

## Let's Get Connected Learning Conversations 2014-2015

### How do we better engage the Aboriginal and Torres Strait Islander community?

Culturally inclusive events – Aboriginal and Torres Strait Islander only and for whole community Work in partnership with Aboriginal workers, services and programs Promote events through Koori Radio, Koori Mail, community grapevine Work in partnership with services already working with the community & schools and local community hub Network and share information

Provide culturally appropriate and specific activities and programs Show genuine acknowledgements and respect for culture encourage a sense of belonging Build relationships – it takes time and allow it to grow without pushing your own agenda

hold informal meetings and conversations attend community NAIDOC events get to know the community and allow the community to get to know you ensure continuity – long term approach engage Elders – consult, provide genuine role in planning, show respect follow up with community commemorate Apology Day and Reconciliation Week

### How do we provide better access to the programs and services we deliver?

Consult with community to identify needs and preferences regarding aspects of program delivery Ask questions informally and don't assume that all community members will have the same needs or ideas about things Listen and act on advice Humour, spend time, be real share food or a cup of tea Assess enrolling/registration process – find safe ways to encourage Aboriginal and Torres Strait Islander community to identify Provide transport and free childcare Provide individuals with support needed to attend programs invite support person to attend with community member Be flexible Ensure appropriate time and location of events be aware of other events on the calendar that may clash Use familiar spaces for events that the community know and trust soft entry approaches less formal service/drop in open door policy mentoring cultural events and activities always consider affordability physical space and furniture consider 'gender' of workers

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### How to we become a more culturally safe and inclusive organisation?

Cultural awareness training for all Board members, staff and volunteers      Specialised training in trauma informed care and working with communities impacted by 'stolen generations'      Provide a welcoming and culturally inclusive environment – flags, welcome sign, paintings      Culturally specific service information      Koori Mail      Front desk and staff welcoming friendly greeting

Make time for a cup of tea      Regular agenda item at team meetings for ongoing reflection and discussion      Consultation with Aboriginal workers, Elders and community to identify issues, barriers, needs, and approaches that work      accountability

don't say you will do something that you can't do      use culturally friendly resources, pamphlets, visuals

understand the history      understand dynamics in community and the meaning of family      reflect on how we do things

know what other services and programs are out there      be aware of your own attitudes and bias      start a RAP

consult with local Aboriginal advisory group      be responsive and honest      don't make assumptions      find ways to support individuals within the systems we work in      recognise barriers and look for innovative solutions      allow space and time to build relationships with clients