



# TAX INVOICE

Department of Employment and Workplace Relations  
GPO Box 9828  
CANBERRA ACT 2601

**Invoice Date**  
17 Jan 2025

**Invoice Number**  
2376

**Reference**  
ESE24/1352

**ABN**  
24 168 788 154

Indigenous Consulting  
Group Pty Ltd  
Level 32, 152 St Georges  
Terrace  
Perth WA 6008

Description	Quantity	Unit Price	GST	Amount AUD
Initial payment for Commonwealth Contract – Services Reference ID: ESE24/1352	1.00	32,385.00	10%	32,385.00
			Subtotal	32,385.00
			TOTAL GST 10%	3,238.50
			<b>TOTAL AUD</b>	<b>35,623.50</b>

## Due Date: 24 Jan 2025

If you wish to make a credit card payment, please be advised a small surcharge will be applied.

Please make payment to the following bank account details.

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Acc: s 22(1)  
Ref: Invoice Number

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# PAYMENT ADVICE

To: Indigenous Consulting Group Pty Ltd  
Level 32, 152 St Georges Terrace  
Perth WA 6008

<b>Customer</b>	Department of Employment and Workplace Relations
<b>Invoice Number</b>	2376
<b>Amount Due</b>	<b>35,623.50</b>
<b>Due Date</b>	24 Jan 2025
<b>Amount Enclosed</b>	

Enter the amount you are paying above

# Commonwealth Contract – Services



## Australian Government

### Commonwealth Contract – Services

Reference ID: ESE24/1352

#### Customer

Customer Name: Department of Employment and Workplace Relations  
Customer ABN: 96 584 957 427  
Address: GPO Box 9828  
Canberra ACT 2601

#### Supplier

Full Name of the Legal Entity: Indigenous Consulting Group  
Supplier ABN: 24 168 788 154  
Address: Level 32  
152 St Georges Terrace,  
Perth Western Australia 6000

## Commonwealth Contract – Services

## Statement of Work

## C.A.1 Key Events and Dates

This Contract commences on the Contract Start Date or the date this Contract is executed, whichever is the latter, and continues for the Contract Term unless it is terminated earlier.

<b>Event</b> <small>Type text here</small>	<b>Details</b>
Contract Start Date:	19 December 2024
Contract Term:	This Contract will terminate on Thursday, 25 September 2025.
Contract Extension Option:	The Contract Term will not be extended.

## Commonwealth Contract – Services

### C.A.2 The Requirement

The Department of Employment and Workplace Relations (the Agency/Customer/Department) requires the assistance of Indigenous Consulting Group to develop and deliver online webinars and related training products to equip Parent Pathways mentors working directly with parents with specific, inter linked strategies for:

- Creating culturally appropriate and safe services for First Nations parents
- Applying mental health first aid training principles in all dealings with parents
- Utilising parent-centred practices, including strength-based approaches to assist disadvantaged parents achieve their goals.

Parent Pathways is a new voluntary pre-employment service for parents of children under six years of age and commenced on 1 November 2024. The majority of participants in Parent Pathways are expected to be women, although some fathers may also participate.

Parent Pathways is expected to be delivered by a network of providers in 51 Employment Regions across Australia. The proposed webinars and related training products may reach up to 500 Parent Pathways mentors and provider staff, as well as Agency staff.

Parent Pathways' objective is to deliver a culturally responsive pre-employment service to parents of young children. Mentors will support parents' future aspirations by strengthening their human capability and supporting them to build towards their work and study goals, while respecting their needs and valuing their caring responsibilities.

The Agency is requiring Parent Pathways staff complete mandatory training as part of its commitment to ensuring that Parent Pathways is a high quality service. Parent Pathways will be staffed by mentors with relevant qualifications and/or appropriate experience, including lived experience, as well as soft skills such as empathy, trauma-awareness and communication skills. Providers are required to recruit First Nations staff to support cultural engagement and understanding, particularly in locations with high proportions of First Nations parents.

#### Cultural Competency training

The Cultural Competency training requirement is to develop and deliver training via live and online interactive webinars and related training products for Parents Pathways provider staff on best practice strategies and approaches to deliver culturally appropriate services to First Nations parents. The training should cover:

- challenges and barriers First Nations parents face, understanding the First Nations family and kinship systems
- the continuing impacts of inter-generational trauma and historical Government policies
- effective strategies to effectively listen to the voices of First Nations parents and their experiences
- building relationships, identifying engagement protocols and collaborating with Aboriginal Community Controlled Organisations and related community entities
- practical ways to best engage with First Nations parents to address personal barriers and meeting their support needs
- strategies for accessing and utilising local, place-based resources to help build First Nations parents' individual and family capacity in a culturally appropriate manner
- ways to support First Nations parents to build their confidence and self-esteem, to enable them to work towards their work and study goals.

#### Mental Health First Aid training

The Mental Health First Aid requirement is to develop and deliver training via live interactive webinars for Parents Pathways provider staff on how to provide mental health first aid. The training should cover:

- recognising signs of mental health distress
- how to build provider staff awareness of the various mental health challenges that parents may face

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- providing strategies for dealing with possible impacts from mental health distress e.g. drug and alcohol, homelessness, and other comorbidities
- providing strategies for delivering culturally respectful and safe mental health first aid and referral processes
- safety and security aspects (including vicarious trauma) when dealing with parents suffering mental health challenges.

Learning objectives for both the Cultural Competency training and Mental Health First Aid training are:

- Mentors and provider staff will understand and describe the challenges faced by First Nations parents and parenting experiencing mental health issues
- Mentors and provider staff will be able to describe how to deliver culturally appropriate services.
- Mentor and provider staff will understand and describe strategies to identify and make the necessary referrals to assist parents with mental health issues.
- Mentors and provider staff will be able to apply the learnings from the training to communicate appropriately and support First Nations parents and parents experiencing mental health issues.

### Parent-centred and strengths-based Practice

The Parent-centred Practice requirement is to develop and deliver a training package for Parents Pathway provider staff on how to provide parent-centred practices, including strength based approaches.

The parent-centred/strengths based approaches and two way learning online module for provider staff should cover:

- Working closely with parents and carers to support them to identify the positive outcomes they desire to achieve for their future
- Taking a flexible approach considering each parent's individual goals, circumstances and the voluntary nature of Parent Pathways
- Engaging with an open mind and a respectful attitude, ensuring parents feel valued and heard
- Personalising ongoing, practical support so a parent can achieve their goals and strengthen their family's future
- Advocating for the parents' best interests at all times and guided by their needs
- Importance of active listening and developing solutions that meet parents' needs as their circumstances change
- Inclusive, parent led interventions including empowering and supporting them to make decisions about the support they need and want e.g.in relation to decisions about financial assistance, or helping parents accessing local services or Early Childhood Education and Care
- Building trust based relationships with staff walking alongside parents
- Culturally responsive practices and focusing on strengths when servicing disadvantaged parents including First Nations and CALD parents
- Health, social and emotional wellbeing supports and self-paced outcomes for parents.

The learning objectives of the Parent-Centred online training package are that mentors and provider staff will:

- gain a deep understanding of the principles and benefits of parent-centred approaches
- support and empower parents to take an active role in decision making, respecting their expertise in their own lives and families
- engaging with an open mind to identify and leverage parents' existing strengths and skills
- engage sensitively to support parents to also identify any challenges they may face and steps to address these so they can successfully work towards their goals
- build respectful, collaborative relationships with parents that prioritise parents' goals and values

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- learn how to encourage resilience in parents by recognising their efforts and achievements
- advocate for the parents' best interests at all times.

As part of this project, the Agency requires ICG to provide the following:

- a session plan outlining the learning outcomes (based on the points above) and the content/delivery strategies to achieve each outcome
- costs breakdowns for all e-learning training products
- costs breakdown of any additional work or options to provide an enhanced training packages encapsulating all three elements listed above
- the design and delivery of the interactive training and any support materials e.g. scripts, activity materials, factsheets etc
- proposed factsheets and/or a toolkit with useful information and responses to the questions posed during the live interactive webinars (as post training resources)
- a training evaluation, including a summary report back to the Agency on provider staff reactions to the training, including its strengths and any areas for future improvement. The Agency will assist with surveying attendees.

ICG is expected to create or source relevant content on all three components of the training package for the live interactive webinars and related training products, including adapting existing, high quality products available to suit the aims of the Parent Pathways service. Content should be appropriate for the audience and take into account different learning styles, level of English and technological literacy. In developing training content, the Service Provider should include appropriate strategies and techniques to engage the audience and to achieve the learning objectives for each module. ICG should also include ways to assess whether the learning objectives have been achieved once delivered.

Mode of training may be up to 5 live interactive webinars (and related online training products covering all components of the package) of up to two hours duration for each webinar, including time for questions from provider staff. The Agency will be responsible for recording the webinars which will later be available on the Learning Centre platform so Parent Pathways provider staff can access them in the future.

### Training package

The Agency requires the training package to include several webinars (up to 5) as well as enrolments into a pre-existing ICG Cultural Awareness module (Indigielearn), toolkits, factsheets and other learning resources that are accessible and can be uploaded on the department's learning platform. The training should be available to mentors and provider staff to complete in their own time either as an individual or part of a small group.

Additional material may include referral workflows and information on mandatory reporting obligations.

The Agency may separately develop resources to complement the training materials or provide content to the service provider to be developed into a resource. This may include an introduction to Parent Pathways, new service design elements and the importance of making ongoing enhancements and improvements together with the Parents Advisory Group for the service. The Agency may also share other soft skills training modules for Parent Pathways providers with ICG in the interests of provision of holistic, wraparound servicing.

ICG may be asked to incorporate the delivery of these additional resources into the training schedule (determined as part of the planning arrangements under the contract).

s 22(1)

Document 2 at pages 7-28 deleted pursuant to section 22 of the Freedom of Information Act 1982