

Please note the use of the collective term Aboriginal for Aboriginal and Torres Strait Islander Peoples in this plan.

Koolin Balit Aboriginal Wellbeing Cultural Competence Action Plan 2017 – 2020

AHCC Focus Area 1 – Organisational Effectiveness

AHCC Standard 1: A whole of organisation approach to Aboriginal Cultural Competence is demonstrated

Human Services Standards: -

Action	Is the Action New? Y/N	List names of other plans/Policies/Strategies where this Action is identified	Expected Implementation Date	Responsible Officer	Actual Implementation Date	Progress
1.1 Board support adoption of ACCF	Y		March 2018	CEO/ Board	March 2018	In place
1.2 Articulate commitment to ACCF: Internally Externally	Y		March 2018	CEO/ Board	March 2018	In place
1.3 Draft first version of ACCAP	Y		October 2017	DCS/SPM	9/11/17	In place
1.4 Board review/ approval of ACCAP	Y		March 2018 2017	CEO/ Board	March 2018	In place
1.5 Publish ACCAP publically	Y		March 2018	SPM	March 2018	In place



1.6 Implement ACCAP reporting & communication framework	Y		June 2018	SPM		
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AHCC Focus Area 1 – Organisational Effectiveness

AHCC Standard 2: Leadership within the organisation actively promotes a workplace cultural that embraces Aboriginal Cultural Competence

Human Services Standards: 1 – Empowerment and 4 – Participation

Action	Is the Action New? Y/N	List names of other plans/Policies/Strategies where this Action is identified	Expected Implementation Date	Responsible Officer	Actual Implementation Date	Progress
1.7 Appoint Senior Officer to coordinate development and implementation of ACCAP	Y		October 2017	SPM	October 2017	In place
1.8 SMG to oversee development and implementation of ACCAP	Y		March 2018	SMG		In place
1.9 Leaders who are strong advocates for Aboriginal wellbeing being the 'responsibility of all staff'	Y		December 2018	DCS		
1.10 Service review of strategies to increase	Y		December 2019	DCS		



Aboriginal access to programs?					
1.11 Board and Senior Managers to undertake leadership training for ACC	Y		December 2018	CEO/Board/DCS	
1.12 Maintain demographic and socio-economic data about Aboriginal people in our area	Y		December 2018	SPM	
1.13 Compare % of Aboriginal clients to population	Y		December 2019	SPM	
1.14 List Aboriginal specific funding	Y		December 2018	DCS	
1.15 Aboriginal specific expenditure (including ACC training, artwork, photos, in kind, e.g. Mungabareena supervision, actively seeking language)	Y		December 2018	DCS	
1.16 Record Aboriginal status at service entry	N				
1.17 Record number of Aboriginal people accessing each service	N				



1.18 Document evidence of Aboriginal engagement and participation in programs	Y		December 2019	DCS		In place In place
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AHCC Focus Area 2 – Engagement and Partnerships

AHCC Standard 3: Feedback from Aboriginal service users, their families and the wider Aboriginal community is actively sought

Human Services Standards: 1 – Empowerment and 4 – Participation

Action	Is the Action New? Y/N	List names of other plans/Policies/Strategies where this Action is identified	Expected Implementation Date	Responsible Officer	Actual Implementation Date	Progress
2.1 Internal audit of formal & informal partnerships with local Aboriginal community	Y	(Reminder: Wodonga Aboriginal Network register + minutes)	December 2018	DCS		
2.2 Document partnerships/ MOUs and make available to stakeholders	Y		December 2018	DCS		
2.3 Aboriginal stakeholder maps (per service?)	Y		June 2020	DCS		



2.4 Make meeting rooms available to community groups	Y		June 2018	DCS		Policy approved
2.5 Review feedback forms to ensure culturally appropriate	Y		December 2019	DCS		
2.6 Review recording and reporting of Aboriginal service use	Y		June 2020	DCS		
2.7 Consultation and feedback on services from Aboriginal community	Y		December 2020	DCS		
2.8 Consultation with Aboriginal community in service planning	Y		December 2020	DCS		



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AHCC Focus Area 2 – Engagement and Partnerships

AHCC Standard 4: The organisation is continually developing and expanding relationships/partnerships with ACCHO’s (or other Aboriginal organisations if no ACCHO is present) and Traditional Owners

Human Services Standards: 1 – Empowerment

Action	Is the Action New? Y/N	List names of other plans/Policies/Strategies where this Action is identified	Expected Implementation Date	Responsible Officer	Actual Implementation Date	Progress
2.9 Documented partnership with local Aboriginal community	Y		June 2019	DCS		
2.10 Communication plan to promote the partnership and its outcomes to staff & stakeholders	Y		June 2019	DCS/SPM		



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AHCC Focus Area 3 – Culturally Competent Services

AHCC 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

Human Services Standards: 1 – Empowerment, 2 – Access and engagement, 3 – Wellbeing and 4 – Participation

Action	Is the Action New? Y/N	List names of other plans/Policies/Strategies where this Action is identified	Expected Implementation Date	Responsible Officer	Actual Implementation Date	Progress
3.1 Staff training in identifying cultural background (i.e. asking the question)	Y		June 2018	DCS		
3.2 a) Put Ask the Question resources on George b) Train supervisors c) Roll out to staff	Y		December 2019	DCS/SPM		
3.3 What happens when someone says yes? Flow chart for each program/service	Y		December 2018	DCS		
3.4 Culturally specific training for staff	Y		December 2017	DCS		Underway



3.5 Attract and recruit Aboriginal employees reflective of population	Y		December 2020	DWS		
3.6 Check HSS: priority service access to Aboriginal people?	Y		December 2017	SPM		



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AHCC Focus Area 4 – Workforce Development

AHCC Standard 6: Our organisation is committed to the development of a Culturally Competent workforce for Aboriginal people, including the employment of Aboriginal staff

Human Services Standards: 1 – Empowerment and 3 – Wellbeing

Action	Is the Action New? Y/N	List names of other plans/Policies/Strategies where this Action is identified	Expected Implementation Date	Responsible Officer	Actual Implementation Date	Progress
4.1 Staff audit of Aboriginal cultural competence	Y		December 2019	DCS		
4.2 Strategy for delivery of endorsed/accredited ACC training to staff	Y		June 2018	DCS		
4.3 Managers discuss ACC with staff	Y		June 2018	DCS		
4.4 Asking the question in job applications & ensure culturally appropriate interview panel	Y		December 2019	DWS		
4.5 Commitment to ACC articulated in induction	Y		December 2018	DWS		
4.6 Commitment to all staff participating in ACC in organisational training plan	Y		December 2018	DWS		



4.7 Record ACC training on HRIS	Y			DWS	CC workshops October 2017	In Place
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AHCC Focus Area 5 – Public Image and Communications

AHCC Standard 7: The organisation has a culturally safe, welcoming environment for Aboriginal people

Human Services Standards: 1 – Empowerment and 2 – Access and engagement

Action	Is the Action New? Y/N	List names of other plans/Policies/Strategies where this Action is identified	Expected Implementation Date	Responsible Officer	Actual Implementation Date	Progress
5.1 Staff welcome and acknowledge and welcome people’s presence on arrival	N					In place
5.2 UMFC discourages use of racial & negative cultural connotations	N					In place
5.3 Staff build trust with Aboriginal community: acknowledge staff activities at service level	N					In place
5.4 Waiting areas accommodate large families and are child friendly	N					In place
5.5 Recognises & participate in significant Aboriginal events	N		June 2020	DCS		Part in place: Dates recognised on website and social media



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AHCC Focus Area 5 – Public Image and Communications

AHCC Standard 8: Communication processes empower Aboriginal people by building their understanding of availability of services and their expectations as users of services

Human Services Standards: 1 – Empowerment and 2 – Access and engagement

Action	Is the Action New? Y/N	List names of other plans/Policies/Strategies where this Action is identified	Expected Implementation Date	Responsible Officer	Actual Implementation Date	Progress
5.6 Practices and symbols of welcome - Flags flying - Local artwork (displayed as local or origin)	Y		December 2017	DCS		Underway
5.7 Community feedback to confirm above	Y		December 2018	DCS		
5.8 Display posters and provide books for Aboriginal children	Y		June 2018	DCS		Posters and books in hand
5.9 Information provided in a variety of formats available to Aboriginal people	N					In place
5.10 Welcome to/ Acknowledgement of Country policy & procedure	N	Welcome to Country Information				In place



5.11 Communications developed in partnerships with Aboriginal people and organisations (Ref: Vic Aboriginal Language Organisation)	Y		September 2019	DCS		
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