

Nathalia District Hospital

Aboriginal Health Cultural Competence Action Plan



Focus Area	Standard & Indicator	Actions to meet indicators	By Whom	By When
Focus Area 1- Organisational Effectiveness	Standard 1 A whole of organisation approach to Aboriginal cultural competence is demonstrated			
	1.1 Our organisation has reviewed its performance in Aboriginal cultural competency and has developed and is implementing an Aboriginal Cultural Competence Action Plan (AHCCAP) addressing the 8 standards in the Framework.	Complete action plan, send to board for approval, report at appropriate meetings, and place on intranet/website.	Management Team	June 2017
	1.2 Our Board has endorsed the Aboriginal Health Cultural Competence Action Plan (AHCCAP) and it is available publically on the organisation's website			
	1.3 Progress against the Aboriginal Health Cultural Competence Action Plan (AHCCAP) is regularly reported to staff, stakeholders and the wider community.			
	2.3 Our organisation is aware of the profile of the	Identify where and how to obtain current		

	Aboriginal population in their catchment area, monitors their health outcomes and reviews resource allocation to Aboriginal people.	demographic and socio-economic data about Aboriginal people in our catchment area. Identify the number of Aboriginal people accessing NDH each year and express this as a % of the total community, and as a % of Aboriginal people within the catchment area. Include above information in the annual report.	G. Hutchins L. Peterson L. Giffard	Dec 2017 Oct 2017 July 2018
Focus Area	Standard & Indicator	Actions to meet indicators	By Whom	By When
Focus Area 2- Engagement and partnerships	Standard 3 Feedback from Aboriginal service users, their families and the wider Aboriginal community is actively sought	Nil		
Focus Area 3- Culturally Competent Services	Standard 5 Our organisation oversees the provision of care to ensure that the specific rights and needs of Aboriginal service users are addressed through their health care journey			
	5.1 Our organisation asks all service users the question of identification.	Review processes to ensure staff are asking the question, re identification and provide staff with education re same – DVD provided at audit. Monitor data in regards to numbers of persons identifying as ATSI and look for trends.	K. Murray M. Hodge	Oct 2017 July 2018
	5.4 Our organisation routinely monitors the disengagement (e.g. self-discharge, non-attendance to secondary prevention programs) of Aboriginal service users.	Monitor disengagement indicators (e.g. clients leaving before treatment start/end or non-attend rates)	L. Peterson	July 2018

Focus Area 4 – Workforce development	Standard 6 Our organisation is committed to the development of a Culturally Competent workforce for Aboriginal people, including the employment of Aboriginal staff			
	Reviewing recruitment & related processes to ensure access equity for Aboriginal people Specific plans and programs to attract and retain Aboriginal people (e.g. work experience, trainee programs, mentoring programs, cadetships)?	Review documentation regarding recruitment ensuring access & equity for the Aboriginal population. Add paragraphs/lines to documentation (Position descriptions & Job Advertisements), indicating that NDH is culturally competent, inclusive, and encourage ASTI persons to apply for positions.	G. Hutchins L. Giffard	Aug 2017 July 2017
Focus Area	Standard & Indicator	Actions to meet indicators	By Whom	By When
	Does your organisation acknowledge and honour Aboriginal Cultural competence in employee communications, awards programs and other internal celebrations?	Acknowledge Cultural competence in organisational communications, add flags to emails, with sentence indicating that NDH is a culturally competent organisation.	T. Brown	Oct 2017
Focus Area 5 – Public Image & Communications	Standard 7 The organisation has a culturally safe, welcoming environment for Aboriginal people			
	Indicators: 7.1 Our organisation has many and varied practices and symbols of welcome.			
	Have a policy to acknowledge and pay respect to the Traditional Owners of the land and Aboriginal Elders both past and present?	Have a policy to acknowledge and pay respect to the Traditional Owners of the land and Aboriginal Elders both past and present when completing internal meetings/celebrations etc.	G. Hutchins	Dec 2017
	Recognise and participates in NAIDOC and Reconciliation week celebrations and other significant Aboriginal events (e.g. Sorry Day)?	Recognise and participate in NAIDOC and Reconciliation week celebrations and other significant Aboriginal events (e.g. Sorry Day)? Display significant ASTI days/dates in public	Management Team	Commence July 2017

		areas etc.		
	Standard 8 Communication processes empower Aboriginal people by building their understanding of availability of services and their expectations as users of services			
	Does your organisation supply or provide reading material that is relevant to Aboriginal people?	Subscribe to a relevant Aboriginal reading materials & Leave in staff rooms/waiting areas for informal cultural awareness. Some Possible examples include; <i>Indigenous Times</i> or <i>The Koori Mail newspaper</i> or <i>Local Aboriginal and Torres Strait Islander Newsletters</i>	T. Brown	Oct 2017