# Organisational Cultural Safety Reflection Tool

## Purpose of the tool

Our Aboriginal and Torres Strait Islander Cultural Learning Strategy 2020–25 is our continual commitment to reconciliation, Aboriginal self-determination and cultural safety. It sets the roadmap to build a culturally safe, inclusive and responsive organisation by embedding Aboriginal and Torres Strait Islander cultural safety across all aspects of our work.

Cultural safety is part of a continuous quality improvement cycle. This tool will assist our organisation to engage in ongoing reflective practice. By using the reflective statements, we will be able to identify and implement the necessary actions to progress through the continuum and achieve higher levels of cultural safety.

Completion of this tool for the first time will provide our organisation with a baseline audit of our organisational cultural competence capacity.

## Implementation of this tool

* The Organisational Cultural Safety Reflection Tool is required to be completed and reviewed every year.
* The People and Culture team and the Aboriginal Services team will oversee and lead the completion of this tool.
* We will utilise a range of tools, such as cultural safety and client satisfaction surveys, and an analysis of key documents, such as People and Culture policies, to inform the regular review of this reflection tool.
* The outcomes of this self-assessment will result in an [organisational action plan](#_Organisational_Cultural_Safety). It will identify strengths, challenges and areas of focus for us to develop further approaches to strengthen the cultural safety of our workplace and service delivery.
* The outcomes of the assessment and a plan for action will be provided to the Senior Executive Team (SET) and the broader organisation annually.

### Whole of organisation – our organisation is culturally safe for First Nations staff and Aboriginal and Torres Strait Islander clients

| **Knowledge, behaviours and activities** | **Evidence indicators**  (ie how is our organisation demonstrating this?) | **Organisational reflection** |
| --- | --- | --- |
| 1. Our organisation’s vision, values, strategic plan and priorities includes statements of commitment to Aboriginal self-determination, culturally safe practices and cultural safety | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation has a Reconciliation Action Plan in place that commits to national reconciliation, Aboriginal self-determination and cultural safety | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation’s policies and practice standards are inclusive of the cultural identities and ways of being for First Nations staff and Aboriginal and Torres Strait Islander clients | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation has cultural protocols in place that acknowledge the Traditional Owners of the land at the beginning of meetings, events and publications | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation commemorates significant Aboriginal and Torres Strait Islander dates and events such as NAIDOC Week, the commemoration of the National Apology to the Stolen Generations and National Reconciliation Week | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation recognises the conflicted nature of the 26 January public holiday and provides a choice for our staff in terms of whether they work on this day or not | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation has systems and processes in place to ensure cultural safety for First Nations staff and Aboriginal and Torres Strait Islander people and families accessing our services | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation demonstrates its commitment to increasing the employment of First Nations staff in legal and non-legal roles at all levels | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation has professional development programs and initiatives in place to attract, support and retain First Nations staff (ie learning, leadership development, mentoring and coaching) | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation demonstrates its commitment to improving and strengthening individual and organisational cultural safety | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our staff, including SET and the Board, are provided a clear learning pathway to build knowledge and skills related to cultural safety | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our offices, such as reception areas and waiting rooms, are welcoming, culturally sensitive, and create culturally safe environments for First Nations staff and Aboriginal and Torres Strait Islander clients | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation conducts annual cultural safety surveys and exit surveys with our First Nations staff to gain feedback in relation to the cultural safety of our workplace | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation conducts Client Satisfaction Surveys with Aboriginal and Torres Strait Islander clients to gain feedback in relation to the cultural safety of our services | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation consults with First Nations staff and local Aboriginal and Torres Strait Islander advisors and embeds these perspectives in the design and delivery of service delivery initiatives, programs and policies | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation has positive and respectful relationships with local Aboriginal and Torres Strait Islander communities and Aboriginal community-controlled organisations | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. The Cultural Safety Individual and Organisational Reflection Tool is communicated and utilised across our organisation and our practising partners | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Aboriginal leadership is valued, supported and included in organisational decision making and strategic planning | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Our organisation allocates resources to enhance and improve Aboriginal and Torres Strait Islander cultural safety | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |
| 1. Cultural safety is integrated in our continuous improvement practices, and we report on our progress, celebrate our achievements and identify areas for strengthening | Click or tap here to enter text. | We need to work on this  We are working on this  We are confident about this and will work to continuously strengthen this |

## Organisational Cultural Safety Action Plan

Spend some time reflecting on the four steps of the cultural safety continuum:

1. **Cultural awareness** is the knowledge that cultural differences exist. It involves building awareness about Aboriginal and Torres Strait Islander culture and becoming aware of our own cultural values, beliefs and perceptions and how this differs
2. **Cultural sensitivity** involves being sensitive to these cultural differences. It involves a set of skills that allows us to learn and understand people whose cultural background is different to our own without making judgements
3. **Cultural competency** is a set of behaviours, attitudes and policies that come together to allow people to work effectively in cross-cultural situations
4. **Cultural safety** delivers outcomes where all people are treated in a culturally respectful manner.

Take some time to look at the patterns of the responses to the reflections above and develop an action plan. The action plan should be reviewed annually.

The objective is to review what has been achieved and identify areas of focus to increasingly achieve higher levels of cultural safety for our organisation.

**Where is VLA on the cultural safety continuum?** Click or tap here to enter text.

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| **Areas of focus** | **Action to implement** | **Responsible** | **Timeline** |
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