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

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

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

**Document type**  Policy Directive

**Document number**  PD2011_069

**Publication date**  01 November 2011

**Author branch**  Workforce Planning and Development

**Branch contact**  9424 5745

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**Policy manual**  Not applicable

**File number**  03/83654-5

**Previous reference**  N/A

**Status**  Review

**Functional group**  Personnel/Workforce - Learning and Development


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

**Audience**  All NSW Health staff

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**Secretary, NSW Health**

This Policy Directive may be varied, withdrawn or replaced at any time.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

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

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

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

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

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

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

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

IMPLEMENTATION
Training Requirement

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

This will be supported by Aboriginal Health Management Teams/Units and Managers, Aboriginal Workforce Development, providing advice regarding the content of the programs, especially local community protocols and information. *The Framework* outlines the minimum training requirements for all staff working in NSW Health. Some services may choose to provide more training than the minimum requirements.

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

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

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

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

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

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

Introduction

The disparity between health outcomes of Aboriginal and non-Aboriginal people poses a critical challenge to improving public health. Aboriginal communities and NSW Government have both identified the urgent need to address health outcomes disparities. Addressing disparities in health outcomes requires attention to the historical relationships, community and cultural context of Aboriginal people, and to providing an annual, summary report on the NSW Aboriginal Workforce Steering Committee’s implementation and progress over the past year.

Changing the platform of service delivery and transitioning roles for Aboriginal staff, and to improve their confidence in establishing appropriate and comprehensive? The NSW Aboriginal Workforce Steering Committee (AWSC) requires engagement and participation of all Aboriginal staff, and to improve their confidence in establishing appropriate and comprehensive relationships with Aboriginal people and those of the non-Aboriginal communities.

Evaluation

- Understanding the disparities in health status and outcomes experienced by Aboriginal people.
- Ensuring the implementation of the NSW Aboriginal Cultural Training Framework is consistent throughout all units.
- Evaluation of the development and implementation of the NSW Aboriginal Cultural Training Framework’s implementation and progress over the past year.
- Evaluation of the training delivery and outcomes experienced by Aboriginal staff.
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E-Learning [2 hours]

- Promotional training - An interactive, multi-media training project that allows for the participants to self-direct their learning. The project includes an interactive, self-paced, activity to link key learning elements and is delivered through the NSW Aboriginal Cultural Training Framework’s implementation and progress over the past year.

Respecting the Difference

- The promotion of the program to Aboriginal and non-Aboriginal people.
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The Artist

Bronwen Bennett is a descendant of the Wiradjuri people and is a Community Leader of the New South Wales (NSW) Aboriginal and Torres Strait Islander Cultural College. Bronwen is a passionate cultural leader and mentor, and has been a driving force in the delivery of cultural programs for over 20 years. Bronwen is dedicated to sharing her knowledge and experience with others, and has been instrumental in the development of Aboriginal cultural training programs in NSW. Bronwen is a key figure in the NSW Aboriginal Cultural Training Framework’s implementation and progress over the past year.

Governing and Monitoring

- The establishment of an Aboriginal Cultural Training Framework’s implementation and progress over the past year.
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The purpose of this training is to motivate healthcare providers to learn more about the history of Aboriginal peoples and to respectfully engage with them.

The first step toward improving relationships is gaining an understanding of and respect for the values, beliefs, cultural history, and the experience of the healthcare system. This training will also provide an opportunity for healthcare providers to learn about the development of patient relationships, culminating in professional relationships.

The Aboriginal Cultural Training Framework will be the primary source of training materials and will be used to assess the implementation of the training across all NSW Health staff. The evaluation will be undertaken by the Aboriginal Workforce Development Unit (AWDU) to monitor the outcomes and outcomes experienced by Aboriginal people and those of the non-Aboriginal community.

Aboriginal people in the NSW Health system have a right to their cultural beliefs and values, and to respect and understanding of their cultural practices. It is important to note that this training is intended to be a foundation for ongoing education and learning.

The Aboriginal Cultural Training Framework is an evidence-based approach that encourages a holistic and cultural understanding of Aboriginal peoples and their health needs. This framework will be incorporated into the mandatory training requirements for all health staff.

The purpose of this training is to motivate healthcare providers to learn more about the history of Aboriginal peoples and to respectfully engage with them. It is important to note that this training is intended to be a foundation for ongoing education and learning.

The Aboriginal Cultural Training Framework is an evidence-based approach that encourages a holistic and cultural understanding of Aboriginal peoples and their health needs. This framework will be incorporated into the mandatory training requirements for all health staff.
Respecting the Difference – An Aboriginal Cultural Training Framework for NSW Health

The goals of the Framework were to:
- Motivate staff to question their current beliefs about working with and providing health services to Aboriginal people.
- Prevent individuals or groups from accessing services to Aboriginal people.
- Recognise the role and wisdom of local Elders.
- Establish and maintain effective partnerships within the Aboriginal health and health services sectors with the NSW Health organisation.
- Demonstrated improvements in cultural values and attitudes within the NSW Health organisation.
- Demonstrated improvement in Aboriginal health outcomes based on local face-to-face content.
- Demonstrated improvement in cultural values and attitudes within the NSW Health organisation.
- Demonstrated inclusion of Aboriginal health policies and procedures.
- Demonstrated application of the NSW Health Cultural Framework.
- Demonstrated leadership regarding the Aboriginal communities.
- Demonstrated consultation, evaluation and evaluation of local Aboriginal Cultural Training Programs.
- Communicate and interact with local Aboriginal Cultural Training Programs.
- Develop and implement programs to meet local face-to-face content.
- Encourage involvement of local Aboriginal Cultural Training Programs.
- Comprehensively understand local Aboriginal Cultural Training Programs.
- Understand responsibilities in relation to Aboriginal Cultural Training Programs.
- Develop and maintain effective partnerships within the Aboriginal health and health services sectors with the NSW Health organisation.
- Comprehensively understand local Aboriginal Cultural Training Programs.
- Demonstrated leadership regarding the Aboriginal communities.
- Demonstrated consultation, evaluation and evaluation of local Aboriginal Cultural Training Programs.
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- Comprehensively understand local Aboriginal Cultural Training Programs.
The Framework will assist in ensuring that all Staff will be given the necessary knowledge and understanding of the diverse culture, customs and beliefs about working with and providing health services to Aboriginal communities in NSW.

- Motivate staff to question their current beliefs about working with and providing health services to Aboriginal communities and is provided by face-to-face workshops.
- Encourage involvement of local Aboriginal community groups and Aboriginal Health programs and staff.
- Develop and maintain effective partnerships and agreements and knowledge of and respect for Aboriginal community groups and agreements.
- Demonstrated improvement in Aboriginal Health outcomes based on specific indicators in staff performance agreements and knowledge of and respect for Aboriginal community groups and agreements.

**Target Audience**

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Aim</th>
<th>Training Requirements</th>
<th>Responsibility To Provide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frontline Staff</td>
<td>Make the change</td>
<td>E-Learning (2 hours)</td>
<td>Leadership Group; Local Content</td>
</tr>
<tr>
<td>Administrative and clinical staff</td>
<td>Make the change</td>
<td>E-Learning (4 hours)</td>
<td>Leadership Group; Local Content</td>
</tr>
<tr>
<td>All other staff</td>
<td>Make the change</td>
<td>E-Learning (4 hours)</td>
<td>Local Content</td>
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</table>

**Learning Outcomes**

- Increased knowledge and awareness of issues addressing Aboriginal health issues.
- Demonstrated application of the NSW Indigenous Health Planner tool to drive strategy development.
- Comprehensively understood local Aboriginal health needs and aims and implemented strategies for Aboriginal health targets.
- Demonstrated consultation and engagement with the Aboriginal community.
- Appreciation of cultural protocol of Aboriginal communities.
- Comprehensively understood cultural protocol of Aboriginal communities.
- Increased awareness of issues addressing Aboriginal health issues.
- Demonstrated application of the NSW Indigenous Health Planner tool to drive strategy development.
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**Desired outcomes of Respecting the Difference: Cultural Training**

<table>
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<tr>
<th>Key Performance Indicators</th>
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<tbody>
<tr>
<td>Percentage of staff undertaking 'Respecting the Difference' training</td>
</tr>
<tr>
<td>Effectiveness of training evaluation reports</td>
</tr>
<tr>
<td>Demonstrated consultation and engagement with the Aboriginal community</td>
</tr>
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<td>Demonstrated application of the NSW Indigenous Health Planner tool to drive strategy development</td>
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<td>Increased awareness of issues addressing Aboriginal health issues</td>
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**Respecting the Difference – An Aboriginal Cultural Training Framework for NSW Health**

- Identifies barriers that Aboriginal people face in accessing healthcare services.
- Appreciation of cultural protocol of Aboriginal communities.
- Increased awareness of issues addressing Aboriginal health issues.
- Demonstrated application of the NSW Indigenous Health Planner tool to drive strategy development.
- Comprehensively understood local Aboriginal health needs and aims and implemented strategies for Aboriginal health targets.
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- Comprehensively understood cultural protocol of Aboriginal communities.

**Goals**

- Uplifting health outcomes for Aboriginal people in NSW. 
- Working with Aboriginal communities to develop strategies to respond to the needs of Aboriginal people.
- Upgrading and improving the health service to Aboriginal communities.
- Improving access to health services for Aboriginal people.
- Strengthening Aboriginal health programs and services.
- Improving health outcomes for Aboriginal people by improving the health service to Aboriginal communities.
Staff will be given the necessary knowledge and skills to build local Aboriginal Cultural Training Programs and other NSW Health cultural training programs. This will empower health staff to deliver more culturally appropriate health services.

The goals of the framework are to:

- Improve appreciation, understanding and knowledge of Aboriginal culture, customs, heritage and protocols in Aboriginal families and communities.
- Improve the quality of health care provided to Aboriginal people, ensuring that it is culturally safe and appropriate.
- Develop and implement education and training programs for health care staff.
- Increase recruitment and retention of Aboriginal health professionals.
- Improve cultural understanding and sensitivity among health care staff.
- Increase Aboriginal employment opportunities.
- Comprehensively understand local Aboriginal health issues and culturally appropriate health services.
- Comprehensively understand local Aboriginal health needs and support Aboriginal staff across all health professions.
- Encourage the use and adoption of local Aboriginal health policies and protocols.
- Lead NSW Health organisations to address Aboriginal health strategies and policies.
Respecting the Difference – An Aboriginal Cultural Training Framework for NSW Health

Goals
- To ensure that all NSW Health personnel have access to cultural training.
- To improve the way Aboriginal people work.
- To improve the way Aboriginal people interact positively with Aboriginal communities.
- To improve Aboriginal health outcomes.

Training Delivery
- There are three components to the delivery of the training:
  1. Leadership groups
  2. Frontline staff
  3. Training requirements

The framework outlines the target outcomes and the framework for implementing the training.

Respecting the Difference
- Staff will be given the necessary knowledge and skills to communicate effectively with Aboriginal people.
- Staff will be able to understand the values, beliefs, and cultural background of Aboriginal people.
- Staff will be able to work effectively with Aboriginal people.
- Staff will be able to work collaboratively with Aboriginal communities.

Learning Outcomes – Key Learning Groups
- Leadership groups: to develop an awareness of the diversity of culture, customs, and beliefs in NSW.
- Frontline staff: to develop an awareness of the diversity of culture, customs, and beliefs in NSW.
- Staff: to develop an awareness of the diversity of culture, customs, and beliefs in NSW.

Generic Subject and Local Content Components
- Leadership groups:
  - Indicate and demonstrate sensitivity to contemporary, the expected and cultural differences.
  - Comprehensively understand local Aboriginal health needs and evidence.
- Frontline staff:
  - Indicate and demonstrate sensitivity to contemporary, the expected and cultural differences.
  - Comprehensively understand local Aboriginal health needs and evidence.
- Staff:
  - Indicate and demonstrate sensitivity to contemporary, the expected and cultural differences.
  - Comprehensively understand local Aboriginal health needs and evidence.

Target Audience
- Leadership groups: Senior Executive and Associate Deputy Directors.
- Frontline staff: all staff who provide direct care.
- Staff: all staff who provide direct care.

Training Requirements
- Leadership groups: face-to-face subject content.
- Frontline staff: face-to-face subject content.
- Staff: face-to-face subject content.

Learning Outcomes
- Leadership groups:
  - Understand the need to improve Aboriginal health outcomes.
  - Understand the need to improve Aboriginal health outcomes.
  - Understand the need to improve Aboriginal health outcomes.
- Frontline staff:
  - Understand the need to improve Aboriginal health outcomes.
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  - Understand the need to improve Aboriginal health outcomes.
- Staff:
  - Understand the need to improve Aboriginal health outcomes.
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Key Performance Indicators
- Assessing the learning outcome and training:
  - Percentage of staff undertaking training.
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  - Percentage of staff undertaking training.
- Evaluation of the development and implementation of training:
  - Leadership groups.
  - Leadership groups.
  - Leadership groups.

Objectives:
- To develop an awareness of Aboriginal health programs and staff.
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Desired outcomes of Respecting the Difference: Cultural Training
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The following will be addressed in the e-learning component:

- Increase participation and access to information across NSW.
- Number of staff to access consistent training and information.

A set of web-based resources will be made available to viewers, informing them about the following areas:

- History and Culture
- Identity
- Aboriginal Cultural Training Framework
- Communication
- Existing barriers for access to health services
- Geographic isolation, transport, living costs.
- Racism, prejudice and discrimination.
- Significance and importance of family and community connectedness.
- Understanding the disparities in health status.
- The purpose of this training is to motivate Aboriginal people and those of the non-Aboriginal background to comfortably engage with healthcare providers.

E-Learning [2 hours]

This document is a follow-up to a webinar conducted by NSW Health on September 23, 2011, attended by 33 people. The webinar was intended to

- Communicate the purpose of this training.
- Provide an overview of the Aboriginal Cultural Training Framework for NSW Health.
- Highlight key components of the Framework.
- Present the benefits and risks of the Framework.

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The following will be addressed in the e-learning component:

- Aboriginal Health
- E-learning component – is an online and blended learning program that allows for the greatest increase participation and access to information across NSW.
- Number of staff to access consistent training and information. A set of web-based resources will

Identity

'Vehicle The Dreaming.

Health statistics (improved data collection).

N U A S

E G H T

R E D

G raphical timeline/chronology of Aboriginal

spirituality.

family experiences and local protocols.

provisions: 'An Aboriginal Perspective'.

Traditional Aboriginal Culture.

otems, traditional lands and country.

significant events and notable dates on the

elders, community leadership,

understanding the need for Aboriginal-

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 provision, health improvement and

Historical relationships, community and

Historical impact of invasion.

Future implementation and progress

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