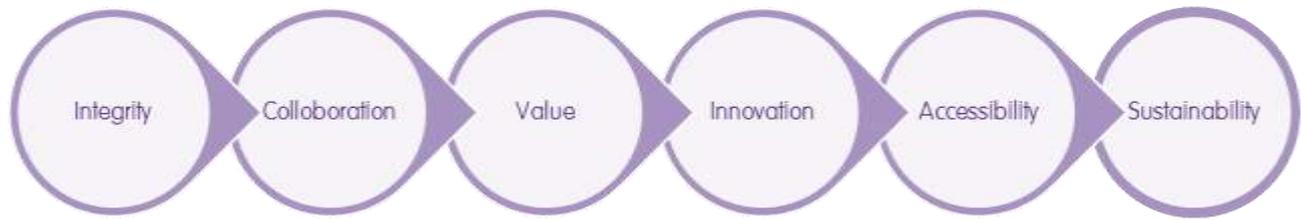


HCA Aboriginal Culturally Competent Statement



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability
are the values that underpin all of our services and relationships.

Policy Statement

HCA is committed to provide culturally competent services which respect a person's Aboriginal and Torres Strait Islander cultural identity, as well as maintaining appropriate community linkages and collaborates with Aboriginal services to meet the cultural needs of Aboriginal and Torres Strait Islander people. HCA promotes cultural safety and connectedness and respect the cultural and spiritual identity of Aboriginal and Torres Strait Islander people.

Policy Aims

Having a mutual understanding, collaboration and partnership building between HCA and Aboriginal services and communities are essential to build Aboriginal cultural competence.

HCA is committed to develop an understanding of the concepts and principles behind the notion of Aboriginal cultural competence.

Cultural competence has been defined as:

“a set of congruent behaviours, attitudes and policies that come together in a system, agency or among professionals that enable them to work effectively in cross-cultural situations.”

HCA is committed to developing cultural competence at all levels of leadership within the company, through training and educating all staff around customer cultural backgrounds.

HCA is committed to Aboriginal Self-determination, respectful partnerships, cultural responsiveness (ability and skilling of staff), cultural safety (environment and customer experience, the customers feel safe and is empowered by HCA's commitment, Cross-cultural practise and care (is the lens of cultural being used effectively) through reflective practise and a holistic approach.

Policy Details

As part of the assessment process at HCA the case manager will gather information about the customer, to establish if the customer is of Aboriginal and Torres Strait Islander culture. If the customer is of Aboriginal and Torres Strait Islander culture, culturally competent practise will indicate a different approach is necessary in working with ASTI people with a disability. Their experiences and background may have impacted on their ability to engage, and result in resistance in participation with the service. This may be due to the impact of trans-generational trauma (impacting the customer and their families).

If HCA is not able to assist the customer then HCA will assist and support the customer to find services that will meet their needs and aspirations in achieving their goal outcomes.

References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 2 – Participation & inclusion