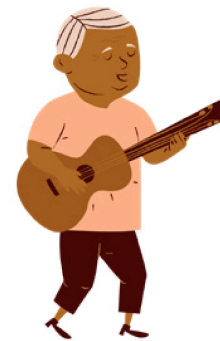


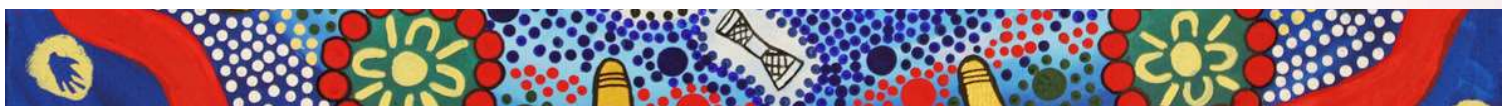
# ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE



The Aboriginal and Torres Strait Islander community is approximately 798,400 of Australia's population. Here are some tips to help overcome some common barriers experienced by the Aboriginal and Torres Strait Islander community.

| BARRIERS   | TIPS   |
|--|--|
| <p><b>Attitudes, values, and beliefs differ between cultures including how people view care.</b><br/>(e.g., First Nations communities usually prefer to have their kinship provide services for their elders).</p>   | <ul style="list-style-type: none"> <li>• Allow Aboriginal and Torres Strait Islander people to provide input on how they would like to receive care. (e.g., "Are you aware that Anglicare has a First Nations support staff? Would you like me to connect you with them?").</li> </ul>   |
| <p><b>Communication</b><br/>(e.g., First Nations are high context cultures, which means they prefer to have a relationship and communicate with stories to answer questions).</p>  | <ul style="list-style-type: none"> <li>• First Nations are high context cultures, meaning they want to establish a relationship before in-depth conversations.</li> <li>• Allow this group to be heard.</li> <li>• Allow them to story tell.</li> </ul> <p>(e.g., be patient and listen to the story to piece together what they are communicating).</p>   |
| <p><b>Trust</b><br/>(e.g., Australian history towards First Nations peoples has created a lot of mistrust due to recorded massacres, deaths in custody and a White Australia policy that excluded First Nations peoples from certain public places, including stolen generations survivors).</p> | <ul style="list-style-type: none"> <li>• Create a culturally safe environment by displaying the Aboriginal and Torres Strait Islander flags and an acknowledgement of the country in ALL aged care reception areas, including ALL office reception areas throughout the organisation.</li> <li>• Participate in culturally inclusive events</li> </ul> <p>(e.g., establish trust by employing First Nations staff to work in our aged care facilities and client services teams. Provide information and supporting materials such as acknowledgement of countries when conducting meetings or presentations to internal or external audiences).</p> |
| <p><b>Racism</b><br/>(e.g., Australian history towards First Nations has been one of segregation, and discrimination, racist behaviour should not be tolerated).</p>   | <ul style="list-style-type: none"> <li>• Some people behave in a racist manner with no repercussions<sup>1</sup>. We must ensure this behaviour is not allowed. Respect people and their diversity.</li> </ul> <p>(e.g., learn about their culture/subcultures before interacting as different tribes would have diverse cultural traditions, beliefs and norms amongst each other. Do not use racial slurs, discriminate or act offensively).</p>   |
| <p><b>Diverse Services</b><br/>(e.g., there is no one approach fits all, First Nations people have diverse needs and requirements, specialist culturally safe and appropriate services).</p>   | <ul style="list-style-type: none"> <li>• Understand the concept of elders.</li> <li>• Seek advice from First Nations.</li> <li>• Connect the Aged Care facility, and Children and Families facility with the local First Nations organisations and community on behalf of the First Nations clients.</li> </ul> <p>(e.g., Connect with the local First Nations health care providers and services and seek their advice on how best to service First Nations Elders or aged in care facilities).</p>   |

1. Althaus & O'Faircheallaigh, (2022)



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## RESOURCES

AIHW (Australian Institute of Health Welfare), (2021). *Profile of Indigenous Australians*. Australian Government. <https://www.aihw.gov.au/reports/australias-welfare/profile-of-indigenous-australians>

Althaus, C & O'Faircheallaigh, C, (2022). *Leading from Between: Indigenous Participation and Leadership in the Public Service*. Barriers to Indigenous Participation and Leadership Practice. <https://www.jstor.org/stable/j.ctvscxt27.10>

Carer Gateway. *3 key links for Aboriginal and Torres Strait Islander carers*. <https://www.carergateway.gov.au/tips/key-links-atsi-carers>

Carer Gateway. *Support for rural and remote carers*. <https://www.carergateway.gov.au/tips/rural-andremote>

