



Wardliparingga Aboriginal Health Equity

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

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Cultural Safety in Aged Care Funded by the Australian Government through the Dementia and Aged Care Services Fund

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





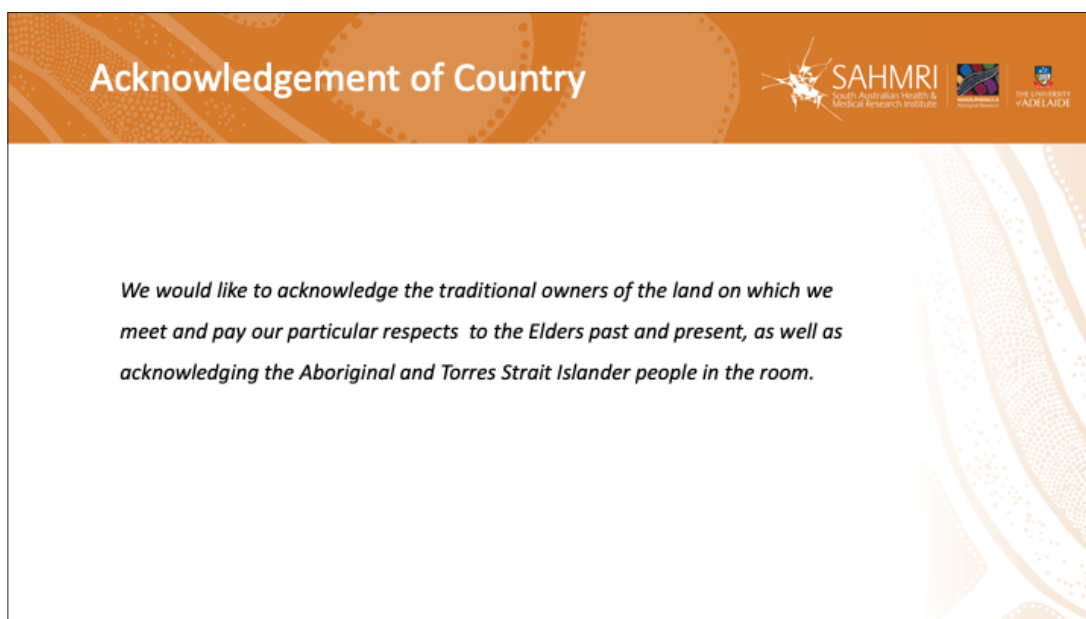
Principle 6. Be an advocate for Aboriginal Elders and their communities

Presenter Notes Title Slide

In this presentation, we will describe key concepts relating to Principle 6. “Be an advocate for Aboriginal Elders and their communities” 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.



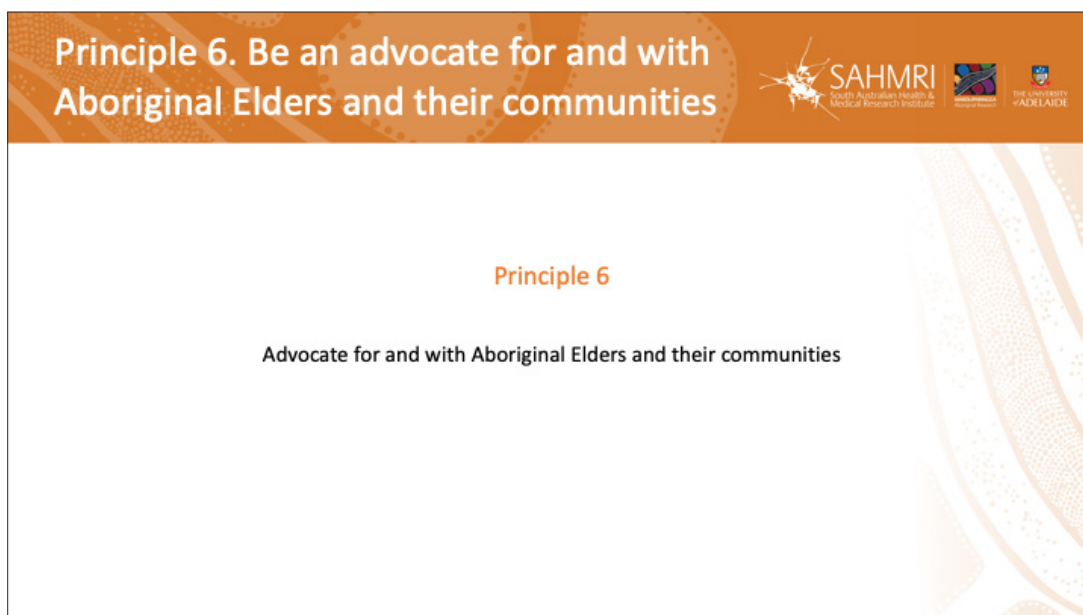
Acknowledgement of Country

We would like to acknowledge the traditional owners of the land on which we meet and pay our particular respects to the Elders past and present, as well as acknowledging the Aboriginal and Torres Strait Islander people in the room.

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.



Presenter Notes **Presenter's Notes**

Presenter points to follow:

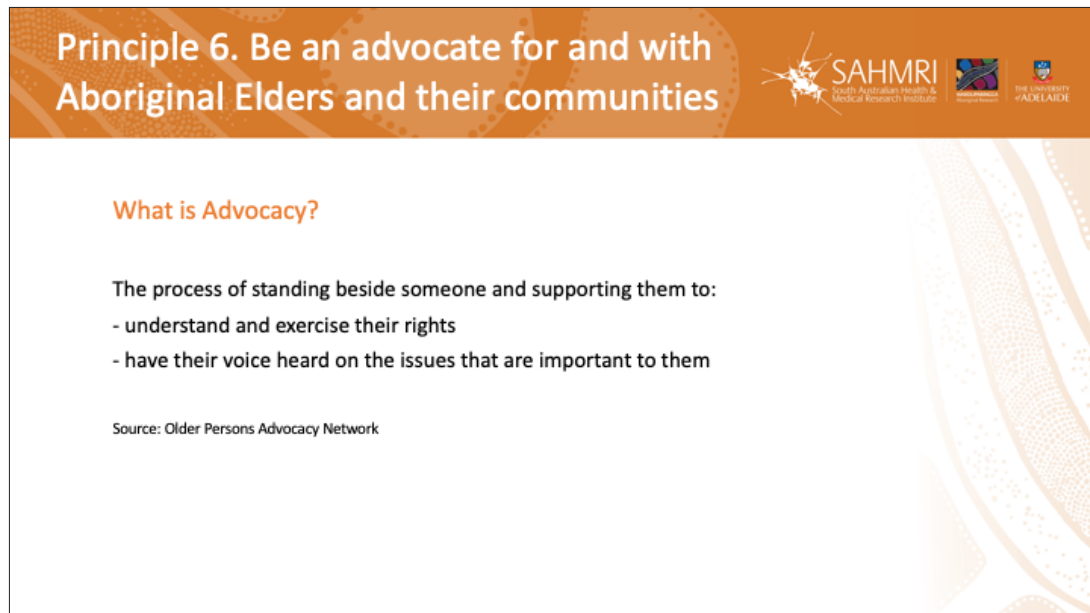
In this presentation, we will describe key concepts relating to Principle 6. “Be an advocate for Aboriginal Elders and their communities” and consider:

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?

In this presentation we describe the importance of genuine partnerships with Aboriginal and Torres Strait Islander families, organisations and their communities.

Aged care organisations should partner and collaborate with service providers and other local organisations to ensure their clients receive the services and supports they are entitled to.

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.



Principle 6. Be an advocate for and with Aboriginal Elders and their communities

What is Advocacy?

The process of standing beside someone and supporting them to:

- understand and exercise their rights
- have their voice heard on the issues that are important to them

Source: Older Persons Advocacy Network

Presenter Notes **What is advocacy?**


Presenter points to follow:

The Older Persons Advocacy Network defines advocacy as:

“the process of standing beside someone and supporting them to understand and exercise their rights, have their voice heard on the issues that are important to them.”

In other words, Advocacy is the process of standing beside an individual or group and speaking out on their behalf to protect and promote their rights and interests.

Principle 6. Be an advocate for and with Aboriginal Elders and their communities

What does an advocate do?

- Takes the time to listen and understand a person's views and wishes
- Informs clients of their rights and responsibilities
- Assists in exploring options and making informed decisions
- Support to raise concerns and work towards a resolution
- Provides practical assistance
- Speaks for clients in situations where they do not feel able to speak for themselves

Source: Older Persons Advocacy Network

Presenter Notes What does an advocate do?

Presenter points to follow:

This slide describes some of the key features of how a person can advocate on behalf of a person or group. The work of an advocate involves:

1. Effective engagement and advocacy with older Aboriginal and Torres Strait Islander people will involve actively listening and genuinely responding to what matters to them most.
2. Giving older people a voice, ensuring older people are valued and respected to make decisions that ultimately affect them.
3. It is about building genuine partnerships with older people to benefit them, their families and the communities they live in.
4. Support and commitment to increase the power and control clients have over their lives.

Principle 6. Be an advocate for and with Aboriginal Elders and their communities

Working in partnership with Aboriginal and Torres Strait Islander communities

- Develop long-term, sustainable relationships
- Respect for Aboriginal and Torres Strait Islander cultural knowledge, history, lived experience and connection to community and Country
- Commit to self-determination for Aboriginal and Torres Strait Islander peoples
- A commitment to recognising and understanding inequity and discriminatory institutional practices

Source: snaicc.org.au



Presenter Notes Working in partnership with Aboriginal and Torres Strait Islander communities

Presenter points to follow:

Effective advocacy also requires an understanding of how to work in partnership with organisations and communities. This will require.

1. Time to build effective and sustainable partnerships with Indigenous organisations and communities.
2. A shared aim to improve long-term well-being outcomes for Aboriginal and Torres Strait Islander families and communities based on respect for culture.
3. Commitment to self-determination, understanding that people need information in appropriate formats so they can make decisions about their health and wellbeing.
4. Recognising when and how institutional practices do not provide equitable services to Aboriginal and Torres Strait Islander people. Understanding the intergenerational trauma of historical practices, including discrimination and racism, and exclusion of Aboriginal and Torres Strait Islander people and how that impacts on contemporary society.

Principle 6. Be an advocate for and with Aboriginal Elders and their communities



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

"I want to fight for that. This is our place we got to stay home. And these people can come and work here."

"I think the aged care services could be better because they could do a lot more than what they do."

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

Presenter points to follow:

These quotes indicate the desire for Aboriginal and Torres Strait Islander people to decide on where they receive services, preferably within in their community.

Services must be planned and designed together with older Aboriginal and Torres Strait Islander people.

Principle 6. Be an advocate for and with Aboriginal Elders and their communities



What are the benefits for aged care organisations?

- Improved awareness and access to aged care
- Delivering the services and supports people are entitled to
- Avoids confusion of multiple service providers working independently of one another
- Demonstrates a holistic approach to caring for older people
- Improved quality of life

Presenter Notes What are the benefits for Aged Care Organisations?

Presenter points to follow:

1. Successful advocacy and partnerships with communities can contribute to improvements in access to care, especially for individuals who need access to services but do not currently do so.
2. This means cultivating and building relationships and networks with other organisations, both mainstream and Aboriginal-specific such as Aboriginal community-controlled health services, Aboriginal Land Councils or other local groups within communities.
3. Providing comprehensive supports, understanding cultural, physical, and social needs, ensuring access to supports outside of the aged care organisation demonstrates commitment to holistic care and for clients results in: Improved quality of life.

Principle 6. Be an advocate for and with Aboriginal Elders and their communities



What are the opportunities for Aged Care Organisations?

- Identify the right people in community
- Connect with Aboriginal and Torres Strait Islander individuals, communities and organisations
- Develop partnerships with local services and organisations that can assist with access to aged care services
- Work with organisations outside the scope of aged care to ensure access to other services and opportunities

Presenter Notes What are the opportunities for aged care organisations?

Presenter points to follow:

1. It is essential to get in contact with the right people in communities and organisations.
2. Work out if there are existing partnerships in the community and the level of interest in forming new partnerships. Knowing and understanding the work already going on and community priorities is important. Seek to learn from what has happened previously when partnerships have worked well.
3. Develop a clear purpose for seeking partnerships. It doesn't have to be formal.

Principle 6. Be an advocate for and with Aboriginal Elders and their communities



What can aged care organisations do?

- Build relationships and networks with key organisations and community stakeholders
- Create channels for communicating available resources and accessing services
- Provide information to clients and families about all services within aged care and linkages to relevant external agencies

Presenter Notes What can aged care organisations do?

Presenter points to follow:

1. Different organisations approach advocacy and partnerships with external organisations in different ways. This may include:
 - Networking
 - Resource sharing
 - Alliance or coalition
 - Developing a memorandum of understanding, detailing shared vision and priorities

In addition

1. With the consent of clients seek to involve other agencies in a collaborative and holistic response to their needs, including Aboriginal and Torres Strait Islander organisations and workers.
2. Support staff to visit Aboriginal organisations and services, build relationships, and maintain regular contact with the Aboriginal community through network meetings, reference groups, and collaborative projects.

Discussion Points



- What examples can you describe of advocating for people in your care?
- How do you support people in your care to access information and services from other organisations?
- What experience do you have of successful partnerships with organisations?

Resources

Australian Institute of Health and Welfare. Australian Institute of Family Studies. 2013. Engagement with Indigenous communities in key sectors. <https://www.aihw.gov.au/getmedia/c3d74d39-0ded-4196-b221-cc4240d8ec90/ctgc-rs23.pdf.aspx?inline=true>

Australian Government Department of Health. 2018. National Aged Care Advocacy Framework. https://agedcare.health.gov.au/sites/default/files/documents/01_2019/nacap_framework_-_final_minister_approved_dec18.pdf

Victorian Government Department of Human Services. 2006. Building better partnerships Working with Aboriginal communities and organisations: a communication guide for the Department of Human Services https://mungabareena.org.au/cdn/CTHG_Directory/Engagement_and_Partnerships/Documents/Building_Better_Partnerships.pdf

Secretariat of National Aboriginal and Islander Child Care. 2012. Opening Doors Through Partnerships. Practical approaches to developing genuine partnerships that address Aboriginal and Torres Strait Islander community needs. <https://www.snaicc.org.au/wp-content/uploads/2016/01/02804.pdf>

Advocacy Organisations

Older Persons Advocacy Network. <https://opan.com.au/>

Aged Rights Advocacy Services. <https://www.sa.agedrights.asn.au/>

Elder Rights Advocacy. <http://era.asn.au/>

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www.sahmri.org

