



Australian Government

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency.

Application

The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety.

This unit applies to people working in a broad range of roles including those involved in direct client service, program planning, development and evaluation contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1. Identify cultural safety issues in the workplace

1.1 Identify the potential impact of cultural factors on service delivery to Aboriginal and/or Torres Strait Islander clients

1.2 Identify critical issues that influence relationships and communication with Aboriginal and/or Torres Strait Islander people

1.3 Establish key aspects of cultural safety in consultation with Aboriginal and/or Torres Strait Islander people

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1.4 Evaluate the extent to which cultural safety is integrated in own work and workplace

2. Model cultural safety in own work

2.1 Ensure work practices are grounded in awareness of one's own cultural bias

2.2 Reflect awareness of own and other cultures in work practices

2.3 Use communication techniques and work practices that show respect for the cultural differences of Aboriginal and/or Torres Strait Islander people

2.4 Engage with Aboriginal and/or Torres Strait Islander interpreters and colleagues as cultural brokers, according to situation needs

3. Develop strategies for improved cultural safety

3.1 Support the development of effective partnerships between staff, Aboriginal and/or Torres Strait Islander people and their communities

3.2 Identify and utilise resources to promote partnerships

3.3 Devise and document ways to support the delivery of services and programs that are culturally safe and encourage increased participation

3.4 Integrate strategies that encourage self-determination and community control in services and programs

4. Evaluate cultural safety strategies

4.1 Agree outcomes against which cultural safety strategies can be measured

4.2 Involve Aboriginal and/or Torres Strait Islander people in evaluations

4.3 Evaluate programs and services against desired outcomes

4.4 Revise strategies based on evaluation with appropriate engagement of Aboriginal and/or Torres Strait Islander people

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- promoted Aboriginal and/or Torres Strait Islander cultural safety in the context of at least 1 workplace
- researched culture and history, the impact of European settlement, loss of land and culture and the importance of lore and kinship
- evaluated ways to improve communication with Aboriginal and/or Torres Strait Islander peoples who may be clients or colleagues.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- concept of Aboriginal and/or Torres Strait Islander cultural safety in the community services and health context, and its relationship with:
 - cultural awareness
 - cultural competence
- legislative context for Aboriginal and/or Torres Strait Islander cultural safety
- the diversity of Aboriginal and/or Torres Strait Islander cultures
- historical, social, political and economic issues affecting Aboriginal and/or Torres Strait Islander people and their engagement with community services and health systems, including:
 - impact of European settlement

- loss of land and culture
- racism and discrimination
- past and present power relations
- own culture, western systems and structures and how these impact on Aboriginal and/or Torres Strait Islander people and their engagement with services
- factors that contribute to Aboriginal and/or Torres Strait Islander ill health and common diseases experienced by these groups of people:
 - impact of trauma on individuals' ability for:
 - decision-making
 - communicating
 - understanding
 - retaining information
- ways to involve Aboriginal and/or Torres Strait Islander people in the planning and delivery of services and programs

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

In addition, assessment must involve persons approved of by relevant local community elders.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>