



Aurukun Sorry Business Protocol

Purpose

The purpose of this protocol is to provide clear, agreed procedures during Sorry Business in Aurukun for Queensland Government agencies and other service providers on expectations and requirements for continuity of service delivery.

Objective

The objective of this protocol is to ensure:

- respect for the traditions and cultural obligations of the people of Aurukun, and
- continue service to the people of Aurukun with as little disruption as possible to service delivery within the community during funerals and mourning periods.

Context

Many government and non-government organisations delivering services and undertaking community engagement in Aurukun are uncertain how to conduct business in an appropriate, culturally sensitive way during Sorry Business, including whether they should visit the community during this time.

It is critical for essential services to be maintained in the community, while respecting the traditions and cultural obligations of affected family members.

Government agencies and service providers need to hear and respect the wishes of the family following the passing of a relative in the community. Generally, families agree that business as usual should continue for all service delivery during this time.

Application

This protocol applies to all Queensland Government agencies and all Queensland Government funded organisations delivering services and/or undertaking community engagement in Aurukun.

When hearing there is Sorry Business in the community, service providers should:

1. Attend community as planned. Your business should continue as you would normally, while working in partnership with the representatives of the family who have lost the loved one.



2. Notify Aurukun Shire Council administration under standard processes that you will be attending to conduct business as usual by emailing:
Council@Aurukun.qld.gov.au
3. Before commencing community engagement or service delivery activities, attend and communicate face to face with:
 - a Police Liaison Officer (PLO) at the Aurukun police station,
 - a PCYC PLO,
 - a local Indigenous Aurukun Restorative Justice Program mediator,
 - a Community Justice Group coordinator, or
 - a Councillor of Aurukun Shire Council (not the administrative staff or CEO).

Any of these people will now be referred to as the community liaison person in this document.

4. Ask the community liaison person for:
 - clarification and appropriate details of the person who has passed,
 - the family groups involved, and
 - who the spokesperson for the family who have lost the loved one is.
5. If advised to do so by the community liaison person, meet face to face with the spokesperson and communicate the agency's plans to the spokesperson. In meeting with the spokesperson, discuss:
 - what areas have been closed,
 - what it is intended to do in the community in a discreet and appropriate manner, and
 - any additional advice the spokesperson may have.
6. Proceed with agency or service provider activities in light of the spokesperson's advice.
7. DO NOT email or phone your questions to the community liaison person or family spokesperson. Face to face when you arrive in community is the method.
8. DO NOT confuse the community liaison person with the family spokesperson.


Mayor Keri Tamwoy