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### **CORE COMPETENCIES**

Reliable, committed, friendly and approachable  
Ability to exercise discretion and sound judgment  
Resilient, disciplined, and focused  
Excellent liaison, advocacy, and interpersonal skills  
Competent administration skills  
Excellent communication skills  
Leadership skills  
Work effectively within a team  
Commitment and continuous improvement and quality; especially First Nations people(s)  
Culturally competent, ability to interact effectively with people of different cultures.  
Project Management  
Ability to manage conflict  
Support and Advocacy to Indigenous students  
ABSTUDY  
Experience in providing mentoring support services for Aboriginal and/or Torres Strait Islander Peoples  
Excellent Administrative Skills

### **KEY STRENGTHS**

**Leadership** – Lead, develop, facilitate improvement and excellence by mentoring, identifying education opportunities with social and employment outcomes for Indigenous people.  
Motivating and engaging individuals and teams, drive performance to achieve identified goals and objectives through meaningful effective guidance.

**Strategic** – Generate and implement strategic goals and objectives that are understood, agreed, and achieved, develop and manage resources effectively for financial sustainability initiate and lead programs.

**Project Management** – Successfully managing simultaneous projects, overcoming challenges by capacity to plan, develop and deliver results while managing critical issues.

Creative – Innovative, generate new ideas, problem solve and adaptable

## **WORK EXPERIENCES**

### **November 2024 – Current**

#### **Life Without Barriers**

##### **Aboriginal and Torres Strait Islander Cultural Support Coordinator**

- Assist in the development and delivery of cultural support plans for children and young people in out-of-home care, in partnership with children and young people, and a multidisciplinary team.
- Work with the other relevant stakeholders to ensure that the C&YP identified goals within their cultural support plan are implemented.
- Ensure that any risk with implementing or delivering goals are communicated with appropriate manager.
- Proactively work to ensure that LWB achieve 100% compliance with cultural support plans.
- If required, develop, deliver and support Cultural Awareness programs, activities and other training
- Promote, support and monitor LWB's compliance with the Aboriginal and Torres Strait Islander Placement Principles and related standards.
- Support and promote engagement with local Aboriginal and Torres Strait Islander Communities and community groups.
- Develop, promote and maintain linkages with state-wide and national specialist and peak Aboriginal and Torres Strait Islander bodies.
- If required, provide cultural advice around best practice in working with Aboriginal and or Torres Strait Islander children, young people and families to staff
- Communicate and act in ways that are consistent with Life Without Barriers Values of *Responsive, Imaginative, Courageous, Respectful and Relationships*
- Provide an environment free of abuse, harm and exploitation for people we support
- Support and promote the work of Life Without Barriers, maintaining a positive image of the organisation in accordance with the level of position.
- Comply with all Life Without Barriers policy, code of conduct, procedures and practices, external funding body requirements and legislation.
- Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying
- Adhere to organisational and legislative Health, Safety and Environment requirements.
- Extensive knowledge of issues impacting on Aboriginal and Torres Strait Islander people and communities in contemporary society and a demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
- Working knowledge of relevant legislative and regulatory environment for areas of business responsibility.
- Ability to work collaboratively with a range of stakeholders including peers, employees, external organisations, funding bodies and government agencies.
- Strong verbal communication skills and presentation ability.

- Demonstrated written communication skills for the creation of reports, correspondence and other material
- Proficient ability in the use of the Microsoft Office suite of programs.
- Demonstrated ability to work with individuals, families and communities from a strength-based, culturally appropriate perspective.
- Demonstrated experience in managing competing priorities and to deliver high quality outcomes within agreed timeframes

**July 2024 – September 2024**

**Frist Step Development Enterprises, Pinelands**

**Mentor**

- Experience in working with young people who are either at-risk of involvement in the youth justice system or currently engaged in the youth justice system.
  - Demonstrated knowledge of youth-focused practice frameworks such as therapeutic, strengths-based, or trauma-informed practice.
  - Highly developed communication skills including relationship building, problem solving and report writing.
  - Pride yourself on your ability to motivate and advocate to achieve outcomes for the young people.
  - Understanding the requirements in delivering services including, risk factors, protective factors, support and developmental needs
  - Excellent written and verbal communication skills including professional record keeping, active listening, negotiation, promoting respectful and solution focused outcomes.
  - Demonstrated ability to collaborate, listen, motivate, and support young people to enable change and engagement in the service and within their life.
  - 
  - Experience in managing household duties and able to assist young people in tasks such as cooking, cleaning and laundry.
  - Competency in using Microsoft applications such as Word, Excel, Outlook and SharePoint, and the capacity to write effectively and maintain accurate confidential case notes, records and files.
  - Demonstrated ability to manage crisis situations and make decisions under pressure.
- Key Responsibilities

**Ensure that the client service delivery is met in accordance with standards, policies, procedures, and practice manuals. Such as:**

- Develop a safe, nurturing, supportive, and culturally inclusive environment as part of the team.
- Deliver prosocial, sports and recreational training and programs to participants incl. workshop projects, sports, training, job readiness and recreational activities.
- Provide support and assist the young people in developing independence in day-to-day living, connections with the community, personal and social development, employment, education and training, and prosocial activities as per the Company's policy and procedures.
- Establish and maintain appropriate interpersonal relationships between the young people, families, and community.
- Work collaboratively with external stakeholders, including families/carers, non-government and government partners and members of the broader community to serve the best interests of the young person.
- Transportation of young people to program activities and appointments.
- Provide tailored support to the strengths, needs and risks of each young person. This includes being responsive to individuals' identities and characteristics and empowering them to make informed decisions about their own future.
- Be culturally responsive with the young people and provide an environment in which they can practice, explore, share, and be connected to their cultures.
- Provide meaningful partnerships with Indigenous Controlled Organisations, cultural authorities, community groups and organisations to ensure Indigenous people experience culturally safe, trauma aware and healing centred engagement.

**Administration & Reporting**

- Participate in daily handover with team members coming on or off rostered shifts.
- Contribute to the written handovers by achieving accurate and thorough team communication for optimum client support and safety.
- Maintain appropriate records, case notes and reports as required.
- Maintain accurate client records and statistical data as required.
- Contribute to day-to-day administrative duties and reporting as required such as registers, minutes of meetings, reports (monthly, annual), checklists, file development as per the policy and procedures.
- Apply policies and procedures to accurately record and notify of risks and incidents, including use of internal incident reports and the Client Incident Management System.

- Undertake other duties from time to time as negotiated with the manager.
- Professional Development
- Participate in ongoing training and professional development activities.
  - Attend and participate in regular supervision with your supervisor.
  - Actively participate in staff meetings, intake meetings, peer review and case management meetings.

**November 2022 – August 2023**

**Haileybury Rendall School, Berrimah NT**

**Boarding Enrolments and Travel Officer**

- Delivery, coordination and administration of services to all boarding students
- Delivery of Enrolments and Orientation Programs for New Students
- Establishing a strong and effective working relationship with the Head of Boarding and other senior Boarding staff to ensure best practices around enrolment are achieved, including supporting families who may be from ESL backgrounds through the process
- Following school procedures and policies related to enrolment and travel including diligent maintenance of relevant databases, particularly Synergetic
- Be the first point of contact for prospective and future families, providing exceptional communication that establishes positive and ongoing relationships
- Establishing excellent working relationships with communities and agencies to facilitate effective student transitions, and to support staff travel
- Follow-up and provide feedback to key and relevant staff regarding reasons for student withdrawal
- Complete all administration related to the boarding process including, but not limited to supporting ABSTUDY applications, written correspondence, letters of offer and confirmations of enrolment, tax file number applications, applications for birth certificates and bank account matter for boarding students as required
- Maintaining an excellent understanding of ABSTUDY requirements, including managing critical process around travel reimbursement
- Organising all travel through ABSTUDY for enrolled students that have been approved to

travel under ABSTUDY, and their chaperones, including Start and End of Term travel, Orientation/Induction, Compassionate, Ceremonial, Parental Counselling, and Pastoral Care Leave

- Organising travel and other documentation for domestic students as required
- Running thorough and detailed pre-departure meetings for chaperones accompanying student travel, including preparing safe travel plans and ensuring travel packs have been prepared on the ground in Darwin. This will be done via Teams or Zoom.
- Organising travel and accommodation for parents and guardians for special purpose travel (induction, graduation ceremonies, award ceremonies etc).
- Monitoring all boarding student travel arrival and departures and communicating progress to school and boarding teams
- Entering and managing data entry into the Provider Registration and International Student management System (PRISMS)
- Maintain international student policies and best practice documentation in line with ESOS and other relevant standards
- Entering travel and attendance data for the boarding students onto the student administration databases (including Synergetic and SEQTA) and ensuring that student data is accurately represented and maintained.
- Provide demographic information of families and enrolment data to support strategic planning and marketing as required
- Collecting and compiling statistical information including attendance and demographic data for the purpose of government reporting.
- Liaising with Marketing staff regarding promotional material for boarding, including supporting preparing for boarding expos

**March 2022 - November 2022**

**Haileybury Rendall School, Berrimah NT**

**Indigenous Liaison Officer (Formally as Aboriginal and Island Liaison Officer)**

- Working with the Head of Indigenous Wellbeing in supporting Indigenous students
- Working with Enrolment Officers and Head of Aboriginal Education to understand the backgrounds, families and communities of day students and boarding students, as requested, in order to welcome and support these students and families to successfully adjust to life at Haileybury Rendall School
- Representing family, culture and school during important events such as Reconciliation Week, NAIDOC Week, across the school
- Conduct phone calls to the family members of day and boarding students to ensure that wellbeing and cultural safety is high, and to ensure information about the School has been received.
- Parent/Teacher interviews
- Liaise with stakeholders such as Charles Darwin University services related to studies, VET
- Liaising with a wide range of school and outside services to ensure the provision of effective services within available resources to meet students' needs.
- Promoting the increased participation of Indigenous students in higher education by collaborating with targeted schools and community organisations in metropolitan, regional, remote, and very remote areas of South Australia and the Northern Territory.

### **February 2021 – April 2022**

#### **St John's College, Darwin NT**

##### **House Parent**

- Provide pastoral care of pupils, attend care meetings where required and support pupils' emotional, cultural, and intellectual development
- Support pupils as they settle into school life
- Adhere to the principles of discretion, confidentiality, and information sharing
- Organise and attend social activities for pupils such as games evenings and birthday parties
- Be a strong presence in the Boarding House communal areas during nominated hours of duty
- Assist in maintaining high standards of behaviour, discipline, manners, and courtesy
- Support, promote and implement House policies and procedures

##### General Administration

- Establish close relationships and good communication with all parents
- Maintain detailed student records with particular attention to confidentiality, privacy and

sensitivity

- Attend staff meetings as required
- Liaise with the School regarding relevant information about boarders
- Keep any necessary facilities records up to date and organised

Health and Safety

- Keep boarders healthy and safe, in line with School policies
- Keep parents informed about their children's health, safety, and wellbeing
- Support the administration of first aid and medicines to boarders by the nursing staff
- Maintain close liaison with the medical Centre staff at all times concerning pupils, medical protocols and provision
- Be familiar with the school's health, safety and security policies and
- Coordinate transportation arrangements with the Boarding Administrator
- Accompany pupils to medical and dental appointments and call for emergency treatment, if required
- Help coordinate airport pick-ups and drop-offs

**April 2021 – June 2021 AFL**

**Northern Territory**

**Michael Long Learning Leadership Centre (MLLLC)**

**Education Coordinator**

- Delivery of the MLLLC curriculum
- Ongoing development of the AFL themed, MLLLC curriculum in line with Federal Government Indigenous Advancement Strategy and NT Department of Education Indigenous Education Strategy
- Develop relationships and provide logistical support for schools involved in the program
- Distinguish, embrace, and elaborate the culture(s) of the communities in the program
- Ongoing development and coordination of our education programs
- Promotion of the MLLLC via a range of media channels
- Acknowledge and celebrate significant national Indigenous events
- Engage AFLNT staff, the local and broader community in cultural events
- Development and implementation of strategies to improve and measure attendance in communities prior to and following the residential element of the MLLLC Education Program
- Develop, implement, and report on methods to measure student learning
- Be a positive advocate for boarding schools and stakeholder involved in the program
- Collect relevant data and provide updates for stakeholder reports

- Distinguish, embrace, and celebrate the culture of the communities engaged in the program
- Advise on best practice and strategy for the centre moving forward

**June 2018 – June 2020**

**South Australian Department of Health**

**Northern Adelaide Local Health Network**

**Watto Purrinna**

**Administration Support Officer and Assistance for Senior Administration Officer**

- Responsible to the Site Coordinator
- Provide a confidential, high quality and accessible reception and information service
- Effective administration support services across NAHLN region, supporting the activities of clinic, wellbeing and allied health staff of Watto Purrinna
- Front of house reception for clinic and act as a central point of contact for staff and communities
- Provide information on programs and services, word processing, excel and data entry
- Contribute to the implementation of best practice administrative operations and service which supports the strategic objective of NALHN and the health of reform agenda for Ambulatory & Primary Health Care Service
- Reporting/Working Relationships among clients, colleagues and management
- Handling of official information
- Statement of Key Outcomes and Associated Activities - group into major areas of responsibility/activity and list in descending order of importance
- Customer Service - respond to incoming telephone calls and walk-in visitors promptly and appropriately, determine client need and provide appropriate information in a sensitive, courteous and confidential manner, arrange interpreters for client(s) appointments as required
- Management of Client Information and Record Keeping - such as registering new clients, enter and modify data in a timely and correct manner, assist in the transfer of information to central office, contribute to an effective and efficient Records Management System
- Quality Assurance – Participating in a range of continuous quality improvement activities
- Resource Management (assist with coordination of room, equipment, car books and maintenance)

**April 2017 – May 2018**

**Officeworks**

**210/212 Portrush Rd, Trinity Gardens**

**Adelaide,**

**SA 5068**

**Point of Sale (POS)**

- Trained and work in Point of Sale
- Welcome and greet customers
- Assisting with customer issue
- Maintaining co relationships and making new ones
- Maintaining a clean and damage workplace in accordance with OH&S standards
- Serving customers and assisting with choices of technological issue or print and copy
- Successfully undertaking store operation including, opening and closing operation, housekeeping, stock management and communications

**November 2013- 2018 (on-off casual work during school and university breaks)**

**St. Francis Xavier Catholic Primary School**

**Naiyu Community, Daly River,**

**Assistant Teacher**

- Conduct professional skills development workshops & training for students
- Provide information, support, help and guidance to all students in out and out of classroom environment
- Help and organise teachers with classroom set up, sports event and cultural days
- Promote communication, networking & coordination within the school environment
- Promote cultural awareness through art, opportunity, education and sports
- Seek ongoing funding for the school such as Bake Days, Dollar Donations, Arts and Crafts stall and sports day fundraising
- Create greater community participation in the community of Naiyu, Daly River through culture and sports like AFL, Basketball, Softball, Soccer
- Empower the young and upcoming students within the SFX community through participating in arts, sports and cultural activities
- Deliver and assess accredited training programs in the field of community arts, education and culture
- Attending staff meetings and implementing tasks throughout the weeks in guidance of the teacher
- Mentoring young Indigenous students in the community

**December 2012- January 2013 (on-off casual work during school and university breaks)**

**Naiyu Aged Care**

**Naiyu Community, Daly River,**

**Northern Territory 0822**

**Manager Assistant**

- Successfully undertaking store operation including, opening and closing operation, housekeeping, stock management and communications
- Directing staff throughout the day and week to run a smooth and successful centre as a team
- Understanding customer profile to maximize relationship with our clients and delivering lunch and dinner in an appropriate manner
- Administration skills such as filing, and customer follow up
- Attending training, meeting and workshops to continue learning/ updated systems within the community
- Maintaining a clean and damage workplace in accordance with OH & S standards
- Understand role description, induction manuals and HR policies and procedures
- Managing full days individually or within a team, briefing the group of plans that will be implemented in the future and the tasks for the day
- Opening and set up the Aged Care Centre for the day
- Closing of the Aged Care Centre, including washing up dishes, washing and folding bed linen, sweeping and mopping
- Serving customers and assisting with food choices
- Helping the elderly with food shopping, getting in and out of the car/bus and on culture days with food packing
- Ensuring hygienic standards and general cleaning
- Organising staff roster for the week and ensuring all shifts could be done
- Maintain and liaise with health, safety officers and local council

**December – February 2010- 2011 (on-off casual work during school and university breaks)**

**Naiyu Sport & Recreation Hall**

**Naiyu Community, Daly River**

**Youth Recreational Officer**

- Assisting with the organising of upcoming events within the community
- Promote increased school attendance outcome through sports
- Promote broad health, social, emotional and cultural messages
- Provide local football support for youth, women's, and men's football
- Coordinate and deliver AFL programs for all ages such as Auskick in the community
- Maintaining co relationships and creating new ones with other employees

- Organising and facilitating stock from store for upcoming sports event and or food for special occasions such as, Christmas Eve Dinner, Christmas Presents and New Year Concert and food stalls in the community
- Organise fund raiser for the recreational hall

### **EDUCATION**

- St. Joseph's College, Katherine, Northern Territory 2007-2009
- Siena College, Camberwell, Victoria 2010-2012
- Loreto College, Marryatville, South Australia 2013-2013 – Year 12 South Australian Certificate of Education
- Flinders University - Bachelor of Arts – Double Major in Indigenous and Australian Studies and Minor in Sociology 2017 – 2021 (INCOMPLETE)

### **AWARDS**

- Northern Territory Young Australian of the Year 2012, Nauiyu Community, Daly River
- National History Challenge for Australian Students 2011 – Winner in 2 Categories. Northern Territory's Year 9-10 Level and Northern Territory's Indigenous Australian category.

### **REPRESENTATION in Sports**

- Victorian State Champion in U18s Women's Javelin – 2012
- Victorian State Champion in U18s Women's Shot Put – 2012
- Represented Victoria at the National Australian Junior Track & Field Championships in Sydney in Discus, Javelin and Shot Put 2012
- Bronze medalist in the U18s Women's Javelin throw at the National Australian Junior Track & Field Championships in Sydney – 2012
- Softball:

- Represented Victoria in the All-Schools National Australian Softball Championships in Canberra, ACT – 2012
- Represented South Australia at the 2013 Australian Football League Youth Girls State Champions in Shepperton, Victoria
  - Yarra Junior Football League (YJFL) Interleague 2011-2012

### **Extra Skills, Experience and Knowledge**

- Software skills and knowledge in; Microsoft office, and able to work both MAC and PC
- Experience in working with Aboriginal communities
- Experience in the provision of reception and administrative service
- Experience in using computer-based systems
- Experience working within a community health service, community setting or human services organisations
- Understanding of Aboriginal communities and cultures
- Understanding of Work Health and Safety principles and procedures
- Knowledge of Aboriginal communities, including family and kinship ties as well as the health and social issues
- Proven experience in computer skills
- Understanding of the principles of primary health care and social justice
- Understanding of social determinants of health in terms of gender, race, ethnicity, socio- economic status, age, sexuality and disability

### **BOARD/COMMITTEE MEMBERSHIPS**

- Narragunnawali RAP Learning Circle Member | Haileybury Rendall School
- Co-Vice Chair, Miriam Rose Foundation Aboriginal Corporation
- Northern Adelaide Local Health Network Aboriginal Workforce
- Committee Member, Flinders University Indigenous Student Association
- Co-Indigenous Representative Committee Member, Flinders University Student Association

Referees (please advise me prior to attempting contacts)

Julie Patterson

Chair, Miriam Rose Aboriginal Corporation Foundation

Renaë Haines

Regional Director NT - Child, Youth and Family, Life Without Barriers

Kathleen Cole

Executive Officer, Miriam Rose Aboriginal Corporation Foundation