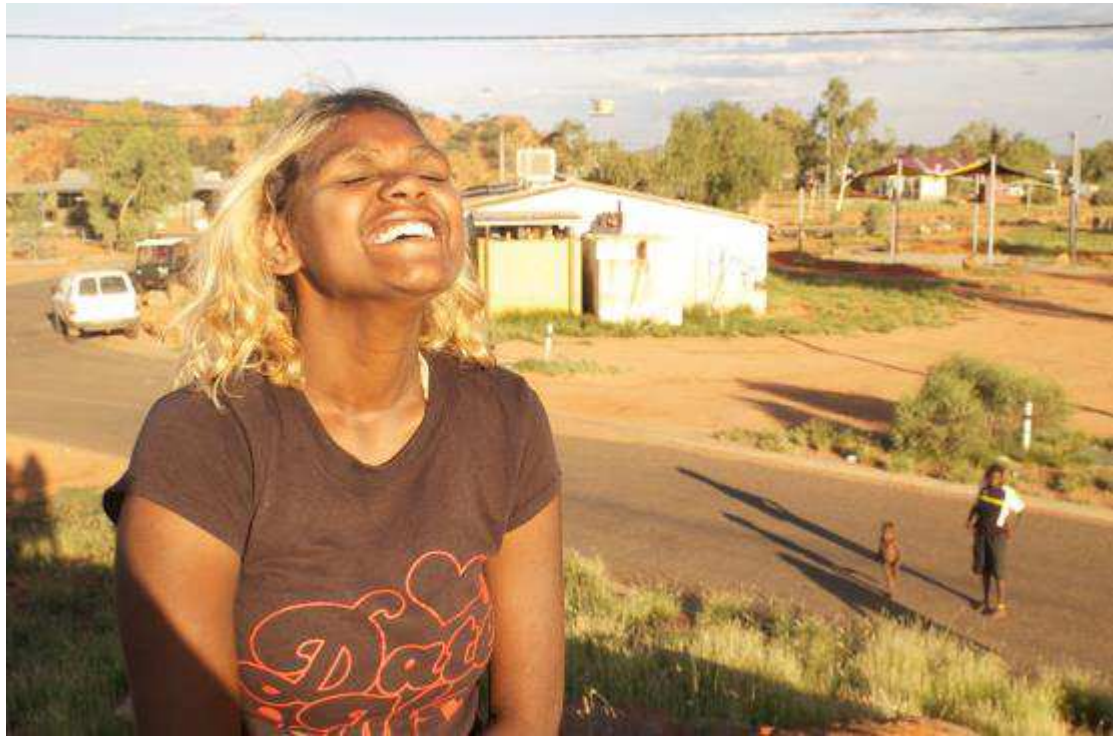
- Clinic
- Primary School
- Store
- Community Office



# What is in Communities

## Bigger community

- Police
- Art Centre
- Secondary School
- Childcare/OSHC
- Night Patrol
- Youth Programs
- Family Centre
- Centrelink agent
- ATM
- Renal Dialysis facility
- Aged Care programs
- Access to internet
- Mobile phone coverage
- Community media centre
- Safe house
- Rangers Program
- Church



# What is in communities

## Visiting services

- Allied Health
- Vet
- Mental Health services
- Drug and Alcohol services
- Child Protection
- Centrelink
- NT Housing
- Contractors
- Government consultants
- Red Cross, Catholic Care, Lutheran Community Care, MA, World Vision, Save the Children
- Legal Aid
- Community Corrections
- Job Services Australia





# What is in a Community



# What isn't in communities

## Most remote communities in Central Australia DO NOT HAVE:

- Police stations - few
- High school – few
- Swimming pool – few- (APY and WA mainly)
- Family law/mediation
- Residential aged care facilities – Docker River, Mutitjulu
- Hospital
- Tennis court
- Grassed ovals
- Cinema
- Financial counselors - APY
- Banks
- Post office
- Internet café
- Pubs and restaurants
- Capuccinos
- Kmart
- Bunnings
- Rehabilitation
- Mechanic
- Hair Dresser/Beautician
- Chemist
- Driver Education



# Working with community strengths

- ∞ Family: foundation for Aboriginal community and identity. Several generations together.
- ∞ Language: most Aboriginal people speak several Aboriginal languages.
- ∞ Cultural strength through knowledge of language, kinship and country
- ∞ Creativity, resourcefulness, flexibility, patience, humour
- ∞ Hope for good life, especially for young people.

# Challenges

- ☞ Too many visitors – FIFO
- ☞ Lack of appropriate work spaces
- ☞ Conflicting priorities
- ☞ Poverty
- ☞ Remoteness
- ☞ Health burden
- ☞ Language, literacy
- ☞ Interagency collaboration
- ☞ Cultural differences, eg time
- ☞ Lack of accommodation



# Planning your visit

- ☞ Who do you need to talk to? (include Aboriginal community leaders and board members; local service managers and staff; SSM and GEO) Not just the whitefellas
- ☞ Plan a few weeks in advance
- ☞ Check for appropriate dates with locals
- ☞ Find out what is happening in the community (Will it be a busy week for the community?)
- ☞ Let the community know you are coming and send notice with photo and explain your visit
- ☞ Follow protocols for accommodation
- ☞ Can you help by bringing out supplies? Check policies: can you transport community members home from Alice?
- ☞ Ring just before you drive out to confirm all is OK for your visit. Things may have suddenly changed.



In planning allow plenty of time to meet with locals: avoid the seagull approach





# When you arrive

- ☞ Courtesy call to Shire office, to GEO.
- ☞ Slow down, windows down - walk
- ☞ Be approachable, say hello
- ☞ Check your promotion notices, stick more up if need be.





# Consideration

- ☞ Remember people are busy and have family commitments, work and voluntary responsibilities, cultural obligations and other MEETINGS.
- ☞ Introduce yourself clearly, shake hands, remember names.
- ☞ Explain why you are on the community, seek advice from nominated community members about who to see, what to do.
- ☞ Seek permission from senior Aboriginal people about where to walk or drive. Don't make new roads or tracks.
- ☞ Be respectful, and approach from a distance when visiting people in their home.
- ☞ Maintain a sense of humour

# Meeting with people

Be respectful and be confidential in your work. Remember that many things discussed are people's own PRIVATE business.



# Meeting with people

- ☞ Remember and practice your cultural awareness training.
- ☞ Be slow and steady: don't rush people to make decisions or to do it your way
- ☞ Be prepared to talk to everyone, listen carefully
- ☞ Meet with people where they are comfortable (sitting outside store, in creek bed, on their verandah – meetings don't have to be in meeting rooms) - privacy
- ☞ be approachable, allow people to know where to find you and how to contact you - during and after your visit
- ☞ Use properly identified interpreters
- ☞ Use plain English not Pidgin – don't patronise people

# After you leave the community

- ☞ Follow up on requests
- ☞ Do what you said you would do
- ☞ Have people been thanked and/or paid for working with you?
- ☞ Let people know what you have done
- ☞ Let people know if/when you'll be back
- ☞ Send back photos and stories





# THANK YOU





# Useful Resources and Readings

- Eastern and Central Arrernte to English Dictionary
- Pitjantjatjara Dictionary
- Ngaanyatjarra Dictionary
- Pintupi Luritja Dictionary
- Katyetye Dictionary
- Warlpiri Dictionary
- Anmatjarre Dictionary
- Iwente Tyerrtye: What it means to be an Aboriginal Person. M K Turner, Barry P McDonald and Veronica P Dobson.
- Listen Deep, Let these Stories in – Kathleen Wallace and Judy Lovell
- The Town Grew up Dancing – Wenten Rubuntja
- Arrernte Past, Arrernte Present - Diane Austin-Broos
- A Town like Mparntwe – David Brooks
- The Arrernte Landscape – David Brooks

# Useful Resources and Readings

- Tjanpi Desert Weavers – NPY Women’s Council
- Traditional Healers of Central Australia:Ngangkari
- Benny and the Dreamers – DVD
- The First Australians - DVD
- Whitefellas are like Traffic Lights- Harry Reade
- The Lizard Eaters – Douglas Lockwood
- Pintupi Country, Pintupi Self – Fred Myers
- Papunya Tula Artists - Vivian Johnson
- Little Bit Long Time - Ali Cobby Eckermann
- The Little Red Threat Book
- Kartiya are like Toyotas – Kim Mahood
- Warlpiri Women’s Voices

# Useful Resources and Readings

- Art + Soul – DVD
- NITV
- CAAMA Shop
- Red Kangaroo Books
- [www.waru.org](http://www.waru.org)
- [www.npywc.org.au](http://www.npywc.org.au)
- [www.waltja.org.au](http://www.waltja.org.au)

# Useful Resources and Readings

The following publications by Waltja Tjutangku Palyapayi:

- ❖ Family News magazine
- ❖ Working well with Aboriginal people
- ❖ Good manners
- ❖ Pipirri Wiimaku
- ❖ Pipirri Palya – Kids are Good
- ❖ Pipirri Palyanma
- ❖ Tjitji Kuḷunypa Tjuṯa – Little Children
- ❖ Warrki Jarrinjaku Jintangkamanu Purananjaku – Working Together Everyone and Listening
- ❖ [www.waltja.org.au](http://www.waltja.org.au)



# Useful Resources and Readings

## NPY Women's Council Publications

- ❖ *Annual Minymaku News*
- ❖ *Traditional Healers: Ngangakari*; Magabala books
- ❖ *Tjanpi Desert Weavers*; McMillan Press
- ❖ *Domestic Violence is Wrong*; booklet
- ❖ *Maiku Kulintjaku: Food for Thought* ; Parts 1-4 Child Nutrition DVD
- ❖ *Mai Wiru Mirrka Walykumunu: The Best Start to Life*; Nutrition Manual for Mothers and Children.
- ❖ *Food and Feeding Guide for Infants and Children*; Poster
- ❖ *Caring Well: Protecting Well*; Framework for the Protection of Aboriginal Children in the Cross-border Region.
- ❖ *No Safe Amount – The effects of alcohol in pregnancy*; 3 part DVD, posters and postcards

# Useful Resources and Readings

## NPY Women's Council Publications:

- ❖ *Sexual assault and the law*; booklet
- ❖ *Sex and the Law*; talking posters
- ❖ *Police Hotline*; animation
- ❖ *I Want to be Free*; domestic violence music video
- ❖ *Looking After Children Grandmothers' Way*; book
- ❖ *They Might Have to Drag Me Like a Bullock*; report on the care needs of the aged.
- ❖ *Nganana Rawangka Alatji Warkaripai; We Have Been Doing This Work for a Long Time*; Women's Centres Book
- ❖ *Tjungu Nyinapai/Being Together: Our work with the frail aged and disabled people and their families*; video
- ❖ *Minymaku Way*; SBS documentary on NPYWC