

POLICY:	1.5 Cultural Competency – Aboriginal and Torres Strait Islander People		
Approval By:	Controlled Documents Committee	Approval Date:	04/01/2018
Document Owner:	Director, Services and Operations	Next Review Date:	04/01/2021
Purpose	<p>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.</p> <p>QEC recognises the valuable contributions made by and the strength and diversity of Aboriginal People and their communities, past, present and future.</p> <p>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.</p> <p>QEC is committed to Reconciliation. This document sets out to embed cultural respect into QEC policy and procedures.</p>		
Target Audience	Board Member, QEC Staff, Clients, Visitors, Visiting organisations, stakeholders, program partners, contractors.		
Definitions	<p>Aboriginal and Torres Strait Islander People. The identity of an Aboriginal and Torres Strait Islander Person is determined when</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>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</p> <p>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</p> <p>Cultural Respect is attitudes and values that accept and promote the uniqueness, diversity and strengths of the other culture</p> <p>Cultural Responsiveness the ability and skill to relate effectively with people of another culture</p>		
Policy	<p>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</p>		

1.5 Cultural Competency – Aboriginal and Torres Strait Islander People

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

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

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.

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

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

Key Legislation, Acts and Standards**HUMAN SERVICES STANDARDS**

1. Empowerment	1.1	People understand their rights and responsibilities	Y
	1.2	People exercise their rights and responsibilities	
2. Access & Engagement	2.1	Services have a clear and accessible point of contact	
	2.2	Services are delivered in a fair, equitable and transparent manner	
	2.3	People access services most appropriate to their needs through timely, responsive service integration and referral	
3. Wellbeing	3.1	Services Adopt a strengths-based and early intervention approach to service delivery that enhances peoples wellbeing	
	3.2	People actively participate in an assessment of their strengths, risks, wants and needs	
	3.3	All people have a goal-orientated plan documented and implemented	
	3.4	Each person's assessment and plans are regularly reviewed, evaluated and updated. Exit/transition planning occurs as appropriate	
	3.5	Services are provided in a safe environment for all people, free from abuse, neglect, violence and/or preventable injury	
4. Participation	4.1	People exercise choice and control in service delivery and life decisions	
	4.2	People actively participate in their community by identifying goals and pursuing opportunities including those related to health, education, training and employment	Y
	4.3	People maintain connections with family and friends, as appropriate	
	4.4	People maintain and strengthen connection to their Aboriginal or Torres Strait Islander culture and community	
	4.5	People maintain and strengthen their cultural, spiritual and language connections	
	4.6	People develop, sustain and strengthen independent skills	

EQUIP6

1. Clinical	1.1	Consumers/patients are provided with safe, high quality care throughout the care delivery process	
	1.2	Consumers/patients and communities have access to health services and care appropriate to their needs	
	1.3	Appropriate care and services are provided to consumers/patients	
	1.4	The organisation provides care and services that achieve effective outcomes	

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

	1.5	The organisation provides safe care and services	
	1.6	The governing body is committed to consumer/patient participation	
2. Support	2.1	The governing body leads the organisation in its commitment to improving performance and ensures the effective management of corporate and clinical risks	
	2.2	Human resources management supports high quality health care, a competent workforce and a satisfying working environment for staff	
	2.3	Information management systems enable the organisations goals to be met	
	2.4	The organisation promotes the health of the population	
	2.5	The organisation encourages and adequately governs the conduct of research to improve the safety and quality of health care within organisations	
3. Corporate	3.1	The governing body leads the organisations strategic direction to ensure the provision of quality, safe services	
	3.2	The organisation maintains a safe environment for employees, consumers/patients and visitors	

CHILD SAFE STANDARDS

1	Strategies to embed an organisational culture of child safety, including through effective leadership arrangements	
2	A child safe policy or statement of commitment to child safety	
3	A code of conduct that establishes clear expectations for appropriate behaviour with children	
4	Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel	
5	Processes for responding to and reporting suspected child abuse	
6	Strategies to identify and reduce or remove risks of child abuse	
7	Strategies to promote the participation and empowerment of children	

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