

**BlackCard**<sup>®</sup>

Working with people  
Not for people<sup>®</sup>



# CAPABILITY STATEMENT

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The Australian BlackCard Pty Ltd

*Working with people, not for people, with the genius of Aboriginal Knowledge.*

*BlackCard's Aboriginal knowledge strengthens ethical behaviour by enabling people to develop an understanding to undertake the same obligations and responsibilities to Land and to each other as Aboriginal people have practised for thousands of years.*

## About BlackCard

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The Australian BlackCard Pty Ltd (BlackCard) is a 100% Aboriginal owned and operated business certified with Supply Nation.

BlackCard is a specialist consultancy providing cultural capability training and consultancy services to enable people and organisations to work effectively with members of the Aboriginal community. Our purpose is *Working with people, not for people, with the genius of Aboriginal Knowledge*.

BlackCard's approach is based on a number of courses developed by Dr Lilla Watson and Dr Mary Graham, Aboriginal Elders and Educators and long-time course developers and lecturers for the University of Queensland. The courses they developed and taught were core university subjects such as "Aboriginal Perspectives" and "Aboriginal Approaches to Knowledge" both at an undergraduate and post-graduate level since the 1970's.

BlackCard operates with the authority of Elders, who have provided expertise for over 30 years to enterprises, governments, corporate and industry sectors. BlackCard's Aboriginal knowledge strengthens ethical behaviour by enabling people to develop an understanding to undertake the same obligations and responsibilities to Land and to each other as Aboriginal people have practised for thousands of years.

BlackCard provides client focused solutions for each organisation or company and their particular circumstances and needs.

## Cultural Capability

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BlackCard is the company of choice for cultural capability services and offers an accreditation program that is considered a standard for working with Aboriginal people.

Cultural capabilities refer to the skills, knowledge and behaviours that are required to plan, support and improve operations and deliver services in a culturally respectful and appropriate manner.

In BlackCard terms, cultural capability requires strengthening ethical behaviour to enable people to understand and undertake respectful relationships with each other. BlackCard's cultural capability training is most helpful to people who wish to work with Aboriginal people in a more meaningful way, by increasing their knowledge and understanding of Aboriginal Culture, history and Aboriginal English to improve communication between Aboriginal and non-Aboriginal people.

BlackCard's programs are informed and guided by Aboriginal Terms of Reference which include: Law, philosophy, ethics, governance, and are based on all the knowledge that Aboriginal people have accumulated, developed and have practiced over the many thousands of years they have lived on this Great South Island now known as Australia.

Cultural capability training is delivered by BlackCard's experienced team of educators and elders. Participants deepen their knowledge of Aboriginal perspectives to apply skills that improve their cultural capability on the job to engage more effectively and strengthen relationships with Aboriginal people. The accredited program ensures that training goes beyond cultural awareness and focuses on participants developing cultural capability and implementing their learning into their role.

# Our Expertise and Services

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## Cultural Capability Training

- BlackCard Online Program
  - BlackCard Webinar Program (4 sessions)
  - Blackcard Online Learning
  - BlackCard Online Library
- BlackCard Cultural Capability Program
  - BlackCard - Cultural Capability (Place based)
  - Blackcard Online Learning
  - BlackCard Online Library
- BlackCard Accreditation Program
  - Cultural Capability Self-Assessment on Continuum
  - BlackCard Online Library Access
  - BlackCard Online Learning - 3 modules
  - Cultural Capability One day workshop
  - 1:1 coaching (reflective and draft action plan)
  - Accreditation approval (assess action plan linked to PD, L+D plan)
  - BlackCard online forum and library access

## Cultural Capability Consulting

- Cultural Capability Assessment and Improvement Plan
- HR and Indigenous Employment Cultural Capability
- Procurement Cultural Capability
- Ethics, Diversity and Inclusion
- Cultural Capability Implementation Support
- Reconciliation Action Plan (RAP) Reviews
- RAP Development
- Cultural Capability Curriculum development
- Welcome to Country Engagements
- Speaking Engagements

## Cultural Capability Tools

- BlackCard Lexicon
- Acknowledgement of country
- BlackCard Online Library
- Cultural Capability Self-Assessment on Continuum
- Cultural Capability Action Plan
- Open Online Forum

## Cultural Tours / Experiences

- Brisbane Aboriginal Cultural Tours
- Tailor-made Aboriginal Cultural Experiences

## Key Personnel

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### Dr Lilla Watson – Co-Founder, Elder and Educator



Lilla holds a wealth of knowledge on Aboriginal education, knowledge and culture. She has dedicated her career to educating others, both on national and international platforms.

Lilla holds a Bachelor of Arts, and has contributed greatly to the world of academia, publishing a host of papers on Indigenous issues. She has been a key note speaker at several monumental events including the National Conference on Higher Education, the International Feminism: Towards 2000 Conference and the Anti-Discrimination Commissions' Co-operation out of Conflict Conference.

Lilla has worked across the country, with several universities, as a visiting fellow lecturer. Her essential work in Aboriginal studies, also prompted an honourable invite for her to present her academic paper at the World Conference of Indigenous Peoples' Education in Canada. Lilla has developed and taught core university subjects such as 'Aboriginal Perspectives' for the University of Queensland, and in partnership with Mary Graham, developed 'Aboriginal Approaches to knowledge'.

Lilla was instrumental in the development of the renowned LinkUp agency, tasked with the responsibility of reuniting Stolen Generation Children. She has been an advocate and supporter for the Aboriginal Tent Embassy, Tribal Council and several Murri youth programs.

Lilla has also provided dedicated support to Woodford Prison, teaching and counselling Murri prisoners, as well as serving as a member of the Parole Board for Corrective Services. Lilla has also devoted her time to serving on other boards including the Queensland Art Gallery, the Senate of Queensland University and the Board of the State Library.

## **Mundanara Bayles - Co-Founder and Managing Director**



Mundanara's cultural heritage is connected to the Wonnarua and Bunjalung people on her mother's side and the Birri-Gubba and Gungalu on her father's side.

Mundanara grew up in Redfern NSW with her 8 sisters and moved to her father's country in the early 90's. Coming from a family that has been active in the Aboriginal movement since the 60s and 70s she continues to follow their example. As a proud advocate for her people, she follows in her father's footsteps and aims to make a positive contribution.

Mundanara works both with the BlackCard, her community and organisations to share key learnings of Aboriginal culture and people. Mundanara's philosophy is to 'live and learn with our neighbours'. She has combined formal qualifications in Business, Media, Natural Medicine and Nutrition, with an inspiring career working in Aboriginal organisations in Queensland and New South Wales.

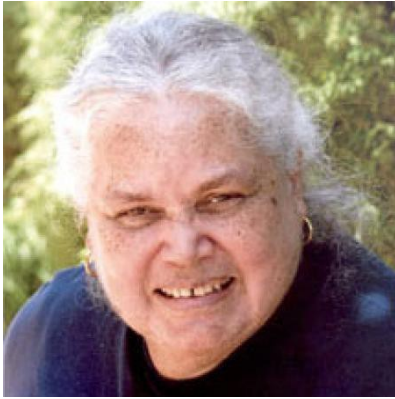
She is currently a board member at The Aboriginal & Islander Independent Community School also known as The Murri School in Brisbane, where she herself graduated from some 20 years ago.

Mundanara is a recent graduate from Melbourne Business School's "Murra – Indigenous Entrepreneurs program". Over the years, Mundanara has worked in many organisations; from the Salvation Army Employment Plus, Busy at Work, the Child Support Agency, the Institute for Urban Indigenous Health, 98.9FM Radio, to her own business MLB Consultancy.

Mundanara recently accepted her first executive appointment on Minister Leeanne Enoch's Aboriginal & Torres Strait Islander Business and Innovation Committee.

Mundanara brings a wealth of practical and personal experience to the Managing Director role at the BlackCard where her drive, motivation and determination are essential elements to its success.

## **Dr Mary Graham – Elder and Educator**



Mary grew up in South-East Queensland and is a Kombu- merri person through her father's heritage and a Wakka Wakka clan through her mother's heritage.

With a career spanning more than 30 years, Mary has worked across several government agencies, community organisations and universities including: Department of Community Services, Aboriginal and Islander Childcare Agency, the University of Queensland and the Foundation for Aboriginal and Islander Research Action. In 1992 Mary also served as the Commissioner for Queensland Corrective Services.

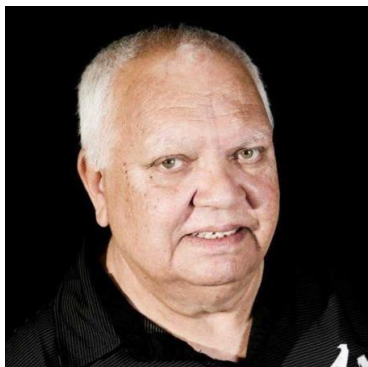
Mary has been a dedicated lecturer with the University of Queensland teaching Aboriginal history, politics and comparative philosophy. Mary has also lectured nationally on these subjects, and developed and implemented the core university subjects of 'Aboriginal Perspectives', 'Aboriginal Approaches to Knowledge' and at the post-graduation level 'Aboriginal Politics'.

Mary has written and published many prominent works, including publications in the Aboriginal Encyclopaedia, training modules for Cross Cultural Awareness and a host of academic papers. Mary has worked extensively for the Foundation for Aboriginal and Islander Research Action, as a Native Title Researcher and was also a Regional Counsellor for the former Aboriginal and Torres Strait Islander Commission.

Mary has worked on scripts for Murriimage and executively produced the documentaries 'Same place, my home' and 'Makin' Tracks'. Mary is a proud member of the Ethics Council for the National Congress of Australia's First Nations and for the past two years she has been teaching across the country with The BlackCard.

In 2015 Mary was appointed Associate Adjunct Professor (POLSIS) at UQ and was awarded an Honorary Doctorate at QUT for her lifetime commitment to Scholarship and Community.

## Charlie Watson – Elder and Educator



Charlie Watson is a Kangalu and Birri Gubba (Wiri) man who grew up in his Mother's Kangalu Country in Central Queensland. He is the youngest brother of Lilla Watson and he is an important member of the BlackCard team.

Charlie's guiding Principles have always been based in Aboriginal Terms of reference and this has been reflected throughout his life and in particular the positions of employment he has held, being highly respected for the important cultural knowledge and contribution he brought to those positions.

During the Vietnam War Charlie was an enlisted man for six years in the Royal Australian Air Force and served overseas in Malaysia and Singapore. On leaving the Air Force Charlie travelled overseas working in labouring jobs in New Zealand and spent time in Fiji. Returning to Australia he worked for the Brisbane City Council for a number of years.

He has a wealth of experience from his personal and working life, and has always been a very active member of the local Brisbane Aboriginal Community. He has served on the Boards of various Aboriginal Community Organisations, and is a founding member for some of them. As Chairman of the Brisbane Indigenous Media Association (BIMA) and the ruling body for Aboriginal Radio FM 98.9, he oversaw the creation of a state of the art building for the Radio Station and most importantly the ownership of that building for the local Aboriginal community.

A major contribution Charlie has made to the Aboriginal Community was through the developmental positions he held with Queensland Local Government Association and with the South Bank Corporation. He was a mediator with the Department of Justice in the Dispute Resolution Centre and became a well-known and highly respected Mediator on a State and National level.

Recognition of Charlie's cultural knowledge and contribution was much sought after and is reflected in the different committees he was appointed to and served on, in local Aboriginal Organisations and Government(s) as well as the numerous Cultural addresses/lectures he has delivered to schools, colleges, Organisations and Corporations. He developed and worked in his own Consulting Agency (Murri Alternatives) before retiring. BlackCard enticed Charlie out of retirement to become a highly valued and respected team member to deliver training in our BlackCard Workshops.

**Associate Professor Gregory Phillips, PhD - CEO, ABSTARR Consulting**



Gregory Phillips is from the Waanyi and Jaru Aboriginal Australian peoples, and comes from Cloncurry and Mt Isa.

He is a medical anthropologist, with 30 years' experience in leading change. Gregory has a PhD in psychology ('Dancing With Power: Aboriginal Health, Cultural Safety and Medical Education'), a research master's degree in medical science ('Addictions and Healing in Aboriginal Country'; published as a book in 2003), and a bachelor degree in arts (Aboriginal studies and Government majors).

Gregory developed an accredited Indigenous health curriculum for all medical schools in Australia and New Zealand, founded the Leaders in Indigenous Medical Education (LIME) Network, and co-wrote a national Indigenous health workforce strategy.

He established the Aboriginal and Torres Strait Islander Healing Foundation Ltd in the wake of the federal apology to Indigenous Australians, has advised federal ministers on Indigenous health inequality, and was honoured in 2011 with an ADC Australian Leadership Forum Award.

Gregory is an Associate Professor of Aboriginal Health, and serves on several boards and committees, including chairing AHPRA and the Australian Medical Council's Indigenous health strategy groups.



## **Anna Jovanovic – Educator and RAP Specialist**



Anna Jovanovic is a proud Walbunja woman from the far south coast of New South Wales. Her mother is Aboriginal and her father is Yugoslavian. She has two brothers, two sisters and is a mother to a beautiful little boy.

Anna has worked in Aboriginal Affairs, Corporate and Not-for-profit sectors for nearly ten years and has held various leadership roles in each. Anna specifically focuses on assisting organisations in understanding, developing, implementing and supporting the creation of Reconciliation Action Plans (RAPs) for various sectors.

Some of her achievements are seen through the outstanding contributions that Commonwealth Bank of Australia have achieved through their RAP and also the leadership, management and community engagement of the RAP Program with Reconciliation Australia as the National RAP Manager.

Anna is a scholarship recipient of the Roberta Sykes Indigenous Education Foundation and participated in an Executive Education, Leadership course held at INSEAD graduate business school in Singapore in 2014.

## Clients

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Below is a select list of some of our clients and work.

### Government

- Brisbane City Council – Cultural Capability Training
- Medicare Local – Partners in Recovery Consultation and Report / Recommendations
- Local Government Association of QLD – Indigenous Leaders Forum Conference Address
- Brisbane Marketing – Aboriginal Cultural Tours Development

### Corporates

- Frasers Property Australia – Training for RAP Working Group to drive their RAP
- Commonwealth Bank – Cultural Capability Framework and nation-wide Training
- Telstra – Cultural Tour and Executive Cultural Immersion Development & Consultation
- Suncorp – RAP Development
- Mirvac – Training for RAP champions to drive and support RAP delivery in the business
- WSP Engineers – Cultural Capability Training
- Cummins Trucks – NAIDOC Company Presentation

### Education Sector

- University of Melbourne – Cultural Tour
- University of Queensland – Cultural Capability Training and Cultural Tour
- Central Queensland University – Executive Training for Vice Chancellor & Executive to better engage with their RAP and Indigenous Employment Strategy
- Queensland University of Technology – Cultural Capability Training across the University
- Griffith University – RAP Launch and Cultural Capability Training
- St Patrick s Boys College – Cultural Tour

### Not for Profit Organisations

- Cathy Freeman Foundation – Curriculum Development

## Testimonials

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*The BlackCard course is a unique learning experience which has been of great benefit to staff in my Department at QUT. As a Manager, I have tried to equip my staff with cultural competence and a sufficient level of Indigenous knowledge and perspectives that I know they need to undertake their duties at a level of excellence. Until the BlackCard became available, I had purchased other externally-provided cultural competence courses, but found them unsatisfactory (and expensive) as they often struggled to rise above a relatively shallow perspective of cultural appreciation/awareness. By contrast, the BlackCard course has depth, with sophisticated intellectual and conceptual frameworks underpinning it. The experience is more like a course of study than a training seminar, and requires participants to challenge their own thinking. The difference in their practice is noticeable. As a manager and non-Indigenous Australian, the Blackcard course represents the opportunity of a lifetime for me and my staff to learn more, and do more with that knowledge.*

M.Kelly - Equity Director, Queensland University of Technology, 2014.

*I spent two fantastic days being informed and astounded in equal measure. The presentation of philosophical, historical, ethical and justice issues was in-depth, highly professional and fascinating. Aunty Lilla, Aunty Mary and Uncle Charlie, with their erudite and detailed narratives, awoke in me an awareness and appreciation of many aspects of all things Indigenous in an Australian context. Their warmth, humour and unique teaching styles impressed me greatly. An emotional and empathetic atmosphere pervaded both days which flew by with so much to take in and learn. Speaking with other participants we all had the same feelings about the course and we all immensely enjoyed it. I would not hesitate to recommend it to anyone for either professional development or personal reasons.*

Dr K. Huxley – Psychologist, 2015.

*We've made a full commitment to our Elevate Reconciliation Action Plan (2017 – 2019), and as part of that plan, we've recently looked to strengthen our efforts in the key area of cultural capability. As a result, we engaged training and consultancy specialists BlackCard to develop a group wide cultural capability framework. The framework is being implemented over the next three years, and is designed to ensure that our people have the necessary skills to build strong relationships with Aboriginal and Torres Strait Islander people, businesses and communities.*

S.Torrens - Executive Manager Indigenous Affairs, Commonwealth Bank, 2017.

*Having recently completed your 2-day intensive BlackCard Course, I now believe that every Australian non-Indigenous person should do the course. By living on this land we call Australia, we have a responsibility to acquire knowledge about the original inhabitants of this land. Learning about the oldest continuing surviving culture on earth can only enhance and broaden our lives since it contains so much environmental, relational and community wisdom. The things we discussed have made a lasting impact on my way of thinking and knowledge about Aboriginal and Torres Strait Islander people.*

E.Marchetti - Professor in Law, 2014.

*This was a powerful, enlightening even transformative experience.*

S.Sambono, 2017.

*Knowledge is an important and powerful tool when engaging others. Accurate knowledge of Aboriginal people and culture is the BlackCard's greatest asset, keeping our culture strong and vital.*

B.Buchanan, 2014.

## Recent Awards

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Below is a recent accolade for Lilla Watson, Co-founder Elder and Educator of BlackCard.

*Congratulations on receiving a 2014 Aboriginal and Torres Strait Islander Higher Education Advisory Council Award for Elders and Leaders in Higher Education.*

*Your appointment as a lecturer at UQ was a watershed moment in the University's history, recognising the value of Aboriginal and Torres Strait Islander terms of reference and expertise in tertiary level teaching. The UQ of today continues to learn from your teachings, including your work in developing interdisciplinary subjects of Aboriginal Perspectives and Aboriginal Approaches to Knowledge.*

*For a decade, staff and students at UQ were strengthened by your counsel and mentorship, exemplifying pride in identity and in Aboriginal culture.*

Professor G.Q. Max Lu  
Acting Vice-Chancellor and President  
The University of Queensland

Mundanara Bayles, Co-founder and Managing Director of BlackCard, has been recognised internationally for her teaching & learning skills as an Associate Fellow of the Higher Education Academy (AFHEA) in the United Kingdom.

Below is a reference letter from the Qld University of Technology.



Queensland University of Technology

CRICOS No. 00213J ABN 83 791 724 622

### To Whomsoever It May Concern

I'm very pleased to recommend Mundanara Bayles, who has very successfully been the Managing Director and co-founder of the BlackCard Pty Ltd since July 2013. I have known Mundanara since 2011 as a colleague and peer.

Mundanara is extremely visionary in her approach and has worked with the other co-founders and elders Dr Lilla Watson and Dr Mary Graham to develop the innovative services offered by BlackCard Pty Ltd. The company started off delivering training courses that was quite unique in the Indigenous training industry, where it focused on teaching and learning via black terms of reference. I was extremely fortunate to be in the first cohort of this course. It was a life changing experience for me.

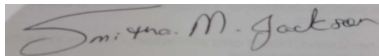
Mundanara was also a trainer at QUT for approximately two years where she facilitated QUT's *Cultural Competence Course*. This course is based on Critical Race Theory. Mundanara trained nearly 3000 QUT staff during her tenure with us and was highly commended by the participants. Mundanara's approach is to strengthen ethical behaviour enabling all people to understand and undertake respectful relationships with each other. She managed complex conversations with grace and dignity, which is her main strength. Mundanara currently guest lectures at QUT as she is highly respected and

an expert in her discipline area. Mundanara is also an Associate Fellow of the Higher Education Academy at QUT. In our work together, I have observed Mundanara:

- Respect individual learners and respect diverse learning communities.
- Promote participation in higher education and equality of opportunities for learners.
- Use evidence-informed approaches and the outcomes from research, scholarship and continued professional development.
- Acknowledge the wider context in which higher education operates recognizing the implications for professional practice.

Please do not hesitate to contact me on (07) 3138 0074, 0415 888933 or [s.mandre-jackson@qut.edu.au](mailto:s.mandre-jackson@qut.edu.au), if you require further information

Yours sincerely



Smitha Mandre-Jackson  
Manager – Strategic Projects  
Equity Services Department  
Queensland University of Technology

## Why Choose Us?

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- BlackCard operates with the authority of Elders, who have provided expertise for over 30 years to enterprises, governments, corporate and industry sectors.
- BlackCard is the company of choice for cultural capability services offering an accreditation program that is the standard for working with Aboriginal people.
- Our results and impact speak for themselves, with our cultural capability training improving ethical behaviour within corporations, workplaces and communities.
- BlackCard provides client focused solutions for each organisation or company and their particular circumstances, locations and needs.