



## Lower Hume Aboriginal Health & Wellbeing Project

### Making your workplace culturally safe, respectful and welcoming

*The following information and resources are suggestions only for the purpose of helping you get started in making your workplace culturally safe, respectful and welcoming.*

- Conduct a workplace cultural audit and develop a cultural responsive action plan and explore ways to keep the plan 'alive and active'.
  - \* Making Two Worlds Work Resource Kit - <https://www.whealth.com.au/mtww/>
  - \* Building the Blocks of Cultural Responsiveness - <http://inwpcp.org.au/toolkit-main-page/>
  - \* Hume Region Aboriginal Health Culturally Responsive Resource Kit - <https://mungabareena.org.au/>
  - \* Aboriginal Health - <https://www2.health.vic.gov.au/about/health-strategies/aboriginal-health>
  - \* National guide to a preventive health assessment for Aboriginal and Torres Strait Islander people - <https://www.racgp.org.au/clinical-resources/clinical-guidelines/key-racgp-guidelines/national-guide>
- Are you asking the Aboriginality question? (do staff and patient/client understand why it's asked?)

Free resources: \*Asking the Question poster and brochures (for consumer and staff) are available for free from the National Centre for Aboriginal and Torres Strait Islander Statistics 1800 633 216;

\*YouTube clip: Recording Aboriginal and Islander status Pt.1 - <https://www.youtube.com/watch?v=P110TACQJZs>  
Pt. 2 - <https://www.youtube.com/watch?v=vRDIOUOLlcg> Pt 3 - <https://www.youtube.com/watch?v=8NCQ95zyicg>

\* Murray PHN – Asking the Question online resource <https://www.murrayphn.org.au/portfolio-view/asking-question>
- Fast-tracking Aboriginal patient appointments (priority access / first available appointment) – this is due to past policies, some Aboriginal people are hesitant to access mainstream services; in some cases an Aboriginal person may present with a health/wellbeing issue because they can no longer cope with the pain or discomfort and/or they have multiple health issues (diagnosed or undiagnosed); possibly this may be the only time an Aboriginal person will present with their health issue.
- Ensure staff are supported to be aware of and understand the national health status of Aboriginal people e.g. life expectancy differences, generational trauma, factors impacting health, racism/fear, etc.

Aboriginal Health: <https://www2.health.vic.gov.au/about/health-strategies/aboriginal-health>  
Closing the Gap: <http://closingthegap.pmc.gov.au/>
- Is your workplace the right place culturally for the client? It's important that staff understand and be mindful that most mainstream services are seen as 'government organisations' and historically these places have not been safe places for Aboriginal people - if a trauma has been experienced in the past it's still relevant today.
- Where possible apply low cost fees or bulk-billing options.
- Ask the client if they want to be identified as Aboriginal when you are referring them to other services.

Involve the client as much as possible when making a referral, it's important to know they understand where they are going and why and that they are capable of getting to that place and if possible, alert the client of any upfront costs - upfront costs are a 'barrier' for some people; the patient is unlikely to attend.

- Ensure staff are respectful and non-judging – staff are expected to abide by the organisations values, code of conduct and policies and procedures and therefore should not convey their personal beliefs or opinions in relation to an Aboriginal person/client.
- Invite the Aboriginal client to bring along a support person to their appointment/s, as this may help the client to feel more comfortable and supported.
- Understanding 'family' - people who are not blood related are considered as family and extended family members are just as important as immediate family members.
- Take time to understand what else might be happening in the person's life – as this maybe impacting their health and wellbeing too. 'Cultural loads' by Richard Frankland: <https://www.youtube.com/watch?v=E9AxZ2QseA0>
- Take a holistic approach and link the client into other services as they open up and identify other issues.
- Network and connect with Aboriginal workers and/or community groups – learn from others: seek information, clarity and cultural insight.
- Visit Aboriginal Organisations to see how they present themselves to the community and how they operate (holistic care approaches, support client to attend appointments, follow up calls, support to access medication, aids and equipment, provide culturally appropriate information and resources, assist with completing forms, etc).
- Aboriginal & Torres Strait Islander flags are on display 24/7 inside and out e.g. flag poles out the front and small desk-top flags at all entry points (provide staff with a meaning of each flag so they are prepared if asked by consumer what they are or mean).
- Acknowledgement of Traditional Owners - building plaques, website, email signatures and verbally stated at meetings and/or formal gatherings. <https://w.www.vic.gov.au/aboriginalvictoria/heritage/welcome-to-country-and-acknowledgement-of-traditional-owners.html>
- Acknowledging and celebrating significant cultural dates (internally / publically and/or via your social media platforms) <http://lhpcp.org.au/events/>
- Display of Aboriginal paintings / artefacts (purchase or artist exhibition); or incorporate Aboriginal themed garden or naming of meeting rooms using local Aboriginal language / words.
- Aboriginal specific material is available or displayed throughout the organisation e.g. brochures, fact-sheets, posters, books, newspapers, toys, music, tv channels, colouring pages.
- Aboriginal people are represented on consumer advisory groups or boards.
- Cultural understanding and awareness of Aboriginal people's terminology, healing terms, cultural protocols and practices, historical impacts and generational trauma, connection to country and culture, understanding who we are as Aboriginal people.

*Training:* VACCHO - <http://www.vaccho.org.au/educational/> ; SNAICC - <https://www.snaicc.org.au/sector-development/> ; VACSAL - <http://www.vacsal.org.au/programs/indigenous-cultural-awareness-training.aspx>

*Clip:* Victorian Aboriginal Population: A snapshot - <https://www2.health.vic.gov.au/about/news-and-events/videos/victorian-aboriginal-population-a-snapshot>

*Article:* Too white, too black or not black enough - <https://www.theguardian.com/commentisfree/2017/jun/09/too-white-too-black-or-not-black-enough-this-is-not-a-question-for-others-to-decide>

*Resources:* Aboriginal Mental Health First Aid Kits - <https://mhfa.com.au/mental-health-first-aid-guidelines#mhfaatsi> Timeline of trauma - <https://healingfoundation.org.au/timeline-trauma-healing-australia/> NACCHO Aboriginal Health Definitions - <https://www.naccho.org.au/about/aboriginal-health/definitions/>

<b>My top FIVE go to websites</b>	
Rumbalara Aboriginal Corporation	<a href="https://www.rumbalara.org.au/">https://www.rumbalara.org.au/</a>
VACCHO	<a href="http://www.vaccho.org.au/resources/">http://www.vaccho.org.au/resources/</a>
Aboriginal Victoria	<a href="http://www.dpc.vic.gov.au/index.php/aboriginal-affairs/aboriginal-affairs-overview">http://www.dpc.vic.gov.au/index.php/aboriginal-affairs/aboriginal-affairs-overview</a>
HealthInfoNet	<a href="https://healthinfonet.ecu.edu.au/">https://healthinfonet.ecu.edu.au/</a>
Guidelines for providing Mental Health First Aid to an Aboriginal & Torres Strait Islander Person	<a href="https://mhfa.com.au/mental-health-first-aid-guidelines#mhfaatsi">https://mhfa.com.au/mental-health-first-aid-guidelines#mhfaatsi</a>
<b>Traditional Owner Groups (Lower Hume)</b>	
Taungurung Land & Waters Council	<a href="http://taungurung.com.au/">http://taungurung.com.au/</a>
Wurundjeri Tribe Council	<a href="https://www.wurundjeri.com.au/">https://www.wurundjeri.com.au/</a>
<b>Visit</b>	
Bunjilaka Aboriginal Cultural Centre at Melbourne Museum	<a href="https://museumvictoria.com.au/bunjilaka/">https://museumvictoria.com.au/bunjilaka/</a>
Koorie Heritage Trust	<a href="http://www.koorieheritagetrust.com/">http://www.koorieheritagetrust.com/</a>
<b>Watch</b>	
Victorian Aboriginal Population: a snapshot	<a href="https://www2.health.vic.gov.au/about/news-and-events/videos/victorian-aboriginal-population-a-snapshot">https://www2.health.vic.gov.au/about/news-and-events/videos/victorian-aboriginal-population-a-snapshot</a>
Understanding 'collective healing' and 'cultural loads' – a presentation by Richard Frankland	<i>At the 2015 Australian Theatre Forum in Sydney, singer/songwriter, author and film maker Richard Frankland shared his insights into the use of theatre for "collective healing" and the opportunities to address the burden of "cultural load" that is experienced by Indigenous Australians.</i> <a href="https://www.youtube.com/watch?v=E9AxZ2QseA0">https://www.youtube.com/watch?v=E9AxZ2QseA0</a>
Short movies	National Film & Sound Archive Australia – Black Screen <a href="https://www.nfsa.gov.au/collection/using-collection/black-screen">https://www.nfsa.gov.au/collection/using-collection/black-screen</a>
Black Enough: Living as a fair-skinned Indigenous person	<a href="https://www.youtube.com/watch?v=F269NJ0_L4">https://www.youtube.com/watch?v=F269NJ0_L4</a>
Deadly Questions	<a href="https://www.youtube.com/channel/UC4gi6Vqkwaweauz9AqICZkA">https://www.youtube.com/channel/UC4gi6Vqkwaweauz9AqICZkA</a>
Taking Care of Dying Time	<a href="https://www.youtube.com/watch?v=xb7xixHqgBQ">https://www.youtube.com/watch?v=xb7xixHqgBQ</a>
Our Generation	<a href="http://www.ourgeneration.org.au/watch/">http://www.ourgeneration.org.au/watch/</a>
Fractured	<a href="https://vimeo.com/75932217">https://vimeo.com/75932217</a> (preview – not the full length)
<b>Celebrate</b>	
NAIDOC Week	<a href="http://www.naidoc.org.au/">http://www.naidoc.org.au/</a>

Reconciliation Week	<a href="https://www.reconciliation.org.au/">https://www.reconciliation.org.au/</a>
National Close The Gap Day	<a href="https://antar.org.au/campaigns/national-close-gap-day">https://antar.org.au/campaigns/national-close-gap-day</a>
<b>Resources + Information + Training</b>	
Deadly Questions	<a href="https://deadlyquestions.vic.gov.au/">https://deadlyquestions.vic.gov.au/</a>
Healing Foundation	<a href="https://healingfoundation.org.au/">https://healingfoundation.org.au/</a>
NACCHO	<a href="https://www.naccho.org.au/">https://www.naccho.org.au/</a>
VAEAI	<a href="http://www.vaeai.org.au/">http://www.vaeai.org.au/</a>
VACCA	<a href="https://www.vacca.org/shop/">https://www.vacca.org/shop/</a>
SNAICC	<a href="http://www.snaicc.org.au/resources/">http://www.snaicc.org.au/resources/</a>
Yarn Strong Sista	<a href="http://www.yarnstrongsista.com/shop/index.php">http://www.yarnstrongsista.com/shop/index.php</a>
Dreamtime Kullilla Art	<a href="http://www.kullillaart.com.au/">http://www.kullillaart.com.au/</a>
Supply Nation	Search Indigenous Business Direct: <a href="https://supplynation.org.au/">https://supplynation.org.au/</a>
Birubi	<a href="http://www.birubiart.com/">http://www.birubiart.com/</a>
Flag World	<a href="https://www.flagworld.com.au/flags/aboriginal-flags.html">https://www.flagworld.com.au/flags/aboriginal-flags.html</a>



**Determinants of Social and Emotional Wellbeing**

## Ideas for cultural celebrations / events / activities:

<b>Flag raising ceremony</b>	<p>Raise Aboriginal &amp; Torres Strait Islander flags</p> <ul style="list-style-type: none"> <li>- Morning or afternoon tea</li> <li>- Welcome To Country &amp; Smoking Ceremony</li> <li>- Guest speaker/s</li> </ul>
<b>Film screening</b>	<p>Screening relevant to cultural theme</p> <ul style="list-style-type: none"> <li>- For community or as a private activity for organisations</li> <li>- Raise awareness or acknowledge cultural theme</li> </ul>
<b>Family fun day</b>	<ul style="list-style-type: none"> <li>- Art and craft</li> <li>- Animal farm</li> <li>- Face painting</li> <li>- Music</li> <li>- Jumping castle</li> <li>- BBQ</li> <li>- Stalls</li> </ul>
<b>Art exhibition</b>	<ul style="list-style-type: none"> <li>- Display art work from local artist</li> <li>- Invite artist to work with you on a piece of art relating to cultural theme</li> <li>- Run an art work competition</li> </ul>
<b>Cultural learning</b>	<ul style="list-style-type: none"> <li>- Invite local Aboriginal person or group to talk about who they, their heritage and practices or significant places</li> <li>- Participate in cultural learning e.g. cultural awareness training.</li> <li>- Visit Bunjilaka Cultural Centre (at Melbourne Museum)</li> <li>- Conduct a cultural audit on your organisation and include all staff to yarn about what you know and how the organisation can improve internal operations/practices</li> </ul>
<b>Logo competition</b>	<ul style="list-style-type: none"> <li>- Need a new logo? Work with local community group and schools to run a logo competition</li> </ul>
<b>Cultural activities</b>	<ul style="list-style-type: none"> <li>- Welcome to Country</li> <li>- Smoking ceremony</li> <li>- Didgeridoo</li> <li>- Grass weaving</li> <li>- Clap sticks</li> <li>- Native foods / recipes</li> <li>- Art work</li> <li>- Stone knapping</li> <li>- Dance and music</li> <li>- Boomerang</li> <li>- Storytelling</li> <li>- Flag raising ceremony</li> <li>- Native garden</li> </ul>
<b>Photo competition / exhibition</b>	<ul style="list-style-type: none"> <li>- Native plant or animal</li> <li>- Cultural themed e.g. capture NAIDOC, Reconciliation, Culture</li> </ul>

<b>Awards</b>	<p>Categories might include:</p> <ul style="list-style-type: none"> <li>- Aboriginal and non-Aboriginal recognition award</li> <li>- Aspiring Elder, Community leader &amp; Young person</li> <li>- Employment / Education</li> <li>- NAIDOC / Reconciliation / Healthy living</li> </ul>
<b>Get involved</b>	<ul style="list-style-type: none"> <li>- Set up planning group to hold annual events/activities</li> <li>- Work in partnership with Aboriginal community groups</li> </ul>
<b>Asking questions</b>	<ul style="list-style-type: none"> <li>- Interview staff, students or community about their knowledge of the cultural theme e.g. what does NAIDOC mean to you?</li> </ul>
<b>Open day</b>	<ul style="list-style-type: none"> <li>- Run an open day at your workplace to promote your service</li> <li>- Include cultural activities</li> <li>- Include one of your services e.g. immunisation, health check, counselling, self-care strategies, etc</li> </ul>
<b>Unveiling of plaque</b>	<ul style="list-style-type: none"> <li>- Acknowledgement of Country plaque</li> <li>- Work with staff / community to design and make a plaque / artwork e.g. mosaic, print, paint, organic/natural materials, using traditional language,</li> </ul>
<b>Aboriginal Artefacts display</b>	<ul style="list-style-type: none"> <li>- Traditional artefacts</li> <li>- Native animals</li> <li>- Native plants</li> </ul>
<b>Traditional Foods / Catering</b>	<ul style="list-style-type: none"> <li>- Yurri Catering with Felicia Dean (Shepparton) Mob. 0475 450 200 *Has a Facebook page</li> </ul>

#### Dancers & Entertainers:

Taungurung Clans Aboriginal Corporation	<p>Address: 37 High Street, Broadford, Victoria 3658 Tel. (03) 5784 1433 Email: <a href="mailto:enquiries@taungurung.com.au">enquiries@taungurung.com.au</a> Website: <a href="http://taungurung.com.au/">http://taungurung.com.au/</a></p>
Individual Spirits Dance	Natarsha Bamblett – 0459 906 761 or Tracey Renee – 0421 161 794
Koori Youth Will Shake Spears Aboriginal Dance Group	<p>Mob. 0432 631 608 Email: <a href="mailto:shake-spears@hotmail.com">shake-spears@hotmail.com</a></p>
True Country	<p>Country / Country Rock Music / 50's &amp; 60's Rock N Roll 0423 297 759 or 0423 554 138 Email. <a href="mailto:true_country_duo@hotmail.com">true_country_duo@hotmail.com</a></p>
Benny Walker	<a href="http://www.bennywalkermusic.com">www.bennywalkermusic.com</a>