



**KALWUN**

**Embedding Cultural Safety in General Practice**

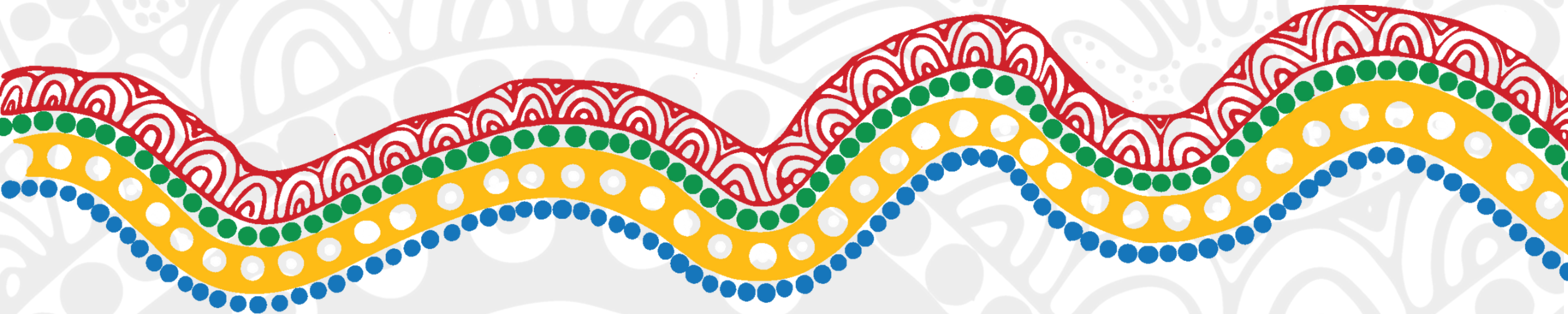


# Acknowledgement and Introduction

We acknowledge the Traditional Custodians of the land on which we meet today — the Kombumerri people of the wider Yugambah Language Speaking group.

We pay our respects to their Elders past and present, and we extend that respect to all Aboriginal and Torres Strait Islander peoples joining us today.

May we walk together in the spirit of respect, learning, and reconciliation .

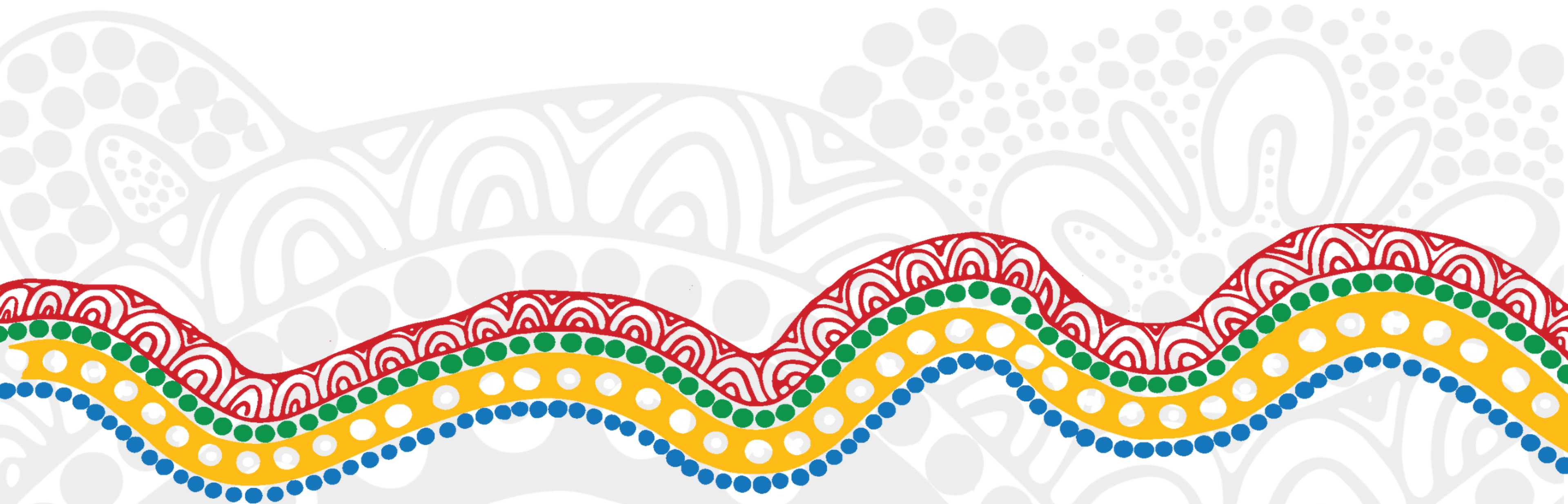


# Why Cultural Safety Matters



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Journey of health and wellbeing



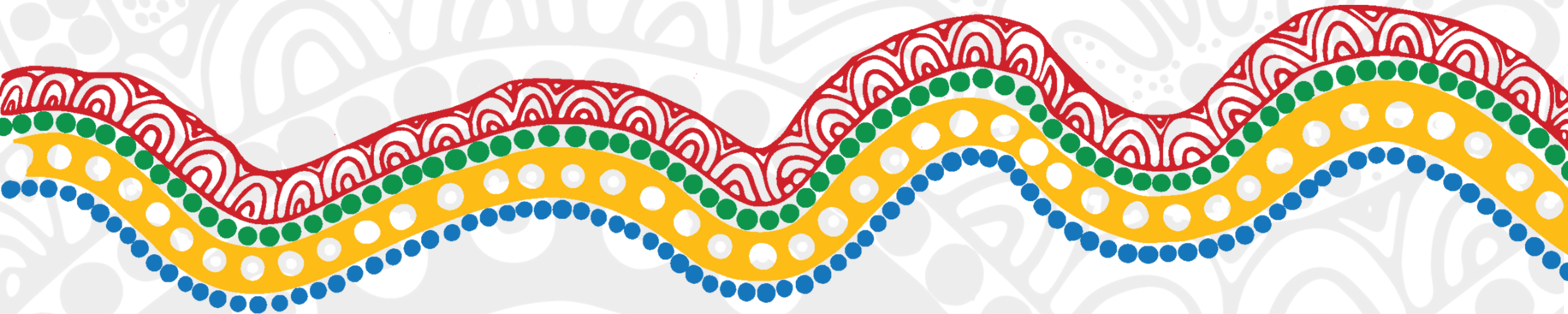
# Cultural Safety in Practice

- **Respectful communication**
- **Recognition of power imbalances**
- **Patient empowerment**
- **Commitment to self-reflection and continuous improvement**



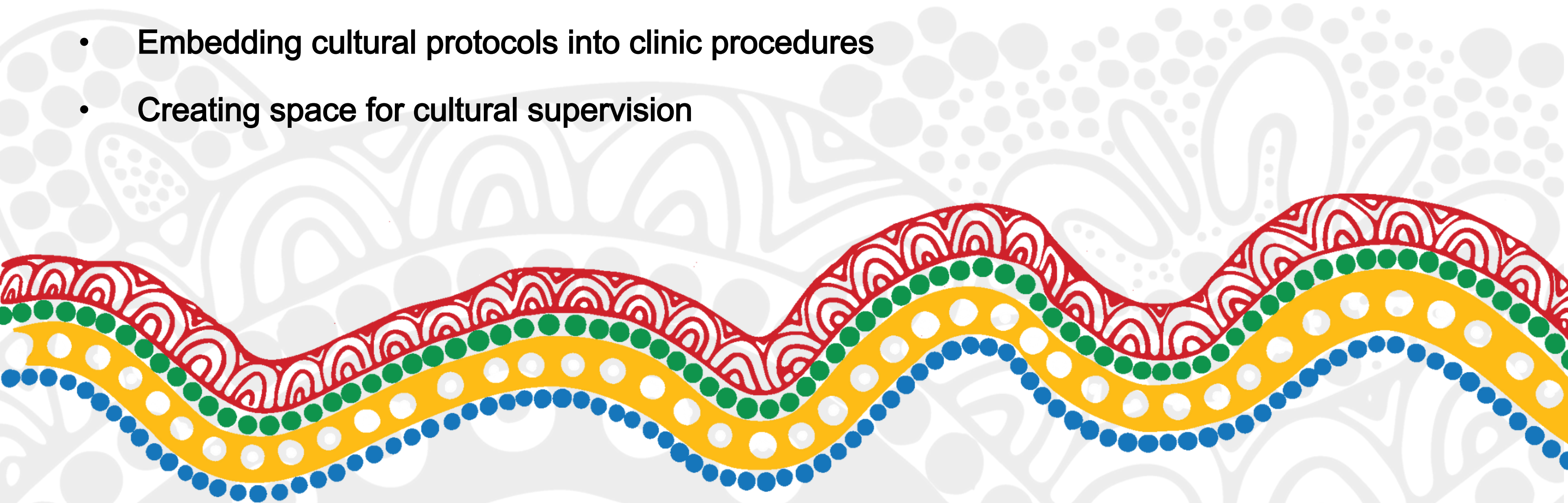
# Immediate (Short-Term) Actions

- Inclusive signage and environment
- Acknowledgement of Country
- Pronouncing names correctly
- Asking about cultural identity in a respectful way



# Longer-Term Commitments

- Participating in cultural safety training
- Building relationships with local communities and Elders
- Embedding cultural protocols into clinic procedures
- Creating space for cultural supervision



# Practice - Wide Cultural Safety

- Audit practice environment and policies
- Engage staff in cultural learning
- Partner with local ACCHOs
- Reflect cultural safety in recruitment and onboarding

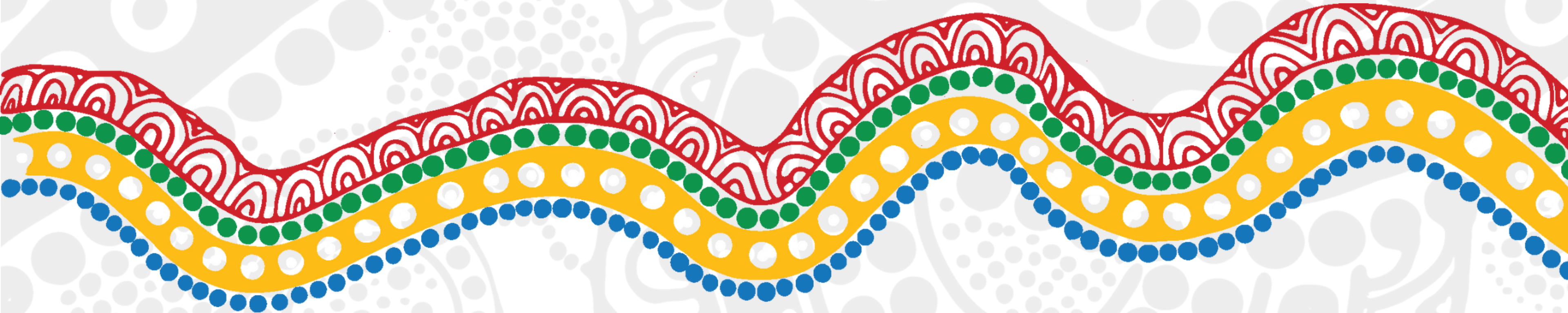




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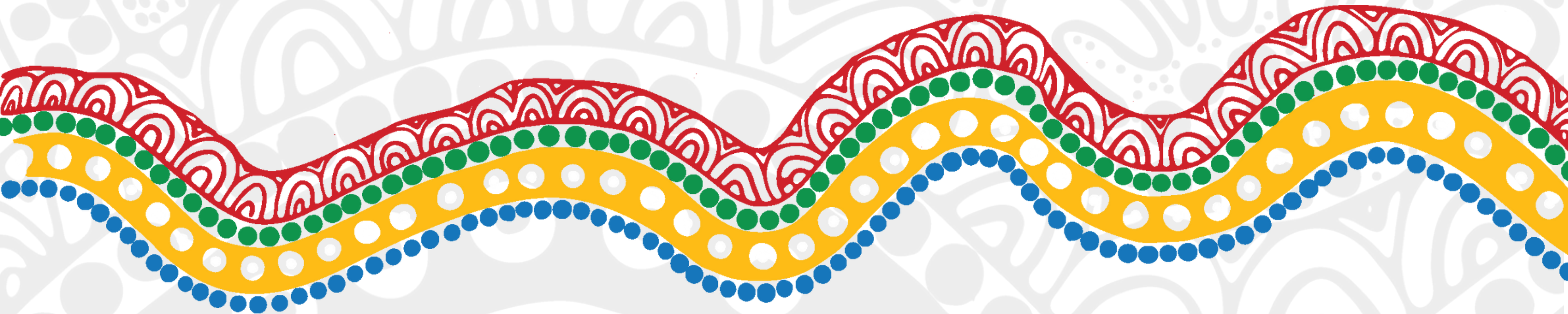
# **PARTNERING FOR IMPACT**

**‘Spotlight on the Integrated Team Care (ITC) Program’**



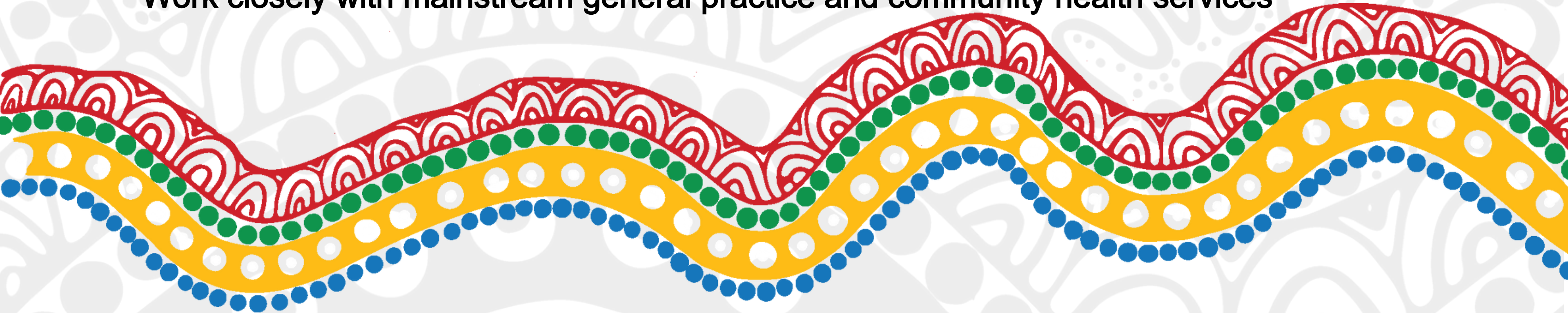
# What Is the ITC Program?

- **Funded by Department of Health and Aged Care**
- **Delivered through Primary Health Networks**
- **Supports Aboriginal and Torres Strait Islander people with chronic disease**
- **Coordinates culturally safe, team-based care**



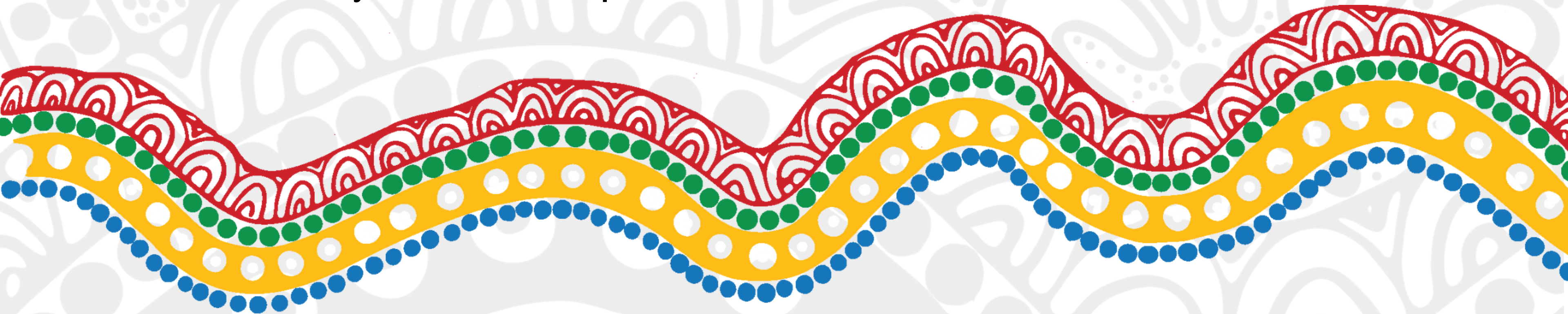
# Role of Aboriginal and Torres Strait Islander Health Project Officers

- Provides leadership in Integrated Team Care in each region
- Works alongside outreach workers and care coordinators
- Drive culturally safe models of care
- Work closely with mainstream general practice and community health services



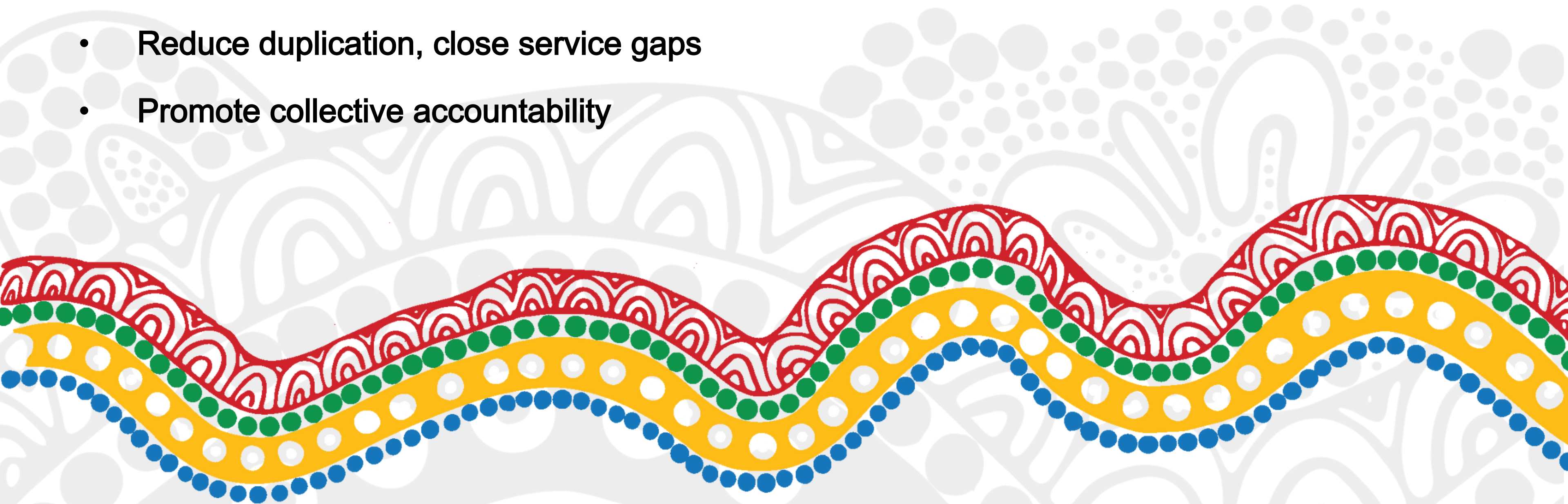
# Building Capacity in Mainstream Practices

- Support GPs and staff to understand cultural context
- Provide advice and training
- Help practices audit and improve service delivery
- Share culturally relevant health promotion materials



# Facilitating System-Wide Collaboration

- Project officers connect GPs, hospitals, ACCHOs, specialists
- Encourage shared care planning
- Reduce duplication, close service gaps
- Promote collective accountability



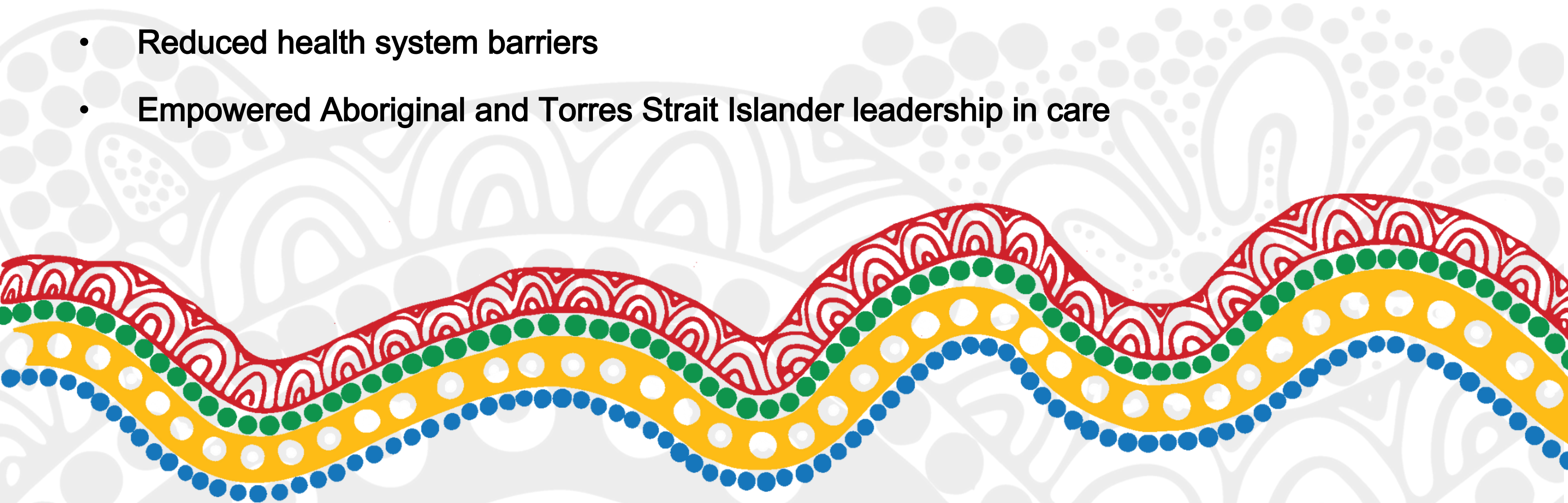
# Engagement with ITC

- Invite project officers to team meetings
- Refer eligible patients to ITC
- Engage in joint care coordination
- Seek advice when unsure about cultural matters

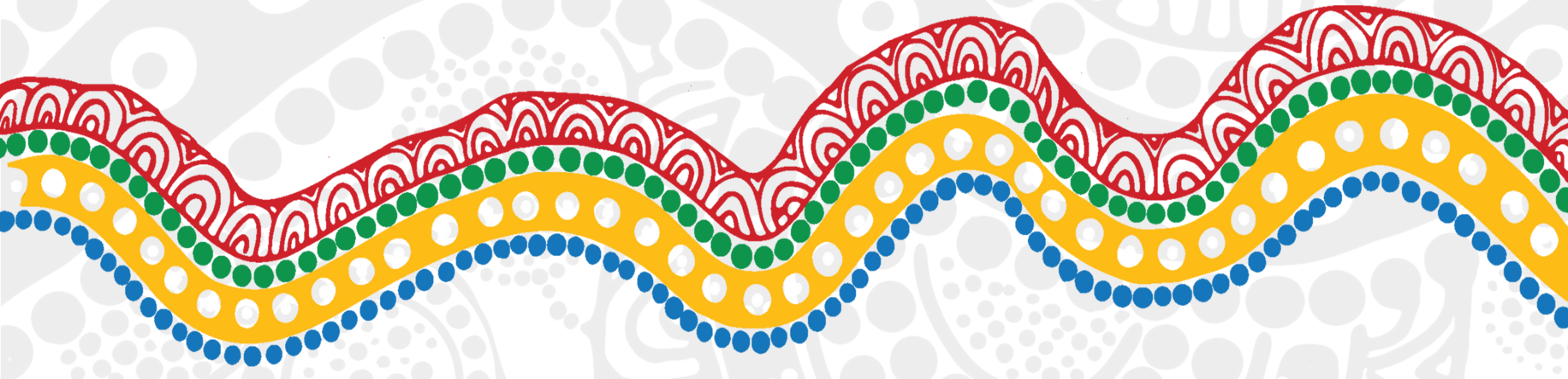


# Impact of Culturally Safe Partnerships

- Increased patient trust and attendance
- Better chronic disease outcomes
- Reduced health system barriers
- Empowered Aboriginal and Torres Strait Islander leadership in care

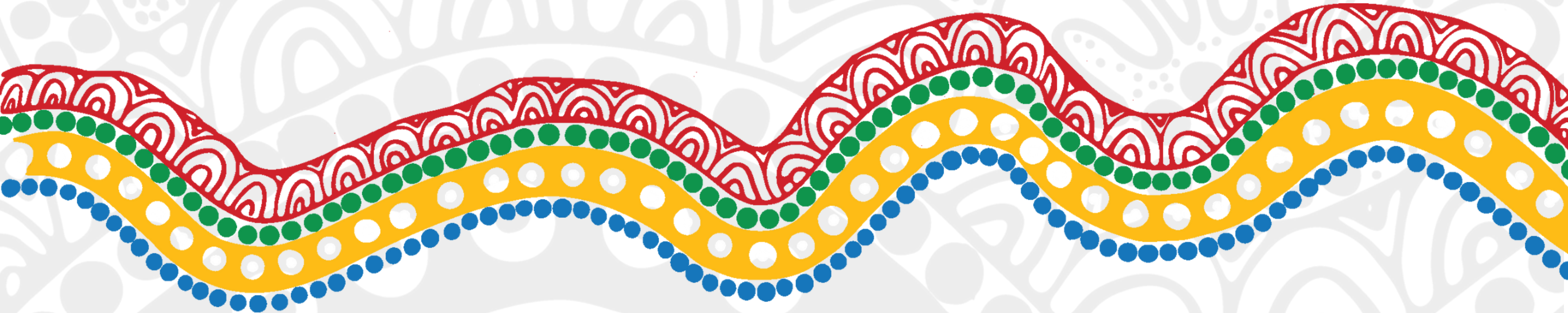


# RESOURCES FOR ONGOING LEARNING



# Resources

1. Well Mob
2. Australian indigenous Health Info Net
3. Centre of Best Practice
4. Australian Institute of Health and Welfare
5. NACCHO– National Aboriginal Community Controlled Health Organisation



# Final Takeaways

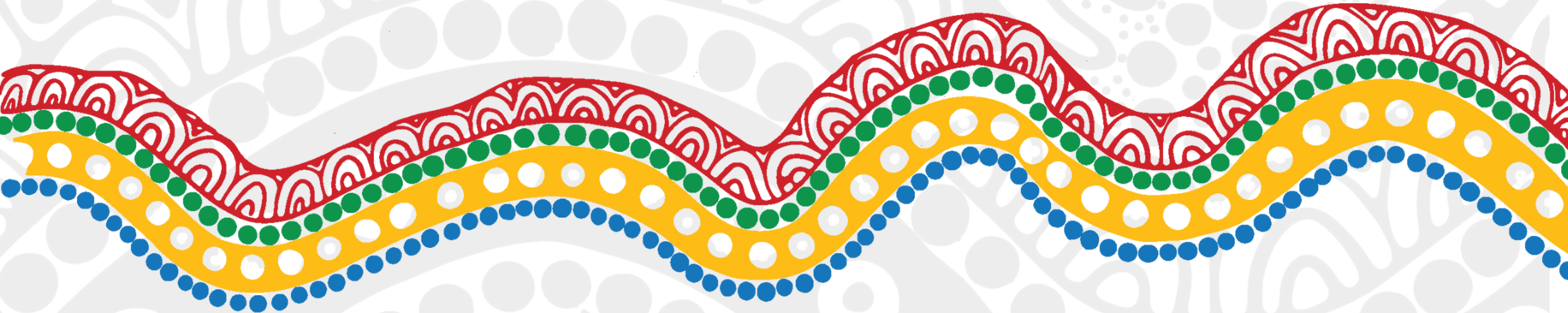
Cultural safety is an ongoing journey.

Small changes lead to big impact.

ITC project officers are valuable allies.

Culturally safe care improves outcomes for all.

What will you do after today?





**KALWUN**

# Thank you!

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