



Curijo
2017 to 2022

January 2018

WORKING FOR THE MUTUAL BENEFIT OF ALL

CURIJO MEANS 'FAMILY'



Curijo Pty Ltd

An Indigenous Professional Services Company

Curijo is a word developed by the Curijo partners which means 'family'.

Message from the Executive

Since 2015, Curijo Pty Ltd has worked to achieve our core aim “to be valued for our skills, knowledge and expertise in professional services delivered through a culturally safe approach incorporating our two-way learning philosophy”.

Our journey so far, encompasses the spirit of reconciliation. Our operating philosophy mandates understanding of cultural issues across all our practices, partners and staff.

In all that we do, we know that we make a direct and indirect positive difference for Australians. Our thought leadership is changing the expectation around how Australia and the world views Aboriginal capability.

Our focus continues to be making a presence across our industries and markets, capturing market share in a highly competitive environment and always delivering high quality services to our diverse customer base.

Our future is positive, and we must continue to invest in our staff, enabling infrastructure and client relationships.

We believe we have an exclusive business, with a unique approach that is innovative, well regarded and goes to solving client and community problems in a pragmatic, agile, expert and economical way. Our culturally safe approach sees our staff wholly committed to our aims. We highly value all our staff, what they do and the contributions, knowledge and expertise they bring. We see this time and time again in our client feedback and this is something we are very proud of.

Our ambitions for the future is balanced between making a difference for our clients, our staff and for all Indigenous Australians. This strategic plan sets out how we will realise those ambitions.



Our Executive Board (Left to Right):

Tina McGhie (Chair), Belinda Kendall (CEO) and Darren Schaeffer (Executive Director)



Our Vision

- We will be an iconic National Aboriginal company, defined by our culturally safe approach
- We will be the 'go-to' Aboriginal company for our services in mainstream organisations as well as community

Our Values

- Working in reconciliation for Aboriginal Australia
- Focusing on quality and exceeding expectations
- Sustaining a team that loves working together
- Believing in what we do
- Working for the mutual benefit of all parties
- Culturally safe service delivery

Our Mission

The next five years will see significant investment to establish the foundation elements to enable growth for our business.

Based on our client's needs, and understanding what we do well, we will:

1. Further assess consumer and community needs to identify gaps or needed shifts in service delivery
2. Take a leadership role in working with a range of stakeholders, partners and clients to meet the needs of our clients' customers.
3. Optimise our service delivery approaches and diversify the breadth and depth of our offerings



4. Identify and establish Indigenous business to business partnerships
5. Value all our staff and establish, review or strengthen our enabling infrastructure

Our Goals

- Maintain a minimum of 51% Aboriginal and Torres Strait Islander ownership
- Maintain a minimum of 51% Aboriginal and Torres Strait Islander employment
- Ensure all work is culturally sensitive and safe
- All client feedback meets expectations or better
- Financial objectives are sustainable and benefits are shared

Our Governance

Curijo's approach to governance is articulated in its Board Charter and Committee Terms of Reference, and in its various corporate governance documents, which outline the company's governance policies, processes and systems. These documents are reviewed and updated on a regular basis.

Aligned with Curijo's governance policies, Curijo has implemented a new operating model to improve our governance processes and responsiveness to customers. Under our operating model, parameters for company performance are set at the Board level, driven through the CEO, while the two practices teams have accountability for end-to-end customer service delivery, and on-the-ground operational and financial performance. Supporting the practices is a small enabling function that have been designed to retain functional excellence. The business is also supported by a leads and sales function. Each Function's role is clearly articulated in a function plan.

Our Market

We work in multiple markets from commercial business environments to assisting in education, training and assessment at the community level.

We also work with a diverse range of clients from federal government departments and agencies, state and territory government agencies, not for profits and commercial organisations.

Our aim is to grow and diversify our share of the market so that it is not concentrated primarily in one sector.

Our People

As we operate under various professional quality standards such as the members of the Institute of Internal Auditors (IIA) and use the



International Professional Practices Framework (IPPF) including quality assurance (Audit Standard ASQC1), we invest in appropriate induction and training processes. As well as technical capabilities, all our staff bring and have developed cultural awareness competencies. This enables us to remain true to our culturally safe aims and vision for working with clients and each other.

Our Services

Our services are concentrated into two primary practices.



Curijo consultants meeting with Traditional Owners, Elders and community members on Arrernte Country (Alice Springs) (Left to right) Ley Kunoth holding son Tyler, Tanika Kunoth, Pat Ansell Dodds, Denis Kunoth, Eunice Blackmore, Brenda Shields, Tina McGhie, Mick Campbell, Belinda Kendall and Dean Kunoth.

Community, Culture, Education and Change

Curijo will provide fit for purpose, better practice and effective solutions to meet the needs of Government, community, families, institutions and organisations to solve complex problems. Curijo is highly regarded for our holistic and humanistic approach to change through our mediation, therapeutic knowledge, team building and motivation skills, particularly in:

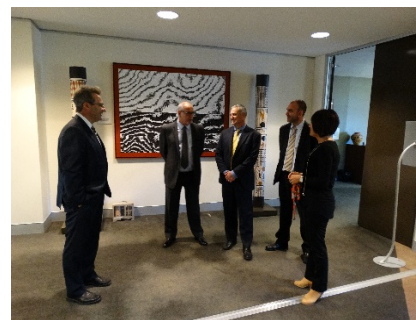
- Child, Family and Community Services
 - Family Group Conferencing
 - Healing Programs
 - Strengths Based Assessment & Review
 - Therapeutic Life Story Work
 - Cultural Links (Cultural Support Plans, Research, Preparation and Reviews)

- Change Management
- Adult Education
 - Cultural Awareness Training
 - Leadership Development
 - Supporting Indigenous Staff
 - Mentoring
 - Enhancing Diverse Workplaces
- Community Engagement, Consultation and Advice
- Mapping Motivations for Career and Employee Engagement (Motivational Mapping)
- Reconciliation Action Plan Preparation and Implementation
- Cultural Supervision and Mentoring

Business, Evaluation and Audit

Curijo provides senior and highly experienced consultants that specialise in applying a strength based approach that is agile, tailored and quality driven in:

- Internal Audit
- Compliance and Performance Audit
- Program Evaluation
- Finances
- Administrative Services
- Governance and Risk
- Business Strategy
- Corporate and Workforce Support
- Program and Project Management
- Team Planning Facilitation



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Consulting with Community



The Lake Eyre Basin is an internal drainage basin that makes up an area of nearly one-sixth (16%) of Australia. The Map provides Aboriginal people in the Basin, with a single, integrated image of the wide range of Aboriginal groups, places, cultures and histories across the Basin.



Curijo Pty Ltd was engaged by the Department of Agriculture and Water Resources (DAWR) to undertake consultation activities for the Lake Eyre Basin 'Aboriginal Way' Map.



There were over 40 representative Indigenous groups that contributed and were required to sign off on the Map. These groups had diverse views and needed an organisation that could be trusted to understand their concerns and resolve issues in a culturally respectful way.



The advice and assistance provided to the Department, the Indigenous Steering Committee and all Lake Eyre Indigenous stakeholders throughout the consultation process enabled the agreement and sign off on the Map.

Family Group Conferencing Pilot for Aboriginal and Torres Strait Islander families in the ACT



The Family Group Conferencing (FGC) pilot for the ACT was aimed to assist Aboriginal and Torres Strait Islander families, who are at risk to keep their children safe and stay together.



Curijo Pty Ltd was engaged by the ACT Government to assist the Social Services Directorate develop and implement an effective pilot program tailored to the ACT, that is an effective strategy to empower Aboriginal and Torres Strait Islander families where child safety is the primary focus.



The ACT Government required a program to be designed and piloted to keep Aboriginal and Torres Strait Islander children and young people out of Children's Court processes and engage their families by empowering them to make decisions for the safety and wellbeing of their children and young people.



The ACT Government was enabled to independently run and facilitate the FGC programme. This approach allowed effective change management through education and empowerment of Aboriginal and Torres Strait Islander people.

Motivational Mapping



Motivational Maps is a tool that empowers conversations and performance engagement strategies. They are available for individuals and teams aligning strategy and the development of highly focused and performing, connected teams, better leveraging diversity in motivation and skills.



Curijo Pty Ltd was engaged by the Department of Social Services to assist the Multicultural and Communities Branch improve productivity and staff well being.



The Multicultural and Communities Branch comprising around 40 staff, required an approach to individuals and teams from diverse backgrounds, improve motivation and move away from a siloed approach to their work.



The Motivational Maps workshops enabled greater staff understanding of collaboration, what motivates, what doesn't and established ways of working in a complex environment. This provided an effective starting point for the branch strategic plan.

Program Evaluation - Whole of Government - Indigenous Apprenticeship Programme (2015 intake).



The primary objective of the Indigenous Apprenticeship programme is to 'equip apprentices with important skills that will allow them to fulfil a sustainable career in the Australian Public Service.



Curijo Pty Ltd was engaged by the Department of Human Services to carry out a Post Implementation Review (PIR) for the Whole of Government 2015 Indigenous Apprenticeships Programme (IAP) pilot. The intake was 220 individuals.



The Department of Human Services required an independent review of the programme that included real feedback from the programme participants and stakeholders as well as pragmatic recommendations that could be implemented.



Curijo successfully completed the first full evaluation of this programme, identifying strengths as well as opportunities for improvement.