

## Building cultural competency in working with First Nation's people

Lifetime Care and Workers Care meet the treatment, rehabilitation and care needs of our participants and injured workers using a person-centred approach. This requires funded supports to hear, know and understand what is important to the person. For some people, particularly those that identify as a First Nation's person, cultural context is central to identity, and may inform preferences for, how and what services and supports are delivered. Lifetime Care and Workers Care respect the holistic view taken of health including the significance of culture, family, community and spirituality in the recovery journey of people who choose to identify their cultural heritage. Lifetime Care and Workers Care expect that service providers will be culturally competent and sensitively explore and meet the specific cultural needs of people where there is opportunity to do this.

Providers will be, at a minimum culturally aware, but ideally will provide cultural safety for First Nation's people.

Cultural awareness involves increased understanding of Indigenous Australian culture and history, generally facilitated via things like workshops, training programs, information material and protocols. Cultural safety builds on this awareness by adding willingness to adjust approaches towards the Indigenous Australian context. It includes use of culturally competent communication and ensures person-centred support which respects the individuals needs and wishes for connection to culture, country and community.

In 2021, the NDIS Quality and Safeguards Commission published the NDIS Workforce Capability Framework, which includes capabilities required when working with First Nation's people. The Framework provides information on what service providers need to know, what they need to do, and how they need to do it, to deliver a culturally appropriate service.

icare recommends all case managers working with Lifetime Care and Workers Care familiarise themselves with the NDIS Framework and ensure they have the required knowledge and skills for working with First Nation's people before accepting a referral.

[Working with different cohorts | NDIS Workforce Capability \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au)

## Resources to assist providers build skills in culturally safe service delivery

### 1. NSW Agency for Clinical Innovation (ACI) – *My rehab, my journey - Gadjigadji*

*My rehab, my journey – Gadjigadji* was developed to support clinicians and health staff to create a culturally safe environment for Aboriginal and Torres Strait Islander people receiving health services. While originally developed for rehabilitation in-patient environments, many of the resources and key messages are applicable more broadly across health care delivery.

Content includes information (and short videos) to support:

- providing culturally safe environments
- identifying and addressing barriers to health literacy
- using patient-centred clinical yarning\* – building rapport & trust through Social Yarning, hearing the person's health concerns and experiences through Diagnostic Yarning, and increasing the persons knowledge about their health condition through Management Yarning

- using location of service provision and identifying who the person would like involved, to increase participation

<https://aci.health.nsw.gov.au/projects/my-rehab>

\*An excellent article to assist in understanding and developing skills in Clinical Yarning (Social Yarning, Diagnostic Yarning and Management Yarning) is: ['Yarn with me': applying clinical yarning to improve clinician-patient communication in Aboriginal health care - PubMed \(nih.gov\)](#) This link includes a link to download the full article as PDF.

## 2. First Peoples Disability Network

[FPDN Home - Network for Australia's Aboriginal and Torres Strait Islanders with disabilities](#)

FPDN is a national organisation of and for Australia's First Peoples with disability, their families and communities. It is governed by First Peoples with lived experience of disability.

Membership is free.

Resources include: training, finding advocates, Our Way Planning (a bespoke planning tool developed for use in the NDIS context)

## 3. Australian Indigenous HealthInfoNet

[Home Page - Australian Indigenous HealthInfoNet \(ecu.edu.au\)](#)

Provides a range of publications, resources and journal articles to build an understanding of the experience of Aboriginal people with disability in Australia, and also ways of working.

Provides links to, and descriptions of, Aboriginal & Torres Strait Islander health/medical services across Australia: [Map of Aboriginal and Torres Strait Islander health/medical services - Aboriginal and Torres Strait Islander Health Workers and Health Practitioners - Australian Indigenous HealthInfoNet \(ecu.edu.au\)](#)

## 4. Indigenous Disability Advocacy Service

The Indigenous Disability Advocacy Service [IDAS] is funded to service Indigenous people with a disability in Western Sydney and Regional centres in areas of high need in NSW, in consultation with the Department of Family and Community Services.

IDAS can assist Indigenous people with most types of disabilities, their families and carers when the person they are looking after needs help, especially if they have been unfairly treated or are confused about a big decision.

For more information about IDAS you can call them on 02 4722 3524.

## 5. Voices Together

[ATSI Resources - Voices Together](#)

Range of resources, including planning tools ("A Good Life" – series of 3 workbooks) designed specifically for Aboriginal and Torres Strait Islander people with disabilities – to maximise choice and control in planning.

## 6. Australian Govt – Dept Social Services

Services for Aboriginal and Torres Strait Islander participants (dss.gov.au)

Information for businesses wanting to provide services to Aboriginal and Torres Strait Islander people with disability. Focus is on promoting Aboriginal and Torres Strait Islander business development to become NDIS service providers.

## 7. NSW Government – Communities & Justice

Provides links to organisations that provide support for Aboriginal people. Support and counselling numbers for Aboriginal people | Family & Community Services (nsw.gov.au)

## 8. Professional Associations

Some of the allied health professional associations provide on-line learning modules to inform their members about principles for safe delivery of services to Aboriginal and Torres Strait Islander people.

For example, the Australian Physiotherapy Association provides a series of modules that members can complete to help them achieve culturally safe service provision.

## 9. Some other useful references

NSW Health, *Communicating Positively: A Guide to Appropriate Aboriginal Terminology* 2019  
[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 Aboriginal Affairs [www.aboriginalaffairs.nsw.gov.au](http://www.aboriginalaffairs.nsw.gov.au)

Priority Reforms | Closing the Gap ([closingthegap.gov.au](http://closingthegap.gov.au))

NSW Public Service Commission, *Everyone's Business* is a series of on-line modules developed to enhance cultural capability [Timeline | psc-everyones-business \(nsw.gov.au\)](http://psc-everyones-business (nsw.gov.au))

Flinders University, *Appropriate Terminology, Representations and Protocols of Acknowledgement for Aboriginal and Torres Strait Islander Peoples*, 2012 [Appropriate Terminology, Representations and Protocols of Acknowledgement for Aboriginal and Torres Strait Islander Peoples \(flinders.edu.au\)](http://Appropriate Terminology, Representations and Protocols of Acknowledgement for Aboriginal and Torres Strait Islander Peoples (flinders.edu.au))

Australian Institute of Health & Welfare, Australian Government: *Engaging with Indigenous Australia – exploring the conditions for effective relationships with Aboriginal and Torres Strait Islander communities* 2013  
<https://www.aihw.gov.au/reports/indigenous-australians/engaging-with-indigenous-australia-exploring-the-summary>

[Centre for Excellence in Child and Family Welfare](#) – resources and links with focus on NDIS

Transforming Indigenous Mental Health and Wellbeing ([www.TIMHWB.org.au](http://www.TIMHWB.org.au)): *Fact Sheet: Social & Emotional Wellbeing* – principles, domains and determinants related to Aboriginal and Torres Strait Islander perspectives of Social and Emotional Wellbeing. [TIMHWB - Full Doc - Final3](#)

Aboriginal and Torres Strait Islander Australia (AIATSIS). *Map of Indigenous Australia*.  
<https://aiatsis.gov.au/explore/map-indigenous-australia>

Lifetime Care  
GPO Box 4052, Sydney, NSW 2001  
**General Phone Enquiries: 1300 738 586**  
Email: [care-requests@icare.nsw.gov.au](mailto:care-requests@icare.nsw.gov.au)  
[www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)

Workers Care  
GPO Box 4052, Sydney, NSW 2001  
**General Phone Enquiries: 1300 738 586**  
Email: [care-requests@icare.nsw.gov.au](mailto:care-requests@icare.nsw.gov.au)  
[www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)