Respecting the Difference: An Aboriginal Cultural Training Framework for NSW Health

Document Number PD2011_069
Publication date 01-Nov-2011
Functional Sub group Personnel/Workforce - Learning and Development

Summary The Aboriginal Cultural Training Framework: Respecting the Difference (the Framework) will assist increasing cultural competencies and therefore promote greater understanding of the processes and protocols for delivering health services to Aboriginal people.

To significantly improve the health status of Aboriginal people and reverse the impact of racism, there is an immediate need for organisations to provide more respectful, responsive and culturally sensitive services. It’s everyone’s responsibility to get involved in changing organisational culture.


Author Branch Workforce Development and Innovation

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Audience All NSW Health staff

Distributed to Public Health System, Health Associations Unions, NSW Ambulance Service, Ministry of Health, Tertiary Education Institutes

Review date 01-Nov-2016
Policy Manual Not applicable

File No. 03/83654-5

Director-General Status Active

This Policy Directive may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for NSW Health and is a condition of subsidy for public health organisations.
PROVISION OF RESPECTING THE DIFFERENCE – AN ABORIGINAL CULTURAL TRAINING FRAMEWORK FOR NSW HEALTH

PURPOSE
This Policy Directive sets out the cultural training requirements for the NSW Ministry of Health (MoH), Local Health Districts (LHDs) and other NSW Health Organisations to ensure that all staff are culturally competent and empowered to deliver more respectful, responsive and culturally sensitive services for Aboriginal people, their families and communities.

MANDATORY REQUIREMENTS
Gaining an understanding of and respect for Aboriginal people will enable NSW Health staff to develop meaningful and respectful professional relationships, culminating in improved health care outcomes for Aboriginal people, their families and communities. NSW Health is committed to mandatory Aboriginal Cultural Training for all health staff.

Understanding the disparities in health status and outcomes of Aboriginal people is essential for creating positive change. Changing the platform of service delivery requires engagement and participation through knowledge acquisition and cultural education.

Senior Executive, Governing Boards, Program and Service Managers and all staff are responsible for ensuring their services consider the needs of Aboriginal individuals and communities when working to achieve the closure of gaps between Aboriginal and non-Aboriginal health outcomes and improving the overall health of Aboriginal people within a decade.

Provision of Aboriginal cultural training programs is required within health services to facilitate organisational/workplace cultural change and overcome institutional racism.

Staff will be provided with the necessary knowledge and skills to interact positively with Aboriginal people and communities and improve engagement and communication methods required to improve work practices.

Improving appreciation, understanding and knowledge of Aboriginal culture, customs, heritage and protocols is of paramount importance in ensuring improved Aboriginal health outcomes.

IMPLEMENTATION
Training Requirement

<table>
<thead>
<tr>
<th>Target Group</th>
<th>E-Learning</th>
<th>Generic Subject Content and Local Content/Face to Face</th>
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<tbody>
<tr>
<td>Leadership Groups</td>
<td>2 hrs</td>
<td>4hrs (nominal)</td>
</tr>
<tr>
<td>Program and Service Managers</td>
<td>2 hrs</td>
<td>6hrs (nominal)</td>
</tr>
<tr>
<td>Frontline, Administrative, Clinical and staff that provide direct care to Aboriginal people</td>
<td>2hrs</td>
<td>6hrs (nominal)</td>
</tr>
<tr>
<td>All other staff, other Corporate, Administrative &amp; Support staff</td>
<td>2hrs</td>
<td>6hrs (nominal)</td>
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NSW Health Learning and Development Units have the responsibility to ensure that sustainable cultural training programs specific to Aboriginal people are incorporated into training systems and have the task of overseeing their implementation via a working group or committee established for the health service.

This will be supported by Aboriginal Health Management Teams/Units and Managers, Aboriginal Workforce Development, providing advice regarding the content of the programs, especially local community protocols and information.

*The Framework* outlines the minimum training requirements for all staff working in NSW Health. Some services may choose to provide more training than the minimum requirements.

There are three components to the delivery of *Respecting the Difference* training:

- E-learning (online)
- Generic Subject Content (face-to-face)
- Local Content (face-to-face)

Resources to support E-learning have been developed and are available to complement the local cultural training programs of Local Health Districts and other NSW Health organisations. All staff can access generic modules online that will provide general knowledge and strategies for working with Aboriginal people.

NSW Health will implement appropriate reporting procedures to assist Local Health Districts and other NSW Health organisations. Monitoring and review of cultural training programs will be undertaken as part of the ongoing coordination of programs to ensure they are relevant and meet the needs of staff. Local Health Districts and other NSW Health organisations will be required to report progress annually.
REVISION HISTORY

<table>
<thead>
<tr>
<th>Version</th>
<th>Approved by</th>
<th>Amendment notes</th>
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<tbody>
<tr>
<td>November 2011</td>
<td>Deputy Director-General Health System Support</td>
<td>Corrects some information in original policy. Replaces PD2011_053</td>
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<tr>
<td>(PD2011_069)</td>
<td></td>
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<tr>
<td>August 2011</td>
<td>Deputy Director-General Health System Support</td>
<td>New policy</td>
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<td>(PD2011_053)</td>
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ASSOCIATED DOCUMENTS

1. *Respecting the Difference – An Aboriginal Cultural Training Framework for NSW Health*
E-Learning (2 hours)

This workshop is for all NSW Health staff who are interested in increasing their awareness of Aboriginal health issues and improving their understanding of the Aboriginal community. The workshop is designed to be interactive and engaging, with a focus on practical applications.

3. History and Culture

- A brief overview of the history of Aboriginal people in Australia.
- The impact of colonization and its lasting effects.
- The importance of traditional cultural practices and ceremonies.
- The significance of cultural knowledge and its impact on health.

4. USSR

- The role of the USSR in the history of Aboriginal people.
- The impact of the USSR on current Aboriginal communities.
- Understanding the complexity of the USSR's influence on Aboriginal health.

5. Identification

- The importance of identifying oneself as an Aboriginal person.
- Understanding the legal and cultural implications of identification.
- The significance of cultural identity in health care.

6. Communication

- The role of language in cultural identity.
- The importance of cultural competency in health care.
- The significance of cultural knowledge in effective communication.

7. Evaluation

- The importance of evaluating cultural knowledge and competency.
- Understanding the impact of cultural knowledge on health care outcomes.
- The significance of cultural knowledge in improving health care services.

The workshop aims to provide NSW Health staff with a deeper understanding of Aboriginal health issues and the importance of cultural knowledge in improving health care services. This workshop is designed to be interactive and engaging, with a focus on practical applications.
E-Learning (2 hours)

A NSW Aboriginal Workforce Steering Committee (AWSC) will be established to oversee the implementation of the ‘Framework’ and to provide an annual, summary report to the NSW Ministry of Health.

The Aboriginal Cultural Training Framework: Is fundamental to its ongoing success. The disparity between health outcomes of Aboriginal people and those of the non-Aboriginal community members who may be deceased.

Introduction

The disparity between health outcomes of Aboriginal people and those of the non-Aboriginal community members who may be deceased serves as a major incentive for the NSW Government as a priority issue.

Understanding the disparities in health status requires engagement and participation from everyone’s responsibility to get involved in professional relationships, culminating in improved healthcare outcomes. NSW Health is committed to the Aboriginal Cultural Training Framework, incorporating it into the mandatory training requirements for all health staff.

The purpose of this training is to become familiar with the cultural context and experiences of Aboriginal people and their community. It is intended to increase the knowledge and understanding of Aboriginal health and well-being gaps.

Recognising the differences in health outcomes, it is essential to plan and execute strategies that will ensure the provision of respectful, inclusive, and effective health services for Aboriginal people. The presentation of information and content through respectful, inclusive, and effective health education is fundamental to the ongoing success of this training program. It is anticipated that the training will be delivered in a culturally respectful manner.

The NSW Ministry of Health (Warrumbungle) and the NSW Aboriginal Health Alliance (NAHA) are working with the Aboriginal Cultural Training Framework (ACTF) to ensure that the training adequately addresses cultural and cultural issues.

The Aboriginal Cultural Training Framework (ACTF) is designed to bridge the gap between Aboriginal and non-Aboriginal communities. It incorporates the cultural context and experiences of Aboriginal people and their community.

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Respecting the Difference – An Aboriginal Cultural Training Framework for NSW Health

The framework outlines the target audience, training requirements, responsibilities to provide, training outcomes, and key performance indicators. It focuses on improving Aboriginal health outcomes through cultural training and engagement with local Aboriginal communities.

Goals

- To develop a culturally appropriate and effective framework for Aboriginal cultural training in NSW Health
- To improve Aboriginal health outcomes
- To foster partnerships with Aboriginal communities and organisations

Training Delivery

- The framework outlines the target audience, training requirements, responsibilities to provide, training outcomes, and key performance indicators.
- Three key components to the delivery of the Framework: Respecting Differences, Understating the Cultural Framework, and Delivering Effective Cultural Training.
- The framework is designed for staff who will implement and deliver cultural training programs.
- The framework also aims to build awareness among Aboriginal communities.
- Staff of all grades will have access to the framework to support their role in implementing cultural training programs.

The goals of the framework are to increase awareness and understanding of Aboriginal culture, values, and practices in NSW Health. This will enable the organisation to provide culturally appropriate and effective services to Aboriginal communities.

The goals of the framework are to:

- Increase awareness and understanding of Aboriginal culture, values, and practices
- Foster partnerships with Aboriginal communities and organisations
- Improve Aboriginal health outcomes
- Support the implementation of cultural training programs

The framework will be monitored and evaluated through key performance indicators (KPIs) to assess its effectiveness.

Target Audience

- Leadership Roles
  - Health Districts
  - Chief Executive
  - Deputy Director-General
  - Aboriginal Community Services (health and other relevant agencies)
- Administrative and Clinical Staff
  - Staff who provide direct care
- Aboriginal Staff
  - Aboriginal Community Controlled Health Services

Training Requirements

- Leadership Roles
  - Respecting Differences: Understand and demonstrate sensitivity to different cultural and spiritual beliefs and practices.
  - Understating the Cultural Framework: Understand the principles, values, and practices of Aboriginal culture.
  - Delivering Effective Cultural Training: Implement culturally appropriate and effective training programs.
- Administrative and Clinical Staff
  - Respecting Differences: Understand and demonstrate sensitivity to different cultural and spiritual beliefs and practices.
  - Understating the Cultural Framework: Understand the principles, values, and practices of Aboriginal culture.
  - Delivering Effective Cultural Training: Implement culturally appropriate and effective training programs.
- Aboriginal Staff
  - Respecting Differences: Understand and demonstrate sensitivity to different cultural and spiritual beliefs and practices.
  - Understating the Cultural Framework: Understand the principles, values, and practices of Aboriginal culture.
  - Delivering Effective Cultural Training: Implement culturally appropriate and effective training programs.

Responsibilities to Provide

- Leadership Roles
  - Health Districts
  - Chief Executive
  - Deputy Director-General
  - Aboriginal Community Services (health and other relevant agencies)
  - Ensure that Aboriginal Cultural Training Programs (ACTP) are available to staff.
  - Support the implementation of cultural training programs.
- Administrative and Clinical Staff
  - Staff who provide direct care
  - Ensure that Aboriginal Cultural Training Programs (ACTP) are available to staff.
  - Support the implementation of cultural training programs.
- Aboriginal Staff
  - Aboriginal Community Controlled Health Services
  - Ensure that Aboriginal Cultural Training Programs (ACTP) are available to staff.
  - Support the implementation of cultural training programs.

Training Outcomes

- Leadership Roles
  - Increased awareness and understanding of Aboriginal culture, values, and practices.
  - Improved Aboriginal health outcomes.
  - Increased recruitment and retention of Aboriginal staff.
  - Increased appropriateness of service provision.
- Administrative and Clinical Staff
  - Increased awareness and understanding of Aboriginal culture, values, and practices.
  - Improved Aboriginal health outcomes.
  - Increased recruitment and retention of Aboriginal staff.
  - Increased appropriateness of service provision.
- Aboriginal Staff
  - Increased awareness and understanding of Aboriginal culture, values, and practices.
  - Improved Aboriginal health outcomes.
  - Increased recruitment and retention of Aboriginal staff.
  - Increased appropriateness of service provision.

Key Performance Indicators

- Assessment of learning outcomes and training
  - KPI-1: Increased awareness of issues relating to Aboriginal health
  - KPI-2: Increased recruitment and retention of Aboriginal staff
  - KPI-3: Increased appropriateness of service provision

- Desired outcomes of Respecting the Difference: Cultural Training
  - Increased awareness of issues relating to Aboriginal health
  - Increased recruitment and retention of Aboriginal staff
  - Increased appropriateness of service provision

All Other Staff

- Ensure that Aboriginal Cultural Training Programs (ACTP) are available to staff.
- Support the implementation of cultural training programs.

Programs and Services Manager

- Ensure that Aboriginal Cultural Training Programs (ACTP) are available to staff.
- Support the implementation of cultural training programs.

Organisational/Structural

- Clear leadership and governance
- Clear identification of role for cultural training
- Clear identification of role for Aboriginal health
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### Goals

The framework outlines the target audiences and the training requirements. Staff will be given the necessary knowledge and training in areas of leadership, engagement, communication methods to improve appreciation, understanding and knowledge of Aboriginal culture, customs, respectful, responsive and culturally sensitive people and communities and to improve motivation to question their current stereotyping of Aboriginal people.

### Staff Training Delivery

- **Respecting the Difference** – An Aboriginal Cultural Training Framework for NSW Health
- **Goals**
  - Staff will be given the necessary knowledge and training in areas of leadership, engagement, communication methods to improve appreciation, understanding and knowledge of Aboriginal culture, customs, respectful, responsive and culturally sensitive people and communities and to improve motivation to question their current stereotyping of Aboriginal people.

### Learning Outcomes

- **Aim:** To motivate staff to question their current stereotyping of Aboriginal people.
- **Training Requirements:**
  - Leadership Groups: Respecting the Difference
  - Program and Service Managers: Respecting the Difference
  - Frontline Staff: Respecting the Difference

### Key Performance Indicators

- **Assessment of the learning outcomes and training:**
  - KPI-1: Percentage of staff undertaking Training Evaluation Reports
  - KPI-2: Percentage of staff undertaking Risk Management Training
  - KPI-3: Percentage of staff undertaking Induction Training
  - KPI-4: Percentage of staff undertaking Diversity Training

### Desired outcomes of Respecting the Difference: Cultural Training

- **Target Audience**
  - Leadership Groups: Respecting the Difference
  - Program and Service Managers: Respecting the Difference
  - Frontline Staff: Respecting the Difference
Goals
The framework outlines the target audiences, objectives, training requirements, training delivery, learning outcomes, and key performance indicators.

Training Delivery
The framework outlines the training delivery methods, leadership groups, training delivery, and training delivery timelines.

Learning Outcomes
The framework outlines the learning outcomes, leadership groups, and training delivery timelines.

Respecting the Difference: Cultural Training Framework for NSW Health

Objectives:
- Improved understanding of key Aboriginal health programs and staff.
- Increased awareness of Aboriginal health data and other related programs such as ‘Closing the Gap’.
- Improved health outcomes for Aboriginal people.
- Increased Aboriginal community engagement in health service delivery.
- Increased Aboriginal participation in health service delivery.
- Increased Aboriginal participation in health service delivery.

Key Performance Indicators
- Increased Aboriginal participation in health service delivery.
- Increased Aboriginal participation in health service delivery.
- Increased Aboriginal participation in health service delivery.

Desired outcomes of Respecting the Difference: Cultural Training

Target Audience
- Leadership Group
- Organisational Short Term
- Organisational Long Term
- Individual Staff

Program and Service Managers
- Organisational Short Term
- Organisational Long Term
- Individual Staff

Key Performance Indicators
- Improved cultural understanding in Aboriginal Health.
- Improved Aboriginal health outcomes.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.

Organisational Short Term
- Improved cultural understanding in Aboriginal Health.
- Improved Aboriginal health outcomes.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.

Organisational Long Term
- Improved cultural understanding in Aboriginal Health.
- Improved Aboriginal health outcomes.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.

Individual Staff
- Improved cultural understanding in Aboriginal Health.
- Improved Aboriginal health outcomes.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.

All Other Staff
- Improved cultural understanding in Aboriginal Health.
- Improved Aboriginal health outcomes.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.

Other Services
- Improved cultural understanding in Aboriginal Health.
- Improved Aboriginal health outcomes.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.

First Nations
- Improved cultural understanding in Aboriginal Health.
- Improved Aboriginal health outcomes.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.

Aboriginal Community Groups
- Improved cultural understanding in Aboriginal Health.
- Improved Aboriginal health outcomes.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.

Aboriginal Elders
- Improved cultural understanding in Aboriginal Health.
- Improved Aboriginal health outcomes.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.

Aboriginal Community Services (health and other related programs such as ‘Closing the Gap’)
- Improved cultural understanding in Aboriginal Health.
- Improved Aboriginal health outcomes.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
- Improved Aboriginal participation in health service delivery.
Goals
The framework is built on the key outcomes from the Royal Commission into Aboriginal Deaths in Custody in Australia, including:

- The need for Aboriginal control of local health services.
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Training Delivery
The framework outlines the key elements of training delivery and development, including:

- The need for Aboriginal control of local health services.
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Respecting the Difference – An Aboriginal Cultural Training Framework for NSW Health

- The need for Aboriginal control of local health services.
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Training Outcomes
- The need for Aboriginal control of local health services.
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- The need for Aboriginal control of local health services.

Key Performance Indicators
The framework will be reviewed and updated and will provide a strategic direction for:

- The need for Aboriginal control of local health services.
- The need for Aboriginal control of local health services.
- The need for Aboriginal control of local health services.
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The following will be addressed in the e-learning component:

Aboriginal Health

- 'Closing the Gap', 'Statement of Intent', 'Making it Our Business', etc.
- Aboriginal calendar.
- Government commitments and strategies
- Graphical timeline/chronology of Aboriginal Culture.
- Access to traditional lands.
- Spirituality.
- Family experiences and local protocols.
- Provisions: 'An Aboriginal Perspective'.
E-Learning [2 hours]

- The Aboriginal Cultural Training Framework will be delivered in a variety of formats, including online and face-to-face sessions. The framework will be offered to all NSW Health staff, regardless of their cultural background.

- The framework is designed to provide all NSW Health staff with an understanding of the cultural background, values, and beliefs of Aboriginal peoples. It aims to enhance the comfort and confidence of all staff when engaging with Aboriginal people.

- The framework will be delivered over a six-month period, with regular assessment and evaluation to monitor its impact.

History and Culture

- The cultural, historical, and spiritual traditions of Aboriginal peoples are complex and diverse, and are integral to their identity and well-being.

- The framework will cover a range of topics, including the history and culture of Aboriginal peoples, their connection to land and country, and their spiritual beliefs.

- It will also explore the cultural and historical impacts of colonization, the Stolen Generation, and the ongoing recognition of the rights and dignity of Aboriginal peoples.

- The framework will encourage staff to respect and acknowledge the cultural diversity of Aboriginal peoples, and to engage in meaningful and respectful relationships.

Communication

- Effective communication is essential in providing quality healthcare to Aboriginal peoples.

- The framework will cover the importance of using culturally appropriate language and terminology, and the role of active listening in building trust and rapport.

- It will also explore the impact of cultural differences on communication and the strategies for overcoming communication barriers.

Identity

- Identity is a central aspect of Aboriginal peoples' lives, and is deeply intertwined with their cultural and spiritual beliefs.

- The framework will cover the importance of respecting and acknowledging the cultural identity of Aboriginal peoples, and the role of cultural knowledge in promoting a healthier and more equitable society.

- It will also explore the impact of cultural diversity on identity and the strategies for promoting cultural competence.

Evaluation

- The evaluation of the framework is an integral part of its ongoing development and improvement.

- Regular assessment and evaluation will be conducted to monitor its impact on staff and patients, and to identify areas for improvement.

- The evaluation will cover the effectiveness of the framework, its impact on staff training and cultural competence, and the strategies for overcoming cultural barriers.

Monitoring

- Regular monitoring of the framework's impact will be conducted to ensure its continued relevance and effectiveness.

- The monitoring will cover the implementation of the framework, its impact on staff training and cultural competence, and the strategies for overcoming cultural barriers.

- It will also explore the impact of cultural diversity on monitoring and the strategies for promoting cultural competence.

Respecting the Difference

- The Aboriginal Cultural Training Framework is an important tool for promoting cultural competence and improving the quality of healthcare for Aboriginal peoples.

- It is designed to support staff in their efforts to respect and acknowledge the cultural diversity of Aboriginal peoples, and to engage in meaningful and respectful relationships.

- The framework is an ongoing process, and will be evaluated and adapted as needed to ensure its continued relevance and effectiveness.