



nsw Federation of
Housing Associations inc

Aboriginal Cultural Competency Standards Launch

10th August 2016



CEO Introduction

Purpose

- Re-engage the sector's commitment to the Statement of Intent that was signed.
- Encourage CEOs to champion the implementation of the key CHAP deliverables within their organisations to embed good practice and ensure reviewing and monitoring processes are in place.
- Ensure that senior managers and staff throughout the organisation are aware of the CHAP principles and the Cultural Competency Standards

CEO Introduction

- Board are aware of the document and have identified strategies embedded into the organisation's strategies
- Ensure the Board are aware of the document and principles and have strategic oversight
- Ensure adequate support and resources are provided to management and staff

Overview

- Community Housing Aboriginal People (CHAP) program - FACS
- In 2012, 26 Housing Pathways community housing providers signed a Statement of Intent agreeing to the CHAP strategy.
- There are five key deliverables of the CHAP Strategy:

CHAP deliverables

- Developing cultural competency standards within mainstream community housing sector.
- Developing strategies which focus on sustainable Aboriginal tenancies.
- Maintaining an upward trend for Aboriginal household targets in mainstream community housing
- Promoting employment opportunities for Aboriginal staff in mainstream community housing.
- Establish local partnerships that support capacity development and are of mutual benefit to both Aboriginal community housing organisations and mainstream community housing providers,

What is today about?

- To introduce the Self Assessment Cultural Competency Standards resource to the sector
- To re-invigorate CHPs in addressing the deliverables within the CHAP initiative
- To discuss essential underpinning information relating to Standard 2 Historical & Social Factors
- To have a hands on practical workshop on how to use the resource

What is Cultural Competency?

- Cultural competency aims to achieve equality so it is important for staff to have all these components:
- Knowledge and understanding of Indigenous Australian cultures, histories and contemporary realities and awareness of Indigenous protocols (cultural awareness);
- Critical reflection on one's own culture and professional paradigms in order to understand its cultural limitations;
- Proficiency to engage and work effectively in Indigenous contexts congruent to the expectations of Indigenous Australian peoples; and
- Effecting positive change in one's profession

National Best Practice Framework for Indigenous Cultural Competency in Australian Universities

What is Cultural Competency?

- Cultural awareness (knowledge), on its own, has not led to changes in behaviours and attitudes necessary for the delivery of adequate services to Aboriginal people.
- Cultural competence is much more than awareness of cultural differences, as it focuses on the capacity to improve outcomes by integrating culture into the delivery of services
- Cultural competency requires commitment to a whole of institution approach.

What are the Cultural Competency Standards?

- A voluntary tool for CHPs to undertake a self assessment of their organisation to determine levels of cultural competency.
- It is not an overnight fix. The completion of each Standard will depend on each individual organisation's capability and include a number of key factors such as staffing, time allocation & financial resourcing.
- A CHP should focus on one Standard at a time to ensure it is implemented, embedded, reviewed and monitored for effectiveness.

Building Block Concept



Federation's Role

- The Federation will support the effective roll out of the CHAP self-assessment for cultural competency tool by working closely with members, FACS, Aboriginal CHPs, the Aboriginal Housing Office and other key stakeholders such as Aboriginal tenants of mainstream CHPs.
- Webinars – we encourage you to work on one area and then we'll have a webinar on how you've gone
- 2 training days on specific issues – based on your priorities
- Additional consultation assistance can be sought through the Federation's Aboriginal project officer (Adell Hyslop) such as advice and guidance.

Conducting a self-assessment

1. Begin the conversation about Aboriginal cultural competency as it relates to the standard you are reviewing and your organisation using the Conversation starter page:
2. Use the Self-assessment matrix for the standard you are reviewing to identify where your organisation is at now using the Self-assessment matrix
3. Plan for change and continuous improvement using the Planner page

Cautionary note about the environment for self-assessment

- Each Community Housing Provider (CHP) will have a unique set of circumstances, experiences, portfolios, stock, relationships, skills, resources, networks, connections, capacity and leadership.
- In addition, the diversity and complexity within and between Aboriginal communities throughout NSW make the improvement of community housing service provision to these communities a complex and nuanced enterprise. Please use this process as a starting point for discussions within your services, with your partner organisations and with the people with whom you have existing relationships..

Confidentiality

- It is important to remember that this self-assessment process is for your organisation's INTERNAL use only.
- It relates to your organisation's circumstances, priorities, future planning and quality improvement processes.
- There is no requirement that the outcomes of any assessments undertaken using these processes are made available to anyone outside the organisation and they cannot be used by FACS or anyone else to measure performance or compliance with any regulatory code.