Winanggaay (pr. Winanguy)

From Ngunnawal: To look, to listen and to learn
The Aboriginal and Torres Strait Islander flags are utilised within HealthPathways to indicate that information is specific to Aboriginal and Torres Strait Islander Peoples.
PART 2: FACE-TO-FACE SESSION

Introductions by Yurauna Facilitators

The purpose of this training today is to:

- Provide you with the training needed to achieve better health outcomes for Aboriginal and Torres Strait Islander patients.
- Identify your specific needs in the workplace when managing Aboriginal and Torres Strait Islander patients.
- Discuss how effective your communication methods are.
- Establish the right framework that works for your workplace to ensure you are addressing the cultural sensitivities of Aboriginal and Torres Strait Islander patients.
To begin today’s training it is important to have an appreciation for the current health situation for many Aboriginal and Torres Strait Islander people.

This video highlights a local Aboriginal family.

https://youtu.be/wMUkl3gE1Xc
The ACT Aboriginal and Torres Strait Islander population is diverse and includes:

- Local Traditional Owners of the ACT and Region – the Ngunnawal People.
- Other Aboriginal peoples who have come from other states/territories to live and work or to be close to family.
- Aboriginal people who were born in Canberra but have family and cultural connections to other parts of Australia.
- Aboriginal people may speak Kriole and/or their own language and maintain their connection back to their own countries.
- There is also a community of Torres Strait Islander people living in the ACT. They are culturally different to Aboriginal people and continue to maintain their own cultural traditions, languages and connections back to their territories/Islands.
Aboriginal definition of health

“Aboriginal health means not just the physical well-being of an individual but refers to the social, emotional and cultural well-being of the whole Community in which each individual is able to achieve their full potential as a human being, thereby bringing about the total well-being of their Community. It is a whole-of-life view and includes the cyclical concept of life-death-life.

Health care services should strive to achieve the state where every individual is able to achieve their full potential as a human being and this bring about the total well-being of their community.”

National Aboriginal Health Strategy, 1989
Understanding culture

Three different aspects of cultural training

1. Cultural awareness
2. Cultural safety
3. Cultural competence

We’ll look at the difference between each
Cultural understanding

Turn to the person next to you and introduce yourself and your cultural background.

In 5 minutes, tell them something about …..

- Where you were born
- Your nationality
- Your ethnic origins
- The language you speak at home, and more
Activity – How one’s culture influences the way we interact with the world

Group discussion – 5 minutes

- What does the word ‘Culture’ represent and what does it mean to you?
- With the person next to you, discuss how your cultural background and experiences have shaped the way you make decisions both inside and outside of your workplace.
- Talk about your first encounter with an Aboriginal person… How did you know they were of Aboriginal origin?
- Talk about your first experience with Aboriginal culture… What did you learn, who informed you and did you use this knowledge to improve your management of patients?
Culture

Culture has many definitions, for example:

- It is a way of life of a group of people--the behaviours, beliefs, values, and symbols that they accept, generally without thinking about them, and that are passed along by communication and imitation from one generation to the next.

- from: [https://www.tamu.edu/faculty/choudhury/culture.html](https://www.tamu.edu/faculty/choudhury/culture.html)
Cultural Awareness

Culture Awareness is:

- The foundation of communication and it involves the ability of standing back from ourselves and becoming aware of our cultural values, beliefs and perceptions.

- It becomes central when we have to interact with people from other cultures. People see, interpret and evaluate things in a different ways. What is considered an appropriate behaviour in one culture is frequently inappropriate in another one. Misunderstandings arise when I use my meanings to make sense of your reality.

Excerpt taken from: [http://www.culturosity.com/articles/whatisculturalawareness.htm](http://www.culturosity.com/articles/whatisculturalawareness.htm)
Activity – How cultural awareness influences practice

Group discussion – 3 minutes

- How may cultural awareness support your interactions with Aboriginal or Torres Strait Islander people in your clinic?
Cultural Awareness

Cultural awareness provides healthcare professionals with the tools to:

- Be empathetic with your patients.
- Improve your knowledge of Aboriginal and Torres Strait Islander history and culture.
- Change your perspective and explore attitudes and values of others that can influence particular behaviours and medical conditions.
- Enable improved understanding of key issues facing Aboriginal and Torres Strait Islander people and the health professionals who work with them.
- Adjust your way of thinking to provide the best care for your patients.
How effective communication can improve your interactions with your patients

**Good communication strategies:**

- Improve your relationship with your patients by breaking down the barriers and creating a safe space.
- Provide your patients with the confidence they need to take ownership of their health by asking them if they are comfortable having a male/female clinician consulting.
- Enable your patients to better understand the information you provide to them.
- Lower the chance of misunderstanding in relation to diagnosis, treatment and overall health care.
- Provide a forum for mutual respect and reputation (personal and professional) between your patients and your workplace.
Strategies to use in a consultation

Setting up the right environment

- Smile and relax to create a safe and approachable environment for your patient.
- Consider using Aboriginal art on your walls, adding posters, flags and information pamphlets.
Strategies to use in a consultation

In the consultation

- Introduce yourself warmly and take some time to build rapport and trust, which is particularly important in Aboriginal and Torres Strait Islander culture.
- Don’t assume that one consultation will solve the problem, give it time and address one issue at a time.
- Give your patient the time to build their confidence to identify as Aboriginal and/or Torres Strait Islander.
- Ask them about their ‘nation’, the language of their mob, their immediate and extended family and be willing to share your cultural heritage.
- When discussing their medical condition, be careful to avoid jargon.
Strategies to use in a consultation

- Be aware that too much eye contact with some Aboriginal cultures can be interpreted as being offensive.
- If you are unsure whether your patient has understood you, consider using diagrams and plain English to ensure they comprehend.
- If you feel communication is not strong, enquire whether an interpreter is needed for the consultation as a courtesy, as an Aboriginal and Torres Strait Islander Hospital Liaison Officer or Health Worker may be able to assist.
Having Conversations with Aboriginal and Torres Strait Islander Patients

- Having the right conversations with your patients can be challenging for both patient and clinician.
- Here is a short clip on Sexual Health which demonstrates why taking the time to have the right conversation is extremely important.

https://youtu.be/i1V2iepNBA4
Having Conversations with Aboriginal and Torres Strait Islander Patients

Clip/Dinner – 18:45 - 19:05
Cultural Safety

Cultural safety is:

- The understanding of what is needed to develop ‘an 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 knowledge and working together with dignity, and truly listening.

- ‘It usually involves participants Identifying and planning improvements to their Cultural safety practices, assisted by a local Aboriginal or Torres Strait Islander community representative. Best delivered face to face using a locally respected facilitator’.

(Taken from Cultural awareness education and cultural safety training, The RACGP National Faculty of Aboriginal and Torres Strait Islander Health, April 2011)
Improving Cultural Safety in your workplace

Strategies to use

- Provide Cultural friendly waiting rooms by hanging Aboriginal art on your walls, adding posters, flags, information pamphlets and more.

- Play Aboriginal CDs, DVDs and clips, where appropriate.

- Discuss Cultural safety during practice staff meetings.

- Encourage your staff to participate in Cultural safety training so they are confident when communicating with your patients.

- Ensure your staff are aware of important Aboriginal and Torres Strait Islander days and events of celebration.
Cultural Competence

Cultural competence aims to achieve cultural equality so it is important for all staff to:

- Have the knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and contemporary realities and awareness of Aboriginal and Torres Strait Islander protocols (cultural awareness).
- Be critically reflective on one’s own culture and professional paradigms in order to understand its cultural limitations.
- Be proficient and engage /work effectively in Aboriginal and Torres Strait Islander contexts congruent to the expectations of Aboriginal and Torres Strait Islander peoples.
- Effect positive change in one’s profession.

(National Best Practice Framework for Indigenous Cultural Competency in Australian Universities)
Nggunawal are the traditional owners in the ACT

“Koori” is generally used in NSW and ACT - “Koorie” is generally used in Victoria

“Goori” is used in North Eastern NSW

“Murri” is used in Queensland & North inland NSW, “Palawa” is used in Tasmania

“Nunga” is used in parts of South Australia

“Nyoongah”, “Yamagi”, “Wongai” (depending on the area) are used in Western Australia

In the Northern Territory people are usually associated with their Tribal or Traditional names e.g., “Yolgnu” or “Walpiri” or “Anangu” and so on

Sources:  http://www.shareourpride.org.au/sections/first-australians/
http://www.creativespirits.info/aboriginalculture/people/aboriginal-identity-who-is-aboriginal#axzz418Bp7I23
Some components of Aboriginal culture

- Kinship
- Spirituality
- Language
- Connection to country

https://www.youtube.com/watch?v=mNtPcW4t1PY

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3 Minutes

Discuss with your partner –

- Whether you believe you can correctly identify an Aboriginal and Torres Strait Islander person?

- Explain to each other how you came to this conclusion.

- If you don’t believe you can identify an Aboriginal and Torres Strait Islander person, what strategies do you think you could use to open this discussion?
Q. Imagine you’re working in a health clinic. These patients are sitting in the waiting room. Do you think you can identify which of these people is Aboriginal and/or Torres Strait Islander?
Activity – Prominent Aboriginal or Torres Strait Islander people

Group discussion – 3 minutes

- Name ten prominent Aboriginal and Torres Strait Islander people that are NOT sports people – 2 from each of the following groups

- Politicians
- Actors
- Advocates
- Singers
- Health care professionals
Politicians
Actors
Advocates
Singers
Health care professionals
Identifying and Aboriginal or Torres Strait Islander person

The Federal Government’s three-part definition for Aboriginality to be recognised are as follows:

- **Descent** – the individual can prove that a parent is of Aboriginal and/or Torres Strait Islander descent
- **Self-Identification** – the individual self-identifies as an Aboriginal and/or Torres Strait Islander
- **Community recognition** – the individual is accepted as such by the Community in which he/she lives
Asking the question in the right way …

- The RACGP recommends that health professionals ask the following question, *word-for-word*:

  “Are you an Aboriginal or Torres Strait Islander?”

- Changing the question even slightly has the potential to alter the question’s meaning, and this may in turn influence the patient’s response.

(Identification of Aboriginal and Torres Strait Islander people in Australian general practice’ RACGP National Faculty of Aboriginal and Torres Strait Islander Health, April 2011)
Explanations for why Aboriginal and Torres Strait Islander People may be reluctant to Identify?

- Some Aboriginal and Torres Strait Islander people may be concerned about being discriminated against if they Identify.

- Bad experiences in the past and poor treatment can make them tentative and reluctant to share information.

- Suspicion of why a person “in authority” would want to know if they are an Aboriginal or Torres Strait Islander.
Asking the question

Asking a patient about their Indigeneity can be difficult, so it is important that you use the tools available in the community to assist you.

Staff in your workplace cannot identify Aboriginal or Torres Strait Islander people by sight so the question must be asked of ALL patients regardless of their ethnic background.

- **Capital Health Network’s Closing the Gap program 6287 8023** or the Yurauna Centre staff on **6207 3100** can provide this assistance at any time.
Responses to the Question…

Patients should then be provided with at least 5 response options:

1. No
2. Yes, Aboriginal
3. Yes, Torres Strait Islander
4. Yes, Aboriginal and Torres Strait Islander
5. Decline to answer
Why are Services and Staff reluctant to ask the question?

- Many people make assumptions based on appearance, or expect that patients will disclose their Aboriginal and/or Torres Strait Islander Identity without being asked.

- Many people have the view that asking the question might offend patients and Aboriginal and/or Torres Strait Islander patients are likely to be a minimal proportion of their practice population so it is impractical to ask all patients the Identity question.

- Some people believe that all patients should be treated equally and that no impact would or should derive from Identification and thus identification serves no purpose.
What to do if a patient is offended at being asked about their Identity?

- Some people can become angry when asked questions about matters they consider to be private.

- If a patient appears angry, it is recommended that your staff have an answer ready on your desk.

“We ask everyone the same question. This information will help provide the government with the statistics they need to ensure better health outcomes and provide you and your family with improved healthcare, services and advice.”
Indigenous Health Incentive Practice Incentive Payment (PIP)

To take part in the current government incentive, your workplace will need to meet specific sign-on requirements. You can do this by following these steps:

- Your workplace must register with Medicare for the Indigenous Health Incentive Practice Incentive Payment (PIP).
- Seek consent to register your Aboriginal and Torres Strait Islander patients who have, or are at risk of chronic disease, with Medicare Australia.
- 2 members of your staff must attend Cultural Awareness Training within 12 months of joining the incentive unless exempt.

To meet the RACGP’s standards for cultural awareness training, you must complete the post-event reflective activity.
Identifying Aboriginal and Torres Strait Islander patients is essential

These are the first steps in working towards Closing the Gap and it offers better long-term healthcare for Aboriginal and Torres Strait Islander patients with chronic disease.

Aboriginal and Torres Strait Islander patients can be offered targeted health initiatives:

- Closing the Gap scripts
- Aboriginal and Torres Strait Islander Health Assessments (MBS 715)
- Care Coordination and supplementary services
- Flu vaccine and pneumovax from a younger age
Further steps

- Yurauna center offers an accredited program to promote cultural safety for Aboriginal and Torres Strait Islander people

- Yurauna center able to do visits to clinics to provide in-house cultural awareness training

- CHN’s GP Advisor Integrated Team Care (Dr Rebecca Jacobs) can visit clinics to provide information on health of local Aboriginal and Torres Strait Islander population and specific MBS/PBS items
Here is a summary of the main points.…

1. Aboriginal and Torres Strait Islander nations differ from region to region, so it important to discuss each patient’s culture, their family and experiences.

2. It is important to be culturally aware of your Aboriginal and Torres Strait Islander patients to avoid misunderstandings and confusion.

3. Take the necessary time in consultations to allow your patients to express themselves in their own way. Ask open ended questions.

4. Use plain language and consider using diagrams to help your patients understand what you are saying.

5. Provide a safe environment for your patients so they feel comfortable sharing their health concerns.
Here is a summary of the main points....

6. Train your staff so they have some knowledge and understanding of Aboriginal and Torres Strait Islander culture and history which will give them some empathy to engage with patients and appreciate that differences in culture will affect the way people engage with them.

7. Understand that identification will not come easily to everyone so asking the right questions is paramount in building a trusting relationship with your Aboriginal and Torres Strait Islander patients.

8. Be aware that many of your patients will be reluctant to share their health history and condition for fear of being treated unfairly.

9. Be aware of how you communicate with each and every patient, no matter what culture, so that you can establish the right framework that works for your workplace to ensure you are addressing the sensitivities that many patients may have.
We encourage you to maintain a healthy work/life balance with your partners and families this year and remember to take a break each day to communicate with your staff and praise them for the work they are doing.
Contacting Capital Health Network

Do you need more information?

- Closing the Gap & Care Coordination and Supplementary Services Program Coordinator, CHN
  - 02 6287 8023

- Yurauna Centre
  - 02 6207 3309
  - http://cit.edu.au/study/yurauna_centre/