Coonamble Tubbagah Gilgandra

CTG Aboriginal Health

Cultural Safety Framework

2023 - 2028

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CTG Aboriginal Health

Cultural Safety Framework

2023 – 2028

CTG Aboriginal Health acknowledge the traditional custodians of the lands and the countries we are working on, the Gamilaraay, Wailwan and the Wiradjuri people. We pay our respects to Elders past, present and ongoing connection to country.

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About CTG Aboriginal Health Service

CTG Aboriginal Health is a multidisciplinary Aboriginal Community Controlled Health Organisation that operates 6 businesses that are fully accredited. CTG Aboriginal Health is a proactive service provider, and we pride ourselves on being a highly professional, culturally appropriate, and fully Accredited Aboriginal Health Service. CTG Aboriginal Health is a multi-businesses and outlets which employ over 90 staff across the West and Far West Region of NSW with a 75% ratio of Aboriginal staff. These areas are within the Murdi Paaki Region as well as the Three Rivers Region and part of the Connected Communities area. All CTG Aboriginal staff are highly skilled and trained in their own respective field.

CTG Aboriginal Health operates Primary Health Care Clinic in communities of Coonamble, Dubbo and Gilgandra.

CTG Aboriginal Health operates a Funeral Home and Gym facility, and is funded for the Permanency Support Program via the Department of Communities and Justice. CTG Aboriginal Health run organisations and projects across 34% of NSW, which delivers outreach services in Western NSW, with linkages to projects across, Coonabarabran, Narromine, Gilgandra, Dubbo, Baradine, Gulargambone, Quambone and clients that attend our service in Dubbo from Wellington and smaller communities near Dubbo.

CTG Aboriginal Health is also funded through the Western NSW Public Health Network to service Chronic Disease projects via Integrated Team Care (ITC) project in locations such as , Warrumbungles, Warren, Lachlan and Bogan Shire, Mid Western Region, Western and Far West of NSW.

CTG Aboriginal Health includes Aboriginal community-controlled medical service officers from the communities within the West and Far West region and is very active in trying to address the health inequality in these communities. CTG Aboriginal Health Services are fully accredited and members of AH&MRC and NACCHO.

The complementary aspect of these skills is a prudent way we do business. CTG Aboriginal Health is registered Aboriginal Community Controlled Organisation listed under ASIC and is regularly audited for compliance purposes. CTG Aboriginal Health has 58 staff across the region, runs 27 Government Contracted projects and is led by a highly skilled and qualified executive team.

The complementary aspect of skills is prudent to the way we do business. CTG Aboriginal Health Service is aregistered Aboriginal Community Controlled Organisation listed under ASIC and is regularly audited for compliance purposes. CTG Aboriginal Health Service has 90 staff across the region, CTG Aboriginal Health Service runs 25 Government Contracted projects and our experience is led by a highly skilled and qualified Executive Team.

CTG Aboriginal Health

Vision Statement

"Our people to access services that provide culturally safe holistic care services."

Mission Statement

"Consistently advocating and facilitating for culturally safe holistic care to improve the health outcomes of our people."

CTG Aboriginal Health Cultural Safety

Framework Context

CTG Aboriginal Health respects the communities in which it works. CTG Aboriginal Health Service will work closely with each Aboriginal community to ensure cultural integrity is upheld.
This document empowers our Board and Staff, and it aligns with local Aboriginal protocols in each of the communities in which we work. the communities in which we work. Our Aboriginal cultural is activity respected and nurtured ensuring identity is valued and integrated across the CTG Aboriginal Health Service organisation.

CTG Aboriginal Health Service 4 Pillars of this Cultural Safety Plan are:

1. Acknowledgement of Local Community Cultural Protocols
2. Mentoring
3. Demonstrate Cultural Awareness
4. Collaboration with CTG Aboriginal Health Service Vision, Values and Strategic Plan

Pillar 1 - Acknowledgement of Local Cultural Protocols

CTG Aboriginal Health will provide learning opportunities that embraces local cultural protocols and acknowledges the lands we are working on.

ACTIONS:

- Connect and follow local culture and protocols of each community.
- Engage and work closely with local Aboriginal staff.
- Develop and maintain strong connections with local elders.
- Ensure to practice cultural sensitivity at all times
- Ensure all staff are culturally informed.

PERFORMANCE INDICATORS:

- Regular attendance to Elders groups to seek clarification on learning materials.
- Implementation of cultural learnings for each staff member, annually.
- Engagement with local Aboriginal staff and mentors.

Pillar 2 – Mentoring

CTG Aboriginal Health will provide cultural mentoring to all new and existing staff members including engagement with local Aboriginal community groups.

ACTIONS:

- Develop in consultation with local Aboriginal elders and/or Aboriginal leaders' and seek guidance of cultural learning modules.
- Provision of cultural awareness and mentoring on a consistent basis.
- Utilise the AHW and AHP and their skills in practice in both the clinic and community.
- Connect and build strong relationships with Aboriginal Elders, Aboriginal Leaders, and community groups.
- Ensure to practice cultural sensitivity at all times.
- Ensure all staff are culturally educated.

PERFORMANCE INDICATORS:

- Conduct consultations with community elders and leaders.
- Design learning modules for implementation
- Deliver modules with AHP/AHW or SEWB workers.
- Set learning plans with new and existing staff

Pillar 3 – Demonstrate Cultural Awareness

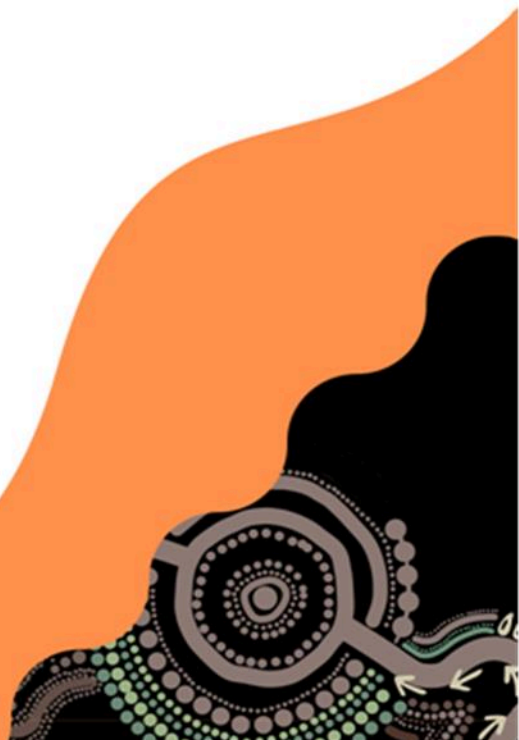
CTG Aboriginal Health will promote culture throughout the organisation through the uses of language and visual displays which are considerate and inclusive.

ACTIONS:

- Ensure visual displays of cultural language and artwork around the organisation.
- Ensure cultural integrity is upheld.
- Inclusiveness and recognition of local languages and symbols.
- A commitment to a deter racism and discriminatory practices in the workplace.
- Be receptive to cultural awareness, safety and sensitivity.
- Ensure to practice cultural sensitivity at all times.
- Ensure all staff are cultural informed.
- Remove Lateral Violence from our organisation.
- Do what's in the best interest of the organisation.

PERFORMANCE INDICATORS:

- Welcome to Country wording displayed at the entry of each business.
- Encourage staff to use the local language where appropriate.
- Display local artwork around the business.
- Comply with code of conduct



Pillar 4 – Collaboration with CTG Aboriginal Health Vision, Values and Strategic Plan

CTG Aboriginal Health will comply with the strategic vision and values of the organisation by inheriting practices guided by leadership.

ACTIONS:

• Ensure CTG Aboriginal Health Cultural Safety Framework aligns with CTG Aboriginal Health Service Strategic Plan key focus areas
• Compliance
• Ensuring cultural Integrity is upheld.
• Ensuring transparency of the cultural key focus areas.
• Practice cultural sensitivity at all times.

PERFORMANCE INDICATORS:

• Regular reviews of CTG Aboriginal Health Strategic Plan.
• Ongoing guidance of Elder advice.

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CTG Aboriginal Health Service

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