Cultural Safety in Aged Care

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?

Slide 1

Cultural Safety in Aged Care

Principle 1. Respecting Aboriginal Life, Traditions and Living Culture

Presenter Notes Title Slide

In this presentation, we will describe key concepts relating to Principle 1. "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

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.

Slide 3

Principle 1. Respecting Aboriginal Life

SAHMRI South Australian Health & Medical Research Institute

THE UNIVERSITY of ADELAIDE

Principle 1

Respecting Aboriginal Life, Traditions and Living Culture

Presenter Notes Introduction to Principle 1.

1. Principle 1. Respecting Aboriginal and Torres Strait Islander life, traditions and living culture is grounded in the expectation that respect for Aboriginal and Torres Strait Islander cultures and traditions should underpin how aged care services are designed and delivered. It is strongly encouraged and highly important that aged care organisations understand this principle and commit to working with older Aboriginal and Torres Strait Islander people in ways that respect their cultures.

2. One of the key reasons why it is important for aged care organisations to do so stems from the recent introduction of the new aged care standards, the Single Quality Framework (July 2019), that requires aged care organisations to demonstrate that they actively plan and cater for the unique cultural needs of Aboriginal and Torres Strait Islander peoples in a comprehensive way.

Reference

Australian Government Department of Health. 2018. Ageing and Aged Care, Single Quality Framework https://agedcare.health.gov.au/quality/single-quality-framework-focus-on-consumers

Slide 4

Principle 1. Respecting Aboriginal Life — SAHMRI

The United Nations Declaration on the Rights of Indigenous Peoples affirms the principle of Indigenous self-determination, recognises and respects the contribution of Indigenous knowledge systems, cultures and traditions to contemporary life.

Indigenous peoples have the right to practice their cultural traditions, and importantly have a right to maintain and protect the past, present and future of their cultures.

Source: United Nations, 2007

Presenter Notes The United Nations Declaration on the Rights of Indigenous Peoples

Presenter points to follow:

1. This statement provides further context on the rights of Indigenous peoples, not only within Australia, but worldwide.

2. Recognition and respect for Indigenous cultures is a key attribute of a culturally safe environment. The United Nations Declaration on the Rights of Indigenous Peoples is a significant development in the protection and promotion of Indigenous human rights at an international level. It was adopted by the Human Rights Council in 2006 and the General Assembly on 13 September 2007.

3. The Declaration demonstrates a commitment by member states towards the rights of Indigenous peoples around the world. The Declaration outlines individual and collective rights of Indigenous peoples, including the rights to culture, identity, language, and prohibits discrimination. It sets out the principles of partnership and mutual respect that should guide the relationship between states and Indigenous peoples and provides tools to measure the way states are respecting and implementing the rights of Indigenous peoples.

Note: Australia initially voted against the resolution with concerns about the right to self-determination (Articles 3 and 4) and references to Indigenous customary law. However, in 2009 Australia moved to endorse the resolution.

Questions for participants
- How does the United Nations Declaration apply for older Aboriginal and Torres Strait Islander people in aged care?
- How does the United Nations Declaration apply to organisations and carers of older Aboriginal and Torres Strait Islander people in aged care?

Slide 5

Principle 1. Respecting Aboriginal Life

Aboriginal and Torres Strait Islander peoples may live in urban, rural or remote settings, in urbanised, traditional or other lifestyles, and may move between these ways of living.

Although cultures and language are diverse across the country, four concepts are found consistently in Aboriginal and Torres Strait Islander communities.

- The religious interpretation
- The system of extended kinship
- Country to which people belong
- Kanyini – which is to have, to hold, to care

Franks C, Curr, B. Keeping company: an inter-cultural conversation. Wollongong: Centre for Indigenous Development Education and Research, University of Wollongong; 1996.

Presenter Notes Principle 1. Respecting Aboriginal Life

Presenter points to follow:

Cultural identity and cultural connection are key to the emotional, physical and spiritual health of Aboriginal and Torres Strait Islander peoples. Although Aboriginal and Torres Strait Islander cultures and language vary across Australia, four core concepts are found consistently among Aboriginal and Torres Strait Islander communities:

1. The spiritual interpretations of the profound bonding of people to one another, to their Country and to the species of animals and plants inhabiting it. It is continually renewed by its expression in song, dance, verbal narratives of creation stories (referred to as the Dreaming) and re-enacted continually in ceremonial journeys and is passed down through the generations. Note: Spiritual interpretations for Aboriginal and Torres Strait Islander people are as significant and as important as religious beliefs within Western cultures.

2. Kinship is an integral part of Aboriginal and Torres Strait Islander culture and may impact on the way services are utilised. In Aboriginal and Torres Strait Islander societies the family structures, obligations and expectations underlying them are extended to the whole society. The concept of family for Aboriginal and Torres Strait Islander peoples contrasts with many Western cultures. Aboriginal and Torres Strait Islander communities are collective in nature. It often includes a much wider extended family, where there are mutual obligations and sharing within the extended family (kinship system). It is important to understand the concept of kinship and offer a service that addresses the family obligations that many Aboriginal and Torres Strait Islander peoples experience.

3. Country refers to places which people belong; which they may live on or visit; and will always be subject to the obligations of looking after and caring for their place.

4. Kanyini is a word from Central Desert which relates to the principle of connectedness through caring and responsibility that underpins Aboriginal life. Kanyini is nurtured through caring and practicing responsibility for all things and is relevant for many Aboriginal language groups which would have their unique terms to describe this concept.

Note: You may choose to read the following extract, explaining kinship by Franks C & Curr B (1996)

"Kinship relationships can be likened to the most intricate tapestry you can imagine…The sharing of the responsibilities and obligations ensures that functional Aboriginal culture survives; that it is successful is demonstrated in the fact that it has survived and functioned for tens of thousands of years…Each person is supported and guided throughout every aspect of life, from birth to death and in turn guides and supports others in accordance to their particular kinship role… (page 37)

Aboriginal society has no hierarchical structure; it can be thought of an intricate, interconnected system of relationship, with each person having responsibility and obligation for someone else within this system. In an essentially oral tradition this ensured that cultural values and tradition were passed on throughout the generations with minimal variation. The viability is maintained by a system of checks and balances. Each person within the kinship network has a specific role of guardianship and supervision for another designated person within the system" (page 40)

Reference Franks C, Curr, B. Keeping company: an inter-cultural conversation. Wollongong: Centre for Indigenous Development Education and Research, University of Wollongong; 1996.

Slide 6

Principle 1. Respecting Aboriginal Life

SAHMRI South Australian Health & Medical Research Institute | THE UNIVERSITY of ADELAIDE

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

Source: An Elder's Aged Care Story

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

Presenter points to follow:
The following slides present quotes from older Aboriginal people who were interviewed about aged care. They highlight the importance of and desire to maintain connection to culture, when they are receiving aged care services

1. The picture in this slide was drawn by an Elder in a remote community. It is important to note the significance of this Elder's aged care story, as he was speaking with authority and on behalf of his community.

2. He illustrates his vision of aged care by drawing it in the sand with a spear, explaining how the Elders in his community want to feel safe and at peace in aged care.

3. It is important to note when caring for Aboriginal and Torres Strait Islander people that, despite the location, English is still a foreign language to many Aboriginal and Torres Strait Islander people.

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

Slide 7

Principle 1. Respecting Aboriginal Life SAHMRI South Australian Health & Medical Research Institute

Maintaining Culture

"I tell the kids, I was talking to my granddaughter and my daughter, I say this is your culture hold on to it, my culture, later I'll be finished. I won't understand any more. I won't understand when I'm in aged care. This is very important for them."

"When we close our eyes or if we get sick inside… we'll go into aged care and for the kids, this is their story to hold onto themselves tight and to understand and remember and think "Oh this is what our grandmothers taught us our grandfathers told us. Our story." Yes, we've told it and now it's theirs. And they can keep it and remember that their grandmothers told it to keep it strong before they went into aged care."

Presenter Notes Maintaining Culture

Presenter points to follow:
1. These quotes represent the significance of culture and keeping traditions alive. Passing on culture is a significant obligation for Aboriginal and Torres Strait Islander people. These quotes highlight the importance of passing on culture to younger generations while able to, and a sense of urgency as the Elders understand they may not have that long (time) to pass on and share stories, language and cultural identity before they are unable to as they age.

2. It is also important to understand the significance of these words within the context of historical trauma and the continued loss of Aboriginal and Torres Strait Islander cultures since colonisation.

Suggested discussion
*   Participants should be encouraged to either discuss their own experiences/observations of older people in care and desire to converse in language, share stories and practice culture.
*   How often do people in your care do this?
*   What types of activities does your service offer for people to practice culture?

Slide 8

Principle 1. Respecting Aboriginal Life

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY
of ADELAIDE

Food

"That's why kangaroo tail in the waru (fire). They used to cook kangaroo tail but they don't now."

"Yeah. We have it cooked. That's in the oven. They want it cooked on the ground, you know. The malu tails in the soup or whatever, they want it from the ground. Cooked in the ground, you know."

Presenter Notes Food

In this slide an Elder expresses the desire to eat food prepared in traditional ways.

Suggested discussion
- Participants should be encouraged to discuss their own experiences/observations of older people in care and their desire to access, prepare and eat traditional foods. (eg kangaroo).
- How often do people in your care do this?
- How does your aged care service cater for these needs? (for example, through menu, allowing foods to be brought in by visitors or through celebration of significant events).

Slide 9

Principle 1. Respecting Aboriginal Life

SAHMRI
South Australian Health & Medical Research Institute

Funerals – Sorry Business

"The thing is the funeral services, a lot of people can't get a lot of money to get to the funerals. That's a big problem... a lot of families don't know where to turn to get help."

"You know when somebody's passed away, so family might pass away and they want to go, they say, "I can't do it." Well, you know, get somebody who can to take them. Pay that person to take them up there. Bus driver, you know."

Presenter Notes Funerals– Sorry Business

Presenter points to follow:

1. In Aboriginal and Torres Strait Islander cultures, there are significant cultural practices and protocols associated with death, including Sorry Business and ceremonies around the bereavement and funerals for a deceased person.

2. Sorry Business is an important time of mourning involving responsibilities and obligations to attend funerals and participate in other cultural activities or ceremonies with the community. This is part of a community and cultural tradition that is highly important for Aboriginal and Torres Strait Islander people. Most Aboriginal and Torres Strait Islander people have clear cultural obligations to be involved in Sorry Business relating to the death or loss of immediate family members, as well as extended family and people with kinship or community ties.

3. In this slide an older Aboriginal person in aged care describes not being able to attend funerals and requiring support for travel. Lack of transport and ability to attend funerals is a major concern and stressor for Elders.

Note: Aged care services should consider how they can support people to return to Country for Sorry Business. By doing so, the service is respecting and upholding the significant cultural obligations that communities are required to meet. When they are not able to fulfil this requirement, it is likely that people in care will feel distressed.

Slide 10

Principle 1. Respecting Aboriginal Life

What are the benefits for Aged Care Organisations?

Presenter Notes What are the benefits for Aged Care Organisations?

Presenter points to follow:

1. Research has demonstrated that opportunities for expression of cultural identities can have beneficial effects for Aboriginal and Torres Strait Islander peoples and are associated with measurable improvements in health. Activities such as practising and learning Indigenous languages, connecting to Country and expressing cultural identity through art and performance have known physical, social and emotional wellbeing benefits.

2. For organisations working with Aboriginal and Torres Strait Islander populations there are numerous benefits to investing time and resources to deliver care in ways that are respectful of culture.

Reference

MacLean S, Ritte R, Thorpe A, Ewen A, and Arabena K. 2017. 'Health and Wellbeing Outcomes of Programs for Indigenous Australians That Include Strategies to Enable the Expression of Cultural Identities: A Systematic Review'. 23(4) Australian Journal of Primary Health 309. https://www.publish.csiro.au/PY/PY16061

Davy C, Kite E, Aitken G, Dodd G, Rigney J, Hayes J, Van Emden J. 2016. "What keeps you strong? A systematic review identifying how primary health-care and aged-care services can support the well-being of older Indigenous peoples." https://onlinelibrary.wiley.com/doi/full/10.1111/ajag.12311

Slide 11

Principle 1. Respecting Aboriginal Life

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY of ADELAIDE

Benefits for Aged Care Organisations

- Strengthened relationships between workers and clients

- Supporting Elders' cultural obligations

- Improved satisfaction with services

Presenter Notes Benefits for Aged Care Organisations

Presenter points to follow:

1. Ensuring that clients are supported to maintain cultural connection, practice culture through services/ activities provided by aged care organisations will have clear benefits to organisations.

2. Providing opportunities to maintain cultural connection through service provision is beneficial to aged care organisations in various ways.

-   Relationships that lead to better understanding of the specific needs of the community, connection and rapport with care providers and clients,
-   Greater ability to meet the needs through access to appropriate services, and
-   Demonstrates compliance with aged care standards.

Slide 12

Principle 1. Respecting Aboriginal Life

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY
of ADELAIDE

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 cultural events, activities and excursions to bush or Country

- Staff training

Presenter Notes What are the opportunities for aged care organisations?

Developing a culturally safe and respectful organisation, where clients, their families and community can feel comfortable requires organisations to establish supportive environments and clear processes for workers to respect and respond to the cultural needs of older Aboriginal and Torres Strait Islander people.

Presenter points to follow:

1. Aboriginal and Torres Strait Islander cultures are complex and extremely diverse, and accepted protocols vary across communities. Identify the Aboriginal and Torres Strait Islander communities within your organisation and the relevant cultural protocols to guide relationship building. Consider partnering with local Aboriginal and Torres Strait Islander organisations to assist with relationship building at community level or seek cultural mentorship.

2. Older people are an integral part of the social fabric of Aboriginal and Torres Strait Islander communities. They hold cultural knowledge and wisdom which is passed down to generations.

3. Communicate with clients to understand the types of events and activities they would prefer.

4. Provide professional development and training opportunities for staff with regards to understanding Aboriginal and Torres Strait Islander cultures and the needs of people they are caring for.

Slide 13

Principle 1. Respecting Aboriginal Life

What can aged care organisations do?

- Dedicate time and resources to ensure that their Elders can engage in traditional cultural practices

- Ensure gender sensitivity in personal care practices

- Connect with local community members and organisations

Presenter Notes What can Aged Care organisations do?

Presenter points to follow:

1. Communicate with clients to understand their preferences for activities such as art, music, story-telling and excursions to Country.

2. Understand and adhere to cultural protocols, for example considerations of gender in personal care.

3. Know the local Aboriginal and Torres Strait Islander community, organisations and appropriate representatives. Connect with individuals to identify opportunities and needs within communities.

Suggested discussion
- Encourage participants to discuss what other ways they or their organisation support cultural practices.

Discussion

SAHMRI
South Australian Health &
Medical Research Institute

- How does your organisation support Elders to maintain cultural identity?

- How could your organisation improve on the way services are delivered?

Aboriginal and Torres Strait Islander Health

Reports and Resources

Department of the Prime Minister and Cabinet. 2018. Closing the Gap – Prime Ministers Report. https://www.antar.org.au/sites/default/files/ctg-report-2018.pdf

Australian Government Department of Health. 2013. National Aboriginal and Torres Strait Islander Health, 2013-2023. https://www.health.gov.au/internet/main/publishing.nsf/content/B92E980680486C3BCA257BF0001BAF01/$File/health-plan.pdf

Australian Government Department of Health. 2015. Implementation Plan for the National Aboriginal and Torres Strait Islander Health Plan 2013-2023. http://www.health.gov.au/internet/main/publishing.nsf/Content/AC51639D3C8CD4ECCA257E8B00007AC5/$File/DOH_ImplementationPlan_v3.pdf

Australian Health Ministers' Advisory Council, Australian Government Department of Health. 2017. Aboriginal and Torres Strait Islander Health Performance Framework. https://www1.health.gov.au/internet/main/publishing.nsf/Content/oatsih_heath-performanceframework

Assuring equity of access and quality of access and quality outcomes for Older Aboriginal and Torres Strait Islander Peoples. What needs to be Done. https://apo.org.au/node/182156

Centre for Aboriginal Economic Policy Research. 2013. CAEPR Indigenous Population Project 2011 Census Papers. Paper 14: Population Projections. pge 7. http://caepr.anu.edu.au/publications/censuspapers.php

Australian Indigenous HealthInfoNet. www.healthinfonet.ecu.edu.au

Australian Bureau of Statistics. 2014. 3238.0 - Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026 https://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/C19A0C6E4794A3FACA257CC900143A3D?opendocument

Further Readings

Smith K, Flicker L, Lautenschlager N, Almeida O, Atkinson, Dwyer A, LoGuidice D. 2008. High prevalence of dementia and cognitive impairment in Indigenous Australians Neurology (71) 1470-73

Radford K, Mack H, Draper B, Chalkley S, Daylight G, Cumming R, Bennett H, Delbaere K, Broe G., 11. 2015. Prevalence of dementia in urban and regional Aboriginal Australians Alzheimer's & Dementia 271-279

Lo Giudice D , Smith K, Fenner S, Hyde Z, Atkinson D, Skeaf L, Malay R, Flicker L. 2016. Incidence and predictors of cognitive impairment and dementia in Aboriginal Australians: A follow-up study of 5 years Alzheimer's & Dementia 12 252-261

Aboriginal and Torres Strait Islander Aged Care

Reports and Resources

Australian Government Department of Health. 2017. Aged Care Diversity Framework. https://agedcare.health.gov.au/support-services/people-from-diverse-backgrounds/aged-care-diversity-framework

Australian Government Department of Health. 2019. Aged Care Quality Standards. https://agedcare.health.gov.au/quality/single-set-of-aged-care-quality-standards

Australian Government Department of Health. 2019. Actions to support older Aboriginal and Torres Strait Islander people: A guide for consumers. https://agedcare.health.gov.au/actions-to-support-older-aboriginal-and-torres-strait-islander-people

Australian Government Department of Health. 2018. Ageing and Aged Care, Single Quality Framework. https://agedcare.health.gov.au/quality/single-quality-framework-focus-on-consumers

Aboriginal and Torres Strait Islander People and Dementia: A Review of the Research. 2014. Flicker, L, Holdsworth, K. https://www.dementia.org.au/files/Alzheimers_Australia_Numbered_Publication_41.pdf

Australian Institute of Health and Welfare. 2018. GEN Aged Care Data. Aboriginal and Torres Strait Islander people using aged care. https://www.gen-agedcaredata.gov.au/Resources/Dashboards/Aboriginal-and-Torres-Strait-Islander-people-using

Further Readings

Davy C, Kite E, Aitken G, Dodd G, Rigney J, Hayes J, Van Emden J. 2016. "What keeps you strong? A systematic review identifying how primary health-care and aged-care services can support the well-being of older Indigenous peoples." https://onlinelibrary.wiley.com/doi/full/10.1111/ajag.12311

MacLean S, Ritte R, Thorpe A, Ewen A, and Arabena K. 2017. 'Health and Wellbeing Outcomes of Programs for Indigenous Australians That Include Strategies to Enable the Expression of Cultural Identities: A Systematic Review'. 23(4) Australian Journal of Primary Health 309. https://www.publish.csiro.au/PY/PY16061

Working with Aboriginal and Torres Strait Islander communities

Franks C, Curr, B. Keeping company: an inter-cultural conversation. Wollongong: Centre for Indigenous Development Education and Research, University of Wollongong; 1996.

Benevolent Society. 2013. Working with older Aboriginal and Torres Strait Islander People. https://www.benevolent.org.au/ArticleDocuments/340/Olderaboriginal_torresstraitislander_people.pdf.aspx

New South Wales Department of Community Services, Aboriginal Services Branch. 2009. Working with Aboriginal People and Communities – A Practice Resource. http://www.community.nsw.gov.au/__data/assets/pdf_file/0017/321308/working_with_aboriginal.pdf

Muswellbrook Shire Council. 2017. Working with Indigenous Australians. Aboriginal and Torres Strait Islander people and their communities. http://www.workingwithindigenousaustralians.info/content/Practice_Implications_8_Practice_Tips.html

How to Yarn Effectively with Older Aboriginal People. Dementia Training Australia https://www.dta.com.au/resources/how-to-yarn-effectively-with-older-aboriginal-people/

Aboriginal and Torres Strait Islander Population Statistics

Australian Bureau of Statistics. 2014. 3238.0 - Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026. https://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/C19A0C6E4794A3FACA257CC900143A3D?opendocument

Centre for Aboriginal Economic Policy Research. 2013. CAEPR Indigenous Population Project 2011 Census Papers. Paper 14: Population Projections. pge 7. http://caepr.anu.edu.au/publications/censuspapers.php

Other

United Nations General Assembly. 2007. United Nations Declaration on the Rights of Indigenous Peoples. https://www.un.org/development/desa/indigenouspeoples/wp-content/uploads/sites/19/2018/11/UNDRIP_E_web.pdf

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

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.

Slide 3

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

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

SAHMRI
South Australian Health &
Medical Research Institute

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?

Principle 2. Create and maintain Aboriginal friendly spaces

SAHMRI
South Australian Health & Medical Research Institute

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)

Principle 2. Create and maintain Aboriginal friendly spaces

SAHMRI
South Australian Health &
Medical Research Institute

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?

Principle 2. Create and maintain Aboriginal friendly spaces

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY
of ADELAIDE

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.

Principle 2. Create and maintain Aboriginal friendly spaces

SAHMRI
South Australian Health &
Medical Research Institute

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

- 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

Cross, T., Bazron, B., Dennis, K., & Isaacs, M. (1989). Towards a Culturally Competent System of Care, Volume 1. Washington, DC: CASSP Technical Assistance Center, Center for Child Health and Mental Health Policy, Georgetown University Child Development Center

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

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

Gommersall JS, Gibson, Dwyer J, O'Donnell K, Stephenson M, Carter D, Canuto K, Munn Z, Aromataris E, Brown A. 2017. What Indigenous Australian clients value about primary health care: a systematic review of qualitative evidence. Aust N Z J Public Health; 41 (4):417-423. https://onlinelibrary.wiley.com/doi/full/10.1111/1753-6405.12687

Cultural Safety in Aged Care

Principle 3. Provide buildings that meet Aboriginal Elders' and their communities' needs

Presenter Notes Title Slide

In this presentation, we will describe key concepts relating to Principle 3. "Provide buildings that meet Elders and their communities' needs" 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 3. Provide buildings that meet Aboriginal Elders' and their communities' needs

SAHMRI South Australian Health & Medical Research Institute

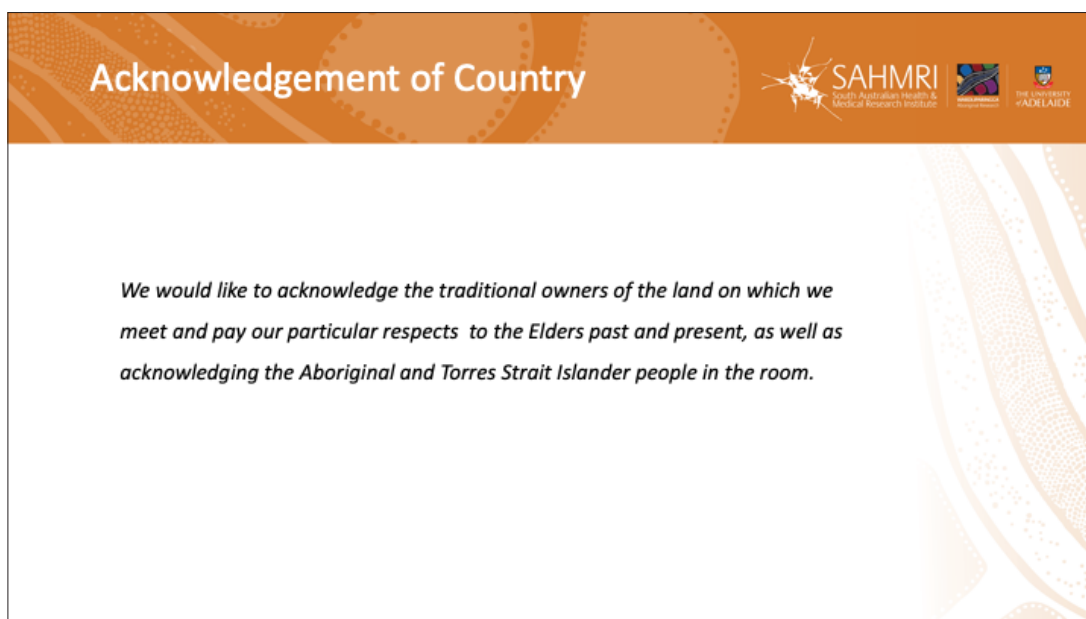THE UNIVERSITY of ADELAIDE

Principle 3

Provide buildings that meet Aboriginal Elders' and their communities' needs

Presenter Notes Title Slide

In this presentation, we will describe key concepts relating to Principle 3. "Provide buildings that meet Elders and their communities needs" 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 4

Presenter Notes Designing Aged Care Facilities

Presenter points to follow:
When designing new buildings and facilities or modifying and upgrading existing facilities for older Aboriginal and/or Torres Strait Islander people it is critical to consider key objectives of the design that involve the following aspects.

1.   Engage and partner with communities to co-design culturally responsive buildings, spaces and facilities
Design buildings and facilities to allow Elders to remain connected to their community and culture.

2.   Create environments which promote independence and wellbeing
This means that building and facility design needs to accommodate older peoples' physical needs, for example, mobility, disability, dementia, and other health needs together with promoting wellbeing. This can occur through the creation and use of space which will assist in meeting the social, emotional and spiritual needs. Note: For older Aboriginal and Torres Strait Islander peoples, wellbeing encompasses both individual wellbeing and community wellbeing (Taylor et al. 2012).

Consider how the design and use will support Aboriginal and Torres Strait Islander communities to pass on knowledge, tradition, ceremony and culture from one generation to the next through language, performance, protection of significant sites, storytelling and the teachings of Elders.

3.   An environment which allows for 'Ageing in Place'
Aboriginal and Torres Strait Islander people have a strong preference to receive care in their community and to stay close to their Country, where they have a cultural and family connection (see Principle 1 , Respecting Aboriginal Life, Traditions and Living Culture)
This is important to understand, especially for people who cannot be cared for in their home community. This implies a need to design buildings and facilities that provide welcoming spaces.

4.   Environments that are welcoming
This relates to closely to Principle 2. Creating Aboriginal friendly spaces. The design of aged care facilities requires consideration of how the use of internal and external spaces can enable connection to culture. Engaging with local communities can assist with identifying ideas about how this could be achieved.

Reference
Taylor J, Edwards J, Champion S, Cheers S, Chong A, Cummins R et al. 2012. Towards a conceptual understanding of Aboriginal and Torres Strait Islander community and community functioning. Community Development Journal 47:94 –110.

Slide 5

Principle 3. Provide buildings that meet Aboriginal Elders' and their communities' needs

SAHMRI South Australian Health & Medical Research Institute

Source: Booroongen Djugun Aged Care Facility, New South Wales

Presenter Notes

Presenter points to follow:
The photos in this slide are an example of an aged care residential facility that was designed from the views and opinions held by Elders at Greenhill, via Kempsey, on the Mid North Coast of New South Wales, Australia.

For the Elders, the totems of fire, water, earth, and sun were identified as having strong ties to traditional life. To meet their needs, extensive consultation occurred at a grass roots level. This allowed for the facility's development to reflect the spiritual feelings connected with the traditions and customs of Aboriginal people.

Reference
http://booroongendjugun.com.au/aged-care-facility/

Slide 6

Principle 3. Provide buildings that meet Aboriginal Elders' and their communities' needs — SAHMRI

What can aged care organisations do ?

- Create synergy between the outside environment and the design of the building

- Design the facility with internal and external spaces that link to community needs

- Incorporate traditional and/or important country or landscape features in the orientation of and movement within the facility

Source: Indigenous Aged Care Design (2017)

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

Presenter points to follow:

1. Older Aboriginal and Torres Strait Islander people commonly express a preference to be cared for on Country. As they hold central roles in the cultural and spiritual life of the community and are the keepers of culture.

2. An enforced move away from community to access aged care is an enormous loss and sadness to the whole community, not just the individual or their family.

Slide 7

Principle 3. Provide buildings that meet Aboriginal Elders' and their communities' needs

What are the benefits for aged care organisations?

- Culturally safe environment

- Improved access and acceptability of services

- Creates a sense of belonging and well-being

Presenter Notes What are the opportunities for aged care organisations?

Presenter points to follow:

1. Providing a culturally safe environment that promotes physical, social and emotional wellbeing and a sense of belonging for clients will be of clear benefit to aged care organisations.

2. Clients will feel comfortable in accessing the service, families will feel welcome and satisfied that their Elders needs are being met.

Slide 8

Principle 3. Provide buildings that meet Aboriginal Elders' and their communities' needs

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY
of ADELAIDE

What are the opportunities for aged care organisations?

* Design new facilities from the views and opinions of Aboriginal and Torres Strait Islander communities

* Consider the multi-generational use of a facility

* Provide ample space for community members to visit and share stories and knowledge.

Presenter Notes What are the opportunities for aged care organisations?

Presenter points to follow:

1. Effective and meaningful consultation with the local community is imperative to achieving appropriate design. The community will have deep understandings of the cultural and spiritual significance of the location on which facilities are located.

2. When designing new facilities its location will be fundamental to creating a sense of belonging and links to community.

Slide 9

Principle 3. Provide buildings that meet Aboriginal Elders' and their communities' needs

SAHMRI — South Australian Health & Medical Research Institute

What can aged care organisations do ?

• Create synergy between the outside environment and the design of the building

• Design the facility, internal and external spaces that link to community needs

• Incorporate traditional and/or important country or landscape features in the orientation of and movement within the facility

Source: Indigenous Aged Care Design (2017)

Presenter Notes **What can an aged care organisation do?**

Presenter points to follow:

1. Many residents will have strong association with their traditional land or Country. This may be the most important planning criterion for the facility as a whole and for the design of both inside and outside places.

   In rural and remote areas, ensure traditional and or important country or landscape features are considered in the orientation of, and movement within the facility. For example, utilise views of outside, significant tress as landscape features

2. Consider planning with surrounding country to locate dancing, sorry business and places for art and craft

3. Determine the arrangement of men, women and various kinship structures* within the facility to allow for adherence to cultural protocols and to practice ceremonies.

Note: Kinship is an integral part of Aboriginal and Torres Strait Islander culture and may impact on the way services are utilised. In Aboriginal and Torres Strait Islander societies the family structures, obligations and expectations underlying them are extended to the whole society. The concept of family for Aboriginal and Torres Strait Islander peoples contrasts with many Western cultures. Aboriginal and Torres Strait Islander communities are collective in nature. It often includes a much wider extended family, where there are mutual obligations and sharing within the extended family (kinship system). It is important to understand the concept of kinship and offer a service that addresses the family obligations that many Aboriginal and Torres Strait Islander peoples experience.

Slide 10

Discussion Points

SAHMRI
South Australian Health & Medical Research Institute

- Describe the features of your facility that you believe help to keep Aboriginal and Torres Strait Islander people connected to their culture.

- How do you ensure that the use of internal and external spaces meet the needs of people in your care?

Suggested readings and helpful resources

Indigenous Aged Care Design. 2017. Dementia Training Australia
https://www.dta.com.au/wpcontent/uploads/2017/02/Indigenous_Aged_Care_Design_Guide.pdf

Booroongendjugun Aged Care, 2019 http://booroongendjugun.com.au/aged-care-facility/

Taylor J, Edwards J, Champion S, Cheers S, Chong A, Cummins R et al. 2012. Towards a conceptual understanding of Aboriginal and Torres Strait Islander community and community functioning. Community Development Journal 47:94 –110.

Slide 1

Cultural Safety in Aged Care

Principle 4. Employ Aboriginal Staff
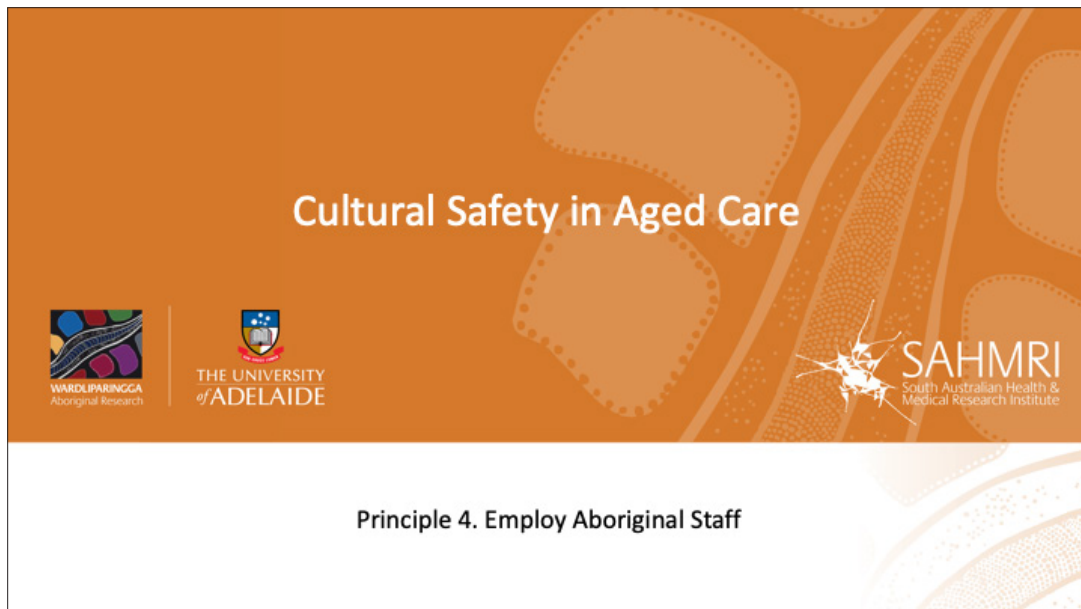
Presenter Notes Title Slide

In this presentation, we will describe key concepts relating to Principle 4. "Employ Aboriginal Staff" 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.

This presentation describes the benefits of employing Aboriginal and Torres Strait Islander staff to improve the cultural safety of aged care from an organisational and client perspective. The content draws upon some existing national and jurisdictional Aboriginal and Torres Strait Islander workforce strategic frameworks across various workforce sectors.

Building the Aboriginal and Torres Strait Islander workforce that is culturally responsive and safe is a critical element to increasing Aboriginal and Torres Strait Islander peoples' access to acceptability of services coupled with increasing the cultural competency of the non- Indigenous workforce (Aboriginal Workforce Strategy 2018 - 2022, Women's and Children's Health Network, 2017).

Reference
Women's and Children's Health Network. 2018. Aboriginal Workforce Strategy 2018 – 2022. http://www.wch. sa.gov.au/services/az/other/allied/aboriginal/documents/Aboriginal_Workforce_Strategy_2018-2022.pdf

Slide 2

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.

Slide 3

Principle 4. Employ Aboriginal Staff

SAHMRI
South Australian Health &
Medical Research Institute

Aboriginal and Torres Strait Islander Health Workforce Key to Closing the Gap

"Aboriginal and Torres Strait Islander health workers play a pivotal role in improving the health disadvantage of many Indigenous Australians. Without Aboriginal and Torres Strait Islander health workers, the gap in the health outcomes between Aboriginal and Torres Strait Islander people and other Australians would be even wider than it is today." (Minister Nash, 2014, indigenous.gov.au)

Australia's Aged Care Workforce Strategy

Attract and expand the Aboriginal and Torres Strait Islander aged care workforce (Australia's Aged Care Workforce Strategy Taskforce, 2018)

Presenter Notes Employ Aboriginal staff

Presenter points to follow:

1. Governments and organisations are increasingly recognising the need to expand the Aboriginal and Torres Strait Islander workforce across a range of service systems and sectors, including health care, social and human services, education and aged care. For example, see National Aboriginal and Torres Strait Islander Health Workforce Strategic Framework, 2016–2023.

2. In 2017, the Australian Government established an independent Taskforce to develop a strategy for growing and sustaining the aged care workforce. The Taskforce delivered its report, A Matter of Care. Australia's Aged Care Workforce Strategy in June 2018. The report sets out 14 'strategic actions' to be implemented by the Government and the aged care sector to achieve reform.

   The Taskforce emphasised the lack of workforce planning capability as a risk to the sector. In particular, it recognised the need to expand the Aboriginal and Torres Strait Islander aged care workforce as vital to support culturally safe care.

3. Creating and increasing career pathways for Aboriginal and Torres Strait Islander people has multiple benefits including
- increasing the education and economic participation of Aboriginal and Torres Strait Islander practitioners, and
- the cultural competency of services
- strengthening the cultural competency of mainstream services and staff

Reference

Australian Health Ministers Advisory Council. 2017. National Aboriginal and Torres Strait Islander Health Workforce Strategic Framework 2016–2023. https://www1.health.gov.au/internet/main/publishing.nsf/Content/4A716747859075FFCA257BF0001C9608/$File/National-Aboriginal-and-Torres-Strait-Islander-Health-Workforce-Strategic-Framework.pdf

Aged Care Workforce Strategy Taskforce. 2018. A Matter of Care. Australia's Aged Care Workforce Strategy. https://agedcare.health.gov.au/sites/default/files/documents/09_2018/aged_care_workforce_strategy_report.pdf

Slide 4

Presenter Notes The Australian Aged Care Workforce

Presenter points to follow:

1. The main source of data on the aged care workforce is the National Aged Care Workforce Census and Survey (NACWCS), conducted by the National Institute of Labour Studies (NILS) every four years, on behalf of the Australian Department of Health. The NACWCS collects comprehensive data on the profile of prevailing trends in the aged care workforce.

2. The most recent report shows that of the almost one million people employed in the Australian aged care workforce only 1% employed in residential care and 2% employed in home care and home support care settings are Aboriginal and/or Torres Strait Islanders.

   Aboriginal and Torres Strait Islander people are employed mainly in personal care attendant roles in the residential aged care workforce (81%) and as community care workers in the home care and home support aged care workforce (94%).

Reference

Australian Institute of Health and Welfare. 2017. 2016 National Aged Care Workforce Census and Survey – The Aged Care Workforce, 2016. https://www.gen-agedcaredata.gov.au/Resources/Reports-and-publications/2017/March/The-aged-care-workforce,-2016

Slide 5

Source: Australian Institute of Health and Welfare. 2018. GEN Aged Care Data. People in Australia's aged care workforce.

Presenter Notes People in Australia's aged care workforce

Presenter points to follow:

This slide provides further context on Workforce data for Residential aged care in Australia.

Personal Care Attendants (PCAs) are the largest occupational group in residential aged care (70 per cent). Facilities that employ PCAs who spoke a language other than English were asked to nominate the most common ethnic or cultural background of those workers. Most residential facilities (91%) employed PCAs from linguistically diverse backgrounds in 2016, most commonly from India (28.3) and the Philippines (26.7).

Reference

Australian Institute of Health and Welfare. 2018. GEN Aged Care Data. People in Australia's aged care workforce. https://www.gen-agedcaredata.gov.au/Resources/Dashboards/People-in-Australia-s-aged-care-workforce

Australian Institute of Health and Welfare. 2017. 2016 National Aged Care Workforce Census and Survey – The Aged Care Workforce, 2016. https://www.gen-agedcaredata.gov.au/Resources/Reports-and-publications/2017/March/The-aged-care-workforce,-2016

Slide 6

Source: Australian Institute of Health and Welfare. 2018. GEN Aged Care Data. People in Australia's aged care workforce.

Presenter Notes People in Australia's aged care workforce

Presenter points to follow:

This slide provides further context on workforce data for community aged care in Australia.

1. Home care and home support outlets that employed Community Care Workers from CALD backgrounds were asked to nominate the most common ethnic or cultural background of those workers.

2. 72 per cent of all home care and home support outlets employed Community Care Workers (CCWs) who spoke a language other than English. Of those outlets that did employ CCWs who spoke a language other than English the most common languages spoken were Italian (16 per cent) and South East Asian (11 per cent).

3. For home care and home support outlets with more than a third of CCWs speaking a language other than English Chinese, Italian and South East Asian were the three most widely spoken language groups.

References

Australian Institute of Health and Welfare. 2018. GEN Aged Care Data. People in Australia's aged care workforce. https://www.gen-agedcaredata.gov.au/Resources/Dashboards/People-in-Australia-s-aged-care-workforce

Australian Institute of Health and Welfare. 2017. 2016 National Aged Care Workforce Census and Survey – The Aged Care Workforce, 2016. https://www.gen-agedcaredata.gov.au/Resources/Reports-and-publications/2017/March/The-aged-care-workforce,-2016

Slide 7

Principle 4. Employ Aboriginal Staff

SAHMRI
South Australian Health &
Medical Research Institute

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

"I don't want a non-Aboriginal worker. I'd rather have an Aboriginal worker."

"But we don't get it here [aged care]. We would like them to do that here so we can get it here. The kids should get trained, the teenage girls and boys. They go to (X)* and train at the trade-training centre learning to cook, they should be able to use these skills to look after the old people."

"But there are no males that means only the women are working. Why is there only women?"

* (X) – name of town de-identified

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

Presenter points to follow:

1. Aboriginal and Torres Strait Islander people commonly express the desire to be cared for by Aboriginal and Torres Strait Islander workers.

2. Training and employing local Aboriginal and Torres Strait Islander youth is highly regarded and seen as a valuable opportunity for the entire community.

3. This quote reflects the low proportion of male workers in aged care.

Slide 8

Principle 4. Employ Aboriginal Staff

SAHMRI
South Australian Health &
Medical Research Institute

What are the benefits for Aged Care Organisations?

• Key strategy for delivering culturally safe care

• Improved service delivery and satisfaction for Elders receiving care

• Cultural connection between Aboriginal and/or Torres Strait Islander staff and Elders
  receiving care

Presenter Notes What are the benefits for aged care organisations?

Presenter points to follow:

1. The employment of Aboriginal and Torres Strait Islander workforce is considered a key strategy in providing culturally safe care.

2. Aboriginal and Torres Strait Islander people are likely to prefer and have more trust in services that employ Aboriginal and Torres Strait staff.

3. Aboriginal and Torres Strait Islander staff bring intrinsic cultural knowledge and experience that promotes an environment where Aboriginal people can feel safe and draw strength in their identity, culture and community. They will understand clients' unique circumstances, their local communities and understanding of historical context and impacts on contemporary Australia. This has a positive benefit for organisations, to better understand the needs of Aboriginal and Torres Strait Islander clients and communities and deliver improved services. It also provides benefits to staff, through fostering invaluable cultural knowledge between elders and carers.

Presenter Notes What are the opportunities for aged care organisations?

Presenter points to follow:

1. The following slides include examples of opportunities and actions aged care organisations should consider in working towards employing Aboriginal and Torres Strait Islander staff.

2. Examples are drawn from existing workforce strategies These are intended as suggestions only as organisations will need to consider strategies relevant to their own needs and capacity.

Slide 10

Principle 4. Employ Aboriginal Staff

SAHMRI
South Australian Health & Medical Research Institute

THE UNIVERSITY of ADELAIDE

What are the opportunities for aged care organisations?

• Support and retain Aboriginal and Torres Strait Islander staff through capacity building, mentoring initiatives and ongoing career progression

• Allocate adequate resources over the long-term to support targeted employment strategies and initiatives

• Build relationships with vocational education and training provider sectors including local Aboriginal Community Controlled Organisations and secondary schools to identify initiatives that create pathways into the aged care workforce, such as traineeships

Presenter Notes What are the opportunities for aged care organisations?

Presenter points to follow:

1. Aged care organisations need to explore opportunities and develop strategies to increase the number of and ongoing support of the Aboriginal and Torres Strait Islander workforce.

2. Sustained efforts must incorporate:
- training and ongoing professional development processes
- workforce supports, including systems to retain employees, eg culturally appropriate workplace policies such as cultural leave, flexible employment conditions,
- recruitment of Aboriginal and Torres Strait Islander people to positions at all levels of the organisation to develop capacity

Reference:
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

Principle 4. Employ Aboriginal Staff

SAHMRI
South Australian Health &
Medical Research Institute

What can aged care organisations do?

- Develop and implement community awareness and communication strategies to promote aged care careers

- Develop and implement flexible and culturally-safe recruitment strategies

- Provide training and professional development opportunities for Aboriginal and Torres Strait Islander staff that are tailored to local needs and build inter-professional collaboration and networks

- Provide opportunities for the development of leadership capability, at all levels; from entry to leadership positions, which includes access to ongoing training and work-based experience

Source: National Aboriginal and Torres Strait Islander Health Workforce Strategic Framework, 2016–2023

Presenter Notes What can aged care organisations do?

Presenter points to follow:

1. When developing communication strategies or advertising positions consider the most appropriate avenues to raise awareness and attract Aboriginal and Torres Strait Islander job applicants. This might involve advertising and promoting job opportunities through Aboriginal and Torres Strait Islander media, communities, networks, education and other organisations and services.

2. Ensure advertising and recruitment processes are culturally appropriate. Consider the need to offer flexible hours, cultural leave policies to accommodate cultural obligations such as Sorry Business.

3. Connect with other organisations and training providers for professional development opportunities both in and out of the aged care sector to build skills and capacity.

4. Ensure support for opportunities to grow and develop into leadership positions.

Slide 12

Discussion

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY
of ADELAIDE

- Does your organisation have an Aboriginal and Torres Strait Islander workforce strategy?

- If so, what strategies does your organisation utilise to support and strengthen the workforce?

Suggested readings and helpful resources

Aged Care Workforce Strategy Taskforce. 2018. A Matter of Care. Australia's Aged Care Workforce Strategy. https://agedcare.health.gov.au/sites/default/files/documents/09_2018/aged_care_workforce_strategy_report.pdf

NWMR Koolin Balit PCP Consortium Project. 2015. http://inwpcp.org.au/toolkit-main-page/expanding-our-aboriginal-workforce/

Women's and Children's Health Network. 2018. Aboriginal Workforce Strategy 2018 – 2022.http://www.wch.sa.gov.au/services/az/other/allied/aboriginal/documents/Aboriginal_Workforce_Strategy_2018-2022.pdf

Australian Health Ministers Advisory Council. 2017. National Aboriginal and Torres Strait Islander Health Workforce Strategic Framework 2016–2023. https://www1.health.gov.au/internet/main/publishing.nsf/Content/4A716747859075FFCA257BF0001C9608/$File/National-Aboriginal-and-Torres-Strait-Islander-Health-Workforce-Strategic-Framework.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

Australian Institute of Health and Welfare. 2017. 2016 National Aged Care Workforce Census and Survey – The Aged Care Workforce, 2016. https://www.gen-agedcaredata.gov.au/Resources/Reports-and-publications/2017/March/The-aged-care-workforce,-2016.

Slide 1

Presenter Notes Title Slide

Presenter points to follow:

In this presentation, we will describe key concepts relating to Principle 5. "All Aged care staff work towards cultural competence" 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

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.

Slide 3

Principle 5. Cultural Competence

Principle 5

All aged care staff work towards cultural competence

Presenter Notes Title

Presenter points to follow:

1. Supporting staff, both Indigenous and non-Indigenous to increase cultural competence is one strategy of many in developing culturally competent organisations.

2. This presentation includes information and suggestions for developing and maintaining cultural competence within aged care organisations.
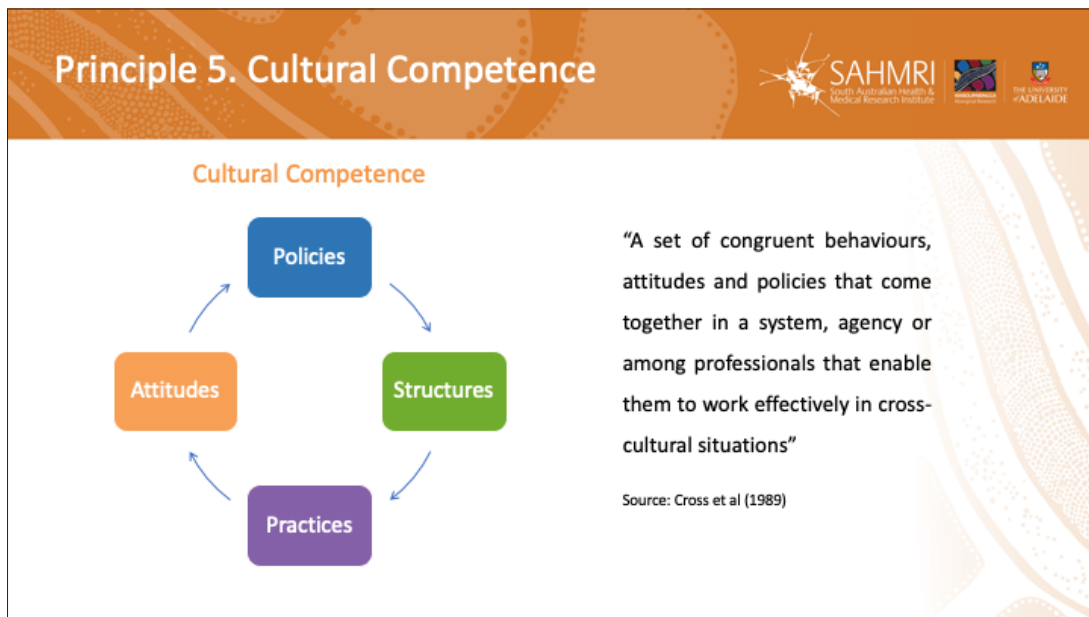
Presenter Notes What is cultural competence?

Presenter points to follow:

1. This definition (Cross et al 1989) is drawn from the health and education literature.

It places organisational cultural competence within a systems framework that emphasises the inter-relationships between individuals' behaviours and attitudes (worker competencies) and organisational structures. The definition implies that organisations must demonstrate values and principles and implement policies and structures that enables effective cross-cultural competency.

This framework enables organisations to assess and make improvements in every aspect, for example, from management and governance structures to service delivery and in increasing individual staff capacity.

References

Cross, T., Bazron, B., Dennis, K., & Isaacs, M. (1989). Towards a Culturally Competent System of Care, Volume 1. Washington, DC: CASSP Technical Assistance Center, Center for Child Health and Mental Health Policy, Georgetown University Child Development Center

Dudgeon, P. Wright, M., & Coffin, J. (2010). Talking it and walking it: Cultural Competence. Journal of Australian Indigenous issues, vol. 13, no. 3, pp 29-44

Slide 5

Principle 5. Cultural Competence

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY
of ADELAIDE

What is cultural competence?

- Cultural competency is a key strategy for reducing inequalities in access to care and improving the quality and effectiveness of care for Aboriginal and Torres Strait Islander peoples

- It is *more* than cultural awareness

- Integration of individual competencies *and* organisations' practice, policies and culture

Presenter Notes People in Australia's aged care workforce

Presenter points to follow:

1. Cultural competency is most commonly described as a key strategy for reducing inequalities in access to care and in the quality and effectiveness of care received. It works to enhance the capacity and ability of service systems, organisations and practitioners to provide more responsive care to diverse cultural groups, as discussed in the National Aboriginal and Torres Strait Islander Health Plan 2013–2023 (Commonwealth of Australia 2013).

2. A culturally competent organisation ensures that the cultural diversity, rights, views, values and expectations of Aboriginal and Torres Strait Islander peoples are respected in the delivery of services.

3. Cultural competence is much more than awareness of cultural differences, as it focuses on the capacity of systems or programs and services to improve quality of care by integrating culture into service delivery. (NHMRC 2005)

4. Culture is always changing and therefore, achieving cultural competency should not be perceived as being a process that ends.

Reference

Australian Government Department of Health. 2015. Implementation Plan for the National Aboriginal and Torres Strait Islander Health Plan 2013-2023. http://www.health.gov.au/internet/main/publishing.nsf/Content/ AC51639D3C8CD4ECCA257E8B00007AC5/$File/DOH_ImplementationPlan_v3.pdf

National Health and Medical Research Council. 2005. Cultural Competency in Health: A guide for policy, partnership and participation Australian Government. https://www.mhahs.org.au/images/cald/ CulturalCompetencyInHealth.pdf

Slide 6

Principle 5. Cultural Competence

SAHMRI
South Australian Health & Medical Research Institute

Cultural Awareness	Cultural Sensitivity	Cultural Competence	Cultural Safety

Cultural Awareness
- Being able and willing to recognize cultural differences
- Being aware of one's own culture
- Accept cultural differences within a population

Cultural Sensitivity
- Taking in consideration the cultural background and experiences of Indigenous Peoples
- Go beyond acknowledging cultural difference to respecting Indigenous knowledges
- Culture means being sensitive to the fact that customs can also be uniquely individual

Cultural Competence
- Refers to the knowledge, skills, and attitudes of practitioners which revolve around empowering clients
- Adapting the delivery of health care services to meet the social, cultural, and sometimes even the linguistic needs of the Indigenous population

Cultural Safety
- Requires a systemic approach that encompasses an understanding of the power differentials that are inherent in health service delivery
- Remove barriers to service delivery including policy, procedures and practices
- Client-centered service delivery where the evaluation resides with the patient and practitioners undergo behavioral changes to assure client engagement

Source: National Collaborating Centre for Indigenous Health
https://www.nccih.ca/en/

Presenter Notes Cultural Competence Continuum-Presenter Notes

Presenter points to follow:

There are many examples of frameworks for cultural competency, this is an example adapted from National Collaborating Centre for Aboriginal Health, Canada.

1. The definition of cultural competency has evolved from one-off competency-based measures, for example training in cultural awareness to understanding its ongoing development within a continuum of learning and practice. Hence, it should be viewed as an ongoing process that requires continual development, monitoring, review and implementation into practice.

2. Cultural safety is a point on this continuum that progresses from–cultural awareness, cultural sensitivity, and cultural competency. (Brauscope et al 2009) It involves incremental stages of learning, practice and reflection throughout an organisation.

References

Brascoupé, S. and Waters, C. 2009 Cultural safety: Exploring the applicability of the concept of cultural safety to Aboriginal health and community wellness. International Journal of Indigenous Health, 2009. 5(2): p. 6.
https://jps.library.utoronto.ca/index.php/ijih/article/view/28981/23928

Slide 7

Principle 5. Cultural Competence

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

"Don't come with an attitude problem. Just don't knock on my door with an attitude problem of any sort, particularly discrimination against black fellows"

"Don't make judgements on my home, and how I live".

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

Presenter points to follow:

1. Here we can understand the need for developing workforce cultural competencies. These quotes highlight the continued racism Aboriginal and Torres Strait Islander people face. Unfortunately, dealing with misconceptions and negative stereotypical attitudes are challenges constantly facing Aboriginal and Torres Strait Islander people daily. This can result in great distrust and fear for older Aboriginal and Torres Strait Islander people and their families in feeling safe to access services.

2. This is why it is important for services and workers to build trust and rapport with Aboriginal and Torres Strait Islander Elders, families and community. Trusting relationships underpin and are critical to culturally safe care.

Questions

- What types of behaviour do you believe results in clients feeling this way as indicated by these comments?
- What do you believe are the key attributes of a culturally competent aged care worker?

Principle 5. Cultural Competence

SAHMRI

What are the benefits for aged care organisations?

• Improved service delivery through increased understanding, communication and relationships between clients and care providers

• Increased access to services

• Improved health and wellbeing outcomes

• Skilled and confident staff

• Compliance with aged care standards

Presenter Notes What are the benefits for aged care organisations?

Presenter points to follow:

Research has demonstrated that improving the cultural competency of services can increase Aboriginal and Torres Strait Islander peoples' access to and effectiveness of care and improve health and wellbeing. (Bainbridge et al 2015).

A key strategy to improving cultural competence in aged care is to develop the capacity of the workforce to practice in a culturally competent manner. Benefits for aged care organisations include:

1. Improved service delivery through increased understanding of the diversity of communities, their needs and experiences
2. Services are more likely to be accessed if they are perceived as culturally safe
3. Clients will experience Improved satisfaction with care received
4. Increased confidence and satisfaction of employees
5. Compliance with Single Quality Framework

Reference:

Bainbridge, R., McCalman, J., Clifford, A., & Tsey, K. 2015. Cultural competency in the delivery of health services for indigenous people (Issues paper no.13). Produced for Closing the Gap Clearinghouse Canberra & Melbourne: Australian Institute of Health and Welfare & Australian Institute of Family Studies. https://www.aihw.gov.au/getmedia/4f8276f5-e467-442e-a9ef-80b8c010c690/ctgc-ip13.pdf

Slide 9

Principle 5. Cultural Competence

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY
of ADELAIDE

What are the opportunities for aged care organisations?

- Integrate cultural competence into continuous quality improvement efforts

- Monitor and evaluate cultural competency strategies

- Provide ongoing cultural competency training to all staff

- Partner with Aboriginal and Torres Strait Islander communities

---

Presenter Notes What are the opportunities for aged care organisations?

Presenter points to follow:

1. Developing a culturally competent organisation requires a sustained focus and commitment at multiple levels. Continuous quality improvement efforts within organisations will increase capacity to provide a culturally responsive service that meet the needs of Aboriginal and Torres Strait Islander clients. This is an important component of adhering to the Single Quality Framework whereby organisations to demonstrate cultural safety.

2. Organisations need to monitor and evaluate the cultural competency of individuals within the organisation and the organisation as a whole.

3. Training is a key strategy for developing individual skills and knowledge. There are different approaches to cultural competence training and education. For useful information regarding good practice related to training see "Creating the NACCHO Cultural Safety Training Standards and Assessment Process A background paper".

4. Organisations should develop collaborative partnerships with Aboriginal and Torres Strait Islander persons and communities.

Questions

- How does (or how could) your organisation's management, operational framework and practices, (for example, policies, procedures, mission/vision statements, planning documents and services) reflect cultural competency?

References:

National Aboriginal Community Controlled Health Organisation. 2011. Creating the NACCHO Cultural Safety Training Standards and Assessment Process: A background paper. http://www.csheitc.org.au/wp-content/uploads/2015/11/CSTStandardsBackgroundPaper-NACCHO.pdf

Principle 5. Cultural Competence

SAHMRI
South Australian Health & Medical Research Institute

What can organisations do?

- Integrate and assess cultural competency strategies aimed at both individual (employee) and the organisation as a whole

- Provide cultural competence training for all staff that is developed in collaboration with local Aboriginal and Torres Strait Islander communities, including content relevant to those communities

- Develop strategies to partner with local communities to gain feedback on and improve cultural competency

- Incorporate culturally specific requirements into recruitment processes, including for Aboriginal and/or Torres Strait Islander people

- Include cultural competence as part of workforce performance review processes

Source: Australian Commission on Safety and Quality in Health Care. (2017)

Presenter Notes What can aged care organisations do?

Presenter points to follow:

1. Cultural competence training for staff, especially for non-Indigenous staff will increase the likelihood that their services are sensitive to the needs of Aboriginal and Torres Strait Islander people. It should enable individual workers to gain skills and knowledge, an understanding of their own culture and how this affects their practice, and an understanding of how to engage with people from Aboriginal and Torres Strait Islander backgrounds.

2. There are multiple strategies an organisation can implement to improve workforce and organisational cultural competency, the suggested strategies in this slide are examples included in the National Safety and Quality Health Service Standards, User Guide for Aboriginal and Torres Strait Islander Health.

3. It is not possible to "prescribe" frameworks and strategies. Ultimately, individual organisations will need to consider what is achievable, taking into consideration their own needs, capacity and resources.

Reference:
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

---

Questions

- Consider your organisation and services from an Aboriginal and Torres Strait Islander perspective:
- How are Aboriginal and Torres Strait Islander people reflected in your organisation's vision, mission statement or strategic plan?
- Are your policies appropriate to your clients' needs and interest?
- Is there a policy on reconciliation or anti-racism that is visible?
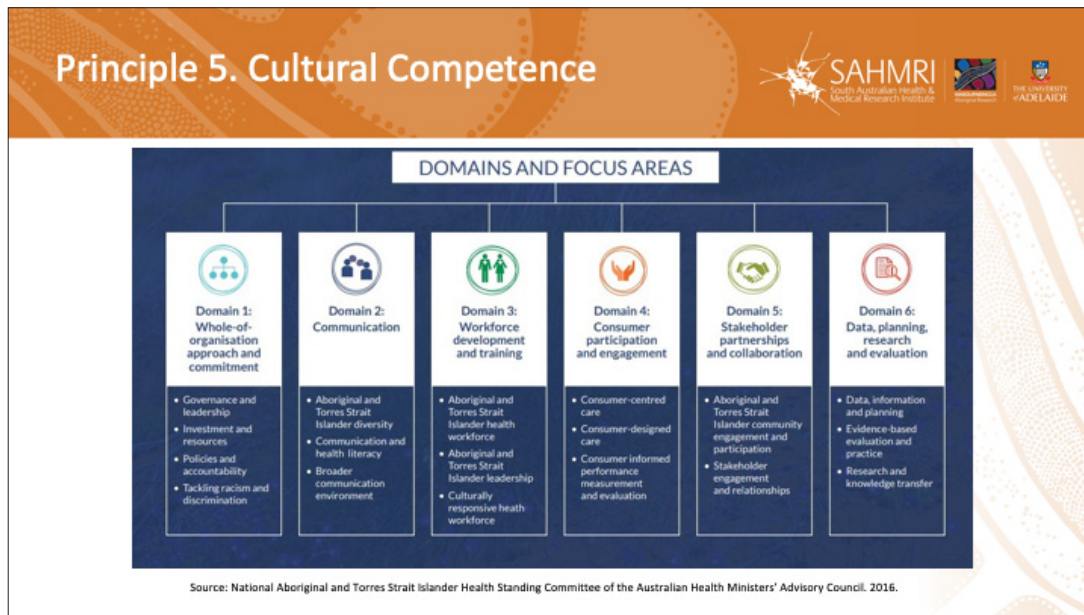

References:
Australian Commission on Safety and Quality in Health Care. 2017. National Safety and Quality Health Service Standards - User guide for Aboriginal and Torres Strait Islander Health. https://www.safetyandquality.gov.au/sites/default/files/migrated/National-Safety-and-Quality-Health-Service-Standards-User-Guide-for-Aboriginal-and-Torres-Strait-Islander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

Principle 5. Cultural Competence

DOMAINS AND FOCUS AREAS

Domain 1:
Whole-of-organisation approach and commitment
- Governance and leadership
- Investment and resources
- Policies and accountability
- Tackling racism and discrimination

Domain 2:
Communication
- Aboriginal and Torres Strait Islander diversity
- Communication and health literacy
- Broader communication environment

Domain 3:
Workforce development and training
- Aboriginal and Torres Strait Islander health workforce
- Aboriginal and Torres Strait Islander leadership
- Culturally responsive heath workforce

Domain 4:
Consumer participation and engagement
- Consumer-centred care
- Consumer-designed care
- Consumer informed performance measurement and evaluation

Domain 5:
Stakeholder partnerships and collaboration
- Aboriginal and Torres Strait Islander community engagement and participation
- Stakeholder engagement and relationships

Domain 6:
Data, planning, research and evaluation
- Data, information and planning
- Evidence-based evaluation and practice
- Research and knowledge transfer

Source: National Aboriginal and Torres Strait Islander Health Standing Committee of the Australian Health Ministers' Advisory Council. 2016.

Presenter Notes Cultural Competence Framework

Presenter points to follow:

1. There are numerous national cultural competency frameworks or guides that can direct organisations with developing cultural training programs and packages, this will assist services to become culturally responsive in the care they are providing to Aboriginal and Torres Strait Islander communities. In the health services field these include:

- The National Health and Medical Research Council. 2005. Cultural Competency in Health Guide for Policy, Partnerships and Participation.
- National Aboriginal and Torres Strait Islander Health Standing Committee of the Australian Health Ministers' Advisory Council. 2016. Cultural respect framework 2016–2026 for Aboriginal and Torres Strait Islander Health.

2. Common to these frameworks are multi-level strategies that are implemented through the following domains:

- organisational values
- governance
- communication
- staff development and training
- multi-sectoral partnerships
- monitoring and evaluation

References

Cultural respect framework 2016–2026 for Aboriginal and Torres Strait Islander Health. 2016. National Aboriginal and Torres Strait Islander Health Standing Committee of the Australian Health Ministers' Advisory Council. https://www.sahealth.sa.gov.au/wps/wcm/connect/06651271-647f-4ac5-a3a7-4ceaebb0f13a/National+Cultural+Respect+Framework+for+Aboriginal+and+Torres+Strait+Isl....pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-06651271-647f-4ac5-a3a7-4ceaebb0f13a-mMA1Cp-

National Health and Medical Research Council. 2005. Cultural Competency in Health: A guide for policy, partnership and participation Australian Government. https://www.mhahs.org.au/images/cald/CulturalCompetencyInHealth.pdf

Slide 12

Discussion

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY
of ADELAIDE

- How would you describe the cultural competence of your organisation?

- What does your organisation do well?

- What are the challenges for improving cultural competency?

- What do you need to address these challenges?

Resources

National Aboriginal Community Controlled Health Organisation. 2011. Creating the NACCHO Cultural Safety Training Standards and Assessment Process: A background paper.
http://www.csheitc.org.au/wp-content/uploads/2015/11/CSTStandardsBackgroundPaper-NACCHO.pdf

National Health and Medical Research Council. 2005. Cultural Competency in Health: A guide for policy, partnership and participation Australian Government. https://www.mhahs.org.au/images/cald/CulturalCompetencyInHealth.pdf

Cultural respect framework 2016–2026 for Aboriginal and Torres Strait Islander Health. 2016. National Aboriginal and Torres Strait Islander Health Standing Committee of the Australian Health Ministers' Advisory Council.
https://www.sahealth.sa.gov.au/wps/wcm/connect/06651271-647f-4ac5-a3a7-4ceaebb0f13a/National+Cultural+Respect+Framework+for+Aboriginal+and+Torres+Strait+Isl....pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-06651271-647f-4ac5-a3a7-4ceaebb0f13a-mMA1Cp-

National Aboriginal and Torres Strait Islander Health Workers Association. 2013. Cultural Safety Framework. https://www.natsihwa.org.au/sites/default/files/natsihwa-cultural_safety-framework_summary.pdf

Australian Institute of Health and Welfare. 2019. Cultural safety in health care: monitoring framework. https://www.aihw.gov.au/reports/indigenous-australians/cultural-safety-health-care-framework/contents/summary

Australian Government Department of Health. 2015. Implementation Plan for the National Aboriginal and Torres Strait Islander Health Plan 2013-2023. http://www.health.gov.au/internet/main/publishing.nsf/Content/AC51639D3C8CD4ECCA257E8B00007AC5/$File/DOH_ImplementationPlan_v3.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

Further Readings

Brascoupé, S. and Waters, C. 2009 Cultural safety: Exploring the applicability of the concept of cultural safety to Aboriginal health and community wellness. International Journal of Indigenous Health, 2009. 5(2): p.6. https://jps.library.utoronto.ca/index.php/ijih/article/view/28981/23928

Bainbridge, R., McCalman, J., Clifford, A., & Tsey, K. 2015. Cultural competency in the delivery of health services for indigenous people (Issues paper no.13). Produced for Closing the Gap Clearinghouse Canberra & Melbourne: Australian Institute of Health and Welfare & Australian Institute of Family Studies. https://www.aihw.gov.au/getmedia/4f8276f5-e467-442e-a9ef-80b8c010c690/ctgc-ip13.pdf.aspx?inline=true

Cross, T., Bazron, B., Dennis, K., & Isaacs, M. (1989). Towards a Culturally Competent System of Care, Volume 1. Washington, DC: CASSP Technical Assistance Center, Center for Child Health and Mental Health Policy, Georgetown University Child Development Center

Dudgeon, P. Wright, M., & Coffin, J. (2010). Talking it and walking it: Cultural Competence. Journal of Australian Indigenous issues, vol. 13, no. 3, pp 29-44
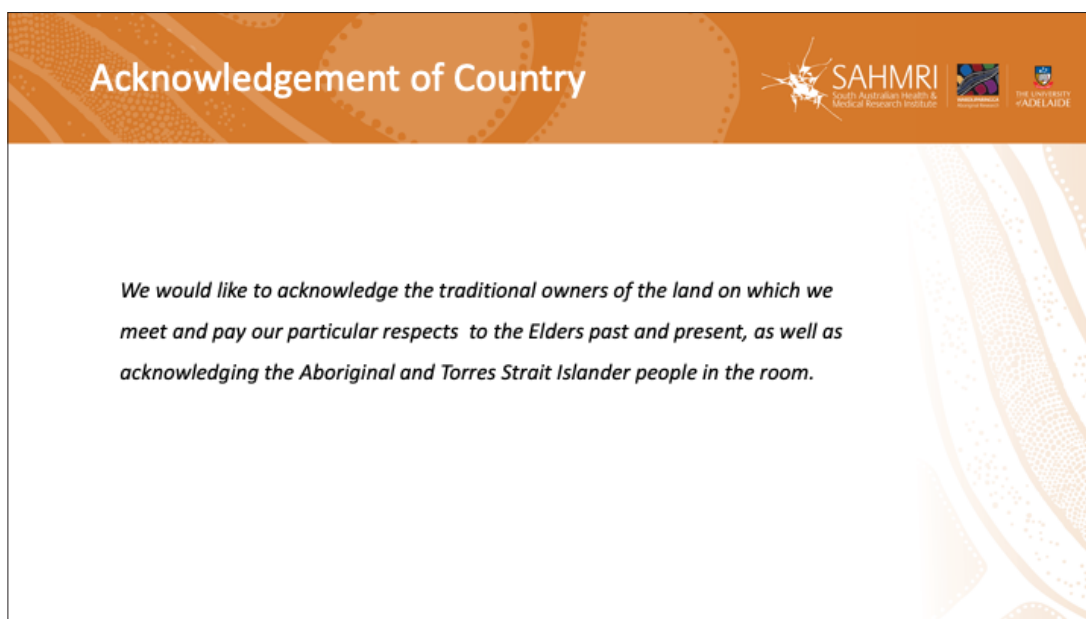
Slide 1

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.

Slide 2

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.

Slide 3

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

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY
of ADELAIDE

Principle 6

Advocate for and with Aboriginal Elders and their communities
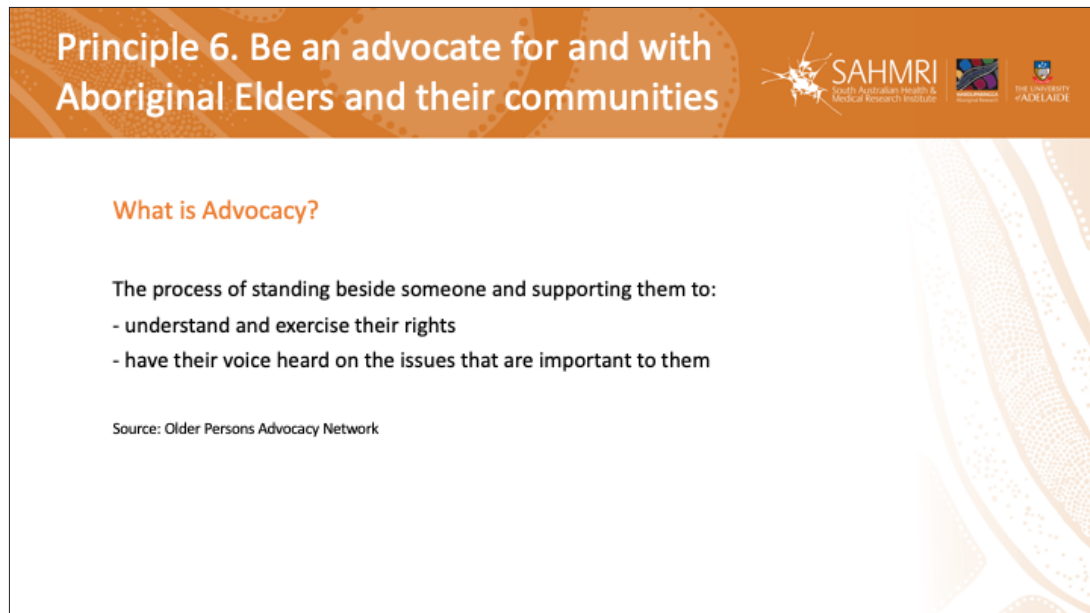
Presenter Notes Presenter's Notes

Presenter points to follow:

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.

Slide 4

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

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY of ADELAIDE

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.

Slide 5

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.

Slide 6

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

SAHMRI

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.

Slide 7

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

SAHMRI South Australian Health & Medical Research Institute | THE UNIVERSITY of ADELAIDE

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.

Slide 8

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.

Slide 9

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

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY of ADELAIDE

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.

Slide 10

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

SAHMRI
South Australian Health &
Medical Research Institute

THE UNIVERSITY
of ADELAIDE

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.

Slide 11

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/

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