

# Cultural competency, equity and inclusion snapshot 2023-24

## Driving cultural competency, equity and inclusion

WA Primary Health Alliance (WAPHA) strives to create a safe and inclusive culture for our people, health service providers, partners, and community members. The contributions and participation of people with diverse bodies, identities and experiences is crucial to the work we do and allows us to shape a health system fit for the future.

WAPHA's Strategic Plan 2023-2026 prioritises efforts and investment to achieve health equity. Effective services are those people feel safe to use and cultural competency is integral to

achieving health equity.

Our Cultural Competency, Equity and Inclusion Frameworks, Innovate Reconciliation Action Plan (RAP), Rainbow Tick accreditation and QIC Health and Community Services Standards accreditation, underscore our commitment to improving cultural competency and safety within WAPHA and across the broader primary health care sector.

This snapshot showcases progress across all three Frameworks, with the first year of our implementation plan concentrating on internal activities.



## Standard 1: Whole of Organisation Commitment



Senior leaders identified to lead key actions aligning with RAP and Rainbow Tick priorities.



Cultural Competency, Equity and Inclusion Working group established, meeting regularly to discuss robust measurement, reporting and topical matters such as WAPHA's Australian Workplace Equality Index results.



Aboriginal Empowerment Group Charter developed to raise awareness of this group's purpose and benefit to other WAPHA people.



Digital systems established to manage and track actions and outcomes.

## Standard 2: Workforce Development

### WAPHA employee profile



**269 employees**

**Four** people identify as **Aboriginal and/or Torres Strait Islander**

**11** people identify as **LGBTIQA+**

### Education and development

**WAPHA enables and expects all new employees to complete cultural awareness training.**

**97 per cent** completed Aboriginal and Torres Strait Islander cultural awareness training.

**96 per cent** completed LGBTIQA+ cultural awareness training.

**21 people** completed an Aboriginal cultural immersion program with an Aboriginal Elder on Country.



### All Staff Day presentations



**July 2023** 'Acknowledge This', Rhys Paddick

**December 2023** 'How to be a LGBTIQA+ Ally', Pride in Diversity

**June 2024** 'Unconscious Bias', Diversity Australia

### Significant dates recognised and celebrated

**Harmony Week, 18-24 March** WAPHA people shared stories about their cultural heritage and what Harmony Week means to them.

**National Sorry Day, 26 May** National Sorry Day Flowers provided to WAPHA people to wear, purchased from the Kimberley Stolen Generation Aboriginal Corporation.

Information shared on the 'Bringing Them Home Report' and the Stolen Generations.

**National Reconciliation Week, 27 May – 3 June** 61 people attended a 'Closing the Gap and Privilege' webinar by Evolve.

Sponsored six National Reconciliation Week Street Banners across WA.

**NAIDOC Week, 7-14 July** NAIDOC Week morning tea attended by employees and board members, local events hosted in the regions, and WAPHA people attended local Aboriginal art exhibitions.

**Wear it Purple Day, 30 August** Online presentation (streamed and recorded for all WAPHA people) by Tidge Backhouse, Pride in Diversity.

**Pride Month, 25 November** WAPHA people marched in the annual Pride Parade with Care Collaborative.

## Standard 3: Community

### One LGBTIQA+ Stakeholder Reference Group meeting



- Endorsed inclusive recognition as part of a new Palliative Care WA suite of information booklets.
- Progressed an EOI to refresh and expand membership of our LGBTIQA+ Stakeholder Reference Group.

### Four Multicultural Stakeholder Reference Group meetings

- Provided advice on the consultation process, then feedback on recommendations and actions for a Multicultural Access Needs Assessment.
- Provided feedback on barriers faced by multicultural communities when accessing primary health care services, potential solutions, and regions of highest need and/or low service availability.
- Reviewed and endorsed Palliative Care WA information booklets to ensure suitability for multicultural community members.



## Standard 4: Holistic Person-Centred Care



- Produced a video to demonstrate the 'Transgender and Gender Diverse' health pathways, updated 13 clinical and referral pathways to reflect changes to MBS items for Aboriginal patients with chronic conditions, and reviewed the Eczema pathway to incorporate inclusive language and resources.
- Provided residential aged care home staff with LGBTIQ+ palliative care resources, also available on WAPHA's Greater Choices webpage.
- Provided a telehealth cart to allow Kungarrangkalpa Aged Care Service's residents to access virtual care.
- Included and promoted resources and education opportunities for improving access to care for priority populations within the care finder service's communities of practice.
- Distributed National Bowel Cancer Screening Kit resources to general practices in priority areas with a high number of Aboriginal patients, and published resources on Clinician Assist WA.
- Granted access to online Aboriginal cultural awareness training to all WA general practice staff, at no cost until June 2025.
- Translated COVID-19 and MyMedicare resources into multiple languages.

## Standard 5: Partnerships and Collaborations



We signed a Statement of Collaborative Intent with the Aboriginal Health Council of WA, with joint projects including:

- building advance care planning capacity and capability within Aboriginal communities via Aboriginal Community Controlled Health Services.
- supporting connections between the care finders and Elder Care support services.
- developing e-prescription resources for Aboriginal communities.
- Renewed our Pride in Diversity membership and joined Reconciliation WA as a Bidi (Tier 1) member.
- Held four Commissioned Service Provider Panel meetings and 17 WA GP Advisory and Special Interest Panel meetings. [Read the WA GP Advisory Panel and Service Provider Panel communiques.](#)
- Regional integration managers participated in local Aboriginal Health Planning Forums and working groups with a focus on Aboriginal health, particularly mental health, chronic conditions and aged care.

## Standard 6: Continuous Learning

- Contracted Impact Co to undertake a Multicultural Access Needs Assessment.
- Engaged in quality improvement activities with general practices to identify Aboriginal patients eligible for health assessments, team care arrangements and/or case conferences.
- Achieved a 25 per cent inaugural participation rate in the Australian Workplace Equality Index survey, with 95 per cent of respondents supporting and 98 per cent understanding WAPHA's diversity, equity, and inclusion efforts; results were significantly higher than benchmark organisations.
- Based on feedback from the Rainbow Tick re-accreditation, developed a Disclosure and

Gender Affirmation Policy that was reviewed by our LGBTIQ+ Stakeholder Reference Group and Pride in Diversity, with the following improvements:

- Updated our recruitment adverts to highlight our commitment to creating a safe and inclusive workplace and culture, and explicitly reference LGBTIQ+ people.
- Reviewed and revised our Recruitment and Selection, Dress Code and Gender Affirmation policies to ensure alignment and use of inclusive language.
- Endorsed a new 'Feedback and Complaints Implementation Plan' enabling an uplift in transparency and governance of complaints and feedback.

## Standard 7: Commissioning

We recruited a full-time activity lead to work with our commissioned service providers to help them embed cultural competency, equity and inclusion, a significant capacity uplift and signal of our dedication to implementation.

### Aboriginal commissioning and procurement

- \$16.36 million in commissioning funding allocated to Aboriginal organisations.
- 25 Aboriginal commissioned service providers.
- \$21,786 of goods and services procured from Aboriginal businesses.
- Six Aboriginal businesses engaged for procurement of goods and services.



### Care provision to under-served communities

- Developed policies to help Medicare Urgent Care Clinics provide care to under-served communities, including multicultural communities, Aboriginal people, LGBTIQ+ communities, people with disabilities, and victim-survivors of family, domestic, and sexual violence.
- Provided training support for clinic employees interacting with these patients.



### Commissioned service provider activities

In the annual performance reports from commissioned service providers, evidence is presented on initiatives that support the delivery of culturally appropriate, safe, equitable, and inclusive services.

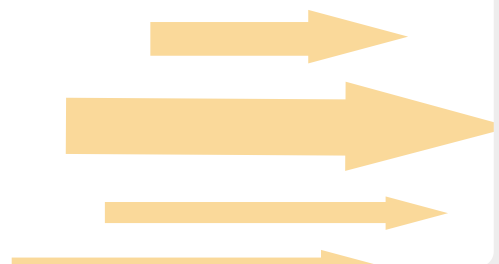
Key actions included:

- Reconciliation Action Plans and employment strategies for Aboriginal staff.
- Cultural awareness and unconscious bias training.
- Engagement with local Elders and cultural advisors.
- Annual surveys for workforce development.
- Partnership with local health and multicultural organisations.
- A diversity inclusion committee and celebration of significant dates.
- Use of interpreters and translators.



### Future opportunities

- **Representation:** Achieving genuine diversity and representation at all levels of the organisation, particularly in leadership positions.
- **Unconscious bias:** Addressing and mitigating unconscious biases among employees which require ongoing education to develop self-awareness and actively address biases.
- **Resourcing:** Allocating sufficient resources to implement and sustain cultural competency, equity and inclusion initiatives.
- **Translation:** Provision of resources and information in multiple languages to support health care access for multicultural communities.
- **Engagement:** Building and maintaining relationships with under-served communities and stakeholders which requires ongoing commitment and regular engagement.
- **Outcomes:** Measuring the impact of diversity, equity and inclusion initiatives and making data-driven improvements.



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