

## Cultural resource guide

The Department of Health is committed to improving employment outcomes for Aboriginal people in the health sector. Cultural awareness, cultural safety and cultural competency are vital to an organisation's ability to effectively attract, recruit and retain Aboriginal employees and to deliver culturally responsive health services. This quick reference guide has been prepared to assist health services in sourcing and accessing some of the many cultural tools and training available today. When selecting cultural training, please be advised that online training is most effective when accompanied by locally focused face-to-face training.

For further assistance please contact Sue Davey, Principal Policy Advisor, Aboriginal Workforce Initiatives, Department of Health on (03) 9096 7869 or [sue.davey@health.vic.gov.au](mailto:sue.davey@health.vic.gov.au).



## Training

DETAILS	DELIVERY	DESCRIPTION	FEES	AUDIENCE	ACCREDITED	MORE INFORMATION
Aboriginal and Torres Strait Islander Cultural Awareness Training	Training	A course to develop students' skills and knowledge to assist them as health practitioners to deliver culturally-safe clinical care, and see how individuals can make a difference to the health and well being of Indigenous people.	Free	Students from the Greater Green Triangle region undertaking health studies	No	<a href="http://www.greaterhealth.org/students/cultural-awareness-training/">www.greaterhealth.org/students/cultural-awareness-training/</a>
Aboriginal and Torres Strait Islander Cultural Awareness Training (Rural Workforce Agency Victoria (RWAV))	Workshop 1 day	An accredited course to equip GPs to effectively communicate, engage and interact with Aboriginal and Torres Strait Islander people through an understanding of history, cultural values and beliefs.	Fees apply	General practitioners	Yes (RACGP and ACCRM)	<a href="http://www.rwav.com.au/services/support-services">www.rwav.com.au/services/support-services</a>
Aboriginal and Torres Strait Islander Cultural Awareness Workshops	Training 6 hours Face to face	An accredited practical and interactive course designed to assist health care practitioners to understand Indigenous cultures and discuss how past practices, policies and experiences continue to impact on contemporary Aboriginal and Torres Strait Islanders.	Fees apply	Doctors Nurses Social Workers Case Managers Teachers GP Divisions Medical Centres Universities Students	RACGP ACCRM APNA AASW MidPlus	<a href="http://www.girrawayganyi.com.au/">http://www.girrawayganyi.com.au/</a>
Aboriginal and Torres Strait Islander Cultural Competence Course (Centre for Cultural Competence Australia)	Online training Approx. 7–10 hours	An accredited and competency-based foundation course for the development of effective and appropriate communication skills to engage with Aboriginal and Torres Strait Islander people.	Fees apply	All	Yes Pharmacy Guild, ESSA, APA, CAA, AASW, OTA, RCNA, ACCRM, RACGP, TAFE, APS	<a href="http://www.ccca.com.au/courses/">http://www.ccca.com.au/courses/</a>

Ballarat and District Aboriginal Co-Operative (BADAC)	Training Face to face	Targeted cultural awareness training to a variety of audiences including health, education and local government.	Fees apply	Grampians region	No	Contact: BADAC (03) 5331 5344
Cultural Awareness Education	Training Face to face	Koorreen's mission is to strengthen community through entertainment and education. The organisation offers a range of workshop opportunities including cultural awareness, culture camps, lateral healing and collective therapy	Fees apply	All	N/A	<a href="http://koorreen.com.au/">http://koorreen.com.au/</a>
Cultural Awareness Training (Kellawan Pty Ltd)	Training Face to face 1 day	Blends information with self-evaluation and skills formation to assist participants in creating better working relationships with Aboriginal people and their communities.	Fees apply	All	No	Contact: Kelly Faldon 0407 110 705 Wanda Braybrook 0438 130 846
Cultural Competence Program for Supervisors of Aboriginal People	2 day workshop	This program includes the practical development of skills specific to retaining Aboriginal people in the workplace.	Fees apply	All	N/A	<a href="http://www.indigenousspsychservices.com.au/trainingcourses.php">http://www.indigenousspsychservices.com.au/trainingcourses.php</a>
Cultural Safety Training	Training Face to face 5 x 3-hour modules	A national program, delivered locally by Aboriginal community-controlled health organisations, and tailored to provide locally relevant content. Covers a range of topics relating to cultural safety for healthcare professional working with Aboriginal and Torres Strait Islander people.	Fees apply	Healthcare providers including doctors, nurses and allied health, reception and administration staff	Yes (RACGP)	<a href="http://www.culturalsafetytraining.com.au/">http://www.culturalsafetytraining.com.au/</a>
Cultural Safety Training	Training Full or half day programs available	Customised training as well as personal strategies for respectful partnerships and engagement with Indigenous people.	Fees apply	All	N/A	<a href="http://www.blaklight.com/#/about-us">http://www.blaklight.com/#/about-us</a>
Hitting the Ground Running Program	Training	A full unit on Cultural Awareness training is included in the orientation program for international medical graduates	Fees apply	International medical graduates	N/A	<a href="http://www.pmcv.com.au/jmo-welfare-a-support/jmo-forum/jmo-forum-img">http://www.pmcv.com.au/jmo-welfare-a-support/jmo-forum/jmo-forum-img</a>

Indigenous Cross Cultural Awareness (Koorie Heritage Trust)	Training Face to face 6.5 hours	An introduction or 'Gateway' program to begin the process of knowledge and understanding into Victorian Indigenous culture and community.	Fees apply	All	No	<a href="http://www.koorieheritagetrust.com/cultural_education/indigenous_cross_cultural_awareness">http://www.koorieheritagetrust.com/cultural_education/indigenous_cross_cultural_awareness</a>
Introduction to Aboriginal and Torres Strait Islander Cultural Awareness in General Practice (RACGP)	Online training 6 hours	An online training activity for GPs, general practice staff, primary health care staff and other healthcare providers, to assist practices in meeting the eligibility requirements of the Practice Incentives Program Indigenous Health Initiative.	Free to RACGP members	GPs, practice staff, primary healthcare staff and other healthcare providers	Yes (RACGP)	<a href="http://www.racgp.org.au/yourracgp/faculties/aboriginal/education/cultural-awareness/">http://www.racgp.org.au/yourracgp/faculties/aboriginal/education/cultural-awareness/</a>
Remote Area Health Corps (RACH): Introduction to Remote Health Practice Program	On line training	RAHC has developed a suite of online clinical training modules designed especially for health professionals working in remote Indigenous communities in the Northern Territory (NT). The Program has been developed as a training resource to provide timely, high quality, orientation and learning materials for RAHC health professionals preparing to work in remote health clinics and services.	Free	Health sector	No	<a href="http://www.rahc.com.au/elearning">http://www.rahc.com.au/elearning</a>  <a href="http://rahc.janison.com/jportal">http://rahc.janison.com/jportal</a>
Respecting the Difference	On line training	The purpose of this training is to motivate health staff to build positive and meaningful relationships with Aboriginal people who may be clients, visitors or Aboriginal staff, and to improve their confidence in establishing appropriate and sustainable connections.	Free	Health sector	No	<a href="http://www.health.nsw.gov.au/workforce/aboriginal/Pages/respecting-the-difference.aspx">http://www.health.nsw.gov.au/workforce/aboriginal/Pages/respecting-the-difference.aspx</a>  <a href="http://nswhealth.moodle.com.au/login/index.php">http://nswhealth.moodle.com.au/login/index.php</a>
The National Cultural Competency Tool (NCCT)	Online training 2.5 hours	Self-directed, free online cultural orientation containing a range of practical aids and strategies to support mental health services and enhance their cultural responsiveness.	Free	Mental health focus	No	<a href="http://www.psychiatry.uwa.edu.au/research/community-culture/NCCT">http://www.psychiatry.uwa.edu.au/research/community-culture/NCCT</a>
Victorian Aboriginal Controlled Community Health Organisation (VACCHO) Cultural Safety Training	Training Face to face Half-day and Full-day options	VACCHO's cultural safety training aims to enhance the health sector's capacity to improve program policy design and service delivery of culturally safe health services to Aboriginal and/or Torres Strait Islander peoples.  VACCHO also offer one-to-one cultural mentoring /	Fees apply	All	N/A	<a href="http://www.vaccho.org.au/">http://www.vaccho.org.au/</a>  <a href="mailto:culturalsafetyenquiries@vaccho.com.au">culturalsafetyenquiries@vaccho.com.au</a>

	available	supervision for all sectors.  VACCHO is a provider of cultural training for the Victorian Public sector and services				
Victorian Government Aboriginal Inclusion Framework An Aboriginal Inclusion Matrix	Framework and matrix, 2010	A tool for government departments and agencies to review and reform current practices in relation to how they do business with, and deliver services to, Aboriginal people, families and communities.	Free	All	N/A	<a href="http://www.bsl.org.au/pdfs/Samms_Aboriginal_Inclusion_Framework_Jan_2011.pdf">http://www.bsl.org.au/pdfs/Samms_Aboriginal_Inclusion_Framework_Jan_2011.pdf</a>
Wathaurong Cultural Education and Barwon Medicare Local	Training Face to face 1 day	Meets the cultural awareness component requirements of the Practice Incentive Program Indigenous Health Initiative.	Fees apply	GPs and practice staff, Barwon-South Western region	Yes (RACGP)	(03) 5277 0044 or (03) 5229 1922
Winda Mara Aboriginal Corporation	Training (face-to-face)	A cultural training course that can be tailored to the individual need of an organisation.	Fees apply	Barwon-South Western Region	No	<a href="http://www.wmac.org.au/projects/education-employment/">http://www.wmac.org.au/projects/education-employment/</a>
Work Effectively with Aboriginal and/or Torres Strait Islanders	Workshop 2 days	A training and assessment program to develop workers cultural competency around working with Aboriginal and Torres Strait Islander co-workers. Successful assessment on completion of the program. 'Moving Forward: Developing Cultural Competency' will lead to accreditation in the unit HTLHIR404C Work Effectively with Aboriginal and/or Torres Strait Islander people.	Fees apply	All	No	<a href="http://www.ramahyuck.org/index.php?option=com_content&amp;view=article&amp;id=43&amp;Itemid=48">http://www.ramahyuck.org/index.php?option=com_content&amp;view=article&amp;id=43&amp;Itemid=48</a>
Working With Aboriginal And Torres Strait Islander Clients and Communities	Training 4 hours Face to face	An accredited course developed to assist health care practitioners in delivering culturally-safe work practices. The course aims to provide practical strategies to health care professionals working with Indigenous cultures	Fees apply	Doctors Nurses Social Workers Case Managers Teachers GP Divisions Medical Centres	RACGP AASW	<a href="http://www.girrawayganyi.com.au/">http://www.girrawayganyi.com.au/</a>

## Resources

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Aboriginal and Torres Strait Islander Patient Quality Improvement Toolkit For Hospital Staff (St Vincent's Health)	Toolkit resource	A continuous quality improvement process for hospitals to provide a systematic approach to improving Aboriginal health.	Free	Hospitals	N/A	<a href="http://www.svhm.org.au/aboutus/community/ICHPToolkit/Pages/toolkit.aspx">http://www.svhm.org.au/aboutus/community/ICHPToolkit/Pages/toolkit.aspx</a>
Aboriginal Cultural Competence Framework Aboriginal Cultural Competence Matrix	Framework and matrix	Developed for the child and family services system in Victoria, these documents focus on Aboriginal self-determination and the provision of culturally competent services, making them relevant and applicable tools for use by health services as well.	Free	All	N/A	<a href="http://www.dhs.vic.gov.au/_data/assets/pdf_file/0011/580934/Aboriginal_cultural_competence_2008.pdf">http://www.dhs.vic.gov.au/_data/assets/pdf_file/0011/580934/Aboriginal_cultural_competence_2008.pdf</a> <a href="http://www.dhs.vic.gov.au/_data/assets/pdf_file/0006/580848/cultural_competence_matrix_2008.pdf">http://www.dhs.vic.gov.au/_data/assets/pdf_file/0006/580848/cultural_competence_matrix_2008.pdf</a>
Aboriginal Health Cultural Competence Framework	Framework	The Hume region Koolin Balit: Closing the Health Gap Aboriginal Health Cultural Competence Framework has been developed to assist health organisations to work more effectively in partnership with Aboriginal communities in the provision of health care. The framework takes a whole of organisation perspective across 5 key focus areas: organisational effectiveness; engagement and partnerships; culturally competence services; workforce development; and public image and communications.	Free	Health organisations	N/A	
Byalawa Project	Video resource	The materials available have been designed by academics for use by health professionals either in single profession or interprofessional learning contexts	Free	All	N/A	<a href="http://www.byalawa.com/">http://www.byalawa.com/</a>
Cultural Awareness Education and Cultural Safety Training (RACGP)	Training development resource	A set of criteria for use by training providers in the development of cultural awareness training education and cultural safety training for GPs.	Free	GP practices and training developers	N/A	<a href="http://www.racgp.org.au/yourracgp/faculties/aboriginal/">http://www.racgp.org.au/yourracgp/faculties/aboriginal/</a>

Cultural Awareness Training Register Reconciliation Australia	Resource tool	A voluntary register of national and state-based cultural awareness training programs and providers.	Free	All	N/A	<a href="http://www.reconciliation.org.au/home/resources/cultural-awareness/cultural-awareness-training-register">http://www.reconciliation.org.au/home/resources/cultural-awareness/cultural-awareness-training-register</a>
Cultural Responsiveness Framework Guidelines For Victorian Health Services	Framework and planning template	A framework and planning template designed to improve and extend the cultural responsiveness and performance of Victorian health services.	Free	Health services	N/A	<a href="http://www.health.vic.gov.au/cald/cultural-responsiveness-framework">http://www.health.vic.gov.au/cald/cultural-responsiveness-framework</a>
Cultural Safety Training: Matrix For the Identification of Cultural Safety Training Needs (RACGP)	Report and matrix	A scoping study report of cultural safety training in Australia. The matrix includes information and evaluation of six cultural safety training programs available in Victoria.	Free	Health sector	N/A	<a href="http://www.healthinfonet.ecu.edu.au/key-resources/bibliography/?lid=20673">http://www.healthinfonet.ecu.edu.au/key-resources/bibliography/?lid=20673</a>
Journey to Common Ground	DVD	Journey to Common Ground is intended to allow exploration into the health issues facing local Aboriginal people with practical communication do's and don'ts; many resources currently available are only relevant to remote communities or communities in central and northern Australia. The target audience is health workers and students.	Free	Health sector	N/A	Contact: Wathaurong Aboriginal Co-operative Phone: (03) 5277 0044 Email: admin@wathaurong.org.au Barwon Health: Phone: (03) 4215 0000
Karreeta Yirramboi Employer Toolkit to Grow Aboriginal Employment	Resource Kit	The toolkit provides practical material to assist organisations increase the numbers of Aboriginal employees in their organisation.	Free	Employers	N/A	<a href="http://www.ssa.vic.gov.au/products/view-products/karreeta-yirramboi.html">http://www.ssa.vic.gov.au/products/view-products/karreeta-yirramboi.html</a>
Making Two Worlds Work	Resource kit and audit tool	Includes an audit tool, checklist for working with Aboriginal clients and a health promotion framework, as well as a suite of graphic material, electronic resources and an information guide.	Free	Health sector	N/A	<a href="http://www.whealth.com.au/mtww/resource_kit.html">http://www.whealth.com.au/mtww/resource_kit.html</a>
Ngarngadjil Listen/Understand! Improving Care For Aboriginal And Torres Strait Islander Patients	Resource kit	Cultural competence and awareness information, to assist efforts to improve services to Aboriginal people through the successful implementation of ICAP.	Free	Health services	N/A	<a href="http://docs.health.vic.gov.au/docs/doc/530152C681D6A15CCA257B87000A7386/\$FILE/ICAP%20text_3%20FINAL.pdf">http://docs.health.vic.gov.au/docs/doc/530152C681D6A15CCA257B87000A7386/\$FILE/ICAP%20text_3%20FINAL.pdf</a>

(ICAP)						
Recording Aboriginal and Torres Strait Islander Status	DVD resource	VACCHO in collaboration with Mungabareena Aboriginal Cooperative and Rumbalara Aboriginal Cooperative developed three videos that cover why it's important to ask clients if a client is Aboriginal and/or Torres Strait Islander, how to ask the question and respond to difficult questions and how to complete a quality improvement cycle to increase accuracy of recording.	Free	Health sector	N/A	<a href="http://www.vaccho.org.au/resource-centre/publications-research/">http://www.vaccho.org.au/resource-centre/publications-research/</a>
The Storyteller: Australian Board Game Educational Resource	Educational board game	Provides knowledge and understanding of Aboriginal people society and culture from a generic and non-political perspective.	\$275	All	N/A	Contact Mr Glenn Shea 0458 921 576 <a href="mailto:indigenoustoryteller@gmail.com">indigenoustoryteller@gmail.com</a>
Victorian Aboriginal Community Controlled Health Organisation Inc. (VACCHO)	Audio Visual resources	VACCHO You Tube channel	Free	All	N/A	<a href="http://www.youtube.com/user/VACCHOinc">http://www.youtube.com/user/VACCHOinc</a>

This is not a complete list of cultural resources available in Victoria and is intended as a guide only. The information is subject to change. Please consult the relevant organisation before making any decisions based on this information. In compiling this resource the Department of Health takes no responsibility for the accuracy of the information contained within and neither endorses or recommends the programs and resources listed.

Authorised by the Victorian Government Melbourne. To receive this publication in an accessible format please phone Sue Davey on (03) 9096 7869. April 2014.