

Building a culturally respectful non-discriminatory workforce through provision of Aboriginal Person-centred Care training

Helen Mclean, TRACS WA, DoH, Based Fremantle Hospital Alma Street, WA,
helen.mclean@health.wa.gov.au

Jessica Sharp, TRACS WA, DoH, Based Fremantle Hospital Alma Street, WA,
Jessica.sharp@health.wa.gov.au

Nola Naylor, Director of Aboriginal Health Strategy, SMHS, FSH, WA, nola.naylor@health.wa.gov.au

Background

Working in genuine partnership with our Aboriginal population invests in their healing. Engaging health professionals with authentic stories of Aboriginal people's experience of healthcare, both positive and negative, enhances the development of deep and lasting empathy and supports a move towards eliminating racism and systemic discrimination.

Aim of the project

The training module aims to improve knowledge, behaviour and attitudes of clinicians to enable them to care for Aboriginal people in a holistic, empathetic and compassionate way.

Methods

The Aboriginal Person-centred care training module and resources were developed in response to requests from clinicians and built through broad community consultation and engagement with a range of stakeholders over a four-year period. A collaborative partnership was formed between an education unit (TRACS WA) and all Directors of Aboriginal Health Strategy in WA. A series of Communities of Practice were facilitated, including fishbowl learning, round table discussions, question and answer expert panels and world café forums. The collaboration group recognised that more formalised training was required and worked in partnership to develop a half day workshop style training module. The training is always delivered by an Aboriginal and non-Aboriginal facilitator.

Outcome

The learning tool was piloted and modified based on qualitative feedback. To date 332 health service providers have attended and have reported 100% satisfaction with the training. The roll out of the training across metropolitan and country WA is now underway, with a large number of bookings received.

Conclusion

By improving education, knowledge and understanding through training for health professionals in Aboriginal Person-centred care, a flow-on benefit to Aboriginal people being cared for is anticipated. Creation of a culturally safe environment develops and strengthens relationships with the Aboriginal community and medical services, and increases staff confidence. Culturally secure engagement and communication improves service effectiveness and reduces adverse outcomes for Aboriginal people.