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right place
right time



Western NSW Primary Health Network

Cultural Safety Framework



A Transition to Cultural Safety in Service Delivery

Improving health outcomes for Aboriginal and Torres Strait Islander peoples.



A Transition to Cultural Safety in Service Delivery: A Western NSW Primary Health Network Framework was instituted both as part of the National agenda and the Western NSW Primary Health Network (WNSW PHN) Aboriginal Health Council's goal of regional commitment to improve Aboriginal equality.

WNSW PHN plays a leadership role in transitioning the primary health care system through the development of culturally safe models of care to ensure access to quality health care and wellbeing programs by Aboriginal peoples within the WNSW PHN region.

Through the vision of Supporting, Strengthening and Shaping world class, person-centred primary health, WNSW PHN has established to work in partnership to improve Aboriginal and Torres Strait Islander health outcomes as its first Strategic Goal.

The WNSW PHN Cultural Safety Framework (WNSW PHN CSF) underpins this role.

The WNSW PHN CSF is intended to guide how cultural safety, risk management and performance is planned, measured and reported to the satisfaction of the Board of Directors, Chief Executive Officer, and associated Councils.

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ACKNOWLEDGEMENTS:

This initiative was developed from advice by the WNSW PHN Aboriginal Health Council. WNSW PHN acknowledges with respect, external material that has informed the content of the WNSW PHN CSF. We thank Indigenous Allied Health Australia (IAHA) for sharing their Cultural Responsiveness in Action: An IAHA Framework, and allowing us to adopt a six Key Capabilities model to our specific context as the basis for development of the six pillars documented in the WNSW PHN CSF.

What is Cultural Safety and how is it defined?

Working in a culturally safe and responsive way is about strengths-based, action-orientated approaches to achieving cultural safety that can facilitate increased access to affordable, available, appropriate and acceptable health care. Cultural safety can extend to anyone of any culture.

How is cultural safety defined?

WNSW PHN defines cultural safety in the context of a model developed in the Aboriginal health care context in Aotearoa, New Zealand. This model delivers patient-centred care that extends far beyond cultural awareness and cultural sensitivity and it is increasingly being used in the Australian primary health care setting.

The WNSW PHN Cultural Safety Model

The cultural safety model focuses on the safety felt by individuals, their families and their communities in seeking health care. It aims to maximise safety through recognising and protecting the patient's cultural identity and by addressing power imbalances in the therapeutic relationship which have the potential to be detrimental to the patient's health and wellbeing.



OUR STRATEGIC GOALS

VALUES
Integrity
Collaboration
Professionalism
Respect
Innovation

Sustainable and accountable organisation

Partnerships to improve Aboriginal health outcomes

Sustainable primary health workforce

Improved health outcomes through service integration

High quality primary health care programs and services

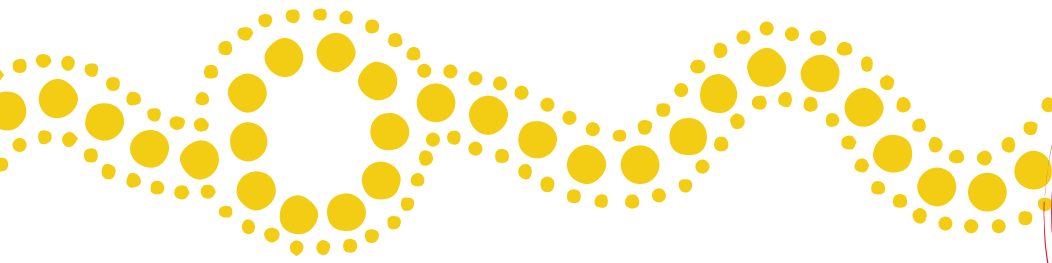


The role of health service providers

Cultural safety places the onus on the health service provider to understand his or her own culture and identity, the personal and professional cultural values which shape his or her approach to practice, and how this impacts on the care provided and on the relationship with the patient.

The health service provider requires a competent, locally specific understanding of the ongoing effects of colonisation, racism and dispossession on the health of Aboriginal patients, families and communities. They also require an appreciation of the strengths, values, knowledges and norms inherent in Aboriginal society and culture and the potential for these to contribute to improving the health status of Aboriginal people if embraced in the primary health care context.

The CSF provides information and evaluation tools to prepare primary health care service providers to engage in transformation towards cultural safety. It enables service providers to positively influence the health and wellbeing, quality of life, future aspirations and prosperity of Aboriginal individuals, families and communities.



The pathway to Cultural Safety

To assist in conceptualising the transformation towards Cultural Safety, the pathway incorporates three ‘stepping stones’ identified in a stepwise process of personal, professional and organisational development. These ‘stepping stones’ are:

Cultural Awareness



Understanding that there are differences between culture. Essential to patient-centred care and an essential first step on the pathway to cultural safety. A subject to object encounter.

Cultural Sensitivity

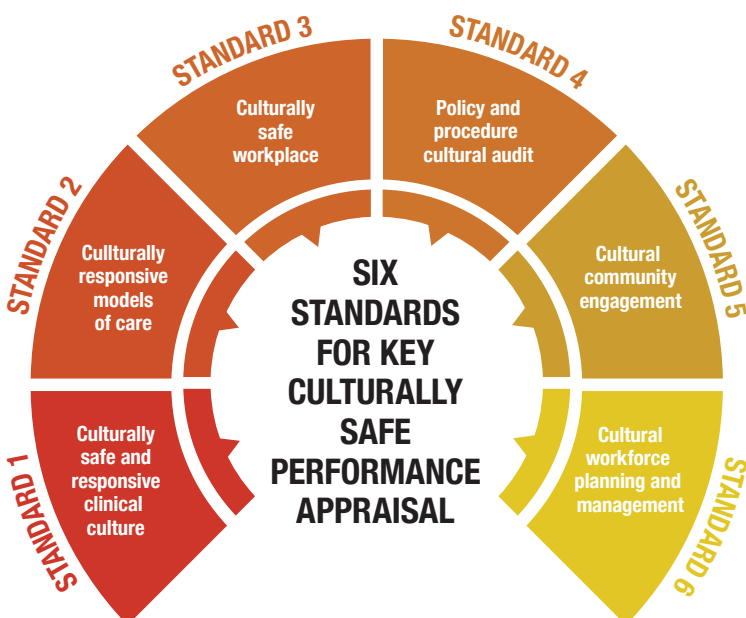


Knowing about the culture of the ‘other’. Articulates the importance of respecting difference and tailoring approaches, but depends on stereotypical knowledge which tends to normalise the health professional’s culture, totalise the ‘other’ culture, and is therefore ethnocentric - a subject to object encounter.

Cultural Safety

Ability to meet the needs of the patient within his or her own individual cultural world-view through a process of self-reflection leading to awareness of one’s own cultural biases and assumptions and one’s own conscious or unconscious exercise of power in the therapeutic relationship - a subject to subject encounter.

The Six Standards for Key Culturally Safe Performance Appraisal



The process includes six Standards for Key Culturally Safe Performance Appraisal. The six Standards address six aspects of organisations, including: culture, models of care, workplaces, policies and procedures, community engagement practices and employment practices.

Each Standard includes a list of criteria to achieve and a list of actions that an organisation might take to meet the criteria. These are cumulative for each of the three ‘stepping stones’.

Organisations need to provide evidence to support their claims and undergo a self-accreditation against the evaluation tools.

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Western Health Alliance Ltd (WHAL), trading as the Western NSW Primary Health Network (WNSW PHN) is one of 31 Primary Health Networks across Australia, established by the Australian Government to support and strengthen general practice, Aboriginal health services, allied health professionals and other health professionals working in primary health care.



We acknowledge that we work on the traditional lands of many Aboriginal clans, tribes and nations. We commit to working in collaboration with our region's Aboriginal communities and peoples to improve their health, emotional and social wellbeing in the spirit of partnership.

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