

NSW Health Services Aboriginal Cultural Engagement Self-Assessment Tool

Summary The NSW Health Services Aboriginal Cultural Engagement Self-Assessment Tool (the engagement tool) aims to identify ways of strengthening cultural engagement between NSW Health organisation staff and their Aboriginal stakeholders by bringing a continuous quality improvement cycle to cultural engagement. The engagement tool will support health services to assess whether there has been a measured approach towards the delivery of culturally safe and accessible health services for Aboriginal patients and clients.

Document type Guideline

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Policy manual Not applicable

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Status Active

Functional group Clinical/Patient Services - Governance and Service Delivery, Mental Health
Corporate Administration - Communications, Information and Data
Personnel/Workforce - Recruitment and selection, Workforce planning
Population Health - Health Promotion

Applies to Ministry of Health, Public Health Units, Local Health Districts, Board Governed Statutory Health Corporations, Chief Executive Governed Statutory Health Corporations, Specialty Network Governed Statutory Health Corporations, Affiliated Health Organisations, NSW Health Pathology, Public Health System Support Division, Cancer Institute, Community Health Centres, NSW Ambulance Service, Dental Schools and Clinics, Public Hospitals, Environmental Health Officers of Local Councils, Private Hospitals and day Procedure Centres

Distributed to Ministry of Health, Public Health System, Divisions of General Practice, Government Medical Officers, NSW Ambulance Service, Environmental Health Officers of Local Councils, Private Hospitals and Day Procedure Centres, Tertiary Education Institutes

Audience All Staff of NSW Health

NSW HEALTH SERVICES ABORIGINAL CULTURAL ENGAGEMENT SELF-ASSESSMENT TOOL

GUIDELINE SUMMARY

The *NSW Health Services Aboriginal Cultural Engagement Self-Assessment Tool* (<https://www.health.nsw.gov.au/aboriginal/Pages/cultural-engagement-tool.aspx>) aims to identify ways of strengthening cultural engagement between NSW Health organisation staff and their Aboriginal stakeholders by bringing a continuous quality improvement cycle to cultural engagement.

It has been designed to assist NSW Health organisations in moving towards a health system where cultural differences and strengths are recognised and responded to in the governance, management and delivery of health services. It supports health services to assess whether there has been a measured approach towards the delivery of culturally safe and accessible health services for Aboriginal patients and clients.

The Engagement Self-Assessment Tool identifies actions to strengthen Aboriginal cultural engagement between NSW Health organisations/services and local Aboriginal stakeholders. Importantly, it provides evidence during the accreditation process against the Aboriginal specific actions in the National Safety and Quality Health Service Standards and the strategic directions of the *NSW Aboriginal Health Plan 2013-23*.

KEY PRINCIPLES

The *NSW Health Services Aboriginal Cultural Engagement Self-Assessment Tool* is underpinned by the seven principles of the *NSW Aboriginal Health Plan 2013 – 2023*. These principles are:

- Trust and cultural respect
- Recognition of the cultural values and traditions of Aboriginal communities
- Holistic approaches to the health of Aboriginal people
- The valuable and unique role of Aboriginal Community Controlled Health Services (ACCHS's)
- The participation of Aboriginal people at all levels of health service delivery and management
- Partnership with Aboriginal communities through ACCHS's and the Aboriginal Health and Medical Research Council of NSW.
- Recognition of the contribution the health system can make to the social determinants of health

USE OF THE GUIDELINE

The *NSW Health Services Aboriginal Cultural Engagement Self-Assessment Tool* is available on the NSW Health website as an interactive PDF for use in local health districts (LHDs), specialty health networks (SHNs), as well as facilities and services

including but not limited to individual hospitals, community health services and specialty services.

The interactive PDF uses a traffic light system for all users to record their progress toward cultural engagement and to develop an action plan to improve engagement with their local Aboriginal stakeholders. Areas requiring more work may be recorded within the PDF to review and monitor progress as determined locally.

The *NSW Health Services Aboriginal Cultural Engagement Self-Assessment Tool* has also been uploaded to the Quality Audit Reporting System (QARS) by the Clinical Excellence Commission to facilitate consistent assessment of cultural engagement across LHDs and SHNs and to support accreditation for all major hospitals. To support Accreditation, it is recommended that the Self-Assessment Tool is completed for individual facilities across the organisation under the direction of Directors of Clinical Governance.

The Centre for Aboriginal Health will request reports annually from the Quality Audit Reporting System from all LHD/SHN Chief Executives to inform monitoring of cultural engagement. Annual action plans will also be requested from Chief Executives to address cultural engagement measures that are not met or need to be progressed further. This will enable a measure of cultural safety to be incorporated within existing reporting mechanisms.

REVISION HISTORY

Version	Approved by	Amendment notes
GL2020_006	Deputy Secretary, Population and Public Health	New Guideline

ATTACHMENTS

Nil