

Strategic Objective:

1. Excellence in Service Delivery



POLICY: 1.5 Cultural Competency – Aboriginal and Torres Strait Islander People

Approval By: Manager Learning & Development Approval Date: 10.07.2014

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Purpose QEC is committed to Aboriginal and Torres Strait Islanders (ATSI) as the First Peoples of Australia recognising their unique cultural and spiritual relationship to the land and sea.

QEC recognises the valuable contributions made by and the strength and diversity of Aboriginal People and their communities, past, present and future.

In looking to the future, QEC needs to acknowledge the past to understand and respect the history, culture and heritage of Aboriginal People to inform who we are.

QEC is committed to Reconciliation. This document sets out to embed cultural respect into QEC policy and procedures

Target Audience Board Member, QEC Staff, Clients , Visitors, Visiting organisations, stakeholders, program partners, contractors

Definitions **Aboriginal and Torres Strait Islander People.** The identity of an Aboriginal and Torres Strait Islander Person is determined when

- A person is of Aboriginal and Torres Strait Islander descent
- A person identifies as an Aboriginal and Torres Strait Islander and;
- Must be accepted as an Aboriginal and Torres Strait Islander person by the community in which they live.

Culture the customary beliefs, social forms and material traits of a racial, religious or social groups. Also it refers to the set of shared attitudes, values, goals and practices that characterize a system, company or corporation.

Cultural Competence is a set of congruent behaviours, attitudes, and policies that enable a system, agency or professionals to work effectively in cross cultural situation

Cultural Awareness is understanding cultural difference, cultural diversity and an awareness that cultural differences may necessitate a different approach to people of that other culture

Cultural Respect is attitudes and values that accept and promote the uniqueness, diversity and strengths of the other culture

Cultural Responsiveness the ability and skill to relate effectively with people of another culture

1.5 Cultural Competency – Aboriginal and Torres Strait Islander People

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Policy

QEC recognises and respects Aboriginal Australians as the First People and custodians of the state's lands and waters.

QEC are proud to acknowledge the Wurunderi people and their neighbours the Bunurong people the traditional custodians of the land.

QEC is committed to strengthening of the relationship between Aboriginal and non- Aboriginal communities

QEC aims to builds respect for and understanding of Aboriginal culture within all QEC programs

QEC supports Aboriginal people's pride in their culture and helps to build respect for and understanding of these cultural beliefs among culture and issues; learning the history and legacy of colonisation and dispossession in Victoria can be confronting; recognising Victoria's rich and continuing Aboriginal cultural heritage can be inspiring.

QEC draws on the Aboriginal Cultural Competence Framework to support its journey of Cultural Competency across the organisation. The Aboriginal Cultural Competence Framework to build better partnerships and as a resource for employees to utilise when engaging with Aboriginal people.

QEC seeks to establish cultural safety for Aboriginal People attending QEC buildings and programs.

Acknowledgement of Country demonstrates respect for Aboriginal People as traditional custodians of the land and demonstrates our respect for Aboriginal people and their culture.

QEC programs interpret issues of Aboriginal children's safety, stability and development through the lens of Aboriginal culture.

The following principles guide its work with Aboriginal families:

- Considerations of cultural needs is important for all children
- Aboriginal people as First Peoples, have particular cultural needs and rights
- Colonisation has impacted negatively on the culture of Aboriginal peoples and this has implications for Aboriginal children and families
- Connection to culture and community enhances the resilience of Aboriginal children and families
- All people have a right to self-determination and the protection of their particular culture
- Strong cultural connection provides a promising future for Aboriginal children and young people

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All QEC staff regularly participate in education and training which enhances the understanding, awareness and needs of Aboriginal people. QEC will participate in activities which display commitment to Aboriginal culture and issues.

Related Links Aboriginal Cultural Competency Framework
 National Framework for Protecting Australia’s Children 2009-2020

Key Legislation, Acts and Standards

PLEASE PLACE A ‘Y’ IN THE BLANK COLUMN relating to the applicable standards below:-
 e.g.

1.0	1.1	Understanding Rights & Responsibilities	Y
Empowerment	1.2	Exercising Rights & Responsibilities	

DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	Y
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	Y
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	Y
	4.6	Life Skills - Develop Sustain Strengthen	

ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	
5.0 Management Responsibility	5.1	Management Responsibility	
	5.2	Customer Focus	
	5.3	Quality Policy	
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	

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	5.5.3	Internal Communication	
	5.6	Management Review	
6.0 Resource Management	6.1	Provision of resources	
	6.2	Human resources	
	6.3	Infrastructure	
	6.4	Work Environment	
	7.1	Planning of Product Realisation	
7.0 Product Realization	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

Key Legislation, Acts and Standards

2013 – 2015 Reconciliation Action Plan, Law Institute of Victoria
 Aboriginal Cultural Competence Framework Victorian Government
 Department of Human Services 2008

Key words

Aboriginal People, Culture, Cultural Awareness, Acknowledgement of Country

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