



Capability Statement

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



BlackCard Pty Ltd (BlackCard) is a 100% Aboriginal owned 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



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.



Cultural Capability Training

- **BlackCard Online Program**

Option 1: 3 hour virtual workshop - Access to Blackcard Online Learning Portal

Option 2: 5 module x 40 min workshop - Access to Blackcard Online Learning Portal

Option 3: 90min Executive virtual session - Access to Blackcard Online Learning Portal

- **BlackCard Cultural Capability Program**

BlackCard - Cultural Capability (face to face)

Option 1: Half Day - Access to Blackcard Online Learning Portal

Option 2: Full Day - Access to Blackcard Online Learning Portal

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

- Acknowledgement of country
- BlackCard Learning Portal
- Open Online Forum

Cultural Tours / Experiences

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

Key Personnel



Dr Lilla Watson – Co-Founder, Elder and Educator



Dr Watson 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.

Dr Watson 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.

Dr Watson has worked across the country, with several universities, as a visiting fellow lecturer. Her essential work in Aboriginal studies, also prompted an honorable invite for her to present her academic paper at the World Conference of Indigenous Peoples' Education in Canada. She 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'.

Dr Watson 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.

Dr Watson 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.

She has more than 18 years' experience, working for both Indigenous and non-Indigenous organisations in NSW and QLD, including but not limited to, the Queensland University of Technology (QUT), the Salvation Army Employment Plus, Busy at Work, the Child Support Agency, the Institute for Urban Indigenous Health (IUIH), and Brisbane Indigenous Media Association.

Mundanara has been recognised internationally for her teaching & learning skills as an Associate Fellow of the Higher Education Academy (AFHEA) in the United Kingdom, and has formal qualifications in the disciplines of media, business, assessment and training. Mundanara is on several committees and boards, including but not limited to, the Department of Aboriginal and Torres Strait Islander Business and Innovation Reference Committee (committee reports to the Minister for Department of Innovation, Tourism Industry Development and the Commonwealth Games); The Aboriginal & Islander Independent Community School also known as The Murri School; Queensland Tourism Industry Council Indigenous Employment Champions Network; and QUT's Indigenous Education, Research and Employment Committee (IEREC).

Mundanara is the Managing Director and co-founder of The Australian BlackCard Pty Ltd (BlackCard), which is a 100% Aboriginal owned business certified with Supply Nation. Mundanara co-founded BlackCard with Dr Lilla Watson, who is a respected Aboriginal elder, artist, educator and long-time course developer. 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. BlackCard's purpose is working with people, not for people, with the genius of Aboriginal Knowledge.

Mundanara's work is agile, partnership-based, and crosses multiple organisational borders. She brings people along with her through her inclusive and collaborative approach.

Dr Mary Graham – Elder and Educator



Dr Graham 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.

Dr Graham 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 taught core university subjects with Dr Lilla Watson. Courses such as 'Aboriginal Perspectives', 'Aboriginal Approaches to Knowledge' and at the post-graduation level 'Aboriginal Politics'.

Dr Graham 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.

Dr Graham has worked on scripts for Murriimage and executively produced the documentaries 'Same place, my home' and 'Makin' Tracks'. Dr Graham 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 Dr Graham was appointed Associate Adjunct Professor (POLSI) at UQ and was awarded an Honourary Doctorate at QUT for her lifetime commitment to Scholarship and Community.

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.

William Trelynn - Facilitator



William is proud Aboriginal man with traditional ties to the Nucoorilma people of Tingha and Dunghutti people of Woolbrook NSW. As our lead Aboriginal strategist, he has over 12 years experience in Aboriginal Affairs. This cultivated through his life experiences as an Aboriginal man and the various positions he has held.

William is an engaging and dynamic Aboriginal strategist that has worked with everyone from Corporate Australia to Government Departments. He has also engaged with very diverse groups and in-particular Aboriginal organisations, Community and staff with great success and feedback.

William has extensive experience in Aboriginal Employment and Strategy, Aboriginal Participation, Stakeholder Engagement, Relationship Management, Innovative Program Development, Facilitation and Master of Ceremony.

Yarraka Bayles – Educator



Yarraka descends from the Wonnarua and Bundjalung nations of NSW on her mother's side and the Birri Gubba and Gungalu nations of QLD on her fathers side. She was born on Gadigal country in Sydney and grew up in Redfern in the 80's then moved to Brisbane in the early 90's where she now resides with her 3 children and grand daughter who were all born on Yuggera country in South Brisbane.

Yarraka has over 20 years experience working in both Indigenous and non Indigenous organisations throughout NSW and QLD and has won awards for her art and media achievements.

With an immense passion for education, Yarraka enjoys working with children and imparting knowledge on to the next generation, having worked for Brisbane Catholic Education and delivering cultural workshops at numerous schools and child care centres around South East Queensland.

As a passionate advocate for justice and self determination, Yarraka has facilitated several workshops and presented at numerous conferences and events across the country, dedicating her life's work to improving the quality of life for First Nations people by learning from her elders and sharing her knowledge and experiences to help raise more awareness about issues affecting First Nations People on a global scale.

Clients



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
- Indigenous Business Australia – Cultural Capability Training
- Productivity Commission – Cultural Capability Training

Corporates

- Commonwealth Bank – Cultural Capability Framework and nation-wide Training
- Westpac – Cultural Capability Training
- ANZ Bank – Cultural Capability Training nation-wide
- Telstra – Cultural Tour and Executive Cultural Immersion Development & Consultation
- Accor – Cultural Capability Training nation-wide
- Suncorp – RAP Development
- SBS - Cultural Capability Training
- Endemol Shine - Cultural Capability Training
- PwC – Cultural Capability Training

Education Sector

- University of South Australia – Cultural Capability Training & Facilitation of Elders workshop
- University of Melbourne – Cultural Tour
- University of Queensland – Cultural Capability Training and Cultural Tours
- 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
- University of the Sunshine Coast – Cultural Capability Training

Not for Profit Organisations

- Cathy Freeman Foundation – Curriculum Development
- Annamila Foundation – Cultural Capability Training
- Foundation for Regional & Rural Renewal

Testimonials



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.)

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. Auntie Lilla, Auntie 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.)

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.)

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. (Marchetti - Professor in Law.)

This was a powerful, enlightening even transformative experience. (S.Sambono)

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)



Simon McGrath AM
Chief Operating Officer - Pacific

31 October 2019

Mundanara Bayles
Blackcard

Dear Mundanara,

Following on from last week's EXCOM Meeting I just wanted to thank you sincerely for the time you spent with our team and for the great honesty, passion and personal insights that you shared.

Your genuine openness created an amazing space from which the team were able to start to understand the current landscape of our aboriginal community, the history and most importantly the positive impact they can each make moving forward as individuals and our leadership team.

Mundanara, we really look forward to working with you moving into 2020 and well beyond as we play our part in working towards a society that is all-inclusive, meaningful and productive.

On behalf of our entire Pacific EXCOM Team thank you once again

Kind regards

Simon McGrath AM
Chief Operating Officer Pacific
Accor

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Awards



Qld Reconciliation Awards 2019 – winner Business

As winners of a 2019 Queensland Reconciliation Award, BlackCard have been honoured for inspirational work and dedication to fostering reconciliation across Queensland. The award was won in the Business Category of the 2019 Queensland Reconciliation Awards and presented to BlackCard at the Brisbane Convention Centre.



Below is an 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

Why Choose Us?

- 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.

BLACKCARD
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