

Cultural Competency Action Plan

2019 – 2020

Cultural Competency Working Group

AGENCY FOR CLINICAL INNOVATION

Level 4, 67 Albert Avenue
Chatswood NSW 2067

PO Box 699 Chatswood NSW 2057
T +61 2 9464 4666 | F +61 2 9464 4728
E aci-info@nsw.gov.au | www.aci.health.nsw.gov.au

Produced by: Cultural Competency Working Group.

Artwork by: Kevin Butler*

Disclaimer: Content within this publication was accurate at the time of publication. This work is copyright. It may be reproduced in whole or part for study or training purposes subject to the inclusion of an acknowledgment of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above, requires written permission from the Agency for Clinical Innovation.

Version: 0.4 **Trim:** ACI/D19/793

Date Amended: October 2019

© Agency for Clinical Innovation 2019

**Kevin Butler was born in Nambucca Heads, New South Wales in 1962 and is part of the Gumbaingirr People. At the age of just 2 weeks he was removed by the Aboriginal protection Board and raised by a non-Aboriginal family in Sydney. He moved to Wollongong in 1990 and today is a part time school teacher. Kevin is involved with many community art projects within the Illawarra area, having done several murals at various schools and local council projects.*

As a child Kevin always had the ability to draw, but it wasn't until 1988, when he was 26 years old, that he began painting Aboriginal art. Kevin is a self-taught artist and this was his way of rediscovering his lost culture and heritage. The front cover artwork was completed 13 May 2013. the significance of this work is the reflection of the artist's impression of events during a day in which ACI staff came to Redfern for "A beginners guide to Aboriginal Health" hosted by the Agency for Clinical Innovations Chronic Care for Aboriginal People team.

Contents

Our commitment to Aboriginal Health..... 3

Cultural Competency Working Group 5

Action plan 6

 1. Our strategy 6

 2. Our functions 8

 3. Our people 9

Our commitment to Aboriginal Health

Excerpt from the Strategic Plan, 2019-2022

The Agency for Clinical Innovation (ACI) believes in better health and healthcare for all, and acknowledges the significant disparities in health and healthcare between Aboriginal and non-Aboriginal people in NSW.

The ACI's Aboriginal Chronic Conditions Network (ACCN) was established in 2017 to improve the experience and delivery of healthcare for Aboriginal people with chronic conditions, through supporting healthcare transformation.

In addition to the network, the ACI's Chronic Care for Aboriginal People team provides a supported framework for Aboriginal and non-Aboriginal staff working with Aboriginal communities. The team aims to provide a practical approach to improving health outcomes for Aboriginal people with or at risk of developing a chronic disease. This is achieved by working in partnership to develop and support flexible local approaches to tackle chronic diseases.

As well as this dedicated network and team, many ACI projects occurring within the 39 networks, institutes and taskforces address the diverse needs of Aboriginal people across the continuum ranging from community to acute care.

The ACI will strive to make further inroads to improve health outcomes for Aboriginal people by:

- identifying priority issues in conjunction with Aboriginal health groups and communities
- working with communities to design solutions and co-design culturally safe services
- continuing to build trust and relationships with Aboriginal Community Controlled Health Services and other organisations in the Aboriginal health sector
- supporting Aboriginal-led research and innovation and seeking synergies and partnerships with research organisations, such as the Aboriginal Health and Medical Research Council (AH&MRC) of NSW and the Lowitja Institute.
- supporting emergent innovations coming from the Aboriginal health sector and assessing their broader applicability for the healthcare system.

Statement of commitment

In 2019, the ACI Statement of Commitment was updated and launched at the ACI NAIDOC¹ event in July.



Our statement of commitment

We acknowledge that we are located on the lands of the Cammeraygal people and our staff work across the lands of many Aboriginal Nations.

We acknowledge that Aboriginal people are the traditional custodians of this land. We pay our respects to elders past and present and to all Aboriginal people who walk amongst us.

We recognise Aboriginal people as the First Nations People of Australia who have lived here for more than 60,000 years. Aboriginal people are recognised as one of the oldest living continuous cultures in the world, with unique customs, traditions, kinships, languages and spiritual connections to the land and sea.

We are strongly committed to strengthening our partnership with communities to improve the physical, cultural and spiritual wellbeing of Aboriginal people.

We recognise the trauma and loss as a direct outcome from colonisation experienced by Aboriginal people. Trauma and loss of this magnitude continues to have intergenerational effects still today physically, emotionally, culturally and spiritually. When harmony of these interrelations is disrupted, ill health will rise and persist.

This Statement of Commitment is an acknowledgment of remorse over past practices and policies. These have impacted on the social, emotional, physical and cultural wellbeing of Aboriginal people, families and communities.

The ACI makes a commitment to:

- embed the Aboriginal Health Impact Statement when developing, implementing and reviewing programs
- continue to develop our approach to improving experiences of working with Aboriginal people and communities
- seek diverse Aboriginal perspectives to plan and inform our work
- acknowledge and respect Aboriginal cultural identity, practices and beliefs by learning from and working in partnership with Aboriginal people and communities
- uphold and apply cultural protocols such as 'Welcome to Country' or 'Acknowledgment of Country'.

This Statement of Commitment means we will prioritise building respectful relationships with Aboriginal communities to deliver sustainable health outcomes. This will support closing the health gap between Aboriginal and non-Aboriginal people.



¹ National Aborigines and Islanders Day Observation Committee

Cultural Competency Working Group

The ACI recognises that implementing sustainable initiatives requires the development of ACI as a culturally competent organisation.

To support our commitment to Aboriginal health a Cultural Competency Working Group was established in 2016. A copy of the Terms of Reference is available at Appendix A.

The purpose of the working group is to drive improvement in the cultural competence of ACI staff and enhance our services to support health care delivery for Aboriginal people in NSW to close the gap.

The working group aims to improve organisational cultural competency through the provision of advice and leadership in the following areas:

1. **Our Strategy:** Building our organisation through the alignment of policies and governance.
2. **Our Functions:** Building our services with a focus on Aboriginal programs and services.
3. **Our People:** Building ourselves through staff activities and professional development opportunities to further develop individual competencies.

Some of the achievements and activities of the working group and/or teams within the ACI include:

- Aboriginal Health Impact Statement (AHIS) animation and workshop series to promote completion of AHIS
- Cultural facilitator program run in collaboration with the National Centre for Cultural Competence
- 8 Ways of Learning Workshop series
- Yarning Circles workshop series
- NAIDOC week celebrations
- Commissioning “Woven Ways” created by Aboriginal Artist, Jessica Birk, in collaboration with ACI staff who contributed to the vision and creation of the artwork.
- Executive Leadership Team commitment to cultural competency
- Improved relationships with Aboriginal health organisations and communities
- Framework for effectively working with Aboriginal People
- Weaved canoe for the new NSW Health building at St Leonards.

Action plan

- This action plan outlines the activities of the working group to be reviewed annually by end of Quarter 1. A short report on the activities outlined below will be provided for the Leadership Team and ACI staff as part of the review process.
- The Cultural Competency Working Group has a small budget – approved by the ACI Leadership Team and held in the Executive Cost Centre – of \$10,000 per annum to support small activities of the group, e.g. NAIDOC week celebrations, launch of the revised Commitment Statement. This would exclude larger work like 8 Ways of Learning workshops and Respecting the Difference Training which would be funded through specific budget bids.

1. Our strategy

Actions	Activities	Responsible
Maintain and grow strategic partnerships with Aboriginal Health Organisations including Aboriginal Community Controlled Health Organisations, LHD/SHNs, Peak Aboriginal Health Organisations, Research Centres and Health Policy agencies.	Regular meetings with key organisations, including the Centre for Aboriginal Health and the AH&MRC	Integrated Care and Aboriginal Health Stream, as lead. (CATALYST)
	Establish kick off meetings with peak organisations to develop relationships and seek access to their clinical networks ²	Integrated Care and Aboriginal Health Stream
Participation of Aboriginal people in the governance of ACI's activities	Seek advice from the Executive Leadership Team on the establishment of an advisory group	Executive and Leadership Teams, Cultural Competency Working Group
Aboriginal representation on Network Institute and Taskforce executive committees and working/advisory groups	Monitor and encourage representation on committees and working/advisory groups	Stream Managers and Associate Directors, Network, Institute and Taskforce Managers
	Undertake annual mapping/audit of network committee's representation	Cultural Competency Working Group

² Examples of peak organisations include, but are not limited to; Aboriginal Health and Medical Research Council (**AH&MRC**), Indigenous Allied Health Australia (**IAHA**), Congress of Aboriginal and Torres Strait Island Nurses and Midwives (**CATSINaM**), National Aboriginal and Torres Strait Islander Health Workers Association (**NATSIHWA**), Australian Indigenous Doctors Association (**AIDA**), **Lowitja Institute**.

Encourage the implementation of the revised the Aboriginal Employment Strategy that aims to build a capable Aboriginal workforce within the ACI	People and Culture to lead the review of the strategy (complete) and implementation within the ACI	People and Culture
Monitor and review the ACI's Cultural Competency work	Develop and implement a framework to evaluate the ACI journey towards a culturally competent organisation	Cultural Competency Working Group
	Report on progress to staff every six months at Staff Forums	
	Undertake a self assessment of the ACI utilising a recognised document such as the CATSINaM tool.	Cultural Competency Working Group
	Provide regular reports to the ACI Leadership Team meetings on this action plan	Executive Sponsor on behalf of the CCWG

2. Our functions

Actions	Activities	Responsible
Ensure routine and effective application of Aboriginal Health Impact Statements in all key program areas	Staff learn of the Aboriginal Health Impact Statement (AHIS) at Orientation	People and Culture
	The ACI's "Aboriginal Health Impact Statement" Intranet site is maintained and used to systematically apply an 'Aboriginal health lens' to our work	Cultural Competency Working Group with support from Communications Team
	Cultural Competence Facilitators lead small Murrung Junyirri groups to support learning and implementation of AHIS	Cultural Competency Working Group
	Implementation of AHIS for all ACI projects	All staff/ Project leads Directors and Stream Managers monitor adherence
	All AHIS saved centrally in relevant TRIM folder	All staff, supported by Cultural Competency Working Group
	Organisation-wide audit of AHIS is conducted bi-annually	Cultural Competency Working Group

3. Our people

Actions	Activities	Responsible
Design a learning events calendar which guides ACI staff to reflect, learn and become more culturally competent	Schedule learning activities at Staff Forums, and provide staff with information on activities of the working group at Informal Staff Meetings	Cultural Competency Working Group
Develop a suite of resources – Connection to Country – to support staff in their own cultural competency journey; to build partnerships and programs with Aboriginal people and communities	Develop Deadly resources to teach staff and embed the use of these resources through the Staff Orientation process	Cultural Competency Working Group with support from Communications and People and Culture Teams
Explore mechanisms to guide ACI staff learning and understanding about Aboriginal people and cultures to develop and build staff skills, values and critical reflection to bring positive change to professional practice	Establish a community of practice to create a structure that allows staff to promote best practice and build common capability from the 8 Ways of Learnings across the organisation.	Cultural Competency Working Group, supported by CCAP team
Ensure access to Respecting the Difference training for all ACI staff (mandatory requirement)	Provide access to face to face training for all ACI Staff to complement the online training module on My Health Learning.	Executive Leadership Team, Cultural Competency Working Group, People and Culture Team
Develop a partnership with the <i>Women and Leadership Working Group</i> and <i>Pride and Diversity</i> to ensure that needs and values of Aboriginal women and Aboriginal Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) community are included, reflected and represented in their actions	Representative attend <i>Women and Leadership Working Group</i> and <i>Pride in Diversity</i> meetings	Cultural Competency Working Group