

NSW Health Services

# Aboriginal Cultural Engagement Self-Assessment Tool



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#### Acknowledgements

In developing this guide, the Centre for Aboriginal Health has worked closely with Aboriginal staff within the NSW Ministry of Health and the Aboriginal Health & Medical Research Council of NSW which is the peak body representing Aboriginal Community Controlled Health Services in NSW.

The artwork on the cover is called 'Baalee'. It is inspired by the original artwork of Aboriginal artist Tanya Taylor and designed by the National Aboriginal Design Agency. This artwork symbolises the Centre for Aboriginal Health working in partnership with Aboriginal people to support wholistic health and wellbeing and its role in the health system to build culturally safe and responsive health services.

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SHPN (CAH) 231015  
ISBN 978-1-76023-724-0

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February 2024

## Acknowledgement of Country

NSW Ministry of Health acknowledges the people in the many traditional countries and language groups of New South Wales. It acknowledges the knowledge and wisdom of Elders who have passed, those of today and tomorrow and pays respect to Aboriginal communities of the land.

## Aboriginal People in NSW

Aboriginal people are the first peoples of Australia who have strong cultures and communities. The resilience of Aboriginal people provides the foundation upon which to build further efforts to improve Aboriginal health. More Aboriginal people live in NSW than in any other Australian state or territory and improving Aboriginal health is a key focus for the NSW health system.

The estimated resident population of Aboriginal people in NSW is expected to grow from 3.4% (265,685) of the total population in 2016, to 4% (282,962) by 2026 (Aboriginal Affairs, 2020).

Relatively high numbers of Aboriginal people live in metropolitan Local Health Districts (LHDs), with over 80 per cent of Aboriginal people in NSW living in major cities or inner regional areas. While smaller numbers of Aboriginal people live in outer regional and remote areas, they represent a higher proportion of the population<sup>2</sup>. For example, in Far West LHD 12%<sup>3</sup> of the population was Aboriginal, and in Western NSW LHD it was 11%<sup>4</sup>.

- 1 NSW Government Education Aboriginal Affairs. Key Data about Aboriginal People in NSW: September 2020. Available at: [https://www.aboriginalaffairs.nsw.gov.au/media/website\\_pages/research-and-publications/facts-and-figures/KEY-DATA-ABORIGINAL-PEOPLE-SEP-2020.pdf](https://www.aboriginalaffairs.nsw.gov.au/media/website_pages/research-and-publications/facts-and-figures/KEY-DATA-ABORIGINAL-PEOPLE-SEP-2020.pdf) (Accessed March 2022).
- 2 Centre for Epidemiology and Evidence and Centre for Aboriginal Health. Mid-Term Evaluation of the NSW Aboriginal Health Plan 2013-2023. Pg. 15. Sydney: NSW Ministry of Health, 2019 .
- 3 Far West Local Health District webpage. Available at: <https://www.nsw.gov.au/health/fwlhd/about-us#:~:text=13%20per%20cent%20of%20our,needs%20of%20our%20community%20members>.
- 4 Western NSW Local Health District webpage. Available at: <https://www.nsw.gov.au/health/wswlhd/about-us#:~:text=We%20cover%20almost%20250%2C000km,Aboriginal%20population%20rate%20of%203.6%25>.

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## Introduction

### Aim of the Aboriginal Cultural Engagement Self-Assessment Tool (ACESAT)

NSW Health is committed to improving the health and wellbeing of Aboriginal people. Key to achieving this is making meaningful changes to organisational activities, structures and behaviors to make health services and hospitals culturally safe and respectful for Aboriginal patients, clients and staff. The NSW Health Services Aboriginal Cultural Engagement Self-Assessment Tool (ACESAT) aims to identify ways of strengthening cultural engagement between staff from NSW Health organisations and their Aboriginal stakeholders by bringing a continuous quality improvement cycle to cultural engagement.

The ACESAT has been designed to assist NSW Health organisations in moving towards a health system where cultural differences and strengths are recognised and responded to in the governance, management, and delivery of health services. It will support health services to assess whether there has been a measured approach towards the delivery of culturally safe and accessible health services for Aboriginal patients and clients.

The ACESAT incorporates Aboriginal communities' strengths-based approach and key principles of the [United Nations Declaration on the Rights of Indigenous Peoples](#).

### Why is the ACESAT important?

The ACESAT provides evidence during the accreditation process against the Aboriginal specific actions in the NSQHS Standards and the Strategic Directions of the NSW Aboriginal Health Plan.

The ACESAT embeds the Strategic Directions of the [NSW Aboriginal Health Plan 2013 – 2023](#) (the plan or AHP) and the [Mid-term evaluation of the NSW Aboriginal Health Plan 2013 – 2023](#). It also strategically aligns with the six Aboriginal-specific actions from the [National Safety and Quality Health Service Standards Second Edition](#) (NSQHSS) and the LHD/SHN Service Agreement requirements regarding partnerships with Aboriginal Community Controlled Health Services (ACCHSs). It further supports implementation of the [National Cultural Respect Framework for Aboriginal and Torres Strait Islander Health \(2016-26\)](#).

### Who should use the ACESAT ?

The ACESAT can be shared broadly for all staff to use in all Local Health District or Specialty Health Network (SHN) facilities and services including but not limited to; individual hospitals, community health services and specialty services such as maternal health services, drug and alcohol services, and mental health services.

### Monitoring completion of the ACESAT

Recommendations from the [Mid-term evaluation of the NSW Aboriginal Health Plan 2013 – 2023](#) proposed that the Centre for Aboriginal Health, in collaboration with the Clinical Excellence Commission, develop strategies and resources to build the cultural safety of the NSW Health system. The Aboriginal Cultural Engagement Self-Assessment Tool is part of a suite of those resources which will serve to:

1. Identify actions to strengthen Aboriginal cultural engagement between NSW Health organisations/ services and local Aboriginal stakeholders
2. Provide evidence to inform LHD and SHNs accreditation processes

4 'The term 'Aboriginal' is used to refer to both Aboriginal and Torres Strait Islander people, in recognition that Aboriginal people are the original inhabitants of NSW [GL2019\\_008](#)

Within individual services, areas for focus may be recorded within the engagement tool for health services to review and monitor progress as determined locally.

How to use the ACESAT: Based on whether or not your service / program area meets the listed criteria, tick one of the following options:

- Has been met and can be supported by evidence and records
- Partially met and/or further records are required
- As yet unmet
- I do not know (If you choose this option, please consider adding knowledge gap to action plan)

It is strongly recommended that organisations develop action plans based on their ACESAT results and analyse data annually to monitor and review progress from year to year with the aim of improving cultural engagement with local Aboriginal organisations.

For the below ACESAT these are the meanings of the following indicators.

<b>Green</b>	Met
<b>Yellow</b>	In Progress
<b>Red</b>	Not Met
<b>N/A</b>	-I Do Not Know



## The NSW Health Services Aboriginal Cultural Engagement Self-Assessment Tool

Completed by:  Position:

Facility/service:

Date completed:  Contact:

<b>NSQHSS Action 2.13: Working in Partnership AHP Strategic Direction 1: Building trust through partnerships</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Tick the relevant boxes if your service has/does the following:</b>					
1.1	A stakeholder <sup>5</sup> communication and engagement framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Formal and documented partnership/s with local Aboriginal organisations including Aboriginal Community Controlled Health Services (ACCHSs).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3	Seeks and forms strong partnerships with Aboriginal communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4	Holds forums and discussion groups at the Executive level to engage Aboriginal stakeholders in the LHD/SHN catchment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5	Designs and delivers services based on feedback and consultation from Aboriginal communities, partner services and stakeholders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6	Targeted approaches to encourage use of local programs or services by Aboriginal people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7	Facilities advise ACCHSs and other relevant organisations when their patients are admitted or discharged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8	Remunerates Aboriginal community representatives for their participation in NSW Health activities in accordance with the <a href="#">NSW Health Aboriginal Cultural Activities Policy</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NSQHSS Action 5.8: Identifying people of Aboriginal and/or Torres Strait Islander origin AHP Strategic Direction 2: Implementing what works and building the evidence</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Tick the relevant boxes if your service has/does the following:</b>					
2.1	Policies, procedures and training for identification of Aboriginal patients and clients, and recording of this information in administrative and clinical information systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Ensures that when a person identifies as Aboriginal, this information is shared between administrative and clinical information systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3	A continuous quality improvement protocol to monitor and review processes to improve the rate of Aboriginal identification and recording	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4	Raises awareness with Aboriginal community members of the importance and benefits of recording Aboriginal status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>5</sup> 'Stakeholder' refers to: Aboriginal patients, clients, staff, ACCHSs, Local Aboriginal Land Council (LALC) and other Aboriginal organisations.

2.5	Monitors and evaluates what works to engage Aboriginal patients and clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6	Supports and/or contributes towards ACCHS-led Aboriginal health research and evaluation (e.g. Translational Research Grant Scheme initiatives).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7	Ensures engagement of ACCHS and Aboriginal communities in the design and implementation of Aboriginal research and evaluation, including considering cultural reference groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8	Support staff to participate in Aboriginal-led research and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NSQHSS Action 1.2: Addressing health needs of Aboriginal people AHP Strategic Direction 3: Ensuring integrated planning and service delivery</b>					
<b>Tick the relevant boxes if your service has/does the following:</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1	Informs Aboriginal patients and families about what to expect when visiting the service, and the support services available (e.g. via brochures or face-to-face)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Develop and share Aboriginal patient and client experience stories to inform best practice in service development and delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Includes patients and nominated family members/carers when identifying and providing services, equipment and follow-up needed to safely discharge patients.  This may include: <ul style="list-style-type: none"> <li>• Consideration of transport, accommodation, the setting into which a consumer is being discharged and availability of ongoing support services</li> <li>• Ensuring continuity of medical care through local ACCHCs or other locations identified by the community, if required and possible</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Ensures follow up is embedded into discharge planning for all Aboriginal patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5	Engages with partners in regular and ongoing inter-agency meetings to support integrated care for Aboriginal patients and clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6	Representation from a range of Aboriginal stakeholders in the Health service's governance structures (e.g. committees or advisory groups)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.7	Refers patients and clients to local ACCHS where appropriate, and/or notifies appropriate ACCHS when their patients are admitted to hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NSQHSS Action 1.33: Creating a welcoming environment or NSQHSS Action 1.21 Improving cultural competency AHP Strategic Direction 4: Strengthening the Aboriginal workforce</b>					
<b>Tick the relevant boxes if your service has/does the following:</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.1	An Aboriginal Health Unit or designated Aboriginal Hospital Liaison Officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2	Implements affirmative action principles in the selection and appointment of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.3	Actively seeks and facilitates succession planning, secondment and upskilling opportunities for all Aboriginal staff at every salary band and occupation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4	Encourages mentoring opportunities for Aboriginal employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NSQHSS Action 1.21: Improving cultural competency NSQHSS Action 1.33: Creating a welcoming environment AHP Strategic Direction 5: Providing culturally safe work environments and health services</b>					
<b>Tick the relevant boxes if your service has/does the following:</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1	Signs and plaques acknowledging traditional custodians/owners, individuals and/or significant events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2	Flies the Aboriginal and Torres Strait Islander flags in accordance with: <a href="#">NSW Health Aboriginal Cultural Activities Policy</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3	Displays Aboriginal posters, artwork, maps and event calendars in public areas of the Health service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.4	Uses Aboriginal names in signage across facilities (hospitals) and districtwide programs and services which are endorsed by and developed in partnership with the local Aboriginal community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.5	Provides culturally appropriate brochures and other resources to support all levels of health literacy of Aboriginal clients and patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.6	Cultural practices of Aboriginal patients, families and/or communities are supported by designated spaces within the service, including outdoor space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.7	Provides health care that is tailored to meet the needs of Aboriginal patients and clients (e.g. integration of traditional foods, flexible visiting arrangements)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.8	Include where possible and appropriate, Aboriginal men's and women's business in service planning and delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.9	Acknowledges and participates in significant cultural events (e.g. NAIDOC, Sorry Day, Close the Gap Day, Reconciliation Week)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.10	Routinely observes cultural protocols that are specific to the community it serves (e.g. Acknowledgement of Country and Welcome to Country)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.11	<i>Ensures Aboriginal staff are supported to engage in regular networking opportunities and cultural events</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.12	Collaborates with local ACCHSs, the Local Aboriginal Land Council (LALC) and Aboriginal community representatives to design and deliver a local face to face module of Respecting the Difference: An Aboriginal Cultural Training Framework for NSW Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.13	Supports staff completion of online and face-to-face Respecting the Difference training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.14	Staff are supported with ongoing opportunities to develop cultural awareness and cultural competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



5.15	Displays clear directions at the entrance of services to the Aboriginal health unit and/or contact information for the Aboriginal Hospital Liaison Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.16	Formally seeks and incorporates input from the local ACCHSs, LALC and Aboriginal community stakeholders in the design and development of the service's environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.17	Undertakes a continuous process of cultural audit and adaptation of policies and procedures that impact the delivery of health services to Aboriginal patients and clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.18	A policy, procedure or guideline that promotes a zero tolerance of racism and discrimination within the LHD/SHN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.19	Completes the Aboriginal Health Impact Statement for all locally implemented programs, policies, strategies and plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NSQHSS Action 1.4 Implementing and monitoring targeted strategies</b> <b>AHP Strategic Direction 6: Strengthening performance monitoring, management and accountability</b>					
<b>Tick the relevant boxes if your service has/does the following:</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1	Aboriginal health performance indicators and targets that are endorsed by the health organisation in consultation with a range of Aboriginal stakeholders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2	Mechanisms and processes that enable reporting back to local Aboriginal community members on Aboriginal health performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.3	Aboriginal patients and clients are supported to access formal feedback processes that are culturally appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.4	Formal mechanisms are in place to respond to complaints and feedback from Aboriginal patients and clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.5	Specific plans and priorities that are monitored annually to achieve improvements in safety and quality for Aboriginal patients and clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.6	Individual facilities monitor and report on the following indicators disaggregated by Aboriginal status: <ul style="list-style-type: none"> <li>Emergency Department (ED) waiting times and incomplete ED attendances by triage level</li> <li>Rates of discharge against medical advice</li> <li>Patient satisfaction rates</li> <li>Rates of unplanned re-admissions</li> <li>Mental Health readmission</li> <li>Mental Health follow up</li> <li>In-hospital mortality rates</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.7	Monitors and reports on engagement with local Aboriginal stakeholders to the governing body, the workforce, and the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.8	Share Aboriginal health data with local Aboriginal health services to inform and monitor service delivery (e.g. the Aboriginal Health Dashboards)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Resources for building Aboriginal cultural engagement within NSW Health Services

### NSQHSS Action 2.13: Working in Partnership AHP Strategic Direction 1: Building trust through partnerships

#### Key actions:

1. Identify Aboriginal communities by partnering with the local ACCHSs and/or LALCs within the service's catchment
2. Partner with LALC to embed local cultural protocols and processes
3. Establish, implement and maintain mechanisms for forming and maintaining partnerships and engagement with local ACCHCs (see [2019 Aboriginal Health Dashboard Toolkit](#)) and/or the LALC

#### Resources:

- Working in Partnership: National Safety and Quality Health Service standards User guide for Aboriginal and Torres Strait Islander Health – Australian Commission on Safety and Quality in Health Care: <https://www.safetyandquality.gov.au/wp-content/uploads/2017/12/National-Safety-and-Quality-Health-Service-Standards-User-Guide-for-Aboriginal-and-Torres-Strait-Islander-Health.pdf>
- Working with Aboriginal People and Communities: A Practice Resource: [http://www.community.nsw.gov.au/data/assets/pdf\\_file/0017/321308/working\\_with\\_aboriginal.pdf](http://www.community.nsw.gov.au/data/assets/pdf_file/0017/321308/working_with_aboriginal.pdf)
- United Nations Declaration on the Rights of Indigenous Peoples – Australian Human Rights Commission: <https://declaration.humanrights.gov.au/>

### NSQHSS Action 5.8: Identifying people of Aboriginal and/or Torres Strait Islander origin AHP Strategic Direction 2: Implementing what works and building the evidence

#### Key actions:

1. Utilise policy, procedures and protocols on Aboriginal identification
2. Promote communication materials and utilise other opportunities to inform Aboriginal patients and clients about the reason for the identification question
3. Encourage self-identification by creating environments in the service that are welcoming and friendly for Aboriginal people (see Strategic Direction 5)
4. Train and support frontline workforce to collect identification information in a culturally appropriate way (e.g. using the [Asking the Question: Improving the identification of Aboriginal People](#))
5. Implement monitoring and evaluation systems to measure improvements in accuracy and consistency of identification rates, practices and data quality (e.g. [Aboriginal and Torres Strait Islander Origin –Recording of Information of Patients and Clients](#))
6. Develop or adapt user-friendly data collection systems that transmit data between administrative and clinical data systems
7. Support and contribute towards ACCHS-led Aboriginal health research and evaluation research, where possible use the evidence-based to promote continuous improvement in health services for Aboriginal people

**Resources:**

- Asking the Question: Improving the Identification of Aboriginal People – Health Education and Training Institute: <https://www.heti.nsw.gov.au/education-and-training/courses-and-programs/asking-the-question-improving-the-identification-of-aboriginal-people>
- Aboriginal and Torres Strait Islander Origin – Recording of Information of Patients and Clients: [https://www1.health.nsw.gov.au/PDS/pages/doc.aspx?dn=PD2012\\_042](https://www1.health.nsw.gov.au/PDS/pages/doc.aspx?dn=PD2012_042)
- Improving identification rates of Aboriginal and Torres Strait Islander consumers – Australian Commission on Safety and Quality in Health Care: <https://www.safetyandquality.gov.au/wp-content/uploads/2016/10/03-Identifying-Aboriginal-and-Torres-Strait-Islander-consumers.docx>
- NSW Health Office of Health and Medical Research: <https://www.medicalresearch.nsw.gov.au/>
- Translational Research Grants Scheme – Office of Health and Medical Research: <https://www.medicalresearch.nsw.gov.au/translational-research-grants-scheme/>

**NSQHSS Action 1.2: Addressing health needs of Aboriginal people  
AHP Strategic Direction 3: Ensuring integrated planning and service delivery**

**Key actions:**

1. In collaboration with local ACCHSs and other stakeholders, determine the priorities for the service to meet the health needs of Aboriginal patients and clients in your service catchment
2. Conduct a needs assessment and gap analysis for your service. Consider Aboriginal communities and community health services' needs and feedback, performance against key performance measures, and the burden of disease of individuals who are not engaged with the health service
3. Develop a plan of action to address gaps and service priorities
4. Embed culturally responsive patient-centred pathways that enable patients, clients and their families to be involved during all stages of health decision making and independently navigate the health care system
5. Services are delivered from a strengths-based approach, and consider trauma-informed practice and care
6. Train staff to develop their skills in delivering integrated care
7. Ensure, where possible, that there are identified Aboriginal positions for care coordination
8. Develop and implement referral processes to enable patients and client's easier access to local ACCHSs. ACCHSs to be notified when their patients are admitted to and discharged from hospital.
9. Implement processes to ensure that required wraparound services external to health are identified during the patient admission and discharge phase (particularly Aboriginal patients who have complex health care needs). This includes local ACCHSs, other government health agencies and Aboriginal health organisations.
10. Hold regular inter-agency meetings with a range of stakeholders to promote ongoing integrated care in Aboriginal health

**Resources:**

- NSW Health Strategic Framework for Integrating Care: <https://www.health.nsw.gov.au/integratedcare/Publications/strategic-framework-for-integrating-care.PDF>
- Partnering with consumers fact sheet – Australian Commission on Safety and Quality in Health Care: <https://www.safetyandquality.gov.au/wp-content/uploads/2017/11/Partnering-with-Consumers.pdf>
- Patient Reported Measures – Agency for Clinical Innovation: <https://aci.health.nsw.gov.au/statewide-programs/prms>

**NSQHSS Action 1.33: Creating a welcoming environment or  
NSQHSS Action 1.21 Improving cultural competency  
AHP Strategic Direction 4: Strengthening the Aboriginal workforce**

**Key actions:**

1. Implements strategies that align with the local Aboriginal workforce plan (see [Good Health – Great Jobs Aboriginal Workforce Strategic Framework 2016 – 2020](#))
2. Build on [Respecting the Difference](#) and the [National Cultural Respect Framework 2016 – 2026 for Aboriginal and Torres Strait Islander Health](#) to implement an ongoing professional development program of cultural awareness and cultural competency that is supported and developed for the needs of the local or regional Aboriginal communities
3. Implement a process to monitor progress against key performance indicators, including proportion of staff who identify as Aboriginal, Aboriginal recruitment entries and exits to NSW Health, Aboriginal health cadets and trainees, and appointment of Aboriginal Employment Coordinator(s)

**Resources:**

- NSW Health Aboriginal Workforce Unit: <https://www.health.nsw.gov.au/workforce/aboriginal/Pages/default.aspx>
- Good Health – Great Jobs Aboriginal Workforce Strategic Framework 2016 – 2020: [https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2016\\_053.pdf](https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2016_053.pdf)
- Good Health – Great Jobs Aboriginal Workforce composition: Minimum targets for 2020- 2021: [https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/IB2020\\_029.pdf](https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/IB2020_029.pdf)
- Respecting the Difference: An Aboriginal Cultural Training Framework for NSW Health: <https://www.health.nsw.gov.au/workforce/aboriginal/Pages/respecting-the-difference.aspx>
- Stepping Up: <http://www.steppingup.health.nsw.gov.au/>
- 2019 Aboriginal Health Dashboard Toolkit – Building a Culturally Competent and Inclusive Workforce (Page 6): <https://www.health.nsw.gov.au/aboriginal/documents/dashboard-toolkit-2019.pdf>
- National Aboriginal and Torres Strait Islander Health Workforce Strategic Framework and Implementation Plan 2021 – 2031: <https://www.health.gov.au/sites/default/files/documents/2022/03/national-aboriginal-and-torres-strait-islander-health-workforce-strategic-framework-and-implementation-plan-2021-2031.pdf>

**NSQHSS Action 1.21: Improving cultural competency  
NSQHSS Action 1.33: Creating a welcoming environment  
AHP Strategic Direction 5: Providing culturally safe work environments and health services**

**Key actions:**

1. Work in partnership with local stakeholders to create and maintain a culturally welcome environment, and in the continuous evaluation of the environment
2. Engage and consider the impact on Aboriginal people as part of planning for capital works programs and prioritise projects that have significant benefits for Aboriginal people
3. Incorporate cultural awareness and cultural competency of the workforce into individual staff professional development
4. Report on the effectiveness of the cultural awareness and cultural competency training to the governing body, workforce, and Aboriginal community
5. Develop and maintain mechanisms to partner with Aboriginal communities to gain feedback on, and improve, workforce's cultural competency

**Resources:**

- Aboriginal Health Impact Statement: [https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2017\\_034](https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2017_034)
- Communicating Positively: A guide to appropriate Aboriginal terminology: [https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=GL2019\\_008](https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=GL2019_008)
- NSW Health Aboriginal Cultural Activities Policy: [https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2019\\_025.pdf](https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2019_025.pdf)
- Cultural competence in caring for Aboriginal and Torres Strait Islander consumers – Australian Commission on Safety and Quality in Health Care: <https://www.safetyandquality.gov.au/wp-content/uploads/2016/10/02-Cultural-competence-in-caring.docx>
- Cultural competency in the delivery of health services for Indigenous people – Australian Institute of Health and Welfare: [https://www.aihw.gov.au/uploadedfiles/closingthegap/content/our\\_publications/2015/ctgc-ip13.pdf](https://www.aihw.gov.au/uploadedfiles/closingthegap/content/our_publications/2015/ctgc-ip13.pdf)
- Creating safe and welcoming environments for Aboriginal people – Australian Commission on Safety and Quality in Health Care: <https://www.safetyandquality.gov.au/wp-content/uploads/2016/10/04-Creating-safe-and-welcoming-environments.docx>
- Effective and safe communication with Aboriginal and Torres Strait Islander consumers – Australian Commission on Safety and Quality in Health Care: <https://www.safetyandquality.gov.au/wp-content/uploads/2016/10/05-Effective-and-safe-communication.docx>
- Let's talk about race: A guide on how to conduct conversations about racism – Australian Human Rights Commission: <https://itstopswithme.humanrights.gov.au/documentary/let-s-talk-race-guide>

**NSQHSS Action 1.4: Implementing and monitoring targeted strategies  
AHP Strategic Direction 6: Strengthening performance monitoring,  
management and accountability**

**Key actions:**

1. Ensure all Aboriginal patients and clients have access to formal and culturally appropriate feedback and complaints processes. This may include developing a communication strategy to raise awareness about how to provide feedback or make a complaint within your service and develop resources for Aboriginal patients to provide feedback
2. Review and monitor patient satisfaction rates, either via formally submitted feedback and complaints or informal feedback
3. Review health service performance indicators in partnership with Aboriginal stakeholders. These include Emergency Department (ED) waiting times, incomplete ED attendances, discharge against medical advice, unplanned re-admissions, mental health readmissions, mental health follow-up, in-hospital mortality rates
4. Involve your local ACCHS and other stakeholders in decisions relating to monitoring and accountability. This includes sharing your service's Aboriginal health data and resources with local ACCHSs or inviting them to local governance committees and advisory groups
5. Obtain executive sign-off on service priorities and establish formal and routine reporting to appropriate executive and governing bodies, including local ACCHSs, LALC, and other Aboriginal organisations
6. Oversee resource allocation to achieve Aboriginal health priorities

**Resources:**

- 2019 Aboriginal Health Dashboards: <http://internal.health.nsw.gov.au/data/ah-dashboards.html>
- Setting safety and quality goals for Aboriginal and Torres Strait Islander people in health service organisations – Australian Commission on Safety and Quality in Health Care: <https://www.safetyandquality.gov.au/wp-content/uploads/2016/10/01-Setting-safety-and-quality-goals.docx>
- HealthStats NSW: <http://www.healthstats.nsw.gov.au/>
- Aboriginal and Torres Strait Islander Health Performance Framework 2017 report: New South Wales – Australian Institute of Health and Welfare: <https://www.aihw.gov.au/reports/indigenous-health-welfare/health-performance-framework-2017-nsw/contents/table-of-contents>



