

Aboriginal and Torres Strait Islander Community - Accountability Framework

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| | | Inclusive | Self-Determination | Partnerships & Connections | Openness & Clarity | Aspirations & Direction | Health Literacy |
| | | Catalyst embraces consumer diversity, taking into account consumers' individual interests, customs, beliefs and backgrounds. Catalyst is all-encompassing regardless of race, religion, sexuality, gender identity, beliefs and health status. | Catalyst will support the removal of barriers that consumers may face in the pursuit of community participation and personal decision making. | Through the development of respectful and balanced partnerships, consumers will be able to make informed choices through self-direction. Catalyst acknowledges its own answerability to the partnership with accountable working processes. | Catalyst will willingly provide full and open disclosure to consumer and/or advocates. Enabling consumers to make a true informed choice regarding support and service provision | Catalyst understand while a consumer might experience challenges in their life, our wellness approach starts from the point of view that we will support people to achieve goals, have roles that are meaningful and continue to make a contribution to society through the enjoyment of life. | Catalyst recognises consumer rights to obtain, read, understand and use healthcare information to make appropriate health decisions. The healthcare information must be relevant to the consumer using inclusive language that recognises special cultural or individual requirements. |
| A | Information sharing and responsive communication | <p>1. Existing fact sheets are being redeveloped to be more responsive to the needs of the ATSI community</p> <p>2. Employment of an Aboriginal Project Officer</p> | <p>1. ATSI specific information sessions can be delivered off site where the community feel most comfortable.</p> <p>2. Print materials will be produced to be culturally appropriate. (avoid use of totems, language used, etc.)</p> | <p>1. Links with networks such as TURKINDI Aboriginal Information Network have been established and are maintained.</p> | <p>1. Information will be presented in easy to understand language and if acronyms are used they will be explained.</p> <p>2. Aboriginal Services Directory will be used to refer to Aboriginal specific services if required.</p> | <p>1. Activities/info sessions will be conducted in a culturally respectful way.</p> <p>2. Catalyst acknowledges the cultural authority of Aboriginal Elders and will treat Elders respectfully.</p> | <p>1. Existing fact sheets are being redeveloped to be more responsive to the needs of the ATSI community.</p> <p>2. Catalyst will keep up to date on ATSI specific healthcare programs such as "Closing The Gap"</p> |

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| B | Working collaboratively | 1. Will seek organisations with similar / complementary projects /programs aimed at the ATSI community and partner where possible to deliver holistic services in the most cost effective manner. | 1. A number of Aboriginal Elders groups exist and Catalyst will endeavour to consult with these groups on a regular basis to ensure program/policy development is relevant and community are able to participate at in the decision making process. | 1. Through the Aboriginal Project Officer position Catalyst will be able to establish national partnerships with organisations such as the Australian Association of Gerontology, Alzheimer’s Australia, etc., through ATSI consumer/advisory groups. | 1. Regular consultation with Elder’s groups will also allow “two way” communication. | 1. Catalyst will develop a Reconciliation Action Plan that will guide future practice in the ATSI communities. | 1. As fact sheets are re-developed or new materials developed Catalyst will present drafts to consumer groups to ensure they are understandable and culturally sensitive before producing such material for distribution. |
| C | Responding to consumer need | 1. Prior to the implementation of a service/program whether targeted at the ATSI community or not we will have gone through a consultative process to ensure it fits with consumer needs and is culturally appropriate. | 1. Consumers will be provided a vehicle to express real or perceived barriers through regular consultation. | 1. Catalyst will not only collect and share information where appropriate but will take positive action to ensure that partnerships are formed that are respectful of the consumer need. 2. Partnerships will be reviewed regularly to ensure ongoing relevance to the consumer. | 1. Catalyst will make all reasonable effort to ensure consumers are provided with the necessary information to make decisions regarding their support needs and available services. | 1. Catalyst will develop a Reconciliation Action Plan that will guide future practice in the ATSI communities. 2. Activities/info sessions will be conducted in a culturally respectful way. | 1. Existing fact sheets are being redeveloped to be more responsive to the needs of the ATSI community. 2. Catalyst will keep up to date with health reforms that affect the Aboriginal community to ensure relevant information is provided to consumers. |

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| D | Building capacity | 1. Will seek organisations with similar / complementary projects /programs aimed at the ATSI community and partner where possible to deliver holistic services in the most cost effective manner. | 1. Consumers will be provided a vehicle to express real or perceived barriers through regular consultation and involvement in the decision making process. | 1. Catalyst will not only collect and share information where appropriate but will take positive action to ensure that partnerships are formed that enhances consumer capacity. | 1. By partnering with established consumer / advisory groups consumers will have the opportunity to access and assist in the development of services. | 1. As Aboriginal people access Catalyst services we envisage that individual consumers will be more assertive in relaying their needs. Catalyst will provide ways of feeding back information that the consumer is comfortable with. | 1. A range of help sheets and print media will be developed and branded specifically for the ATSI community to ensure relevant information is readily available. |

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| E | Developing knowledge and skills | <p>1. Catalyst will continue to work within an equal opportunity framework and provide staff with the opportunity to attend cultural diversity training.</p> <p>2. Links with networks such as TURKINDI Aboriginal Information Network have been established and will be maintained to assist in knowledge and skills development.</p> | <p>1. A number of Aboriginal Elders groups exist and Catalyst will endeavour to consult with these groups on a regular basis to ensure program/policy development is relevant and community are able to participate at in the development process.</p> <p>2. This in turn will improve the organisations ability to work within the ATSI communities.</p> | <p>1. Catalyst will develop a Reconciliation Action Plan that will guide future practice in the ATSI communities.</p> <p>2. The Aboriginal Project Officer will be available to staff on a regular basis to ask questions of and pass on skills regarding working in Aboriginal communities.</p> | <p>1. Regular consultation with Elder's groups and Aboriginal health organisations will also allow "two way" communication that can enhance the skills and knowledge of the organisation.</p> | <p>1. By consulting with established Elder's groups on a regular basis the organisation can grow and develop in the area of ATSI service delivery.</p> | <p>1. As Catalyst learns more about working within Aboriginal communities we will develop the skills to produce relevant information in both print and digital media (website, email)</p> |
| F | Encouraging change and continuous improvement | <p>1. Prior to the implementation of a service/program whether targeted at the ATSI community or not we will have gone through a consultative process to ensure it fits with consumer needs and is culturally appropriate.</p> | <p>1. Barriers to change and improvement will be identified through consultation with consumer groups and action taken to remove them. This may take the form of policy review, program re-development or staff training.</p> | <p>1. Partner organisations/groups and consumers will guide the continuous improvement framework for Catalyst.</p> | | | <p>1. Update information regularly and action advice from consumers, etc. to ensure information is timely and relevant.</p> |

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| | | 2. Regular staff training that includes Aboriginal Cultural Sensitivity to ensure staff have an understanding of Aboriginal culture and accepted methods of working in the Aboriginal community. | | | | | |
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