

**‘No Way,
It’s Not Our Way’**



Cultivating Cultural Competency



Australian Government

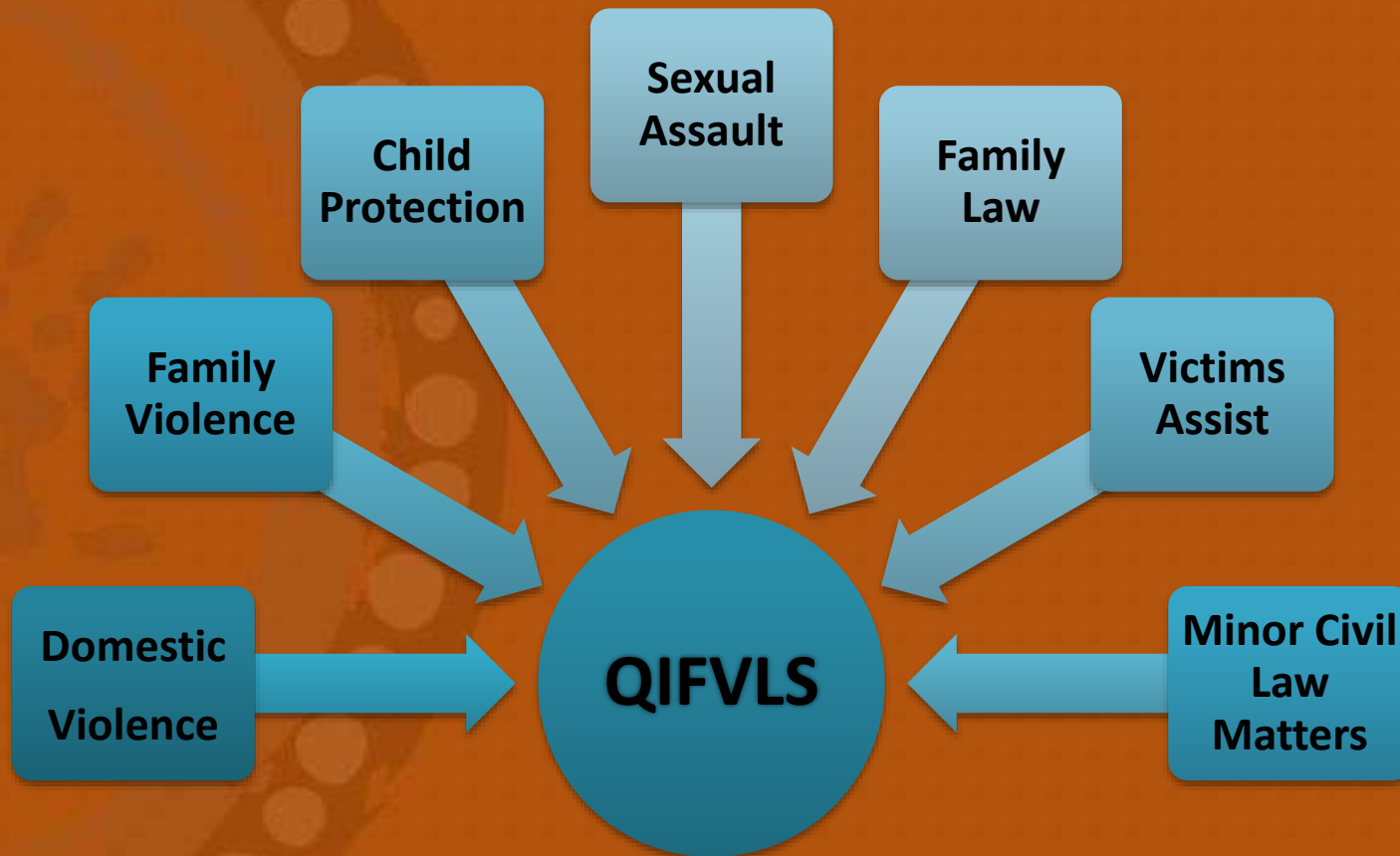
Department of the Prime Minister and Cabinet



Queensland
Government



About QIFVLS



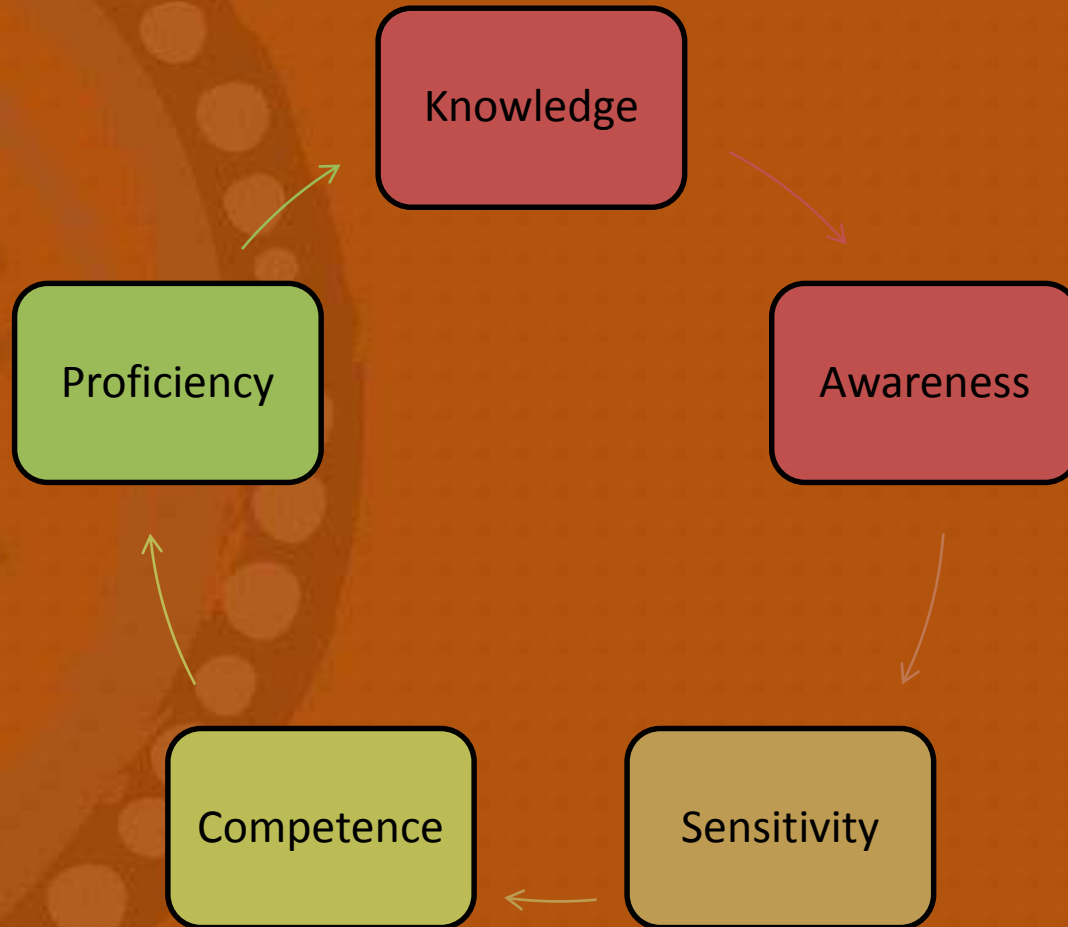
QUEENSLAND



Food for thought...

What does organisational cultural competency mean to you?

Cultural competency



Why worry?

- *Knowing* your clients and communities
- *Awareness* of cultural influences that impact on client matters
- *Sensitivity* to the above lead to
- Improved service delivery and better outcomes for our communities and clients





Need identified

- Governance

- Policy development

- Review best practice

- Maintaining cultural competency

Governance & direction

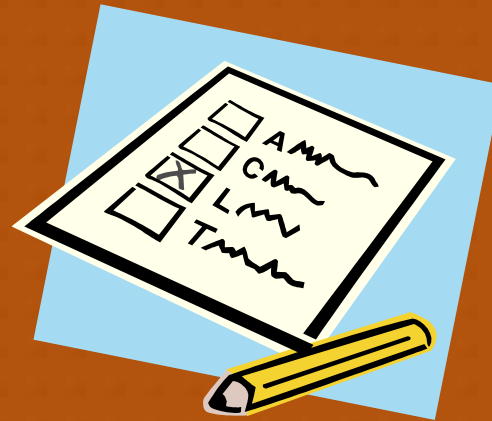
- Regional Directors located in community
- Ears to the ground
- Voice of the region and communities they represent
- Apply direction for the organisation deriving from their specialist knowledge of the above.

Policy Development

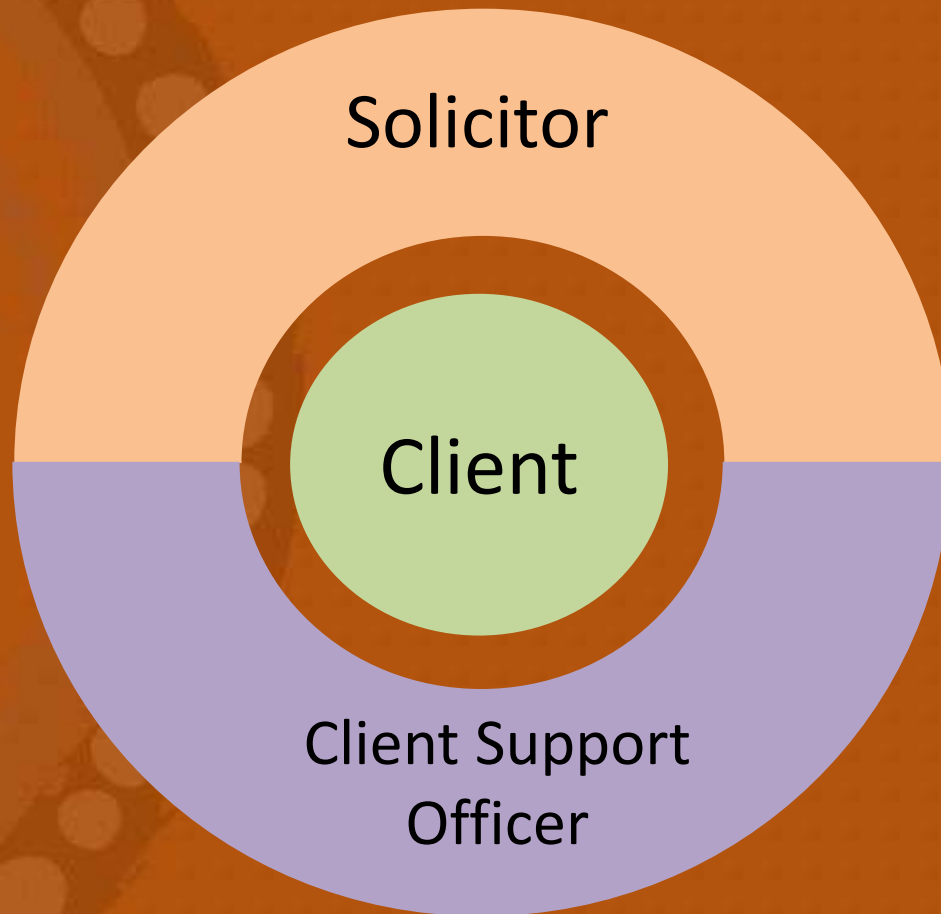
Develop policy to improve cultural competency of the organisation in meeting the strategic direction.

Practices reviewed

- Service delivery model
- Resources
- Training



QIFVLS Service delivery model



Staff resources

- Cultural Appreciation Handbook
- Community Profile Booklet

Cultural Appreciation Handbook

The History of Indigenous Australia

Cultural differences

**Cultural
relationships**

**Protocols
and practices**

Effective Engagement

Community Profiles Booklet

History of community

Clan Groups

**Governance of the
community**

Stakeholders Directory

Population

Language

Staff training and development

- Cultural Appreciation Induction
- Cultural Awareness Training

Cultural Appreciation Induction

- Cultural Appreciation Induction training for new staff
- Does not replace Formal Cultural Awareness training
- Vital training tool to assist staff in engaging with our clients and communities in a culturally sensitive and appropriate manner

Formal Cultural Awareness Training

- Provided to staff annually and with new staff
- Training to cover both Aboriginal and Torres Strait Islander cultures and peoples separately
- Completed by formal training providers or Traditional Owners or Elders of the respective community

Maintaining Cultural Competency

Policy and strategic direction

Culturally sensitive and appropriate services

Resources

Staff training and development

Feedback

Engagement



Questions?