

Cultural Capability

Partnership to increase Cultural Competency in a Child and Family Services Agency

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Partners

FamilyCare and
Project Officer Aboriginal Health and Wellbeing

Aim

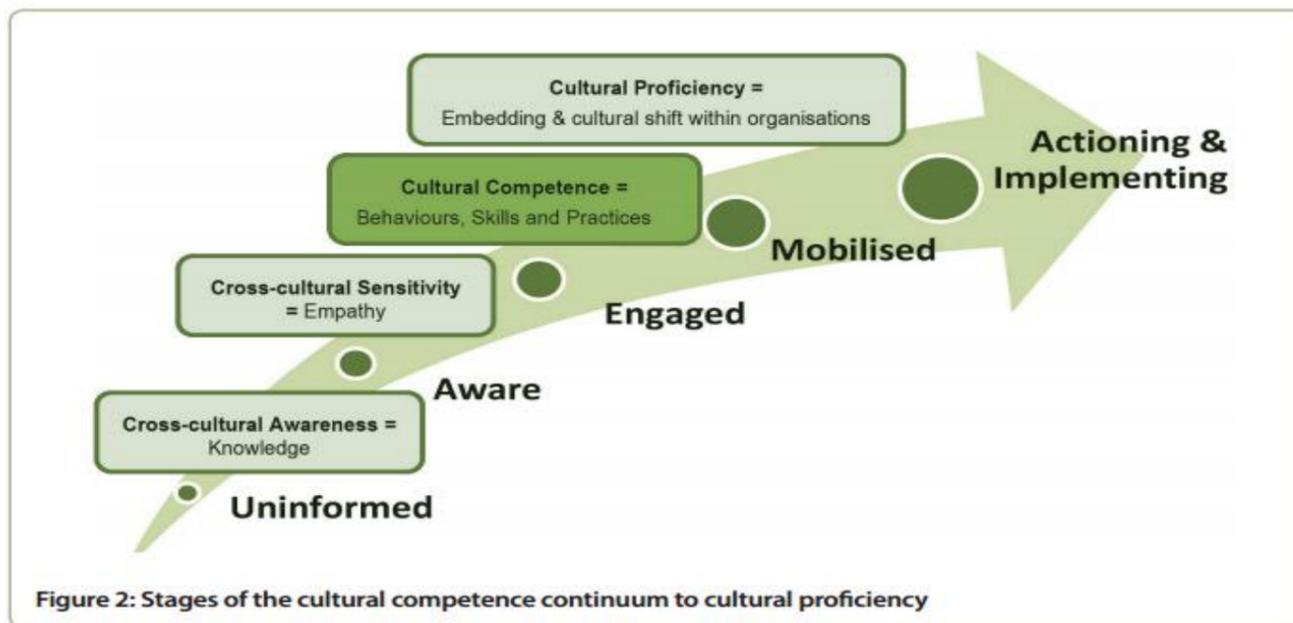
The aim of the partnership was to:

1. promote good practice in the provision of culturally appropriate services to Aboriginal clients and
2. support FamilyCare staff to build sustainable, respectful relationships with their clients and build their capacity to provide culturally competent practice

Background

A self assessment of the internal operations, service access and service delivery within FamilyCare's programs across Lower Hume assisted the agency in identifying key areas in which they could continue to build the cultural responsiveness of the agency.

The strategies identified by the audit were formulated into a cultural competency plan to allow the agency to provide a planned approach to working effectively in cross-cultural situations.



Source: Adapted from DET 2009; Gorringer & Spillman 2008

“Being able to sit and talk with key Aboriginal people in the community in a more relaxed environment has provided valuable learnings”
(K Fielding)

What did we do?

The “Making Two Worlds Work” Health and Community Services Audit Tool was utilized by FamilyCare to assess their cultural competency.

The Audit assessed:

- Creating a welcoming environment
- Engaging with Aboriginal clients and communities
- Communications and relationships
- Developing cultural competence
- Staff Training and
- Working collaboratively and respectfully with Aboriginal organisations and services

The Audit identified the following opportunities for Improvement which were discussed with the Project Officer Aboriginal Health and Wellbeing:

- Reviewing material provided to clients and its accessibility
- Data analysis
- Professional development for staff
- Strengthening relationships with key community elders/leaders
- Making reception areas welcoming
- Supporting key cultural events

What has been done to date:

An action plan has been developed and presented to the management team internally within the agency. They have provided input and support. The plan was then presented at the Lower Hume Aboriginal Health and Wellbeing Collaborative to discuss ideas and feedback. The feedback was discussed further with the management team and ideas incorporated into the plan.

The agency has supported the initiative and is keen to ensure the learnings and actions can be shared across all staff.

The work undertaken by FamilyCare was so impressive that I asked them to present to other mainstream and Aboriginal services at the Lower Hume Aboriginal Health and Wellbeing Collaborative to talk about the journey so far, the approaches taken and their learning's.
(R Welsh)



Implementing and developing a Cultural Responsive Action Plan is a work in progress. It will take time.....It's a Journey

Next Steps:

Working to implement the plan and embed its learnings into FamilyCare's ongoing practice and development. The plan and its implementation will be reviewed in 12 months.