



Attachment two

Aboriginal Cultural Inclusion Action Plan

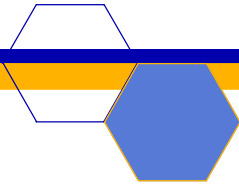
This document provides a list of some of the actions your organisation may consider including in your action plan and the performance indicators for the key areas you may want to measure and monitor. Note that these lists are not exhaustive and your organisation may want to consider other or additional actions and other or additional performance indicators.

1. Culturally inclusive leadership and governance

1.1 Some key actions to consider¹

- ensuring your organisation has policies/plans/procedures that support culture and diversity including:
 - a key policy/statement recognising the value of Aboriginal cultural diversity
 - an anti-discrimination policy
 - an Aboriginal Reconciliation statement and plan
 - a policy to recognise & acknowledge traditional ownership at official gatherings
- establishing processes to communicate policies and statements communicated to employees
- establishing procedures to manage non-compliance with anti-discrimination requirements
- analysing the training needs of all members of boards and committees regarding Aboriginal cultural competency
- providing Aboriginal cultural competency training programs for all members of boards and committees
- involving Aboriginal people in the Aboriginal cultural competency training programs for members of boards and committees
- allocating resources for Aboriginal cultural competency assessment and training for members of boards and committees
- (if the governing body includes direct Aboriginal representation) determining how your organisation will choose the Aboriginal person(s) for inclusion on the governing body and how will they will be provided with support and training and establishing your organisation's strategy for the governing body to provide feedback to the Aboriginal community
- establishing a strategy to ensure the appropriate level of Aboriginal representation on internal and external boards and committees
- establishing a process to analyse the cultural competency of members of boards and committees

¹ Depending on your organisation's model of governance, the process for inclusion of Aboriginal voices may differ. Aboriginal interests may be represented in organisation governance through direct representation on the senior management group, or indirectly through other mechanisms such as the appointment of an Aboriginal advisory group to provide input to the governing body.

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- developing cultural competency training for members of boards and committees.

1.2 Outcomes and indicators to consider

- the number of leadership and governance related specific actions arising from your organisation's cultural competency self-assessment findings that have been resolved or remain unresolved (and why)
- the existence or absence of an anti-discrimination policy
- the existence or absence of an Aboriginal Reconciliation statement and plan
- the existence or absence of a policy to recognise & acknowledge traditional ownership at official gatherings
- the number of times your organisation formally and explicitly reports back to and provides information to its Aboriginal constituency.
- the support and training provided to Aboriginal governing body members
- the absence or existence of cultural competency training for members of boards and committees.

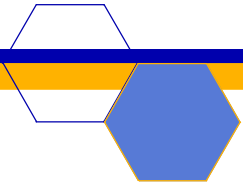
2 Building culturally inclusive programs and services

2.1 Some key actions to consider

- establishing processes that ensures that Aboriginal service needs are incorporated into the design, management and practice of service delivery
- establishing an ongoing Aboriginal stakeholder consultation process
- establishing processes that adequately incorporate Aboriginal stakeholder interests in the evaluation of programs and services
- establishing culturally appropriate methods for ensuring that Aboriginal stakeholders are informed about programs and services
- establishing alternative communication formats in place, including interpreters, that are available to Aboriginal clients
- establishing workplace settings are welcoming and inclusive of Aboriginal clients.
- providing information about clients rights that is accessible to Aboriginal clients
- promoting and ensuring accessibility to the complaints processes to Aboriginal clients and employees.

2.2 Outcomes and indicators to consider

- program and service related specific actions arising from your organisation's cultural competency self-assessment findings that have been resolved or remain unresolved (and why)
- the number and proportions of new and existing programs and services that have been reviewed or reappraised against cultural inclusion criteria
- the number of programs and services where your organisation has provided an appropriately written report and/or presentations to Aboriginal stakeholders
- the absence or existence of alternative communication formats for Aboriginal clients
- the absence or existence of information about clients rights that is accessible to Aboriginal clients

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- the absence or existence of complaints processes that are accessible to Aboriginal clients and employees.

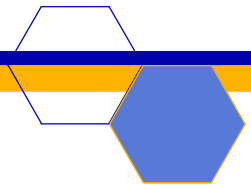
3 A culturally inclusive workforce

3.1 Some key actions to consider

- developing and implementing policies and practices for maintaining and improving cultural inclusiveness of the workforce including:
 - identifying cross cultural awareness training needs
 - establishing induction and training programs in cultural competency
 - revising staff position descriptions to address cultural competency and incorporating the relevant units and elements of cultural competency into duty statements as essential requirements in senior positions
 - including assessment of cultural competence in performance appraisal procedures
 - assessing the need for Aboriginal-identified positions
 - considering gender composition issues relating to Aboriginal client needs
 - explicitly acknowledging the importance of culturally important events such as NAIDOC week and making provisions for cultural obligations
 - maintaining demographic data on staff including Aboriginality and history of training in cultural competency etc
- developing and implementing a policy that explicitly addresses all forms of discrimination in the workplace.

3.2 Outcomes and indicators to consider

- the number of workforce related specific actions arising from your organisation's cultural competency self-assessment findings that have been resolved or remain unresolved (and why)
- numbers and proportions of the organisations new and existing staff that have undergone cultural diversity training or similar
- numbers and proportions of staff position descriptions reviewed/revised to incorporate cultural inclusiveness related content
- the existence or absence of explicit policy and procedures relating to discrimination in the workplace
- the number of notifications/complaints relating to discrimination within your organisation and the outcomes of those notifications/complaints
- the number Aboriginal-identified positions that require creation and your organisation's status in relation to filling those positions
- the existence or absence of strategy to recruit Aboriginal staff in all classification levels
- the existence or absence of a strategy to overcome barriers to retaining Aboriginal staff.



4 Working with other agencies/organisations

4.1 Some key actions to consider

- establishing collaborative processes with partner organisations that support the provision of culturally inclusive services
- supporting partner organisations to build their cultural competency.

4.2 Outcomes and indicators to consider

- the number of inter-organisation/organisation related specific actions arising from your organisation's cultural competency self-assessment findings that have been resolved or remain unresolved (and why)
- the number of formal agreements between your organisation and other agencies/organisations that explicitly refer to issue of cultural inclusion.

