

## Cultural Competency Framework - Capital Health Network

	RECIPROCAL RELATIONSHIPS	LEADERSHIP AND ACCOUNTABILITY	CULTURAL INTELLIGENCE	SUSTAINABLE PARTNERSHIPS
<b>SYSTEMS</b>	We have strategies and processes in place that allow us to co-design our services with our Aboriginal and Torres Strait Islander consumers across every aspect of the commissioning cycle	There is Aboriginal and Torres Strait Islander representation through all levels of our governance structure and advisory process	We understand the ACT Aboriginal and Torres Strait Islander community and are able to share knowledge on existing and emerging health issues	We have a partnership with the National and ACT Aboriginal and Torres Strait Islander Health Organisation and the ACT Aboriginal and Torres Strait Islander Elected Body that allows us to collaborate and supports us in providing culturally safe and responsive service to the community
<b>ORGANISATION</b>	We have the skills, processes and products that allow us to communicate in a culturally appropriate way	We demonstrate our commitment to gaining better health outcomes for Aboriginal and Torres Strait Islander people by embedding it into our policies, processes and programs	We have systems that allow us to gather and share information on how our work impacts on Aboriginal and Torres Strait Islander health consumers in the ACT	We have embedded local Aboriginal and Torres Strait Islander participation in our contractual and procurement processes
<b>STANDARDS</b>	Our Cultural Capability Framework is published so that we are accountable for how this is applied, by staff and commissioned services, when assessing needs and designing health services for Aboriginal and Torres Strait Islander community	Cultural competency is measured, at all levels, in our performance management system	We have the data sets required to allow for effective needs assessment and priority	We have documented culturally safe engagement and communication protocols for our staff and commissioned services to follow
<b>INDIVIDUALS</b>	Our staff meet core cultural awareness competencies identified for each function within Position Descriptions	Our leadership ensures that our journey towards cultural capability is discussed and reported at Staff and Board meetings	Our staff understands and has evidence of how our decisions and their role impacts the Aboriginal and Torres Strait Islander community	Our staff have the skills, attitude and behaviours to build partnerships within the Aboriginal and Torres Strait Islander community