

Cultural Competency, Equity and Inclusion Snapshot 2024-2025

Driving cultural competency, equity and inclusion

WA Primary Health Alliance (WAPHA) is committed to diversity and inclusion and supporting our commissioned service providers to deliver equitable, safe and inclusive primary health care in Western Australia. We know it is an ongoing journey of continuous individual learning and organisational improvement to ensure best practice in health service delivery. This involves listening to, and learning from, the community on how to better engage, commission and deliver safe services.

Our Cultural Competency, Equity and Inclusion (CCEI) 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 primary health care sector in WA.

This snapshot showcases our progress over the last year, aligned with the six standards outlined in our CCEI Frameworks. These standards guide our commitment to cultural safety, equity and inclusion, and are used to hold ourselves and commissioned service providers to account.

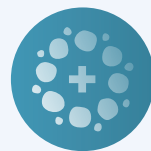


Standard 1: Whole of Organisation Commitment



Re-accredited against the QIC Health and Community Service Standards.

Achieved Rainbow Tick accreditation mid-cycle assessment.



Formal endorsement of Innovate RAP 2025-2027 by Reconciliation Australia.



Inclusion of health needs for Aboriginal, multicultural and LGBTIQ+ people in the PHN Program Triennial Needs Assessments 2025-2027.



Held five Cultural Competency, Equity and Inclusion Working Group meetings.

Standard 2: Workforce Development

WAPHA employee profile



277 WAPHA employees

Six people identify as Aboriginal

13 people identify as LGBTQIA+

Significant dates recognised and celebrated

Harmony Week, 17 – 23 March

Hosted morning teas across WAPHA's offices and virtual My Culture in the Spotlight campaign.

National Sorry Day, 26 May

Shared insights with WAPHA employees into the Stolen Generations and current state of child removal in WA through the article We cannot wait another generation.

National Reconciliation Week, 27 May – 3 June

Sponsored four National Reconciliation Week street banners, showcasing Snake Nest by Noongar artist Darryl Dempster.

Presentation by Professor Pat Dudgeon to WAPHA employees about the importance of Aboriginal social and emotional wellbeing in the delivery of culturally safe services.

NAIDOC Week, 6 - 13 July

Leadership of Legacy Hall of Fame showcased Aboriginal and Torres Strait Islander people who had or have a significant impact within the communities we work and across Australia. Forty-eight employees participated in an online quiz to discover more about these people.

Ninety nine employees attended a keynote presentation by The Storyteller Chef, Zach Green.

Wear It Purple Day, 29 August

Hosted a keynote presentation by Tidge Backhouse from Pride in Diversity who shared personal insights, discussed the significance of the day and took a deep dive into WAPHA's Australian Workplace Equality Index survey results.

Inclusion at Work Week, 18 – 22 November

Rika Asaoka, language and culture consultant and facilitator, hosted a lunch and learn session, Brain, mind and differences, exploring our diversity, equity and inclusion journey through connecting with each other and ways to build inclusion as a community in our workplace.

Education and development

WAPHA supports all new employees to complete cultural awareness training. This year:



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

100 per cent completed LGBTQIA+ equity and inclusion training.

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

Standard 3: Community

Four LGBTQIA+ Stakeholder Reference Group meetings, discussing:

- Western Australian LGBTQIA+ Reference Group & Inclusion Strategy
- Cultural Competency, Equity and Inclusion Commissioning Guidelines
- Rainbow Tick accreditation, mid-cycle assessment and actions
- Expansion of the LGBTQIA+ acronym to potentially include Sistergirl and Brotherboy
- Proposal for WAPHA to support an external Rainbow Tick Community of Practice.

Three Multicultural Stakeholder Reference Group meetings, discussing:

- Multicultural Access Program - care navigation service
- Building cultural competency of the primary health care workforce
- Access and use of interpreters within the primary health care setting
- Commissioning for Better Health: Inclusive, culturally competent commissioning project.



Standard 4: Holistic Person-Centred Care



- Hosted a Black Dog Institute lived experience workshop in the East Kimberley.
- Launched two educational videos *Yarning about weight: Building trust through social yarning* and *Yarning about weight: Setting goals and support change through management yarning*.
- Launched Aboriginal Weight Management elearning to support culturally safe care for Aboriginal people living with overweight and obesity.
- Provided free online Aboriginal cultural awareness training to general practice, with 156 GPs and practice staff completing the course.
- Provided Aboriginal health practitioners in aged care Understanding Vaccines and National Immunisation Program training by South Australia Health.
- Participated in the Geraldton LGBTIQ+ Mental Health Multi-service Day to support improved provision of mental health support.

Standard 5: Partnerships and Collaborations



- Held five Service Provider Panel meetings and 14 WA GP Advisory and Special Interest Panel meetings.
- Collaborated with Moodijit Koort and Arche Health to provide guidance and support to Medicare Urgent Care Clinics on how to make their facilities culturally safe and welcoming for Aboriginal patients.
- Engaged Aboriginal Health Council of WA and their member organisations to complete two baseline audits which describe the advanced care planning and palliative care capacity and capability of staff working in Aboriginal Community Controlled Health Services.
- In consultation with Bega Garnbirringu, we partnered with Lifeline WA to implement a 13YARN ambassador program in the Goldfields.
- Worked with Geraldton Regional Aboriginal Medical Service and WA Country Health Service to re-establish the Yamatji Aboriginal Health Planning Forum.
- Worked with Royal Flying Doctors Service and City of Kalgoorlie-Boulder to design a community paramedic service to help support and increase access to primary health care for visiting Aboriginal people and those experiencing homelessness.

Standard 6: Continuous Learning



- Revised WAPHA's Welcome to Country and Acknowledgement of Country protocols with greater emphasis on personalisation.
- Developed WAPHA's internal Gender Affirmation Policy to provide guidance to employees who are affirming their gender and to people leaders on how to best support employees throughout the process.
- Participated in the Australian Workplace Equality Index survey with 60 responses received from WAPHA employees. Results were significantly higher than benchmark organisations with 91 per cent of WAPHA respondents supporting and 97 per cent understanding WAPHA's diversity, equity and inclusion efforts.
- Engaged in quality improvement activities with general practices to identify Aboriginal patients eligible for health assessments, team care arrangements and/or case conferences.

Standard 7: Commissioning

Aboriginal commissioning and procurement



- 22 Aboriginal commissioned service providers.
- \$19,725,630 in commissioning funding allocated to Aboriginal organisations.
- 3 Aboriginal businesses engaged in procurement of goods and services.
- \$79,009 of goods and services procured from Aboriginal businesses.



- Cultural Competency, Equity and Inclusion commissioning guidelines endorsed.
- Commenced development of self-assessment and action plan tools to support commissioned service providers.
- Process established to evaluate inclusive and culturally competent service providers during tender evaluation.
- Contracted Derbarl Yerrigan Health Service to provide a senior social worker and Aboriginal health worker to increase their capacity to support patients experiencing family domestic sexual violence.

Future opportunities and key learnings



Health disparities: LGBTIQ+ people experience greater inequity and barriers to accessing appropriate and safe health care. Inclusion, partnerships and collaboration are vital to improving LGBTIQ+ health, as they enable local communities to shape health services.



Community engagement: Engaging with the community and building trust is vital to understanding the challenges, barriers and enablers to primary health care access, local health priority context, and expectations of local services and programs.



Collaboration and partnerships: Engaging with local Aboriginal medical services, Aboriginal Community Controlled Health Services and other organisations is crucial to building workforce capacity and implementation of initiatives and programs to improve health outcomes.



Health literacy: Embedding interpreter access within primary health care delivery can help ensure multicultural communities receive equitable, culturally safe care.



Cultural fatigue and stress: Recognising and addressing cultural fatigue and stress for Aboriginal employees is important for retention. Providing support and creating a culturally safe work environment can help mitigate these challenges.

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