

# Cultural Responsiveness – an action based approach to cultural safety

24 May 2015, 10.30am – 3.30pm,  
Darwin Convention Centre



**We acknowledge the traditional owners and custodians of the lands on which we are meeting, the Larrakia peoples of the Darwin region and pay our respects to elders past, present and future.**



# Overview

- Centrality of culture
- Self-awareness
- Cultural Safety
- Being Culturally Responsive creates cultural safety...
- The six key capabilities of being culturally responsive
- Case Studies
- Into Action, let's get practical
- Your Action Plan



# Centrality of culture

- What is culture?

# Centrality of culture

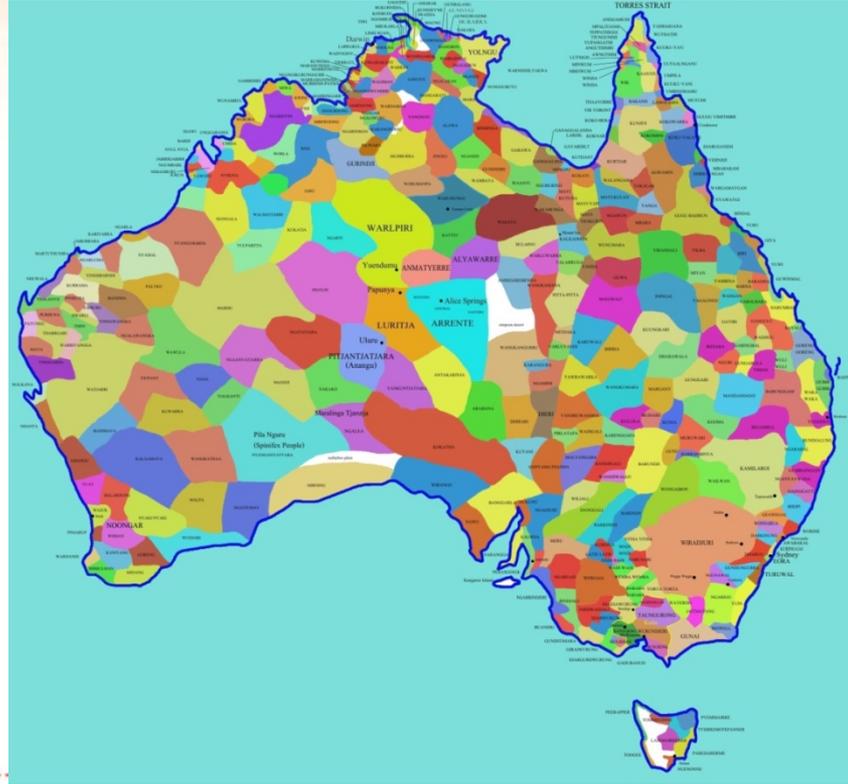
“Culture has been defined as “that complex whole which includes knowledge, belief, art, morals, law, custom, and any other capacities and habits acquired by man as a member of society”. In other words, culture is a patterned way of life shared by a group of people. Culture encompasses all that human beings have and do to produce, relate to each other and adapt to the physical environment. It includes agreed-upon principles of human existence (values, norms and sanctions) as well as techniques of survival (technology).

Culture is also that aspect of our existence which makes us similar to some people, yet different from the majority of the people in the world... it is the way of life common to a group of people, a collection of beliefs and attitudes, shared understandings and patterns of behaviour that allow those people to live together in relative harmony, but set them apart from other peoples .”

## State of the World's Indigenous Peoples



# Diversity of cultures



# Centrality of culture

- Dominant culture and other cultures
- Reflect on your own culture. What has shaped you into the person you are?

- Appreciating different perspectives DVD

# Terminology

- Cultural awareness: Raising awareness & knowledge
- Cultural sensitivity: the legitimacy of difference
- Cultural safety : creating a safe, supportive and welcoming environment. A shift from attitude to behaviour
- Cultural competency: comprises awareness, attitude, knowledge and skills.

# Cultural Responsiveness

- Holds culture as central to Aboriginal and Torres Strait Islander health and wellbeing
- Involves ongoing reflective practice & life long learning
- Is relationship focused
- Person and community centred
- Appreciates diversity between groups, families and communities
- Requires access to knowledge about Aboriginal and Torres Strait Islander histories, peoples and cultures

# Cultural Safety...

- The concept of cultural safety is drawn from the work of Maori nurses in New Zealand and can be defined as “[A]n environment that is **safe** for people: where there is no assault, challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience of learning, living and working together with dignity and truly listening .”

# Cultural Safety...

- In the context of health care, cultural safety is defined as: “The effective care of a person/family from another culture by a health care provider who has undertaken a process of reflection on their own cultural identity and recognises the impact of the health care professional’s culture on their practice. Unsafe cultural practice is any action which diminishes, demeans or disempowers the cultural identity and well-being of an individual.” (The Nursing Council of New Zealand, 2002)

# Cultural Safety...

- Discuss what cultural safety may look, feel and/or sound like. What do you think are the characteristics of a culturally safe environment, relationship or service?

# Awareness of cultural safety DVD



# Being Culturally Responsive leads cultural safety...

- What do we need to know, be and do in order to be culturally responsive?

# Six key capabilities of being culturally responsive

- Respecting the centrality of Culture
- Self-Awareness
- Proactivity
- Leadership
- Inclusive Engagement
- Responsibility and Accountability



## Cultural Responsiveness

# Self-awareness

- Our values influence us every day, in every situation and in making every decision that we make.
- Think about your values, beliefs, attitudes, traditions, language, country, nation etc...

# Knowing and Being...

- Identify any attitudes, beliefs, skills, experiences and knowledge you currently have that may impact (either positively or negatively) on how you work with Aboriginal and Torres Strait Islander people?

# Social Determinants of Health

- Education
- Housing
- Racial discrimination
- Colonialism
- Emotional well being
- Economic
- Employment
- Poverty

# Cultural Determinants of Health

- Self-determination;
- Freedom from discrimination;
- Individual and collective rights;
- Freedom from assimilation and destruction of culture;
- Protection from removal/relocation;
- Connection to, custodianship, and utilisation of country and traditional lands;
- Reclamation, revitalisation, preservation and promotion of language and cultural practices;
- Protection and promotion of Traditional Knowledge and Indigenous Intellectual Property; and
- Understanding of lore, law and traditional roles and responsibilities.

# Kinship

- What are some of the ways that Kinship might have an impact in you healthcare setting?
- How might you as a healthcare provider work to accommodate these requirements?

# Leadership

- Elements that provide Cultural Safety
- Elements that are potentially Culturally Unsafe
- List the ways in which you can show leadership in your organisation.

# Case Studies

- Define the culturally safe and responsive practices and unsafe practices in your case study.
- What would be your culturally safe and responsive approach to achieve the best health outcome?

# Into Action, let's get practical

- So you've thought about what you need to know, who you need to be... Now consider what you need to do to be culturally responsive?
- What action can you take today to move along in this journey toward cultural responsiveness?

# Your Action Plan

- Vision
- Goals
- Strategies

# Support

- Australian Indigenous Doctors Association [www.aida.org.au](http://www.aida.org.au)
- Indigenous Allied Health Australia [www.iaha.com.au](http://www.iaha.com.au)
- NACCHO [www.naccho.org.au](http://www.naccho.org.au)
- National Aboriginal & Torres Strait Islander Health Worker Association [www.natsihwa.org.au](http://www.natsihwa.org.au)
- Congress of Aboriginal & Torres Strait Islander Nurses and Midwives [www.castinam.org.au](http://www.castinam.org.au)
- HealthInfoNet [www.healthinonet.ecu.edu.au](http://www.healthinonet.ecu.edu.au)



# Where are you now?

- Write a postcard to yourself with a key message that will remind you in 3 months time where you wanted to be or do in this ongoing journey.

# Evaluation

- Please complete the two page evaluation form for our continuing improvement.