

People who identify as Aboriginal or Torres Strait Islander

Strategies to consider include:

- Participating in key Aboriginal initiatives, such as Closing the Gap and Reconciliation Action Plans
- Celebrating and acknowledging Aboriginal peoples and culture by encouraging staff at all levels, including senior management, to attend Aboriginal cultural events, such as those organised by the National Aboriginal Islander Day Observance Committee (NAIDOC) or reconciliation activities, and inviting Traditional Owners to perform welcome to country ceremonies, and acknowledging Traditional Owners at meetings, events and functions
- Learning about local Aboriginal culture and history
- Providing Aboriginal cross-cultural orientation opportunities and mentoring for staff
- Developing culturally relevant information and resources for Aboriginal peoples and placing them in a variety of locations accessed by Aboriginal peoples
- Workforce strategies to recruit Aboriginal peoples; for example, actively recruiting an Aboriginal person to the service and providing appropriate orientation and supports
- Adjusting service delivery policy and procedures to reflect the integration of Aboriginal values in relation to planning and service delivery; for example, flexible delivery times, support to attend events, inclusion of extended family members

Partnerships and relationships to consider include:

- Participating in regular discussions and planning meetings at the local Aboriginal Community Controlled Organisation (ACCO)
- Holding joint annual information sessions (with a BBQ or luncheon, for example) for the Aboriginal community
- Engaging with Aboriginal Access and Support workers in your area (if available) to better understand the needs of clients and improve service coordination practices

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