

Resources

Aboriginal and Torres Strait Islander Health Workforce National Strategic Framework, Standing Committee on Aboriginal and Torres Strait Islander Health, AHMAC, Canberra, 2002- Outlines the nine principles for working with Aboriginal and Torres Strait Islander people, and the workforce development objectives for this group.

Available at:

<http://nhwt.gov.au/documents/Aboriginal%20and%20Torres%20Strait%20Islander%20HWWG/ATSI%20Health%20Workforce%20National%20Strategic%20Framework.pdf>

Building Cultural Competence in Disability Services, Multicultural Disability Advocacy Association of NSW, 2003 - A small handbook to assist disability services in becoming more culturally competent. It outlines the standards for providing culturally and linguistically appropriate services responsive to community needs.

Available at:

www.mdaa.org.au

Communicating Positively- A guide to appropriate Aboriginal terminology, NSW Department of Health, 2004- A guide for NSW Health workers in appropriate word usage when working with Aboriginal people and communities to improve service delivery and outcomes.

Available at:

<http://www.health.nsw.gov.au/pubs/2004/aboriginalterminology.html>

Cultural competence checklist for agencies

Available at:

www.mdaa.org.au

Cultural competence checklist for workers

Available at:

www.mdaa.org.au

Cultural Competency in Health: A guide for policy, partnerships and participation, National Health and Medical Research Council, Australian Government, Commonwealth of Australia, 2006. This document outlines a model for increasing consumer competency in the health sector at a systemic, organisational, professional and individual level. There are several scenarios at the end of this resource which provide examples of how the principles and strategies have been brought together to support culturally competent examples of best practice.

Available at:

<http://www.nhmrc.gov.au/publications/synopses/hp25syn.htm>

Cultural Diversity- A Guide for Health Professionals, Queensland Health, 2003- Provides health and socio-cultural information about multicultural communities

Available at: -

http://www.health.qld.gov.au/multicultural/health_workers/cultdiver_guide.asp

Cultural Diversity Guide: Planning and Delivering Culturally Appropriate Human Services, Victorian Department of Human Services, 2004- A guide to assist

organisations to respond to cultural diversity, identify a range of strategies to improve cultural responsiveness, and examples of good practice in achieving cultural change. Available at:

http://www.dhs.vic.gov.au/multicultural/downloads/cultural_diveristy_guide_2006.pdf

Cultural Respect Framework for Aboriginal and Torres Strait Islander Health 2004-2009, Australian Health Ministers' Advisory Council, 2004- To be used as a guiding principle for implementing policies and improving service delivery to strengthen relationships with service providers and Aboriginal and Torres Strait Islander people. Available at:

<http://www.health.vic.gov.au/koori/cultural-respect-framework.pdf>

Guidelines for delivery of culturally sensitive and flexible counselling for Indigenous carers, Carers Counselling Program, Carers Victoria, 2007- Guidelines to ensure that counselling services are better able to support Indigenous carers. It also encourages non-Indigenous counsellors to better understand Indigenous Australians, prejudice in Australia and to reflect on their own counselling practices. Available at:

<http://www.carersvic.org.au/Assets/pdfs/Publications/CCCPIndigenousGuidelines.pdf>

Mental Health Stay Strong Care Plan Package, AIMHI, Tricia Nagel & Carolyn Thompson, Menzies School of Health Research, Darwin, Northern Territory, 2006- The care plan can be used for any person with chronic mental illness or co morbid issues in remote settings. The principles of the care plan include: motivational principles, self-management principles, family involvement, and psycho-education about illness and treatments: particularly compliance, early warning signs, and triggers.

Available at:

http://www.auseinet.com/files/recovery/3aimhi_careplans.pdf

Networking with non-English speaking background (NESB) communities- a practical guide, Multicultural Disability Advocacy Association of NSW

Available at:

www.mdaa.org.au

Respect, acknowledge, listen- Practical protocols for working with the Indigenous Community of Western Sydney, Community Cultural Development NSW Ltd, 2003- A guide to assist workers to work, communicate and collaborate effectively with the Indigenous community of Western Sydney. They are a result of research and collaboration with the Indigenous community of Western Sydney, but they should also have wider application anywhere. The guide forms a list of behaviours, knowledge and respect that needs to be understood when working with this group- it can be thought of as a 'code of manners' for working with Indigenous communities.

Available at:

<http://www.ccdnsw.org/ccdnsw/artwork/protocols.pdf>

Social and emotional well-being framework- a National Strategic Framework for Aboriginal and Torres Strait Islander Peoples' Mental Health and social and emotional well-being 2004-2009, Social Health Reference Group for National Aboriginal and Torres Strait Islander Health Council and National Mental Health Working Group, 2004- Divided into two parts- Part one includes the guiding principles and understanding of social and emotional well-being; Part two discusses

the key strategic directions for enhancing the care (social and emotional well-being) of Aboriginal and Torres Strait Islander people.

Available at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-oatsih-pubs-wellbeing>

Yarning about Mental Health, Tricia Nagel & Carolyn Thompson, AIMHI, Menzies School of Health Research, Darwin, Northern Territory, Revised 2006- A resource that works through the 'Stay strong talking treatment' with people with chronic mental illness in remote settings. Through pictorials it hopes to achieve better understanding and communication with ATSI communities.

Available at:

http://appserv.menzies.edu.au/pls/portal30/docs/FOLDER/RESEARCH/ESP/COPY_OF_PROJECTS/HRSSP/AIMHI/FLIPCHARTS/YARNING+ABOUT+MENTAL+HEALTH+FLIP+CHART+MARCH+07.PDF

The Rickter Scale- This is a simple evaluation tool suitable for working with people from CALD & disability backgrounds. The Multicultural Disability Advocacy Association is a registered Rickter Scale practitioner.

Available at:

<http://www.mdaa.org.au/rickter.html>

Websites

Aboriginal Health and Medical Research Council for NSW- The recognised peak body and voice of Aboriginal communities on Aboriginal health matters in NSW

Available at:

<http://www.ahmrc.org.au/>

Diversity@work- A consultancy service which provides resources and training for organisations engaged in strategic diversity management, workforce planning and cultural transformation

Available at:

<http://www.diversityatwork.com.au/>

Indigenous social and emotional well-being (including mental health) – Provides a range of quality resources and information on how to improve the social and emotional well-being of Indigenous peoples. The site includes an indigenous social and emotional well-being yarning place (electronic network)

Available at:

http://www.healthinonet.ecu.edu.au/html/html_community/social_health_community/social_index.htm

Menzies School of Health Research- A range of resources/publications about yarning about mental health which can be used for any person with chronic mental illness or co morbid issues in remote settings

Available at:

http://www.menzies.edu.au/servlet/page?_pageid=6,798&_dad=portal30&_schema=PORTAL30&p_mainoperator=containsany&p_mainsearch=yarning&p_siteid=0&p_folderid=&p_foldersiteid=&p_includesubfolder=0&p_language=us&p_categoryid=-1%2C0&p_perspectiveid=-1%2C0&p_searchfortype=ALL&p_itemtypeid=-

[1%2C0&p_numberofattributes=4&p_currsiteid=33&p_searchtype=Advanced&p_sco p=WWS&p_attributetype=ALL](#)

Multicultural Disability Advocacy Association of NSW- Provides a range of resources, strategies and information about building culturally competent organisations and understanding culture. Includes fact sheets, checklists, cultural competence standards and publications.

Available at:

www.mdaa.org.au

Office of Equal Employment Opportunity- Includes template for EEO/Diversity Management Plan

Available at:

www.oeeo.wa.gov.au

The Office of Minority Health, USA- Cultural competency- Includes guides and resources and national standards on Culturally and Linguistically Appropriate Services

Available at:

<http://www.omhrc.gov/>

Working Well- A not-for-profit organisation in New Zealand which runs workplace training for senior management and stakeholders to promote mentally well workplaces. The website includes a toolkit which is a practical guide to creating mentally healthy workplaces.

<http://www.workingwell.co.nz/>