Cultural Safety in Aged Care

WARDLIPARINGGA
Aboriginal Research

THE UNIVERSITY
of ADELAIDE

SAHMRI
South Australian Health &
Medical Research Institute

Wardliparingga Aboriginal Health Equity

South Australian Health and Medical Research Institute (SAHMRI)
Adelaide, South Australia

Cultural protocols– Acknowledgement of Country

It is important that appropriate protocols are adhered too. Therefore, recognising local Aboriginal and Torres Strait Islander people and their connection to Country is extremely important. When meetings or important events are held, acknowledgement of the traditional custodians of the place is a very significant and important part of formal recognition of Aboriginal people. An Acknowledgement of Country is an opportunity for staff to show respect for the traditional custodians and continuing connection of Aboriginal and Torres Strait Islander people to Country (Aboriginal and Torres Strait Islander Protocols Document SAHMRI, 2017).

Appropriate and respectful acknowledgment of Country, Elders past, present and future as well as Aboriginal and Torres Strait Islander people presenting and attending the presentation(s) must be undertaken prior to starting.

Note: When presenting this content, we encourage the presenter to acknowledge the local Aboriginal and/or Torres Strait Islander people of the geographical area. The following example can be used and/or adapted to suit the local area and acknowledgement of relevant traditional custodians.

"We acknowledge and respect the traditional custodians whose ancestral lands we are meeting upon here today, the _____ people. We acknowledge the deep feelings of attachment and relationship of the _____ to their Country. We also pay respects to the cultural authority of Aboriginal and Torres Strait Islander people visiting/attending from other areas of _____ present here"

The Australian Institute of Aboriginal and Torres Strait Islander Studies have developed an online interactive tool which can assist with the identification of different language groups across Australia. It is available at:
https://aiatsis.gov.au/explore/articles/aiatsis-map-indigenous-australia

1. Making use of the Presenter Guide

The presenter guide is intended to assist you with presenting the information provided in the accompanying powerpoint slides. You can use the notes included in this guide to:

1. Outline the main information provided in the accompanying powerpoint slides.
2. Provide examples of suggested strategies described in the slides.
3. Assist with generating discussion with participants – see included questions throughout the guide.

Note: Please remind participants to use the accompanying workbook to note any thoughts and questions relating to content. The questions in the presentation slides are included in the workbook to record participants' notes and responses.

2. Presenter Introduction

1. Presenter introduce yourself
2. Invitation to participants to introduce
- themselves, their work roles etc
- their organisation affiliations (where appropriate)
- their reason for attending the Cultural Safety in Aged Care Training and
- what they want to get out of the course, i.e. what would they like to learn about cultural safety in aged care?

Cultural Safety in Aged Care

Principle 2. Create and Maintain Aboriginal friendly spaces

Presenter Notes Title Slide

In this presentation, we will describe key concepts relating to Principle 2. "Respecting Aboriginal Life, Traditions and Living Culture" and consider:

1. What did we learn from Aboriginal Elders about their cultural safety needs in aged care?
2. What are the benefits to aged care organisations?
3. What are the opportunities for aged care organisations?
4. What can an aged care organisation do?

Note: Remind participants that they can use the accompanying workbook to note any thoughts or questions relating to this principle. The questions in the presentation slides are also included in the workbook to record participants' response.

Slide 2

Presenter Notes Acknowledgement of Country

Appropriate and respectful acknowledgment of Country, Elders past, present and future as well as Aboriginal and Torres Strait people presenting and attending the presentation(s) must be undertaken prior to starting.

Note: We encourage the presenter to acknowledge the local Aboriginal and/or Torres Strait Islander people of the geographical area. The example in this slide can be used or adapted to suit the local area and acknowledgement of relevant traditional custodians.

Slide 3

Principle 2. Create and maintain Aboriginal friendly spaces

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Principle 2

Create and Maintain Aboriginal friendly spaces

Presenter Notes Principle 2. Create and maintain Aboriginal friendly spaces

Presenter points to follow:

1. Aged care organisations caring for Aboriginal and Torres Strait Islander people must provide environments where people feel safe, respected and confident that they will receive high quality services and care.

2. Creating and maintaining Aboriginal friendly spaces will enable Aboriginal and Torres Strait Islander individuals, families (and employees) to uphold their cultural practices and beliefs.

3. This requires critical reflection, consultation and planning to create spaces where people will feel culturally safe.

4. Another approach to creating Aboriginal friendly spaces, is through employment of Aboriginal and Torres Strait Islander staff within services. Trained and experienced Aboriginal and Torres Strait Islander staff will be to support organisations aspirations in creating culturally safe environments and can support Elders accessing your organisation's services.

Reference

Davy C , Cass A, Brady J, DeVries J, Fewquandie B, Ingram S, Mentha R, Simon P, Richards B, Togni S, Liu H, Peiris D, Askew, D, Kite, E, Sivak L, Hackett M, Lavoie J, Brown A. 2016. Facilitating engagement through strong relationships between primary healthcare and Aboriginal and Torres Strait Islander peoples. Aust N Z J Public Health; 40:535-41 https://onlinelibrary.wiley.com/doi/full/10.1111/1753-6405.12553

Slide 4

Principle 2. Create and maintain Aboriginal friendly spaces

Presenter Notes Create and maintain Aboriginal friendly spaces

Presenter points to follow:

1. Connection to culture can be supported by the use of internal and external physical spaces in culturally appropriate ways.

2. The way an organisation uses its facilities can demonstrate a commitment to ensuring a welcoming environment. For example, placing Aboriginal and Torres Strait Islander flags, artwork, signage, information and other visual cues within facilities can reinforce cultural identity and communicate to clients and their families that services are culturally safe and welcoming.

Principle 2. Create and maintain Aboriginal friendly spaces

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What did we learn from Aboriginal Elders about their cultural safety needs in aged care?

"Over there there's a shed. Knock it down, and build a proper shed. Put tin on the top, like a wiltja (*shelter*) to sit in. We could sit in it and make artefacts. You can make artefacts or something. Just sit there if you want to. Yes, work with the wood. That's what I've been thinking."

"You know, you got to make it fun. You don't put your old people in a home. Forget about them. No. You got to make it fun for them."

Presenter Notes What did we learn from Aboriginal Elders about their cultural safety needs in aged care?

Presenter points to follow:
These quotes from two Elders are indicative of the need for aged care organisations to consider how their facilities and services can foster cultural connection for their clients.

For example, questions to consider may include:

Questions for participants
- How are internal and external spaces used in your service?
- What services and activities does your organisation offer to clients with regards that support Aboriginal and/or Torres Strait Islander culture and protocols?

Slide 6

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Benefits for aged care organisations

- Demonstrates a commitment to creating culturally safe environments

- Reinforces cultural identity and demonstrates to clients that services and staff are culturally competent and welcoming

- Promotes health and wellbeing

- Improved access to services

Presenter Notes What are the benefits for aged care organisations?

Presenter points to follow:

1. Aboriginal and Torres Strait Islander people are likely to prefer and have more trust in services that acknowledge and are respectful of their cultural needs.

2. Partnering with clients and local communities demonstrates respect and commitment to creating welcoming environments.

Questions for participants
- How does your organisation support the communication styles of older Aboriginal and Torres Strait Islander people? (story telling, drawing)

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What are the opportunities for aged care organisations?

- Understand traditional practices and protocols of diverse Aboriginal and Torres Strait Islander cultures

- Understand the concept of Elders in Aboriginal and Torres Strait Islander cultures and respect the roles and responsibilities they hold in the community

- Ensure opportunities for Elders to maintain culture through participating in cultural events, activities and excursions to bush or Country

Presenter Notes What are the opportunities for aged care organisations?

Presenter points to follow:

1. Ensuring a welcoming environment within an aged care service for Aboriginal and Torres Strait Islander people involves ongoing planning and communication.

2. The following slides provide some starting points to consider and a few suggested strategies. The most important consideration for organisations is to have a sound understanding of Aboriginal and Torres Strait Islander culture and commitment to supporting Aboriginal and Torres Strait Islander people to practice culture.

3. Seek advice from relevant individuals and local community groups/organisations on:
- The use of internal and external spaces. For example, consider gender-specific use of spaces for activities and/or ceremonies

- Strategies to create welcoming environments. For example, determine the signs, symbols and displays that could be used by the health service organisation

Question for participants
- What can you do to ensure the use of space is culturally safe and welcoming for Aboriginal and Torres Strait Islander people?

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What are the opportunities for aged care organisations?

- Consider the physical, emotional and relational aspects of internal and external spaces

- Consult with clients, family and community on the use of spaces and creating friendly environments

- Consider the needs of multiple language groups

Presenter Notes What are the opportunities for aged care organisations?

Presenter points to follow:

1. Some further examples on creating welcoming environments that may be relevant for your service and through consultations with clients, family and community include:

   - creating a central meeting point, spaces for family and community to visit
   - include facilities for a "yarning circle," to enable elders to continue talking their own language and share in other cultural activities (e.g. sharing stories, songs)
   - establishing safe, secure access to external spaces
   - displays of posters specifically aimed at Aboriginal and Torres Strait Islander people
   - hosting significant events such as National Aboriginal and Torres Strait Islander Day of Celebration (NAIDOC), Sorry Day, National Apology, Close the Gap Day and Reconciliation Week
   - providing communal areas outside for seating and relaxing, a space for bush tucker to be cooked or a safe place to have a fire.
   - space for arts, music and story telling activities.

2. Consider the different language groups of clients and their needs in your service.

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What can aged care organisations do?

- Provide common, open spaces for clients and their families to spend time together

- Plan together with clients on how internal and external spaces should be used

- Display Aboriginal and Torres Strait Islander flags, artwork, signage, information and other visual cues

- Consider separate male and female areas for gender-specific activities

- Celebrate Aboriginal and Torres Strait Islander cultural events

Presenter Notes What can an aged care organisation do?

Presenter points to follow:

1. There are multiple strategies an organisation could employ for creating welcoming environments. This slide provides further suggestions.

2. Always acknowledge Aboriginal and/or Torres Strait Islander people as the traditional owners of the land and acknowledge the presence of Elders if appropriate.

3. Talk to local Aboriginal and/or Torres Strait Islander organisations about days of significance to them. Ask how you can support them by having these days recognised and acknowledged within your service.

4. Ensure the Aboriginal and/or Torres Strait Islander flags are visible at your centre especially during NAIDOC week and other special occasions.

5. In considering potential strategies, try to look at your organisation's site from an Aboriginal and/or Torres Strait Islander perspective and ask yourself the following questions:

Question for participants
- What is there to show that your organisation values and welcomes Aboriginal and/or Torres Strait Islander people eg: Aboriginal flag, artwork, and posters?
- What information is available on services specifically for Aboriginal and/or Torres Strait Islander people?
- Do you have an informal, non-threatening area where families can sit and talk?

Slide 10

Discussion Points

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- Discuss the use of internal and external spaces in your organisation and the connection to Aboriginal and Torres Strait Islander culture.

- What would you do to make your service welcoming from an Aboriginal and Torres Strait Islander perspective?

- What are the challenges?

Resources

Inner North West Primary Care Partnership, 2014. Helping your organisation to create a welcoming environment for Aboriginal and Torres Strait Islander People. http://inwpcp.org.au/wp-content/uploads/NWIH_WelcomingEnvironment.pdf

Australian Commission on Safety and Quality in Health Care. 2017. National Safety and Quality Health Service Standards - User guide for Aboriginal and Torres Strait Islander Health. https://www.safetyandquality.gov.au/sites/default/files/migrated/National-Safety-and-Quality-Health-Service-Standards-User-Guide-for-Aboriginal-and-Torres-Strait-Islander-Health.pdf

Department of Health Victoria. 2009. Improving care for Aboriginal and Torres Strait Islander patients (ICAP) resource kit. https://www2.health.vic.gov.au/about/publications/policiesandguidelines/Improving-Care-for-Aboriginal-and-Torres-Strait-Islander-Patients-Resource-Kit

Australian Institute of Aboriginal and Torres Strait Islander Studies. 2019. AIATSIS map of Indigenous Australia. http://aiatsis.gov.au/explore/articles/aiatsis-map-indigenous-australia

Readings

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Clifford, A., McCalman, J., Bainbridge, R., Tsey, K. (2015). Interventions to improve cultural competency in health care for Indigenous peoples of Australia, New Zealand, Canada and the USA: a systematic review. Int J Qual Health Care, 2015. 27(2): p. 89-98. https://doi.org/10.1093/intqhc/mzv010

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