

Institute for Human
Security and Social
Change

ANNUAL REPORT 2020

*A Research Centre of the College of Arts, Social
Sciences and Commerce (ASSC) at La Trobe
University*



IHSSC ANNUAL REPORT

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We extend our congratulations to the Honorable Fiame Mata'afa who was declared the Prime Minister of Samoa as we went to press. We were proud to host her as a key-note speaker at the Research for Development Impact Conference at La Trobe University in 2019.

MESSAGE FROM PROFESSOR CHRIS ROCHE

DIRECTOR OF THE INSTITUTE

On the first day working from home in March 2020 as I doomscrolled all I could about the emerging COVID-19 pandemic, it was far from clear how we would continue our work. Most of what we do involves working closely with development programs and organisations based in the Pacific and Indigenous Australia. But with both domestic and international travel off the agenda, we would not be able to meet with partners face to face for the foreseeable future. The challenges facing Australian universities were also starting to become apparent, and would become even clearer as the year progressed.

And yet, here we are! This is due in no small part to the tireless efforts of Institute staff, postgraduate students, and honorary and associate members, as well as strong support from hard-pressed folks in the University. Above all, it is testament to the strong relationships we have built with our research partners over many years.

Like others, we have had to adapt how we work, connecting with each other and our partners online. This has not been without its challenges. Many of our partners are in places where access to the internet is limited, or connections patchy. Communicating across cultures in an online environment can be difficult and there is less space for the informal interactions that help build strong relationships and maintain trust.

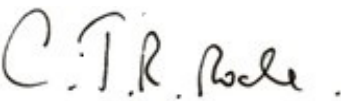
But while 2020 has presented challenges, it has also created opportunities. We have expanded existing partnerships to undertake new work with the Central Land Council on their community development programs. We have worked with two new partners – the Humanitarian Advisory Group and Australian Red Cross – to understand the impact of COVID-19 on how humanitarian aid and development assistance is provided in the Pacific. And we have undertaken new projects, including with Oxford University, which have only been possible because working remotely became an accepted means of providing our services.

The COVID-19 pandemic has shone a bright light on issues of power and inequality. It has also underscored the importance of using multiple types and sources of evidence to inform decision-making. And

it has drawn attention to the need for countries to share knowledge and work together to address global challenges.

Given this, an important focus of our research and outreach in 2020 has been building and sharing knowledge about how external actors can best support locally-led process of development and social change. We have also continued to prioritise local perspectives and voices in our research and outreach. And we have worked with a range of partners to try to promote more collective approaches to addressing social issues.

The pandemic is by no means over, and there are a number of important questions about its longer term impacts on Australia, the region, and the globe. These are questions we are keen to continue exploring in 2021 and beyond.



Professor Chris Roche
Director, Institute for Human Security and Social Change, La Trobe University



MESSAGE FROM PROFESSOR NICK BISLEY

DEAN OF HUMANITIES AND SOCIAL SCIENCE

I am very pleased to introduce the Institute for Human Security and Social Change's annual report. They have, once again, completed an impressive program of work fulfilling its mission to understand the dynamics of social change and working with partners to support and advance human development in Australia and the Pacific. Their achievement is even more notable given the extremely challenging circumstances we have all faced in the COVID-19 pandemic.

Throughout 2020, the Institute's research and engagement has continued to make a strong contribution to the University's aim of enhancing internationally recognised research into the sources of inequality and approaches that promote more just and equitable societies. This has included research into the barriers that women in the Pacific face in accessing education and training and how healthcare providers can better respond to gender-based violence in Timor-Leste.

The Institute aims to have a direct impact on policy and practice, and they have again delivered on this ambition in the Institute's long-term engagement with Indigenous Australian organisations and Indigenous communities, which is helping shape more effective, Indigenous-led approaches to community development. I am delighted to see that the Institute's partnerships in this important area of work are expanding.

I also want to acknowledge the Institute's work in contributing to building greater understanding of the role of local leadership in addressing the impacts of the COVID-19 pandemic on our region. In sharing this knowledge with practitioners and policymakers, the Institute has helped promote more effective approaches to supporting our immediate neighbours to respond and recover from this crisis.

In 2020, the Institute continued to make a significant contribution to external funding won by the School of Humanities and Social Sciences. This is testament to its strong reputation with government agencies and non-government organisations in Australia, the region and beyond and to talents of its staff.

The COVID-19 pandemic has brought attention to the importance of stronger collaboration between government, the university

sector, industry, and communities in responding to complex, global challenges. Throughout 2020, the Institute has continued to support government agencies, industry partners, non-government agencies and others within the University community to take a structured and deliberate approach to partnerships which is helping to drive more effective, interdisciplinary approaches to addressing pressing social problems.

I congratulate the Institute's staff, postgraduate students, and honorary and associate members on these achievements and commend this report to you.



Professor Nick Bisley
Dean of Humanities and Social Sciences



IHSSC STRATEGY AND APPROACH

The Institute is focused on understanding the front-line practice of social change and how it can be best supported. We have a particular focus on the Pacific and Indigenous Australia, and work in genuine partnership with a range of government, non-government and private sector agencies. This usually takes the form of multi-year engagement rather than one-off consultancies.

The Institute seeks to facilitate and broker different types and forms of knowledge. We do this through our teaching and professional development; industry engagement and outreach; publishing of academic and non-academic outputs; and presenting our research at conferences, workshops and panels in diverse settings.

Wherever possible we seek to create spaces and platforms for practitioners to share lessons and experiences; promote effective policies and practices; and advocate for inclusive social change.

Finally, the Institute seeks to work in ways that promote international cooperation as a co-investment in our common future and as based on mutuality and solidarity, not inequality and charity. As such, we often seek to host events which enable conversations across international boundaries.



Photo (from left to right): (1) WETT TAL Research - Marlkindi Rose and Glenda Wayne, Yuendumu - May 2021, (2)(3) APTC colleagues participating in a Theory of Change Workshop in Tuvalu (4) APTC colleagues participating in a Theory of Change Workshop in Fiji (5) DLP (6) APTC colleagues participating in a Theory of Change Workshop in Fiji (7) APTC colleagues participating in a Theory of Change Workshop in Tuvalu (8) DLP (9) WETT TAL Research - Marlkindi Rose and Glenda Wayne - Yuendumu - May 2021

HIGHLIGHT ADAPTING AND RESPONDING TO COVID-19

The Institute's work in 2020 took place in the context of a widening and deepening pandemic. Early in the year, we reviewed each of the projects in our research portfolio in collaboration with our partners to determine what might/might not be possible as the pandemic unfolded.

Fortunately, we were able to continue much of our research, professional development and engagement work remotely. Through processes of trial and error, we mastered Zoom, developed our remote working capabilities, adapted our research methods and tools to an on-line environment and trialled new approaches to engagement.

As noted elsewhere in this report, we adapted our work with our research partners in different ways. In some cases, a reduction in field-based research enabled a greater focus on professional development, mentoring and coaching. In others, it led to a shift in focus of the research, including to how organisations were adapting what they do in the context of COVID-19, the role of local leadership in responding to COVID-19 and the implications for international development agencies.

Despite pandemic-related lockdowns and work-from-home arrangements, we continued to draw on our research to produce practitioner-focused resources, academic publications and commissioned research reports whilst at the same time significantly increasing our industry engagement.

Relatively early in the pandemic, we produced several practice briefs, working papers and blogs which addressed not only the challenges but also explored the opportunities created by COVID-19 for reimagining humanitarian and development practice. We disseminated these and other publications through blogs, social media and newsletters and used them to inform critical dialogue with our stakeholders and the broader development community, including through agency-specific forums, inter-agency dialogues and public-facing webinars, workshops, and conferences.

Together with our honorary and research associates, we produced an increased number of academic publications which drew on lessons from research conducted both in 2020 and in previous years. These publications addressed the Institute's recurring research themes, including locally-led and politically informed development, the role of leadership in social change, gender equality and evidence-informed decision making.

In collaboration with our research partners, we continued to produce high quality commissioned research, albeit at a reduced scale, reflecting a reduction in our external funding from \$1.7 million to \$0.8 million and a corresponding reduction in the number of research projects. This reduction was primarily due to a reduced focus on learning and research in two of our largest research partnerships, the DFAT-funded PNG-Australia Governance Partnership (PAGP) and the Solomon Islands Resource Facility (SIRF). Our funding was also affected by expanding travel restrictions which reduced opportunities for field-based research with other partners.

We were able to offset this decline to some degree by expanding existing partnerships with the Asia Pacific Training Coalition, the Research for Development Impact Network and the Central and Northern Land Councils as well as through initiating new work with Oxford University, the Institute for Global Development at UNSW, The Asia Foundation, Australian Volunteers International, the Humanitarian Advisory Group and the Australian Red Cross.

In anticipation of the changes in PAGP and SIRF, we had already reduced the size of our team at the end of 2019. We were fortunate to maintain a smaller but stable and well-functioning team throughout 2020. It is this team, working in concert with our HDR students, honoraries, research associates, research partners and networks in Indigenous Australia and the Pacific which will stand us in good stead for 2021.

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"COVID-19 presents a key moment to promote a form of global interdependence that is sensitive and responsive to the needs of locality, catalysing long-heralded changes in foreign aid practices."

- Maia King, Rose Pinnington & Chris Roche

	2016	2017	2018	2019	2020
Academic publications	8	6	19	12	17
Research reports	7	8	34	44	23
Conference & workshop presentations	16	35	23	24	15
Engagements with industry	4	19	16	47	71
Research projects and consultancies	5	14	15	21	15
Our team	11 (5.2 FTE)	13 (7.7 FTE)	17 (9.7 FTE)	17 (9.6 FTE)	10 (6.4 FTE)
HDR students	4	5	5	6	6
External funding	\$0.9 million	\$1.3 million	\$1.5 million	\$1.7 million	0.8 million

2020 HIGHLIGHTS



CONFERENCE AND
WORKSHOP
PRESENTATIONS

15



RESEARCH
REPORTS

23



RESEARCH PROJECTS
AND CONSULTANCIES

15



ENGAGEMENT
WITH INDUSTRY

71



OUR TEAM
(6.4 FTE)

10



ACADEMIC
PUBLICATIONS

17



HIGHER DEGREE
RESEARCH STUDENTS

6



NEWSLETTER
SUBSCRIBERS

479



PUBLISHED
BLOGS

12

OUR
PARTNERS



Abt Associates

Abt Associates is an engine for social impact, fuelled by caring, curiosity and cutting-edge research that moves people from vulnerability to security. Whether it's welfare or weather disasters, the environment or economics, agriculture or HIV and AIDS, Abt addresses the world's most pressing issues.



Australia Pacific Training Coalition (APTC)

As Australia's flagship Technical and Vocational Education and Training (TVET) investment in the Pacific region, APTC works collaboratively with national governments, development partners, private sector, organisations for people living with disabilities, civil society organisations and Pacific TVET institutions regionally and across nine Pacific Island countries: Fiji, Samoa, Vanuatu, Papua New Guinea, Solomon Islands, Nauru, Tuvalu, Tonga and Kiribati.



Australian Red Cross

The Australian Red Cross save lives and supports people before and after disasters strike. They work to alleviate suffering during wars and conflict and promote the laws of war. And they work to assist our most vulnerable community members – no matter their circumstances. ARC works with policy-makers, organisations and the public to improve the situation of the most vulnerable people in Australia and around the world.



Institute for Global Development

The Institute for Global Development (IGD) is an ambitious initiative set up by UNSW to tackle significant global development challenges. The IGD is committed to achieving change through harnessing academic excellence, fostering transformative partnerships and translating evidence into impact.



Kurra Aboriginal Corporation - Warlpiri Education and Training Trust

Warlpiri teachers and traditional owners of the site of Newmont's Tanami gold mine set up the Warlpiri Education and Training Trust (WETT) in 2005 to use royalties from the mine to improve education and training outcomes for Warlpiri people in the Tanami region. The Kurra Aboriginal Corporation, whose members are traditional owners for the mine site, is the Trustee for WETT.



Niti Foundation

Set up in 2010, Niti Foundation ('Niti') is a Nepali non-profit organization engaged in strengthening Nepal's policy process through collaborative research, innovative policy adoption, and enhanced policy choice. Niti believes that local actors should be at the forefront of the policymaking process, providing politics savvy, policy intelligent, and practical advice that is broadly available to those supporting an accountable, representative, and implementable public policy process in Nepal.



Australian Volunteers International

AVI is an Australian not-for-profit organisation committed to achieving economic and social development outcomes across Asia, the Pacific and the world. AVI connects people to bring about change by sharing their skills, knowledge and experience through international pathways and networks.



Cardno

Cardno analyse and reflect on their long-standing experience to provide agile and adaptive management and technical solutions, continuing to adapt to the needs of clients with measurable impact and sustainable results. This rests on a commitment to investing in communities where they work, localising their operations wherever possible.



Central Land Council (CLC)

The CLC represents Aboriginal people in Central Australia and supports them to manage their land, make the most of the opportunities it offers and promote their rights. It emerged from the Aboriginal struggle for justice and land rights. The CLC divides its area covering almost 777,000 square kilometres into nine regions roughly based on 15 different language groups.



Northern Land Council (NLC)

The NLC is an independent statutory authority of the Commonwealth. It is responsible for assisting Aboriginal peoples in the Top End of the Northern Territory to acquire and manage their traditional lands and seas. Land Councils are important bodies as they give Aboriginal peoples a voice on issues affecting their lands, seas and communities.



University of Oxford

The Policy Engagement Team at the University of Oxford brokers connections and mutually beneficial engagement between researchers across Oxford and the policymaking community in local, national and international contexts. In particular, it supports the Oxford Policy Engagement Network, connecting members, and sharing with them guidance and resources, as well as opportunities for engagement, professional development and funding, aligned with their policy interests.



Research for Development Impact Network (RDI)

The RDI Network is a network of practitioners, researchers and evaluators working in international development, supporting collaborative partnerships to improve the uptake and use of evidence in policy and practice. Working in close partnership with the Australian Council for International Development (ACFID), the Network functions as a key cross-sector platform for shared learning and action in the international development sector.



Centre of Excellence for Development Impact and Learning

CEDIL was established in 2017 through funding from the UK's Foreign, Commonwealth and Development Office. CEDIL's primary objectives are to: i) develop and test innovative methods for evaluation and evidence synthesis in international development contexts; ii) build evidence on how to deliver research uptake and use in decision making.



Australian Government
Department of Foreign Affairs and Trade
Department of Foreign Affairs and Trade

The Department of Foreign Affairs and Trade (DFAT) promotes and protects Australia's international interests to support our security and prosperity. DFAT works with international partners and other countries to tackle global challenges, increase trade and investment opportunities, protect international rules, keep our region stable and help Australians overseas.



Humanitarian Advisory Group

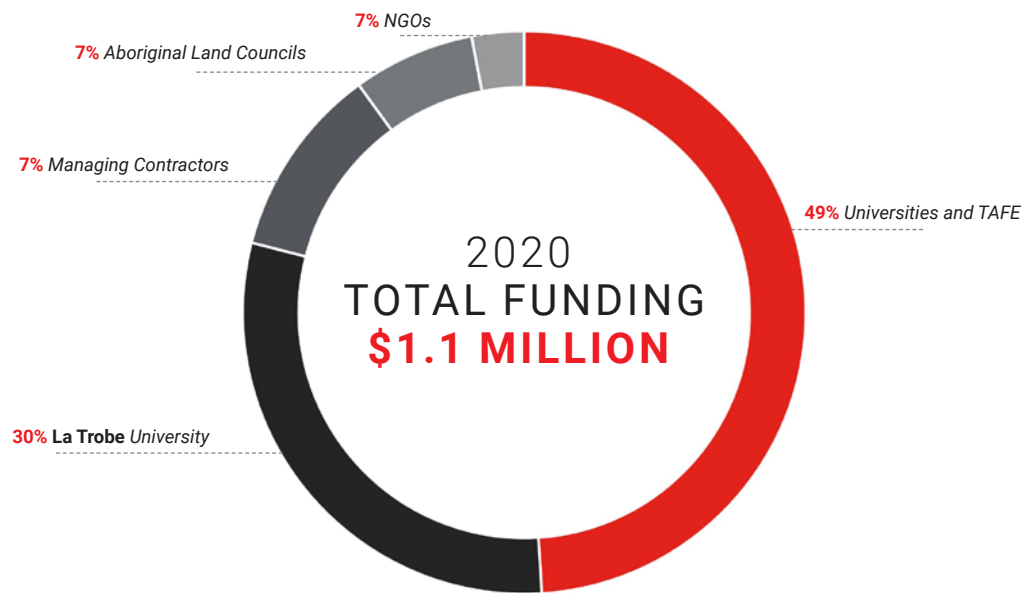
Humanitarian Advisory Group (HAG) was founded in 2012 to elevate the profile of humanitarian action in Asia and the Pacific. Set up as a social enterprise, HAG provides a unique space for thinking, research, technical advice and training that can positively contribute to excellence in humanitarian practice.



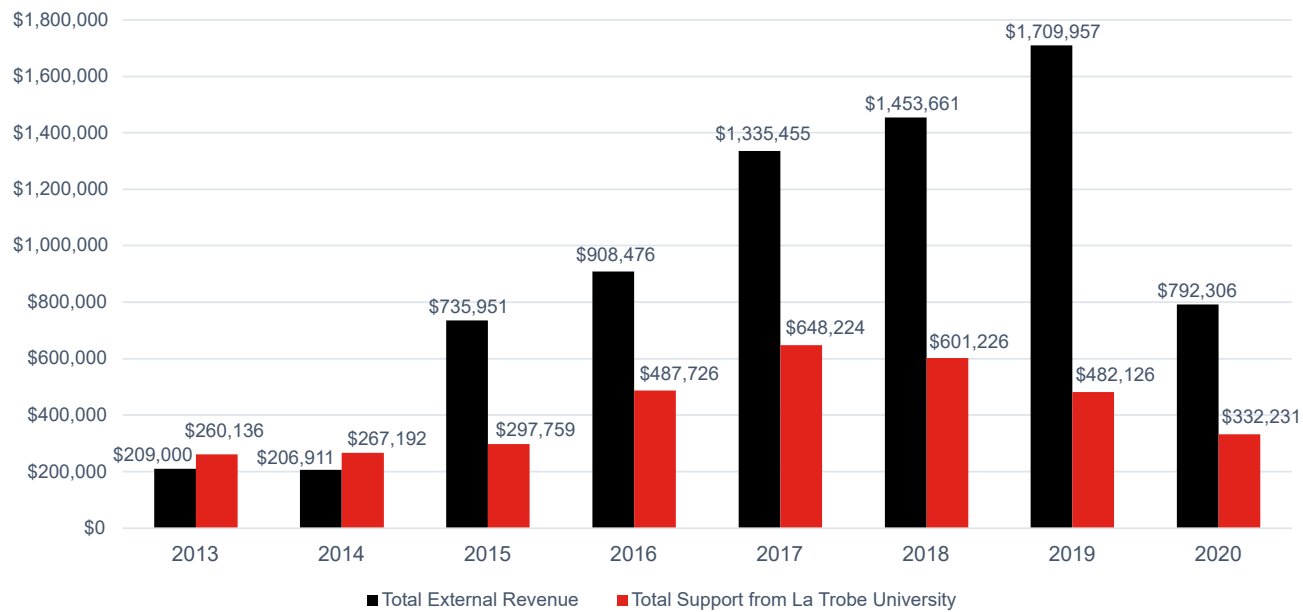
University of Birmingham, International Development Department

The University of Birmingham's International Development Department has over 50 years' experience undertaking ground-breaking research, teaching, and policy advice on the most pressing global challenges.

INSTITUTE
FUNDING



TOTAL REVENUE 2013 - 2020



Project	Partner	Funding source	Funding period & total project value	Status	Funding 2020 (AUD)
Developmental Leadership Program - Phase 3	University of Birmingham	DFAT	2019-22 Up to \$337,467	Continued	\$96,415
Reviewing the monitoring, evaluation and learning system of Coalition for Change, Philippines	Abt Associates Pty Ltd	DFAT	2020 \$28,336	Completed	\$26,082
Monitoring and evaluation partnership for Solomon Islands Justice and Governance Programs	Cardno Emerging Markets	DFAT	2018-20 Up to \$991,512	Continued	\$47,419
Monitoring, evaluation, research, learning and partnership support for the Australia Pacific Training Coalition	TAFE Queensland	DFAT	2018-22 Up to \$400,007 per annum	Continued	\$412,479
Monitoring, evaluation, research and learning support	Northern Land Council	Aboriginals Benefit Account	2019-22 \$83,768 plus reimbursable	Continued	\$33,123
Monitoring, evaluation and learning support for regional community development programs	Central Land Council	Aboriginals Benefit Account	2019-2020 \$38,500 plus reimbursable	Continued	\$38,500
Development of a Monitoring & Evaluation Framework for Warlpiri Education and Training Trust	Central Land Council	Aboriginals Benefit Account	2019-20 \$39,486 plus reimbursable	Continued	\$11,846
Enhancing Research Use in International Development	Research for Development Impact Network	DFAT	2019-20 \$72,938	Completed	\$49,559
Aid review submissions	Australian Volunteers International	Australian Volunteers International	2020 \$24,459	Completed	\$5,559
Strengthening monitoring and evaluation of policy engagement	Oxford University	Oxford University	2020 \$40,600	Completed	\$41,876
COVID, localisation and locally-led development	Niti Foundation	Institute for Global Development, UNSW	2020 \$4,000	Completed	\$4,000
Adaptation in the Pacific in the context of COVID-19	Australian Red Cross	Australian Red Cross	2020 \$20,000	Completed	\$20,000
Partnership brokering	Rainbow Health	La Trobe University	2020 \$7,006 (internal transfer)	Completed	\$7,006
Miscellaneous	Miscellaneous	Various		Completed	-\$1,558
TOTAL EXTERNAL FUNDING					\$792,306
Research Centre Support	La Trobe University	La Trobe University			\$90,000
La Trobe Internal Contribution (incl. non-salary budget)	La Trobe University	La Trobe University			\$242,231
TOTAL FUNDING FROM ALL SOURCES					\$1,124,537

OUR WORK IN INDIGENOUS AUSTRALIA

The Institute has long-standing partnerships with Indigenous Australian organisations working to support Indigenous people to drive their own development. Through these partnerships, Institute staff support Indigenous organisations and development practitioners to deliver community development programs that support the achievement of outcomes that Indigenous people value and privilege Indigenous voice, ownership and control.

The focus of the Institute's work is on working with Indigenous Australian organisations and Indigenous communities to monitor progress, reflect on what works and why, and use this learning to influence others. In keeping with the emphasis on Indigenous voice, this work is increasingly bringing together Indigenous and non-Indigenous perspectives on change and development, and ways of understanding and tracking progress.

The Institute's long-term partnerships recognise the critical importance of investing in respectful, two-way relationships and working in genuine collaboration with Indigenous Australian organisations and Indigenous communities.

In 2020, our work with existing partners the Central Land Council and the Warlpiri Education and Training Trust expanded. New collaborations were also initiated with Charles Darwin University and the national convenors of ChangeFest.

CENTRAL LAND COUNCIL

The Central Land Council's (CLC) Community Development (CD) Program works with Indigenous people across more than 35 Central Australian communities to design and fund hundreds of development initiatives with a combined annual value of around \$20 million.

The COVID-19 pandemic created unexpected opportunities for Institute Senior Research Fellow Danielle Campbell and Co-Director Linda Kelly to work more closely with the CLC's Community



Photo: WETT TAL Research - Glenda Wayne & Belinda Wayne - Community Feedback Meeting, Yuendumu, May 2021

Development team. Strict travel restrictions to prevent the spread of COVID-19 meant the community development team was unable to travel to remote communities for many months. This provided time for professional development. The CLC engaged the Institute to design and deliver an online lecture series on development theory and practice. The CLC also sought the Institute's support to begin a redesign of the program's Community Development Framework. Institute staff facilitated 4 virtual workshops with community

WARLPIRI EDUCATION AND TRAINING TRUST

The Warlpiri Education and Training Trust (WETT) has been designing and funding programs to support education and training priorities for Warlpiri, an Indigenous language and cultural group of the Tanami Desert in the Northern Territory, since 2005. Throughout 2020, the Institute continued to work with WETT and the CLC on the co-design of a monitoring and evaluation framework for WETT and its 5 major programs. During 2 virtual workshops, Institute staff presented a draft 'map' (or theory of change) articulating WETT's vision and how it is working to achieve this and worked with WETT and the CLC to further develop this. A draft Tracking and Learning Plan outlining ways of assessing whether positive change is occurring was also presented.

While Warlpiri feedback on this process was positive, the discussions highlighted how difficult it is to ensure effective cross-cultural communication between stakeholders in an online environment, given differences

development staff and the program's external reference group to discuss program achievements, areas for improvement and future directions. These discussions were informed by findings from annual monitoring of the program, with a focus on the views of Indigenous program participants. This has laid a strong foundation for continuing work. The CLC and the Institute also entered into a new, more substantial agreement in late 2020 to co-design a comprehensive 5-year program monitoring, evaluation and learning strategy.

Alongside this, Institute staff continued to support the CLC and Indigenous people to track the current program and support learning and adaptation. This included analysing information collected throughout the year from reports on individual projects, community-based monitoring and staff reflections, as well as workshops for staff to engage with and extend the draft report and analysis. In 2020 these workshops were held virtually over 5 days.



Photo: CLC May CD reference and CD unit workshop group shot

in worldview and language. Participants agreed to delay finalising the Tracking and Learning Plan until it could be workshoped face-to-face in Alice Springs. In the meantime, however, they agreed to undertake a trial of community data collection and analysis. WETT provided additional funding for the Institute and the CLC to co-design and trial a methodology to undertake this through collaboration with Indigenous community researchers.

In November 2020, Institute researcher Markkirdi Rose, a Warlpiri educator and trained teacher, traditional landowner and WETT founder, supported remotely by Senior Research Fellow Danielle Campbell and Institute Director Chris Roche, co-facilitated a workshop with CLC staff, WETT

Advisory Committee members and several Warlpiri interested in becoming community researchers. This workshop helped identify Warlpiri objectives, information needs and



Photo: WETT TAL workshop - Malkirdi Rose with community researchers Ricardo Gallagher and Trephina Gallagher

culturally appropriate ways of gathering information, which will be trialed in the first half of 2020.



Photo: Royston and the WETT MAP which captures WETT's vision

NORTHERN LAND COUNCIL

The Northern Land Council's Community Planning and Development Program, modelled on the Central Land Council's program, has been running for 5 years. Institute Co-Director Linda Kelly has been collaborating with the Northern Land Council on a project to design and test three approaches to monitoring and evaluation tailored to Indigenous-led community development initiatives.

The first approach draws on project reporting, regular feedback from Indigenous participants and staff reflections to track progress towards project outcomes, including greater Indigenous control of development. The second is led by Indigenous and non-Indigenous researchers from the Northern Institute at Charles Darwin University and involves Indigenous community researchers working with other community members to define an Indigenous perspective on community development and understand what outcomes Indigenous communities would like to see. This approach was extended in 2020 to a third remote Indigenous community and continued to be highly effective in highlighting Indigenous voices and perceptions of community development. The third approach is assessing the impact that community development projects are having on community well-being in selected locations by working with Indigenous people and the Australian National University to adapt the Mayi Kuwayu Survey. Despite delays resulting from COVID-19, the survey was adapted based on input from Djarrandjarrany native titleholders and, with support from Indigenous facilitators, completed by 27 community members where community development projects are being implemented.

In 2020, Institute Co-Director Linda Kelly produced the second annal report on the Community Planning and Development Program based on findings from the first and second approaches.

OUR WORK IN THE PACIFIC AND TIMOR LESTE

The Institute is deeply committed to working closely, as peers, with our immediate neighbours to address our common challenges. Although the Institute engages on a range of programs and issues, our particular interest is in supporting locally-led development efforts and working with programs which are making genuine attempts to support local leadership.

The COVID-19 pandemic, and the exodus of international staff from the Pacific, offered opportunities for the Institute to support colleagues stepping into the gaps, and to observe and research the impact of this on local leadership.

AUSTRALIA-PACIFIC TRAINING COALITION (APTC)

Throughout 2020, the Institute continued to work with the Australia Pacific Training Coalition (APTC), to provide technical support, coaching and mentoring, and two-way learning in the areas of monitoring, evaluation and learning (MEL), partnerships and coalitions, research, and management and leadership.

With Institute staff unable to travel to the Pacific, and international staff demobilised, our work focused on supporting APTC staff to take on additional tasks and new roles. Senior Research Fellow Danielle Campbell and Institute Co-Director Linda Kelly worked closely with APTC staff to support the design and delivery of stakeholder review workshops for country-level theories of change in five countries. They also continued to support APTC's regional monitoring, evaluation and learning team to develop and implement tools and processes for capturing APTC's progress and outcomes. Institute Partnerships and Programs Manager Yeshe Smith continued to work closely with APTC's partnerships and coalitions team to run partnership negotiation sessions and health checks, and conduct partnership training sessions with colleagues and stakeholders. Delays to planned activities provided an opportunity for the Institute to support professional development and reflection for APTC staff, including hosting a series of seminars, mock partnership sessions, and team review sessions.



Photo: APTC colleagues participating in a Theory of Change Workshop in Tuvalu

Several research studies were also completed in 2020. Institute associate Aidan Craney and Senior Research Fellows Elisabeth Jackson and Danielle Campbell worked, together with APTC colleagues, conducted research into the challenges that Pacific women face in participating in TVET. This has helped inform APTC's strategies for ensuring that women in the Pacific are able to access and complete training and make a successful transition into the workforce. Elisabeth Jackson completed an environmental scan of the TVET sector in the Pacific. In-depth country profiles for the nine Pacific countries in which APTC works are helping to ensure that APTC's training profile and TVET systems strengthening work is relevant to the context. Aidan Craney and Elisabeth Jackson have also commenced a research project on inclusive TVET in Samoa. This project is being undertaken collaboratively with APTC and Samoan disability advocacy organisation Nuanua O Le Alofa and aims to identify lessons learned from these two organisations' work in delivering TVET for people with a disability in Samoa.

In the second half of 2020, the Department of Foreign Affairs and Trade undertook a strategic review of APTC. Institute staff provided support throughout this process, including undertaking rapid reviews and syntheses of monitoring and evaluation data. Institute staff also developed several papers and briefs on aspects of APTC's approach. This included collating evidence of the impact of APTCs work to strengthen TVET systems across the region.

AUSTRALIAN RED CROSS AND THE HUMANITARIAN ADVISORY GROUP RESEARCH CONSORTIUM

In early 2020, as the COVID-19 pandemic unfolded, many expatriate aid workers in the Pacific returned to their home countries. This provided space for local actors to take on new roles. The Institute saw this an opportunity to learn more about locally-led development and humanitarian responses. Together with the Australian Red Cross and the Humanitarian Advisory Group, we embarked on a project to

track the impact of these changes on local leadership in the Pacific. A key aim of the project was to inform future humanitarian and development programming by sharing lessons with researchers, practitioners and policymakers in Australia, the Pacific and globally.

The research found that the changes to how humanitarian and development aid is delivered brought about by COVID-19 had helped create new spaces for local leadership and in some cases had shifted traditional ways of working. It also found that where expatriate and local staff already had strong relationships and mutual trust, the shift to remote support had been seen as effective. However, while national and local actors reported receiving more funding, a majority of donor funding in humanitarian response continued to be channeled through international mechanisms.

The findings of the project have led to a further study focused on the implications of COVID-19 for leadership by Pacific Islander development professionals, which the Institute is leading.

CHALLENGES AND OPPORTUNITIES FOR PACIFIC WOMEN'S PARTICIPATION IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING (TVET)

TVET is key to developing the skills that Pacific countries need to recover from the impacts of COVID-19 as well as for longer term economic growth and poverty reduction.

In 2020, Institute researchers Aidan Craney, Elisabeth Jackson and Danielle Campbell worked with colleagues at the Australia Pacific Training Coalition (APTC) to understand the challenges that Pacific women face in accessing and completing vocational training. The research was commissioned by APTC to inform their efforts to improve women's participation in TVET courses.

Focus group discussions with current, past and prospective students of APTC in Fiji, Kiribati, Papua New Guinea and Tonga identified a range of barriers to participation, including financial constraints and living in remote areas. However, one of the most significant constraints that women identified was gender norms. These social attitudes and expectations shape women's choices about education, work and family life.

More positively, the research found that support from spouses, family members and peers was critical in helping women cope with the challenges of balancing study with family responsibilities. This, together with financial support, counselling, supportive workplaces, and the additional social recognition that comes with having a qualification enabled them to pursue and successfully complete their studies.

These findings point to several ways that women can be supported to pursue TVET and successfully transition into the workforce. These include formal peer support networks, flexible learning options, access to childcare, and work-ready programs tailored to the needs of women. Government targets and incentives for TVET providers to increase women's enrolment, TVET scholarships for women, and a childcare allowance can also facilitate greater participation of women in TVET.

KAYLI WILD, DECRA FELLOW IN TIMOR-LESTE

Over the last four years, ARC DECRA Fellow Kayli Wild has been working with universities, health providers and government agencies in Timor Leste to promote better responses to violence against women within Timor Leste's health sector.

In February 2020, Kayli travelled to Dili to help train lecturers from six Timorese universities. These lecturers are poised to teach the new curriculum we co-developed to assist health providers to address violence against women and children. At that point the pandemic was looming, but none of us could have predicted what was about to unfold.

Our work in Timor-Leste focuses on supporting the health system response to domestic violence and sexual assault. It involves research with women survivors, health providers and policy-makers, as well as the development and evaluation of resources and models of training to support the health system in this challenging work. Thanks to our researcher on the ground in Timor-Leste, and strong leadership from our colleagues at the National University of Timor-Leste, our work was able to continue.

We focused our efforts on policy briefs, publications and a forthcoming textbook, written in Tetum. We also began a new collaboration with Health Alliance International and the National Institute for Health in Timor-Leste to develop and evaluate a package of training and ongoing support to address violence against women. This will be piloted and refined in two municipalities and can be rolled out across the country.

As COVID-19 and natural disasters continue to pose significant setbacks, uniting against gender-based violence is more important than

ever. Our focus continues to be on practical research outputs that can contribute to sustainable and system-wide change, and importantly, are informed by research with those most affected by gender inequality.



Photo: Femy Belo and women from Uma Pas Foundation call for action to reduce inequalities

RESEARCH TO IMPACT

Throughout 2020, the Institute continued to work on a range of projects designed to better understand the challenges of using research and evidence and to promote more evidence-informed policy and practice.

SUPPORTING BETTER USE OF RESEARCH IN INTERNATIONAL DEVELOPMENT

Throughout 2020, the Institute’s Senior Research and Learning Adviser Chris Adams and Senior Research Fellow Elisabeth Jackson worked with Praxis Consultants on an action research project designed to improve how research is used to inform practice in international development organisations. The research was supported by the Research for Development Impact (RDI) Network and funded by the Australian Department of Foreign Affairs and Trade. The project involved small teams of research advocates from 12 different organisations, including government and intergovernmental organisations, managing contractors, non-government organisations (NGOs) and universities. These teams undertook action research projects designed to trial different strategies for improving research use within their organisations.

The research identified five organisational factors which provide the basis for improved research use within organisations: the authorising environment, research culture, relationships, capabilities and capacity, and systems and funding. It also identified a range of strategies for promoting research use, including starting with a single issue or small activity, identifying realistic entry points, building on existing organisational practices, and engaging people from across the organisation. The full report provides a range of ideas and starting points to strengthen research use in development organisations.

Each of the teams is implementing an action research project, based on their analysis of the specific challenges of using research within their organisation. A member of the project team meets regularly with each of the research teams to provide support and guidance.



Photo (from left to right): Screenshot from a webinar on Evaluating Research Update: Juggling Evidence, Politics and Uncertainty. Chris Roche, Sandy Oliver, Yanuar Nugroho and Laurenz Langer

The experiences of each of the research teams will be synthesised in a workshop in mid-2020 to identify key lessons, good practices and implications for organisations seeking to improve the way they use research to inform their programs.

STRENGTHENING APPROACHES TO MONITORING AND EVALUATION OF POLICY ENGAGEMENT

In 2020, Institute Director Chris Roche, PhD student Ujjwal Krishna, and the University of Birmingham’s Alana Tomlin worked with the University of Oxford to strengthen their approach to monitoring and evaluating policy engagement. The project involved a literature review, as well as interviews and focus group discussions with academics from a range of science and humanities disciplines. The team developed three succinct guidance notes on approaches to monitoring, evaluating and learning for public policy engagement, as well as a library of resources and tools for researchers and research support staff. These will be valuable for other universities, research networks, and funding organisations seeking to improve the impact of their research on policy and practice.

ENGAGING STAKEHOLDERS WITH EVIDENCE AND UNCERTAINTY

Institute Director Chris Roche continued to work with the UK-based Centre of Excellence for Development Impact and Learning (CEDIL) on a project to improve how researchers and evaluators work with stakeholders. The project explores different models for engaging stakeholders given different types and degrees of uncertainty, with the aim of increasing the use of evidence for informing decision-making. Following discussions with policymakers and researchers, a practical guide for evaluators and researchers will be produced.

DEVELOPMENTAL LEADERSHIP PROGRAM (DLP)

The Developmental Leadership Program (DLP) is a partnership between the Australian Department of Foreign Affairs and Trade, the University of Birmingham and the Institute.

In its third phase, the program is supporting a portfolio of seven research projects the Pacific and Asia. These projects focus on exploring how leadership is understood in different contexts, where leaders come from, how leaders collectively influence institutions, and how developmental leadership can be e supported. All of the projects are led or conducted with a researcher or institution in the country of study, with local researchers leading nearly all of the field work.

A key focus for the Institute’s work is understanding how, and under what circumstances, evidence developed through these research projects does, or does not, inform development policy and practice. This work is being led by Institute Director Chris Roche, the Deputy Director (Impact) for DLP, who is working closely with DLP PhD student Ujjwal Krishna to understand the different pathways to impact.

With COVID-19 causing delays in commencing in-country fieldwork, DLP shifted its focus to exploring the importance of leadership responding to the COVID-19 crisis. This included establishing an online Leadership Observatory which includes accessible summaries of research targeted to policymakers, stories from leaders, activists and coalitions involved in the COVID-19 response and recovery, and reflections on the relevance of DLP’s research to the COVID-19 pandemic. DLP also chaired a webinar on governance in the Solomon Islands during COVID-19 as part of a Department of Foreign Affairs and Trade series.



Photo: Screenshot of a tweet for the DLP escape room at AAC 2020



OUTREACH AND ENGAGEMENT

Institute staff are actively engaged in translating and communicating research to practitioners and policymakers and creating platforms to stimulate discussion about the practice of social change. Through this, we aim to contribute to ongoing debates about how social change happens, and share learning about how best to support locally-led processes of change both in Australia and the region.

UNDERSTANDING AND ADAPTING TO COVID-19

A key focus for our outreach and engagement in 2020 was on better understanding the impacts of COVID-19 on development and supporting development practitioners to navigate through uncertainty. Early in the pandemic, the Institute drew together a brief on key lessons from humanitarian aid to support international development staff who were being called on to support the response (“Supporting local responses to COVID-19: Nine things you need to know”). Institute staff were also engaged in supporting those involved in program monitoring and evaluation to adapt their practice to the realities of COVID-19. This included a working paper (“Uncertainty and COVID-19: A turning point for monitoring, evaluation, research and learning”), developed in collaboration with Abt Associates, a blog, and a webinar which attracted over 200 participants from across Australia, New Zealand, Asia, and the Pacific. Institute Director Chris Roche also shared his insights on monitoring, evaluation and learning in a COVID-19 context at the 2020 Pawa Liklik NGO Forum, and through webinars with the UK-based Centre of Excellence for Development Impact and Learning and the Law and Justice Development Community of Practice.

The Institute also hosted a webinar on “Complexity, health systems and human development: Reimagining practice in a post-COVID world” with Professor Chris Mowles from the University of Hertfordshire. The event was supported by the La Trobe University Building Healthy



Fiona Tarpey and Chris Roche – Does COVID19 mean the end of the aid and development sector?

29 March 2020 - 40 minutes

Photo: Screenshot of podcast between Fiona Tarpey and Chris Roche

Communities Research Focus Area and the Institute for Global Development at the University of New South Wales and brought together academics, international development practitioners, and staff from government agencies to explore the implications of complexity theory for practice.

Throughout 2020, the Institute supported Australian development practitioners and researchers to explore the implications of COVID-19 and other changes for development practice. As part of her role on the Australian Council for International Development (ACFID)’s Development Practice Committee, Institute Co-Director Linda Kelly designed and facilitated a forum for Australian NGOs on how to recreate themselves in a post COVID world. Institute staff were also invited to share their thinking as part of an initiative with the Institute for Global Development at the University of New South Wales and the Niti Foundation. This aimed to “reimagine development”, by exploring what it means to change the way we “do” development, what a changing landscape for justice and inequality means for practice, and how pathways of funding and localising development approaches can be strengthened. As part of this, Institute Director Chris Roche and Senior Research Fellow Lisa Denney contributed a paper entitled “COVID-19: An opportunity to localise and reimagine development in the Pacific?”.

SHARING KNOWLEDGE TO INFLUENCE POLICYMAKERS AND PRACTITIONERS

In January 2020, the Institute made a submission to the Department of Foreign Affairs and Trade’s review of its international development policy. This drew on the Institute’s research and experience to argue for a greater focus on building respectful relationships in the region, fostering locally-led development, and building collective leadership to promote social change.

Throughout 2020, Institute Co-Director Linda Kelly continued to provide strategic advice and support to the Australian Council for International Development (ACFID) – the peak body for Australian-based international NGOs – through her participation in ACFID’s Development Practice Committee and Monitoring and Evaluation Community of Practice. She also continued to serve on the Board of the International Women’s Development Agency.

In October 2020, the Institute presented a panel at ACFID’s Oceania 2020 Connect conference on the characteristics of locally led development in the Pacific. This drew on research undertaken by the Institute in collaboration with colleagues in the Pacific, which was published in a special edition of the journal Politics and Governance. The panel was chaired by Institute Director Chris Roche and drew on insights from senior Pacific development professionals Peni Tawake (APTC), Mereania Rokotuibau (Balance of Power) and Emeline Siale Ilolahia (Pacific Islands Association of Non-Government Organisations).

Institute Director Chris Roche was a keynote speaker at the 2020 conference of the Aotearoa New Zealand International Development Studies Network, hosted by Massey University. His presentation, “Developmental leadership in an uncertain world” focused on the types of evidence and knowledge that are required to address the common challenges we face as a region and the kind of leadership needed within development agencies if they are to remain relevant and effective.

Institute staff continued to use blogs, podcasts, webinars and traditional media to communicate research findings and contribute to key debates on aid and development, including on issues such as localisation and locally-led development, leadership, and collective approaches to social change. They also shared their work at a range of Australian and international conferences, including the Australasian Aid Conference, the Development Studies Association of Australia Conference, UK Development Studies Association, Annual Conference, and Aotearoa New Zealand International Development Studies Network Conference.

INDIGENOUS EVALUATION STRATEGY

In August 2020, the Institute made a submission to the Australian Productivity Commission’s draft Indigenous Evaluation Strategy. This highlighted the political nature of evaluation and the critical need to address power imbalances in order to realise the Strategy’s core principle of ‘centering’ Indigenous people. Building on this submission

and the monitoring and evaluation co-design project with WETT, Indigenous and non-Indigenous Institute staff produced a blog for Australians for Native Title and Reconciliation, “Australia’s Indigenous Evaluation Strategy: Making good on the promise of centring the First Nations’ experience”.

The Institute is increasingly being recognised for its approach to working with Indigenous organisations and communities. In October 2020 Institute Director Chris Roche was asked to contribute to a New South Wales government initiative to develop an accountability framework for Indigenous affairs. The Institute was also invited to join the national convening committee to co-design ChangeFest Northern Territory 2021. Institute staff worked with Collaboration for Impact, Health Justice Australia, the National Centre of Indigenous Excellence, to support local change-makers and organisations to plan a national event showcasing and celebrating place-based change.

BROKERING PARTNERSHIPS FOR SOCIAL CHANGE

Despite the challenges presented by COVID-19, the Institute’s Program and Partnerships Manager, Yeshe Smith, continued to work with NGOs, government agencies and the private sector to negotiate and manage partnerships to support effective social change.

This included work with Rainbow Health Victoria and the Domestic Violence Resource Centre Victoria to negotiate a new partnership on domestic violence prevention programs. Located within the Australian Research Centre in Sex, Health and Society (ARCSHS) at La Trobe University, Rainbow Health Victoria supports lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ) health and wellbeing through research and knowledge translation, training, resources, policy advice and service accreditation.

Yeshe also continued to share her knowledge on the partnership approach, including with HelpAge International and Domestic Violence Victoria, as well as to students in La Trobe’s Development in Practice undergraduate course.

SUPPORTING A COMMUNITY OF PRACTICE ON MONITORING, EVALUATION AND LEARNING

Throughout 2020, the Institute’s Monitoring, Evaluation and Learning Community of Practice continued to provide an important forum for sharing insights and experiences for practitioners and researchers from across the Pacific and Indigenous Australia. The community of practice focuses on monitoring, evaluation and learning in complex settings and on approaches which privilege local voices and perspectives. Monthly meetings are chaired by Senior Research Fellow Danielle Campbell and supported by Institute Director Chris Roche and Co-Director Linda Kelly, who also regularly present on

developments in monitoring, evaluation and learning approaches. Meeting topics are determined by the group and generally include a case study presentation followed by discussion, which is either led by members or occasionally by guest speakers. Some of the highlights from the 2020 community of practice meetings were presentations on monitoring and evaluation in the COVID-19 context, Charles Darwin University’s ‘Ground Up’ Indigenous evaluation approach, and the development of a Pacific monitoring, evaluation and learning approach.

HIGHER DEGREE RESEARCH AND TEACHING

The Institute had six postgraduate research students in 2020, including four PhD candidates and two MA by Research candidates. Bridi Rice successfully completed her MA by Research whilst the other students were at various stages of completion.

PhD students continuing

GLENN BOND

Localisation and legitimacy for International Non-Government Organisations

Supervisors: Chris Roche and John Cox

CAITLIN FINLAYSON

Postdevelopment practice in INGOs: An action research study of Oxfam New Zealand

Supervisors: Chris Roche and Katharine McKinnon (Sociology)

UJJWAL KRISHNA

The political economy of development research and policy

Supervisors: Chris Roche and Jasmine-Kim Westendorf (Politics)

STEPHANIE HOUGHTON

Short-term volunteering within development in Ghana: Narratives of altruism and improvement, power and discourse

Supervisors: Martina Boese (Sociology) and Chris Roche



Photo: Bridi Rice



Photo: Caitlin (2nd from the left) together with her fellow 'NGOs and civil society' session presenters at the Australasian Aid Conference, ANU, February 2020

Masters student completed

BRIDI RICE

The counterpart perspective: Expatriate advisers and technical assistance in Papua New Guinea. Putting humans at the heart of technical assistance

Supervisors: Chris Roche and Linda Kelly

Masters student deferred

REBECCA MCLAREN

How international aid programs can contribute to local collective action, using the MAMPU Women's Empowerment Program in Indonesia as a case study

Supervisors: Chris Roche and Linda Kelly

HONORARY RESEARCH ASSOCIATES

ALEX GYLES

Bachelor of Arts, La Trobe University. Community Development Officer at Central Land Council.

BARBRA THOMAS

Bachelor of Science, University of Papua New Guinea. Master of Arts (Power, Participation and Social Change) student, Institute of Development Studies, University of Sussex.

DEBORAH RHODES

Master of International Development, University of Melbourne. Consultant, Leadership Strategies.

EVE MERTON

PhD, Dublin City University. Senior Communications Advisor, Department of Health, Victoria.

GLEN FINAU

Master of Commerce, University of the South Pacific. PhD candidate, University of New South Wales. Teacher, ANU College.

GUILHERMINA DE ARAUJO

Bachelor of Humanitarian and Community Studies, Charles Darwin University. Independent researcher, Timor Leste.

HENRY OKOLE*

PhD (Political Science), Northern Illinois University.

JASON TITIFANUE

Master of Arts (Development Studies), University of the South Pacific. Assistant Lecturer, University of the South Pacific.

The Institute is committed to working in genuine partnership with researchers from the global south and amplifying their voices.

This is reflected in ongoing relationships with honorary research associates based in the Pacific, with whom Institute staff collaborate on research.

JOHN COX

PhD, University of Melbourne. Lead Research Consultant for World Bank Building the Social Resilience of Communities in the Pacific to Climate Change.

JOPE TARAI

Master of Arts (Politics, Diplomacy and International Affairs), University of the South Pacific. Assistant Lecturer - Ethics and Governance, School of Government, Development and International Affairs, University of the South Pacific

JULIE MUNDY

Bachelor of Commerce (Hons), Griffith University. Principal & Partnerships Specialist/Advisor, Effective Collective

LESLEY HOATSON

Master of Social Work, University of Melbourne. Independent Development Consultant

PAUL KELLY

PhD, Lancaster University. Lecturer, Essex Business School, University of Essex.

ROMITESH KANT

Master of Arts (Research), University of the South Pacific. Assistant Lecturer, University of the South Pacific.

TIM BUDGE

PhD, Deakin University. Director, Tribal Strategies

* The Institute was deeply saddened to learn of the passing of Dr Henry Okole in March 2021. Dr. Okole was the Director of the National Coordination Office for Bougainville Affairs, Adjunct Research Fellow with us at IHSSC, former Chief of Staff to the Secretary General of the Organisation of African, Caribbean and Pacific States (OACPS) in Brussels, and ex-Senior Research Fellow at the PNG National National Research Institute.

TEACHING AND PROFESSIONAL DEVELOPMENT

Over the course of the year, Institute staff contributed to teaching and professional development in a variety of ways.

Senior Research Fellow Dr. Kayli Wild contributed to the development of a training curriculum for health service providers responding to gender-based violence in Timor Leste.

Institute Director Professor Chris Roche, Senior Research Fellow Dr. Lisa Denney and Senior Outreach and Learning Advisor Chris Adams started work with a philanthropic foundation on the design of year-long professional development program for Foundation staff. This program – Enabling Transformational Change – draws on materials developed by the Institute in 2016-2017 for ACFID's Making Change Happen professional development program which targeted emerging leaders in INGOs.

Institute Co-Director Dr. Linda Kelly designed and delivered a four-module on-line course about Approaches to Development to the staff of the Central Land Council's Community Development Team.

Yeshe Smith, Partnership Manager, and Ujjwal Krishna, PhD Scholar, delivered guest lectures into La Trobe's undergraduate and post graduate development studies courses.

PUBLICATIONS AND OTHER OUTPUTS

JOURNAL ARTICLES (TOTAL: 13)

1. **Krishna, U. & Roche, C.** (2020). Locating Leadership and Political Will in Social Policy: The Story of India's MGNREGA. Politics and Governance. 8. 168-179. <https://doi.org/10.17645/pag.v8i4.3342>

2. **Wild, K.**, Gomes, L, Fernandes, A., de Araujo, G., McDonald, S., & Taft, A. (2020). Security from above and below: A critical ethnography of the health response to violence against women in Timor Leste. Social Science & Medicine. 260. <https://doi.org/10.1016/j.socscimed.2020.113191>

3. **Roche, C., Cox, J.**, Rokotuibau M., Tawake P., & **Smith, Y.** (2020). The Characteristics of Locally Led Development in the Pacific. Politics and Governance. 8. 136-146. <https://doi.org/10.17645/pag.v8i4.3551>

4. **Krishna, U.**, Harris, J., & Mitchell, R. (2020). Exploring the integration of child refugees in the United Kingdom: the case of the Kindertransport. Jewish Historical Studies, 51(1). 17. <https://doi.org/10.14324/111.444.jhs.2020v51.009>

5. Varea, R., **Titifanue, J.**, Varea, R., & **Kant, R.** (2020). The political affordances of the 'coconut wireless': rotumans on social media in the 2018 Fiji elections. Pacific Journalism Review. 26. 221-241. <https://doi.org/10.24135/pjr.v26i2.1130>

6. **Craney, A.**, & Hudson, D. (2020). Navigating the dilemmas of politically smart, locally led development: the Pacific-based Green Growth Leaders' Coalition. Third World Quarterly, 41(10). 1653-1669. <https://doi.org/10.1080/01436597.2020.1773256>

7. **Wild, K.** (2020). Maternity waiting homes in times of crisis: Can current models meet women's needs? Women and Birth. 34(4). 306-308. <https://doi.org/10.1016/j.wombi.2020.07.001>

8. **Jackson, E.**, Pellini, A., & Prasetiamartati, B. (2020). Improving the enabling environment for evidence-informed policymaking: an example from Indonesia. Evidence & Policy: A Journal of Research, Debate and Practice. 16(3). 503-514. <https://doi.org/10.1332/174426418X15394255863408>

9. Hudson, D., Lemay-Hébert, N., Mcloughlin, C., & **Roche, C.** (2020). Leadership and Change in Asia-Pacific: Where Does Political Will Come From?. Politics and Governance. 8(4). 131-135. <https://doi.org/10.17645/pag.v8i4.3831>

10. **Cox, J.**, Varea, R., **Finau, G.**, **Tarai, J.**, **Kant, R.**, **Titifanue, J.**, & Neef, A. (2020). Disaster Preparedness and the Abeyance of Agency: Christian Responses to Tropical Cyclone Winston in Fiji. Anthropological Forum. 30(1-2). 125–140. <https://doi.org/10.1080/00664677.2019.1647833>

11. **Cox, J.**, Corbett, J., Spark, C. (2020). Being the President: Hilda Heine, Gender and Political Leadership in the Marshall Islands. Small States & Territories. 3(2). 339-358. <https://doi.org/10.26181/6019c95354ca2>

12. **Finau, G.** (2020). Imagining the Future of Social and Environmental Accounting Research for Pacific Small Island Developing States. Social and Environmental Accountability Journal. 40(1). 45-52. <https://doi.org/10.1080/0969160X.2020.1719171>

13. **Titifanue, J.**, **Kant, R.**, & **Finau, G.** (2020). A crucible for bottom-up regionalism? The digital renaissance: West Papuan media suppression and social media in the Pacific. Pacific Journalism Review. 26. 140-147. <https://doi.org/10.24135/pjr.v26i1.1079>

REFEREED RESEARCH REPORTS (TOTAL: 4)

1. **Wild, K.**, Hooker, L., Gomes, L., Fernandes, A., Marcal, L., de Araujo, G., & Taft, A. (2020). WHO's Curriculum Improves Timor-Leste Nursing and Midwifery Students' Knowledge, Attitudes and Confidence in Responding to Domestic and Sexual Violence [Abstracts and Papers from the 2020 Nursing Network on Violence Against Women International Conference]. Global Qualitative Nursing Research. 7. 1-79. <https://doi.org/10.1177/2333393620932494>

2. **Wild, K.**, Gomes, L., de Araujo, G., Fernandes, A., Marcal, L., & Taft, A. (2020). Curriculum Development in Timor-Leste: Results from the Pilot of WHO's Pre-Service Curriculum on Responding to Violence against Women and Children. In S. Farram et al., Understanding Timor-Leste. Volume 1. Timor-Leste Studies Association

3. **Wild, K.**, de Araujo, G., Fernandes, A., Gomes, L., & Taft, A. (2020). Women's Stories of Trauma and Resilience: The Use of Video Narratives in Promoting Empathy for Health Providers Responding to Violence against Women. In S. Farram et al., Understanding Timor-Leste, Volume 1. Timor-Leste Studies Association

4. de Araujo, G., **Wild, K.**, Fernandes, A., Gomes, L., Taft, A. (2020). Feto sira nia istoria kona-ba trauma no rezilensia: Uza video hodi promove empatia ba fornecedor saude sira ne'ebe responde ba violensia hasoru feto. In S. Farram et al., Understanding Timor-Leste, Volume 1. Timor-Leste Studies Association

OTHER RESEARCH REPORTS (TOTAL: 23)

1. **Kant, R.** (2020). Extractive Mining and Free, Prior, Informed Consent: A Fiji case Study. Citizens' Constitutional Forum (CCF) Limited, Suva, Fiji

2. **Kelly, L.** (2020, July). Community Planning and Development Program: Monitoring Report for 2019. Northern Land Council. <https://bit.ly/3vACQ61>

3. **Roche, C.**, & **Jackson, E.** (2020, April). Supporting Local Responses to COVID-19: Nine Things Your Need to Know. <https://bit.ly/3vDHD6Y>

4. **Jackson, E.**, **Adams, C.**, Cordeiro, M. & Roche, A. (2020, March). Second Progress Report to RDIN on Enhancing Research Uptake Project

5. **IHSSC** (2020, January). Submission to DFAT's International Development Policy Review. <https://bit.ly/2SCO8tn>

6. **IHSSC** (2020, February). Supplementary submission to DFAT's International Development Policy Review. <https://bit.ly/3cTiFcZ>

7. Tyrell, L., **Kelly, L.**, **Roche, C.**, & **Jackson, E.** (2020). MERL in a Time of COVID-19. Abt Associates Working Paper

8. **Roche, C.**, Tyrrel, L., **Kelly, L.**, & **Jackson, E.** (2020). Uncertainty and COVID-19: A turning point for Monitoring Evaluation, Research and Learning. 1-18. <https://bit.ly/3zDW8uz>

9. **Campbell, D.** (2020). Country-level Theory of Change and Program Approach - Nauru. APTC

10. **Roche, C.** & **Jackson, E.** (2020, April). Supporting local responses to COVID-19. Brief

11. **Campbell, D.** & **Kelly, L.** (2020). Central Land Council Community Development Program - Monitoring Report June 2018 – July 2019

12. **Craney, A.**, & **Jackson, E.** (September 2020). Challenges and opportunities for Pacific women's participation in TVET

13. Cordeiro, M., **Jackson, E.**, **Adams, C.**, & Roche, A. (2020, October). Improving Research Use In International Development: An RDI Network Action Research Project. Final project report

14. **Roche, C.**, Tyrrel, L., **Kelly, L.**, & **Jackson, E.** (2020). Uncertainty and COVID-19: A turning point for Monitoring Evaluation, Research and Learning. 1-18. <https://bit.ly/3vAdk0Z>

15. **Mundy J.** (2020). Scoping study on commissioning research and improving the effectiveness of partnerships in CLARE: a practitioner's perspective. 1-83

16. **Roche, C.**, Tomlin, A., & **Krishna, U.** (2020, November). The Development of Monitoring, Evaluation and Learning Approaches for Policy Engagement: Project Report and Overview. Oxford: University of Oxford

17. Australian Red Cross, Humanitarian Advisory Group and the **Institute for Human Security and Social Change, La Trobe University.** (2020, November). A window of opportunity: learning from Covid-19 to progress locally led response and development think piece

18. Maltzahn, K., Whiteside, M., Thompson, A., Kirirua, J., **Cox, J.**, Lee, H., & MacLean, S. (2021). Lucky for Some: Bingo in Victoria. Report to funder. Bundoora: La Trobe University

19. **Roche, C.**, Tomlin, A., & **Krishna, U.** (2021, January). Principles of monitoring, evaluation and learning for policy engagement. Oxford: University of Oxford. <https://bit.ly/3iSJvpJ>

20. **Roche, C.**, Tomlin, A., & **Krishna, U.** (2021, January). Monitoring, evaluation and learning for policy engagement: approaches, questions and resources. Oxford: University of Oxford. <https://bit.ly/3wKbMCP>

21. **Roche, C.**, Tomlin, A., & **Krishna, U.** (2021, January). How universities and funders can support monitoring, evaluation and learning for policy engagement. Oxford: University of Oxford

22. **Roche, C.**, Tomlin, A., & **Krishna, U.** (2021, January). How do I monitor, evaluate and learn about policy engagement? Oxford: University of Oxford. <https://bit.ly/3qejqCX>

23. **Denney, L.** & **Roche, C.** (2020, October). Localising Developmental Leadership in an Uncertain World, Reimagining Development Series, UNSW Institute for Global Development.

PRESENTATIONS TO WORKSHOPS AND CONFERENCES (TOTAL: 15)

1. **Roche, C.**, & **Krishna, U.** (2019). Emerging Development Issues and Implications for International NGOs. Oaktree Foundation, Melbourne

2. **Roche, C.**, & **Krishna, U.** (2019). Monitoring and Evaluating Research Impact. Department of Foreign Affairs and Trade (DFAT), Canberra

3. **Krishna, U.**, & **Roche, C.** (2020). Locating leadership and 'political will' in social policy implementation: The story of India's MGNREGA. DSA Annual Conference: New Leadership for Global Challenges. Development Studies Association, University of Birmingham

4. **Roche, C.**, Hudson, D., Mcloughlin, C., **Krishna, U.**, & Tomlin, A. (2020, February). Developmental Leadership Escape Room. Australasian Aid Conference. Development Policy Centre, Crawford School of Public Policy, Australian National University (ANU), Canberra

5. **Roche, C.**, **Kelly, L.**, **Adams, C.**, **Campbell, D.**, & **Krishna, U.** (2020). Learning to think and research politically: Confessions of a research institute. DSA Australia Conference. Development Studies Association of Australia, Deakin University, Melbourne

6. **Finlayson, C.** & **Roche, C.** (2020, February). Postdevelopment in practice and the Future of INGOs. Conference presentation, Australasian Aid Conference, ANU, Canberra, Australia

7. **Finlayson C.** (2020, December). Organisational change within Oxfam New Zealand. Conference presentation. The Aotearoa New Zealand International Development Studies Network Conference, Massey University, Palmerston North, New Zealand

8. **Kelly, L.,** Moore, L., & Tyrrel, L. (2020). 'Participation, power and politics in evaluation – 'Upside down MEL", Australian Aid Conference, Canberra

9. Jiwanji, M., Delaisainiai, A., Glendining, N. & **Kelly, L.** (2020) 'Governance for Resilient Development in the Pacific', Australian Aid Conference, Canberra

10. **Roche, C.** (2020) Developmental Leadership in an uncertain world, Keynote to the The Aotearoa New Zealand International Development Studies Network Conference, Massey University, Palmerston North, New Zealand. <https://devnet.org.nz/keynote-speakers/> - 4/12/2020

11. **Roche, C.,** & Moran, M (2020, September) Frontline innovation, monitoring and learning during COVID-19. Facilitated session at Pawaliklik 2020 NGO Forum. <https://www.pawaliklik.community/pawa-liklik-2020>

12. **Roche, C.** Special Address on "Human Security from below in An Uncertain World", two day international online conference on Human Security and the Pandemic, <https://www.amity.edu/mumbai/ioc2020/>. https://www.youtube.com/watch?v=I2S9_iQVObU&feature=emb_logo with Chris Roche speaking from about 1:32:00

13. **Finlayson, C., & Roche, C.** (2020, February). 'Postdevelopment in practice and the Future of INGOs'. Conference presentation, Australasian Aid Conference, ANU, Canberra, Australia

14. **Finlayson, C.** (2020, December). 'INGOs and postdevelopment: A way forward?', Aotearoa New Zealand Development Studies Conference, Massey University

15. **Kelly, P.** (2020, April) Using good ole supply chains to disentangle power, data and knowledge production in a post-truth era. CWOS Seminar Series, Centre for Work, Organisation and Society, University of Essex

INDUSTRY ENGAGEMENT (TOTAL: 29)

1. **Campbell, D.** (2020, 26 March). MEL (Monitoring, Evaluation and Learning) Community of Practice meeting three. Hosted by the Institute for Human Security and Social Change. La Trobe University, Melbourne

2. **Roche, C., Krishna, U.** (2020). From Research to Policy: the DLP. Staff Seminar. Department of Social Inquiry, La Trobe University, Melbourne

3. **Campbell, D.** (2020, 27 February). MEL (Monitoring, Evaluation and Learning) Community of Practice meeting two. Hosted by the Institute for Human Security and Social Change. La Trobe University, Melbourne

4. **Wild, K.,** de Araujo, G., **Kelly, L.,** & Taft, A. (2020). Helping vulnerable women and children during COVID-19 [discussion paper for UN Spotlight Reference Group, Timor-Leste]. La Trobe University, Melbourne

5. **Campbell, D.** (2020, 29 January). MEL (Monitoring, Evaluation and Learning) Community of Practice meeting one. Hosted by the Institute for Human Security and Social Change. La Trobe University, Melbourne

6. **Kelly, L.** (2020, various). Adviser to ACFID (Australian Council for International Development) Development Practice Committee advisory group. Canberra

7. **Kelly, L.** (2020, various). IWDA (International Women's Development Agency) Board Meetings

8. **Kelly, L.** (2020, January) Advisor to the ACFID Response to Call for Submissions on Australia's New International Development Policy

9. De Araujo, G. (with support from **Wild, K., Kelly, L.,** & Taft, A.). (2020, 17 April). Reference group meeting for UN Spotlight Initiative to end violence against women and girls. UN House, Dill

10. De Araujo, G. (with support from **Wild, K., Kelly, L.,** & Taft, A.). (2020, 19 June). Reference group meeting for UN Spotlight Initiative to end violence against women and girls. UN House, Dill

11. **Wild, K.** (with support from **Kelly, L.,** Taft, A., & de Araujo, G.). (2020, April). Planning meetings and email support to UNPFA and UN Women, to develop rapid training on responding to gender-based violence for health providers working in quarantine facilities. Dili

12. **Roche, C.,** Tyrell, L., Illingworth, A., Ngai, J., Wijewickrama, E., Sharp, E., Gandarju, N., & Tolovata, S. (2020, 09 July). After COVID-19 A 'New Normal' for Monitoring, Evaluation, Research and Learning, Online Webinar Panel Discussion

13. **Roche, C.,** Illingworth, A., O'Donnell, C., & Taylor, V. (2020, 3 June). Measuring & Influencing at a Distance: Thinking & working politically in an environment shaped by COVID-19, Online Webinar Panel Discussion, Law and Justice Community of Practice

14. **Smith, Y.** (2020, August). Brokering of partnership between Rainbow Health Victoria and Domestic Violence Resource Centre Victoria

15. **Kelly, L.** (2020, July). Presentation to LTU VAW Network

16. **Kelly, L.** (2020, 18 August). Designed and facilitated forum for ACFID member agencies "How do ANGOs recreate themselves in a post COVID world?"

17. **Wild K.,** de Araujo, G., Martins, N., Gomes, L., Kelly, L., Young, F., & Taft, A. (2020). Making family planning accessible for vulnerable women: Findings from research to inform family planning policy in Timor-Leste [Policy brief to Ministry of Health, Timor-Leste]. La Trobe University, Melbourne

18. **IHSSC.** (2020, November). The Pacific Research Community (PaRC) at La Trobe University, supported by IHHSC & the Institute for Global Development at UNSW, hosted an international symposium, Transforming Pacific Research: Collaboration, Co-Design and Agency, 130 attendees

19. **Roche, C.** (2020, 20 October). Input to 'Developing an accountability framework for aboriginal affairs in NSW' workshop

20. CEDIL webinar co-hosted by **Chris Roche** 'Evaluating Research Uptake and Impact; Juggling Evidence, Politics and Uncertainty', 21 October 2020, <https://cedilprogramme.org/events/cedil-webinar-series/evaluating-research-uptake-and-impact/>

21. **IHSSC.** (2020, 22 October). The Institute for Human Security and Social Change hosted a webinar on 'Complexity, health systems and human development: Reimagining practice in a post-COVID world' with Professor Chris Mowles

22. Presentation and hosting by **Chris Roche** of on-line forum on M&E for the Pawaliklik forum on Frontline innovation, monitoring and learning. (2020, September). <https://www.youtube.com/watch?feature=youtu.be&v=GVf-ARBDaJ8>

23. **Krishna, U.** (2021, January). Careers with Alumni Session. IDS Professional Skills Week. Institute of Development Studies, Sussex

24. **Krishna, U.** (2020, December). Understanding public policy and the role of young people in shaping the current policy scenario. UNESCO New Delhi Policy Research Bootcamp 2.0

25. **Krishna, U.** (2020, October). UN75 SDG Webinar. Impact of COVID-19 on Marginalized Communities: understanding the migrant crisis in relation to SDG-1. UNESCO New Delhi Policy Research Bootcamp 1.0

26. **Smith, Y.** Brownbag presentation on partnerships to Domestic Violence Victoria

27. **Smith, Y.** Brownbag presentation on partnerships to HelpAge International

28. De Araujo, G. (with support from **Wild, K.,** & Gomes, L.). (2020, 5 meetings throughout June). Meetings with 5 Timorese universities (UNITAL, UNPAZ, UNDIL, CRISTAL, ICS) to plan uptake and support to commence teaching curriculum for health providers to respond to violence against women. Dili

29. Contributions by **Chris Roche** and **Lisa Denney** to initial workshop on "Reimagining Development", an initiative of the Institute for Global Development at UNSW. Included a paper Localising Developmental Leadership in an Uncertain World by Professor Chris Roche and Dr Lisa Denney, their contributions to the discussion and Chris R acting as a commentator to another paper. <https://www.igd.unsw.edu.au/initial-workshop-reimagining-development>

TEACHING AND PROFESSIONAL DEVELOPMENT (TOTAL: 4)

1. **Wild, K.,** Gomes, L., et al. (2020, May). Revised curriculum training package – 16 module version

2. **Kelly, L.** (2020, May-June). Professional development for CLC community development unit, Approaches to Development. Four 2 hour sessions

3. **Smith, Y.** (2020, August). Guest lecture on partnerships as part of Development in Practice undergraduate course

4. **Krishna, U.** (2020, September - October). Guest Lecture on Leadership and the Political Economy of Development as part of the Master of International Development course on 'How Social Change Happens', La Trobe University, Melbourne

BLOGS (TOTAL: 12)

1. Hudson, D., Mcloughlin, C., **Roche, C.,** & Tomlin, A. (2020, 7 April). Developmental Leadership in a time of Global Pandemic. <https://www.dlprog.org/opinions/developmental-leadership-in-a-time-of-global-pandemic>

2. **Roche, C.,** & Tarpey, F. (2020, 23 March). COVID-19, Localisation and Locally-led Development: A critical juncture, <https://devpolicy.org/covid-19-localisation-and-locally-led-development-a-critical-juncture-20200323/localisation-and-the-Pacific>. <https://bit.ly/3zG1Wne>

3. Tyrre, L., Moore, L., Green, D., Sweeney, D., **Kelly, L.,** & **Roche, C.** (2020, 29 April). Five messages for the new Australian aid performance framework: a collective view from MERL wonks. <https://bit.ly/3wGeuJn>

4. **Roche, C.** (2020, 2 March). Escape the room: Take the facts with you! <https://bit.ly/3xzBrxY>

5. **Roche, C., Kelly, L.,** Tyrrel, L., & **Jackson, E.** (2020, 27 May). Can we understand COVID-19 fast enough – and well enough – to make a difference? From Poverty to Power. <https://bit.ly/3h0POFd>

6. King, M., Pinnington, R., & **Roche, C.** (2020, 1 June). Locally-led aid in the time of corona: throwing away the remote control. <https://bit.ly/35z1wBz>

7. **Krishna, U.** (2020). A closer look at refugee integration in India. South Asia Journal. New York: South Asia Journal. <https://bit.ly/2SbNeDP> (Commentary/Online Blog)

8. **Krishna, U.** (2020, August 5). Building business-civil society coalitions to secure digital freedoms. Birmingham: Developmental Leadership Program. <https://bit.ly/3q8mnVA>

9. **Roche, C.,** Tarpey, F., Sutton, K. & Flint, J. (2020, 27 November). 'Is Covid a window of opportunity for localizing aid? Learning from a natural experiment in the Pacific'. Blog From Poverty to Power. <https://bit.ly/3qbP1ol>

10. **Cox, J.** (2020). Livelihoods, Leadership, Linkages, and Locality: The Simbo for Change Project, Solomon Islands. DLP Blog. <https://bit.ly/3qbP8Ra>

11. **Campbell, D.,** Napaljarri, M.R., & **Kelly, L.** (2020, 17 December). Australia's Indigenous Evaluation Strategy: Making good on the promise of centring the First Nations'experience. Published by ANTAr. <https://bit.ly/3gMnupS>

12. Osborne, J.J., Kenni, L., Abraham, S., Flint, J., Tarpey, F., & **Roche, C.** (2020, 17 December). A moment in time: COVID, localisation and the Pacific. Devpolicy Blog. <https://bit.ly/3AFQnNw>

INSTITUTE
GOVERNANCE

Management Committee	Name	Position Title
	Professor Nick Bisley	Dean and Head of the School of Humanities and Social Sciences, La Trobe University
	Professor Chris Roche	Director, Institute for Human Security and Social Change
	Chris Adams	Senior Learning and Outreach Advisor, Institute for Human Security and Social Change
	Maria Pavlovski	School Manager, School of Humanities and Social Sciences, La Trobe University
Advisory Committee	Eileen Christou (Secretariat)	Senior Administration Coordinator, Institute for Human Security and Social Change
	Name	Position Title
	Jeremy Hobbs (Chairperson)	Director, Development Essentials
	Mark Clisby	Director and Principal at Research Coaching Australia
	Conny Lenneberg	Executive Director, Brotherhood of St Laurence
	Professor Gary Dowsett	Emeritus Professor, Australian Research Centre In Sex, Health and Society, College of Science, Health and Engineering, La Trobe University
	Professor Helen Lee	Deputy Head of School of Humanities and Social Sciences - Research and Strategy, La Trobe University
	Professor Lawrie Zion	Associate Provost College of Arts, Social Sciences and Commerce, La Trobe University
	Professor Chris Roche	Director, Institute for Human Security and Social Change
	Chris Adams	Senior Learning and Outreach Advisor, Institute for Human Security and Social Change
	Eileen Christou (Secretariat)	Senior Administration Coordinator, Institute for Human Security and Social Change

INSTITUTE
STAFF

CONTINUING AND FIXED-TERM STAFF

	Qualifications and affiliations
Professor Chris Roche (Director)	<ul style="list-style-type: none">• M.Phil. (Geography), University of Liverpool• Bachelor of Arts (Hons) (Geography), University of Liverpool• Member of the Intellectual Leadership Team of the United Kingdom's Centre of Excellence for Development Impact and Learning since 2017 - International• Member of the Strategic and Scientific Advisory Committee of the Australian Research Centre in Sex, Health and Society since 2014 - National
Dr Linda Kelly (Co-Director)	<ul style="list-style-type: none">• PhD (Community Development), University of Melbourne• Bachelor of Social Work, University of Melbourne• IWDA Board Director• Advisor, ACFID Development Practice Committee• Advisor, ACFID M&E Community of Practice• Member Australian Evaluation Association• Member American Evaluation Association
Dr Danielle Campbell (Senior Research Fellow)	<ul style="list-style-type: none">• Australian Institute of Company Directors, Graduate• PhD (Public Health), Flinders University of South Australia• Bachelor of Arts (Hons) (Politics), Monash University• Bachelor of Arts (Development Studies) in Politics, Australia National University• IHSSC MEL Community of Practice, Chair• ACFID M&E Community of Practice, Member
Dr Elisabeth Jackson (Senior Research Fellow)	<ul style="list-style-type: none">• PhD (Southeast Asian Studies and Linguistics), Australian National University• Master of Applied Anthropology and Participatory Development, Australian National University• Graduate Certificate (Evaluation), University of Melbourne• Bachelor of Arts (Hons I) (Linguistics and Indonesian), University of New South Wales• Development Studies Association of Australia Member, December 2019 - December 2020
Dr Lisa Denney (Senior Research Fellow)	<ul style="list-style-type: none">• PhD (International Politics), Aberystwyth University• Master of Science in Economics (Security Studies), University of Wales• Bachelor of Arts (International Relations), University of Queensland• Board Member, Knowledge Platform on Security and the Rule of Law• Research Associate, Overseas Development Institute• Research Associate, Developmental Leadership Program• Co-Convenor, Australian Law and Justice Development Community of Practice• Member, Rule of Law Working Group, Folke Bernadotte Academy
Dr Kayli Wild (Senior Research Fellow)	<ul style="list-style-type: none">• PhD (Medical Anthropology), Charles Darwin University• Master of Public Health, Menzies School of Health Research• BSc (Anthropology), University of Western Australia
Dr Stephanie Lusby* (Research Fellow, Field-based Inquiry)	<ul style="list-style-type: none">• PhD (Gender Studies and Public Health Communication), Australian National University• Bachelor of Arts (Hons) (International/Global Studies), RMIT
Yeshe Smith (Program & Partnerships Manager)	<ul style="list-style-type: none">• BA (Hons) International Development• Accredited by the Partnership Brokers Association as a partnership broker and trainer• Associate of the Partnership Brokers Association; an international professional association

STAFF

Chris Adams
(Senior Advisor – Learning & Outreach)

- Qualifications and affiliations
- Master of Arts (Development Studies), Monash University
 - Graduate Diploma (Community Development), Philip Institute of Technology
 - Bachelor of Science (Hons) (Geology), University of Melbourne
 - Member of General Assembly and member of Advisory and Complaints Board of the Humanitarian Quality Assurance Initiative (HQAI), international based in Geneva, continuing

Eileen Christou
(Senior Administration Coordinator)

- Bachelor of Commerce, Deakin University

Ainsley Hemming*
(Project Coordinator, Contracts & Admin)

- Masters of Social Planning and Development (Professional), University of Queensland
- Bachelor of Arts, Psychology and Sociology, University of Queensland

CASUAL STAFF

Ujjwal Krishna
(Research Assistant/Communications Support Officer)

Clare Price
(Communications Support Officer)

Marlkirdi Rose
(Warpiri Community Researcher)

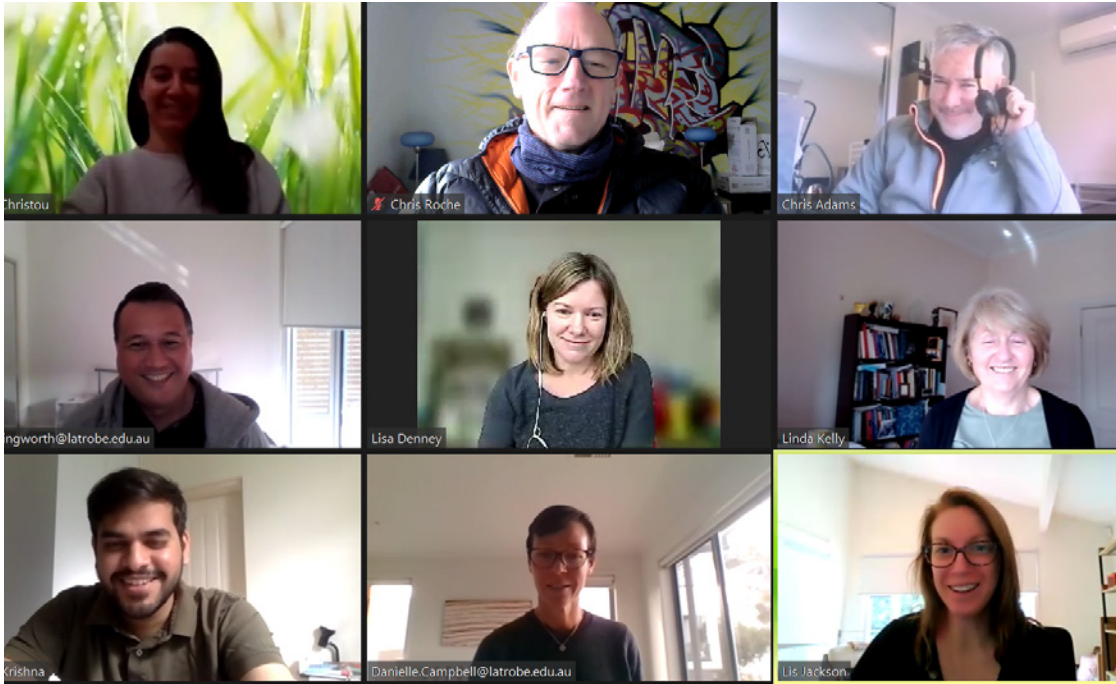


Photo: Institute staff

LaTrobe University acknowledges that our campuses are located on the lands of many traditional custodians in Australia.

We recognise their ongoing connection to the land and value their unique contribution to the University and wider Australian society.

We are committed to providing opportunities for Indigenous Australians, both as individuals and communities through teaching and learning, research and community partnerships across all of our campuses.

La Trobe University pays our respect to Indigenous Elders, past, present and emerging and will continue to incorporate Indigenous knowledge systems and protocols as part of our ongoing strategic and operational business.

The Institute also acknowledges the Indigenous owners and managers of the Northern Territory’s lands and seas. We value our ongoing relationships with past, present and emerging Indigenous leaders, constituents and staff of the Northern and Central Land Councils.

*Left during 2020
1) Ainsley Hemming on 24/08/2020 and
2) Dr Stephanie Lusby on 13/01/2020

General enquiries

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