

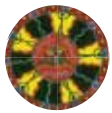
Information Guide

Making it Easier for Health and Community Workers to Work Respectfully with
Aboriginal and Torres Strait Islander Communities

"Strong & Deadly Community Partnerships"



KARULBO
"All Together"



KARULBO "Strong & Deadly Community Partnerships"

Introduction

The aim of this Information Guide is to bring together information from a variety of sources into one guide which will make it easier for health workers to find answers to questions they may have about Aboriginal and/or Torres Strait Islander Health, history and protocols on the Gold Coast. Information contained in each section has been referenced to its original source. These references can be found at the end of the guide and should be acknowledged where appropriate. Also included are contact details for local Aboriginal and Torres Strait and non- Aboriginal organizations and services that offer support and services to Aboriginal and Torres Strait Islander people and communities. You will also find a description of the six canvases painted for the Making Two Worlds Work project.

Table of Contents

About Making Two Worlds Work.....	1
Frequently asked questions.....	4
Local organisations and services.....	17
The importance of art in Aboriginal and/or Torres Strait Communities.....	??
A description of the canvases.....	??
Artwork elements developed from the paintings.....	??

We Would Like to Thank

Firstly Karulbo "All Together" Strong & Deadly Community Partnerships based on the Gold Coast would like to acknowledge and thank Mungabareena Aboriginal Corporation and Women's Health Goulburn North East for allowing us to reproduce or copy any part of the Making Two Worlds Work Project.

We would also like to thank and acknowledge our local Elders whom have supported and had input with this project right from the start through their Elders Group.

Thank you to all of those members of organisations, agencies and community members who have attended meetings and have been involved in the development of our resources, especially all of our local artists.

Aunty Joyce Summers we would especially like to thank you for your artwork, input on behalf of the Elders Group and especially the continuous tireless work that you have put into supporting us through this whole process.

Facilitating Organisations



Kalwun Health Service
2020 Gold Coast Highway
Miami QLD 4220
Ph: 07 5526 1112
Fax: 07 5526 1796



Krurungal - Aboriginal and Torres Strait Islander Corporation for Welfare, Resource and Housing
F5-F9 Eastern Av Airport Central
Coolangatta QLD 4225
Ph: 07 5536 7911
Fax: 07 5536 7909

Indigenous Health Service



Indigenous Health Service - GCHSD
Palm Beach Community Health Centre
Level 1/9 5th Avenue
Palm Beach QLD 4221
Ph: 07 5525 5630
Fax: 07 5525 5629

About Making Two Worlds Work

The original project initiative is from Mungabareena Aboriginal Corporation and Women's Health Goulburn North East, therefore Karulbo "All Together" Strong & Deadly Community Partnerships based on the Gold Coast would like to acknowledge and thank Mungabareena Aboriginal Corporation and Women's Health Goulburn North East for allowing us to reproduce or copy any part of the Making Two Worlds Work Project.

How it came about

Initially the Aboriginal and Torres Strait Islander Organisations – Kalwun, Krurungal and Indigenous Health were approached by Department of Communities whom had seen a presentation about Making Two Work and thought that it could also do something very similar to assist Organisation's Government and non-Government in their approach with service delivery for the Gold Coast Aboriginal and Torres Strait Islander community. There was also an expression of interest to have:

- Locally produced Aboriginal and/or Torres Strait Islander artwork and images they could display in their agencies
- Accessible information about local Aboriginal history and culture, protocols, key organizations and contacts.
- Resources to support their work with Aboriginal and/or Torres Strait Islander clients, family and community.

The way we work

We used art as a way to involve our Aboriginal and/or Torres Strait Islander community and acknowledge the essential role that storytelling, art and symbols play as culturally appropriate communication mechanisms. As a result we have () impressive paintings depicting aspects of health and wellbeing that form the foundation visual imagery for the resource kit.

We planned ways to ensure that the Aboriginal and/or Torres Strait Islander Community was involved in all aspects of decision-making along the way. Karulbo held monthly meetings which included: Core Members, Network, Community about health and wellbeing to provide information about the project and to receive feedback. Karulbo also assisted with the start up and support of an Elders Group.

What we have developed

The resource kit contains:

- Suite of 7 colour posters and post cards, developed from the original community paintings
- Working with Aboriginal and/or Torres Strait Islander clients and community audit tool for agency planning and review
- Checklist for working with Aboriginal clients
- Signage for services to welcome Aboriginal and Torres Strait Islander people to their agency
- Information guide that includes local knowledge about culture and history, frequently asked questions, key Aboriginal organizations and contacts

Whats Next ?

Needs to be inserted

•

What is Aboriginal Health Promotion?

Health promotion for Indigenous people needs to take into account culture, diversity within the population, socioeconomic circumstances, numerous languages and dialects, geographic location and, importantly, the consequences of colonization (which have impacted on the social, economic, and physical living conditions of Indigenous people).

Health is viewed holistically in the Indigenous population, and is inclusive of the physical, social, emotional and cultural wellbeing of individuals and communities. Relationships within the community (particularly those with Elders), and spiritual connections to the land and ancestors need to be considered in the interpretation of health issues.

Specific health issues and their contributing factors need to be assessed in the context of Indigenous people's lives and the disproportionate burden of disadvantage they bear compared with the non-Indigenous population.

Protocols & Procedures

Working in partnership

How do I go about working in partnership with an Aboriginal and/or Torres Strait Islander Community?

The Making Two Worlds project has produced eight resources to support effective partnerships:

- A Working with Aboriginal and/or Torres Strait Islander clients and community audit tool for agency planning and review
- A checklist poster for working with Aboriginal clients
- Health Promotion framework with an 'Aboriginal lens'

Relationship building is essential before starting work on a project or program that has a direct impact on Aboriginal communities. Aboriginal people have a strong sense of owning their history and knowledge and being in control of their future. This ownership has often been ignored in the past.

Flags

What is the meaning of the design of the Aboriginal flag?

The black top half of the flag symbolises Aboriginal people. The bottom red half represents the earth, and the yellow circle in the centre represents the sun. Mr Harold Thomas, an Aboriginal Elder, holds the copyright for the flag.



What is the meaning of the design of the Torres Strait Islander flag?

The flag has three horizontal panels. The top and bottom are green and the middle one is blue. The panels are divided by thin black lines. The green represents the land, the blue represents the sea, and the black represents the Torres Strait Islander people. In the centre is a white dari (dancer's head dress), which is a symbol of the Torres Strait Islander people. Underneath the dari is a white five-pointed star. This represents the island groups in the Torres Strait and the white represents peace. Mr Bernard Namok of Thursday Island created this flag.



Protocols & Procedures

In what order should flags be flown?

The order in which flags should be flown is (from the left)

1. Australian flag
2. State flag
3. Aboriginal and Torres Strait Islander flags
4. Other flags (e.g local council flags)

Always make sure that Aboriginal and Torres Strait Islander flags are reproduced, hung and depicted in the correct way.

Do I have to get permission if I want to reproduce the image of the Aboriginal or Torres Strait Islander flag?

Permission needs to be sought if you intend reproducing either the Aboriginal or Torres Strait Islander flag for commercial use. Further information is available from the Department of Prime Minister and Cabinet, website:

www.itsanhonour.gov.au

Aboriginal Elders

Who are Aboriginal Elders?

An Aboriginal Elder is someone who has gained recognition as a custodian of knowledge and lore, and who has permission to disclose knowledge and beliefs. This Elder has earned the respect from the Community.

In some instances Aboriginal people above a certain age will be recognized by others in the community as an Elder. It is important to understand that, in traditional Aboriginal culture, age alone doesn't necessarily mean that one is recognized as an Elder.

Aboriginal people traditionally refer to an Elder as 'Aunty' or 'Uncle'. However, it is recommended that non-Aboriginal people check the appropriateness of their use of these terms.

How do I acknowledge Aboriginal Elders and when do I do this?

At major events, acknowledgement of Aboriginal Elders (past and present) usually follows acknowledgement of traditional owners. At meetings, it is appropriate to acknowledge Aboriginal Elders separately.

At events where the identity of all participants is not clear, it is important to acknowledge 'any Aboriginal Elders'. See the section on 'Traditional Owners' for an example of acknowledging Aboriginal Elders.

Protocols & Procedures

Traditional Owners

Who are 'Traditional Owners'? When do I acknowledge them?

A 'traditional owner' (also called Traditional Custodian, however some communities have specific preferences about which term to use) is an Aboriginal person or group of Aboriginal people directly descended from the original Aboriginal inhabitants of a culturally defined area of land or country and who has or have a cultural association with this country which derives from the traditions, observances, customs, beliefs or history of the original Aboriginal inhabitants of the area.

The following is a generic example of how to acknowledge traditional owners:

'I would like to acknowledge the traditional owners of the land that we stand on today the (insert name) people. I would also like to pay my respects to the Elders past and present.'

In some locations, more than one group may claim traditional ownership or different versions of the name of the traditional owners' clan or community may be in use. If you are in this situation, the acknowledgement may take the following form:

'I would like to acknowledge the traditional owners of the land (or country) on which we stand and pay my respects to their Elders past and present.'

Welcome to Country

What is a 'Welcome to Country' and when should I include it in a function?

'Country' is a term used to describe a culturally defined area of land associated with a particular culturally distinct group of people or nation.

A 'Welcome to Country' is where an Aboriginal custodian welcomes people to their land at the beginning of a meeting, event or ceremony. An appropriate person such as a recognized Elder within the local area needs to conduct this welcome. Welcome to Country enables Traditional Custodians to give their blessing for the event. It is an important mark of respect for Aboriginal people.

INSERT A NICE PICTURE HERE

Protocols & Procedures

Acknowledgement of Country

What is an Acknowledgement of Country?

Acknowledgement of Country is where other people acknowledge and show respect for the Traditional Custodians of the land on which the event is taking place. It is a sign of respect. Below are two generic statements that are considered appropriate wording for an Acknowledgement of Country (the first one includes acknowledging Traditional Owners):

'I would like to acknowledge that we are here today on the land of the (insert local clan) people. The (insert local clan) are the Traditional Owners of this land and form part of the wider Aboriginal nation known as the (insert name of *Nation). I would also like to acknowledge the present Aboriginal and Torres Strait Islander people who reside in this area.'

*'Nation' refers to a culturally distinct group of people associated with a particularly culturally defined area of land or country. Each nation has boundaries that cannot be changed, and language is tied to that nation and its country.

Smoking ceremonies

What is a smoking ceremony and when would one be held?

Smoking ceremonies are undertaken in Aboriginal communities in order to cleanse a space. The smoking ceremony is a purification ritual and is always undertaken by an Aboriginal person with specialized cultural knowledge. Aboriginal people may request a smoking ceremony in a workplace where a death or other traumatic event has occurred.

Gender protocols

How can I find out if something is Men's or Women's business?

Aboriginal society still regards some information as specific and sacred to either men or women. This knowledge is sacred and recorded in a way that only men or women can access. Agencies need to be aware that such issues exist and seek advice from an Aboriginal Elder about when they are likely to arise and how to manage such issues.

Fee for service

When should I offer to pay for services provided by an Aboriginal person, people, or community?

Aboriginal knowledge is complex and specialized, and is owned by Aboriginal people. As in Western culture, specialized knowledge is not something that is usually given away for free.

Aboriginal people who are asked to work in some way, including performing a traditional dance, giving a speech or traditional welcome, providing artwork or participating in a project, are entitled to be paid for their time and expertise.

Historical Information and Key Dates

What are some of the key historical events for Aboriginal people and communities?

1967	Constitutional amendment referendum	The Commonwealth Government acquired power to legislate for Aboriginal Australians and allowed for their inclusion in the census.
1971	The Aboriginal flag first flown	Designed by Harold Joseph Thomas, a Luritja man from Central Australia, the Aboriginal flag was first flown in Adelaide on National Aborigines Day, 12 July.
1972	Self-determination introduced into government policy	The Department of Aboriginal Affairs was established, and the Whitlam Government introduced the policy of self-determination.
1975	Racial Discrimination Act	On 11 June the Commonwealth Racial Discrimination Act came into effect.
1985	Uluru handed back	Uluru (formerly known as Ayers Rock) was handed back to the traditional owners.
1989	Aboriginal and Torres Strait Islander Commission Act	The Aboriginal and Torres Strait Islander Commission was established by the Aboriginal and Torres Strait Islander Commission Act 1989 and began operations on 5 March 1990.
1992	Native title (Mabo)	In 1992, the High Court decision on Native title (Mabo) overturned the concept of 'terra nullius' (that land belonged to no one at the time of European invasion) and established that Native title can exist over particular kinds of land. This led to the establishment of the Native Title Act 1993.
1992	Torres Strait Islander Flag	Bernard Namok of Thursday Island designed the Torres Strait Islander flag.
1997	Bringing Them Home	The Report of the National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from their Families, Bringing Them Home, was released. In 1999, the Federal Government issued a statement of sincere regret over the forced removal of Aboriginal children from their families.
1998	26 May, National Sorry Day	The first National Sorry Day was held one year after the tabling of the Bringing Them Home report which recommended that a National Sorry Day be declared.
2005	Abolition of the Aboriginal and Torres Strait Islander Commission	On 16 March Parliament passed the ATSIC Amendment Bill, repealing provisions of the Aboriginal and Torres Strait Islander Act 1989 (Commonwealth) and thereby abolishing the Aboriginal and Torres Strait Islander Commission and its structures from 30 June 2005. vii

Historical Information and Key Dates

What key dates are significant to Aboriginal people and communities?

26 January Survival Day	Aboriginal Australians choose to mark Australia Day as a day to highlight the invasion of Australia by Europeans and to acknowledge the survival of their culture.
26 May – 3 June National Reconciliation Week	This week begins with National Sorry Day on 26 May and ends with Mabo Day on 3 June.
26 May National Sorry Day	This day marks the anniversary of the 1997 tabling of the Human Rights and Equal Opportunity Commission National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from their Families, Bringing Them Home (April 1997)
3 June Mabo Day	This day commemorates the anniversary of the 1992 High Court decision in the case brought by Eddie Mabo and others, which recognised the existence in Australia of Native title rights.
First full week of July NAIDOC Week	The first Sunday of July sees the beginning of a week dedicated to Aboriginal and Torres Strait Island people to celebrate NAIDOC (National Aboriginal and Torres Strait Islander Day Observance Committee) Week. It is a celebration for Aboriginal and Torres Strait Island people of their survival. It is also a time for all Australians to celebrate the unique contribution of Aboriginal and Torres Strait Islander traditions and cultures and to bring issues of concern to the attention of governments and the broader community.
August National Aboriginal and Islander Children's Day	This day was first observed in 1988 and each year it has a special theme.

Where can I get more information about what is happening for each of these dates?

Information can be obtained by:

- Contacting your local Aboriginal organisation
- Viewing advertising in Aboriginal publications, such as the Koori Mail and the National Indigenous Times
- Visiting web sites, such as the ABC's Message Stick

Producing Appropriate Information

Producing materials for Aboriginal Communities

I am developing some materials for an Aboriginal Community. How do I make sure that what I produce is culturally appropriate?

Ideally, you are working in partnership with your local Aboriginal community and or agency in developing materials. If you haven't already, it is important that you consult and regularly communicate with the Aboriginal community or your local Aboriginal agency to ensure that what you are producing does not offend in terms of language, use of the Aboriginal or Torres Strait Islander flags, use of artwork or other artistic materials or images, or Aboriginal protocols relating to men's and women's business, and deceased persons. This is the best way to ensure that what you produce will be culturally appropriate, relevant and respectful to the Aboriginal community.

Other considerations in producing culturally appropriate material are that any material would acknowledge, where appropriate:

- The importance of family and community
- Respect for Elders
- That some health and wellbeing messages need to be tailored to men and women respectively
- Community pride in Aboriginal heritage
- Whether the focus is on Aboriginal people from one particular area or all areas
- Sensitivities associated with past government policies and practice

Ownership, copyright, cultural and intellectual property

How do I obtain permission to use Aboriginal written, verbal or artistic materials?

In the past, non-Aboriginal people have appropriated Aboriginal stories, language, songs, dance and knowledge. Aboriginal people have not been recognized as the owners of this knowledge. In some cases non-Aboriginal authors, who have benefited from the knowledge given to them, have claimed copyright and profited from the information.

As a result copyright and the protection of intellectual property are vital issues for Aboriginal people. They are the custodians of their culture and have the right to own and control their cultural heritage.

Any access to and use of Aboriginal cultural information must have permission from relevant individuals or organisations. Rights to use Aboriginal material may be held by an individual, but most cultural material belongs to the traditional owners of that knowledge. It is advisable to reach formal agreement with the owner/s of the knowledge before commencing a project that uses Aboriginal material.

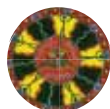
Naming the deceased

Should I use material that names or shows images of deceased Aboriginal people?

Different Aboriginal communities have different protocols regarding naming deceased Aboriginal persons. The best way for agencies to use the appropriate protocol for their area regarding naming the deceased or showing photographic images is to consult the local Aboriginal Organisation in the area.

References

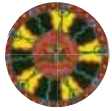
- NSW Department of health (2004) Communicating positively.
A guide to appropriate Aboriginal terminology.
North Sydney, NSW Department of health, p.9.
Ibid.p.28
- Victorian Government Department of Human Services (2006) Building Better Partnerships.
Melbourne, Victorian Government Department of Human Services, pp. 25-28
- NSW Department of Local Government (2007) Engaging with local Aboriginal communities.
A resource kit for local government in NSW.
Sydney, NSW Department of Local Government, p.35.
- NSW Department of Health (2004), op.cit.p.13
Ibid. p.29
- Victorian Government Department of Human Services (2006), op.cit.pp.20-22
Ibid.p.13
Ibid.p.14
- http://www.healthinfolnet.ecu.edu.au/html/html_programs/health_promotion/programs_healthpromotion.htm
Ibid.p.18
Ibid.p.37
- Victorian Government Department of Human Services (2006), op.cit.p.45.
Ibid.p.46
Ibid.p.30
- NSW Department of Local Government (2007), op.cit.p.18
Ibid.p.18
- Victorian Government Department of Human Services (2006), op.cit.p.32
- NSW Department of Local Government (2007), op.cit.p.19
Ibid.p.20
Ibid.p.19
- Victorian Government Department of Human Services (2006), op.cit.p.55
- NSW Department of Local Government (2007), op.cit.p.19
Ibid.p.20



Gold Coast Aboriginal and Torres Strait Islander Community Contact List

Organisation	Services	Address	Contact no/email
Kalwun Housing and Welfare	- Affordable long term accommodation - Social Welfare for Aboriginal and Torres Strait Islander people with a Centrelink Referral - Community referrals	1/30 Lawrence Drive Nerang QLD 4211 PO Box 2123 Nerang 4211	Phone: (07) 5578 3434 (07) 5578 3044 Fax: (07) 5596 3649 www.kalwun.com.au
Kalwun Health	- Full Medical Facilities - Health Assessment - Immunisations - Diabetic Care - Podiatrist - Eye Clinic - Massage - Dietician - Dental - Sexual Health - Hearing - Ante Natal - Paediatrician	2020 Gold Coast Highway Miami Qld 4220 PO Box 313 Miami Qld 4220	Phone: (07) 55 261 112 Fax: (07) 55 261 796 Email: nichelle.nona@kalwun.com.au www.kalwun.com.au
Kalwun HACC	- Non-therapeutic Counseling - Centre-Based Transport -Home-Care services (domestic, cleaning, social support) - Maintenance lawns and pruning - In Home Respite (business hours) and more.	118 Bonogin Road Mudgeeraba Qld 4213	Phone (07) 5522 9197 Fax (07) 5596 6058 Email: agedcare@kalwun.com.au www.kalwun.com.au
Kalwun SEQ RE&FSS (Kalwun AICCA)	- Works in partnership with Department of Child Safety to ensure culturally appropriate decision making - Supports families and children - Case management and more	14 Kortum Drive Burleigh Heads Qld 4220 PO Box 3880 Burleigh TC	Phone (07) 5520 8600 Fax (07) 5520 2559 Email: admin@aicca.com.au www.kalwun.com.au
Kalwun Get set for Work	Personal development and team-building activities - help to improve their literacy and numeracy - opportunities for work experience and hands-on development of vocational skills - job preparation, resume writing and more	1/30 Lawrence Drive Nerang Qld 4211 PO Box 2123 Nerang 4211	Phone (07) 5578 3434 Fax (07) 5596 3649 Email: gsfw@kalwun.com.au www.kalwun.com.au
Krurungal	PaCE (Parents and Community Engagement program) - Drug and Alcohol Services - Youth - Welfare - Women's Issues	F5 and f9 Eastern Avenue "Airport Central" Coolangatta Airport Coolangatta 4225 QLD P.O Box 544 Coolangatta 4225	Phone (07) 55 367 911 Fax (07) 55 367 909 Email: krurungal_receptionist@live.com www.krurungal.com.au
General Practice Gold Coast (GPGC)	The Aboriginal and Torres Strait Islander Health program aims to contribute to closing the gap in life expectancy for Indigenous Australians by improving access to culturally responsive primary care services.	3/5 Executive Drive Burleigh Waters QLD 4220	Phone: 07 5507 7777 Fax: 07 5507 7700 www.gpgc.com.au
Early Years Centre—The Benevolent Society	Community child health nurse, play groups, music programs, parenting groups and more	North Gold Coast Early Years Centre Corner of Martin and White Streets Nerang QLD 4211	Phone: 07 5578 1346 Fax: 07 5578 1215 Email: EYCEnquiry@bensoc.org.au www.bensoc.org.au
Mibbinbah	Men's group focusing on researches in non-anthropologising approaches to health promotion in both Aboriginal and Torres Strait Islander and non-Indigenous Males Spaces.	208 Highfield Drive, Robina QLD 4226 PO Box 2289, Burleigh Business Centre, Burleigh Waters QLD 4220	Phone: 07 55 691 835 07 55 691 836 07 55 691 837 Fax: 07 55 590 156 www.mibbinbah.org

Organisation	Services	Address	Contact no/email
Inclusion Support Agency	Responsible for managing and coordinating access to quality inclusion support that is relevant, appropriate and timely for all eligible child care services within a defined service delivery area.	Suite 15, Mermaid Plaza, Corner Gold Coast Highway & Makeri St, Mermaid Beach 4218 PO Box 475, Mermaid Beach 4218	Phone: 1300 855 508 (Inquiries/Referrals), 5595 8999 (General) Fax: 5526 1740
Indigenous Health	Child and adult mental health care, psychology, indigenous health care, oral health care and also assistance through social workers, speech therapy, chronic disease programs such as diabetic support and education programs.	9 Fifth Avenue Palm Beach QLD 4221	Phone: 55 255 602
New Horizons	Disability Employment Services, Housing & Accommodation Support Initiative, Indigenous Community Support Service, Personal Helpers & Mentors, Young People in Residential Aged Care	2/14 Amber Road Tweed Heads South NSW 2486	Phone: 07 5506 4300 Fax: 07 5524 7611 www.newhorizons.net.au
Bugalwena General Practice	Diabetes self management education, Dietetics, Education for health professionals, Group consultation, Home visits, Individual consultation, Insulin initiation, Insulin pumps, Medicine review, Nursing, Nursing-home visits, Podiatry and more	24 Minjungbal Drive, Tweed Heads South NSW 2486 PO Box 6292 Tweed Heads South NSW 2486	Phone: 07 55 13 1322 Fax: 07 55 13 1422 http://www.tvgpn.org.au
Corporate Culcha	Cultural Respect training, Accredited Mentoring Training, Indigenous Cultural Diversity and Cultural Competency Training, Industry and Indigenous Community engagement strategy facilitation, The development of Indigenous employment strategies, Access to Indigenous pre employment and mentoring services, Graphic and Web Design Services, Development of Aboriginal Participation Plans in compliance with NSW Aboriginal Participation in Construction Guidelines for construction industry and more	3/74 Musgrave Street, Coolangatta QLD 4225 PO Box 194 Coolangatta QLD 4225	Phone (07) 5599 4404 Fax: (07) 5599 4421 www.corporateculcha.com.au
Aboriginal Community Benefit Funds	Aboriginal community benefit funds is located in Coolangatta. ACBF was formed to assist in the payment of expenses associated with the cost of a funeral for a loved one. The company has been in business for over 13 years and has provided Funeral Plans for many thousands of people Australia wide during this period.	Level 1/ 44 a Griffith St, Coolangatta, NSW 2535	Phone: (07) 5599 4133 Fax: (07) 5599 4134 www.acbf.com.au
Canowindra Tweed- Byron Aged & Disabled Aboriginal Corporation also known as Cedric House	Canowindra provide community members with respite care enabling them to remain in their own homes in preference to nursing home care.	65 Ducat Street Tweed Heads NSW 2485	Phone: (07) 5536 2105 Fax: (07) 5536 3813 www.cedrichouse.com
ACT for Kids	ACT for kids is an Australian charity to treat and prevent child abuse. Services include: Intensive Therapy, Safe Houses, Sexual Abuse Counseling, ACT for Kids Preschool, Safety Classes in Schools, Helping Families, Mentoring for Teens	21 Tallebudgera Creek Road, West Burleigh Qld 4219 PO Box 550, West Burleigh Australia 31 Olsen Avenue, Labrador Qld 4215 PO Box 669, Labrador Australia	Tallebudgera: Ph: (07) 5508 3800 Fax: (07) 5508 3811 Labrador: Ph: (07) 5537 5040 Fax: (07) 5537 5787 http://www.actforkids.com.au/
GUMURRII Student Support Unit (Griffith University)	The GUMURRII Student Support Unit is staffed by Indigenous Australians to provide cultural, academic and personal support for Indigenous Australian students undertaking undergraduate and post-graduate studies.	Gold Coast Campus Parklands Drive Southport, Qld 4222 Graham Jones Centre (G05) Parklands Drive Southport Qld 4215	Phone: (07) 5552 8820 Fax: (07) 5552 8558 www.griffith.edu.au/gumurrii- student-support-unit
Aboriginal and Torres Strait Islander Legal Service - Southport	A service that provides the community with support for court matters.	Suite 4 25-27 Davenport Street Southport 4215 PO Box 3368 Southport 4215	Phone: (07) 5532 6988 Fax: (07) 5531 2880 Emergency: 1800 012 255 - 24 Hour Emergency Assistance
Community Police Liaison Officers	Liases with the community and their police matters.	Tweed Heads Police Station, Recreation Street Tweed Heads NSW 2485	Bec Couch: 07 55 36 0999 Police Assist line: 131 444

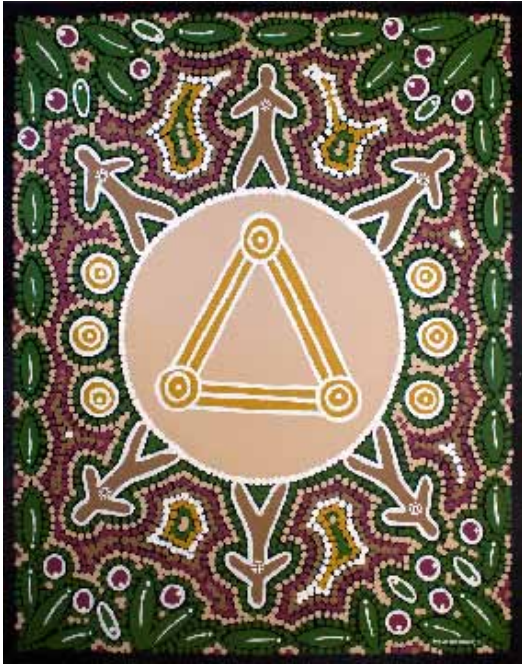


KARULBO "Strong & Deadly Community Partnerships"

Aboriginal Artwork and Designed Resource Prints for the Making Two Worlds Project - Gold Coast

All original artwork below was created by local community and is the backbone to the print resource material

Narelle Urquhart
Acrylic on Canvas



Clinton Schultz
Acrylic on Canvas



Gene Slockee
Acrylic on Canvas



Tristan Schultz - Photograph
Digital Photograph of Weave



Narelle Urquhart
Acrylic on Canvas



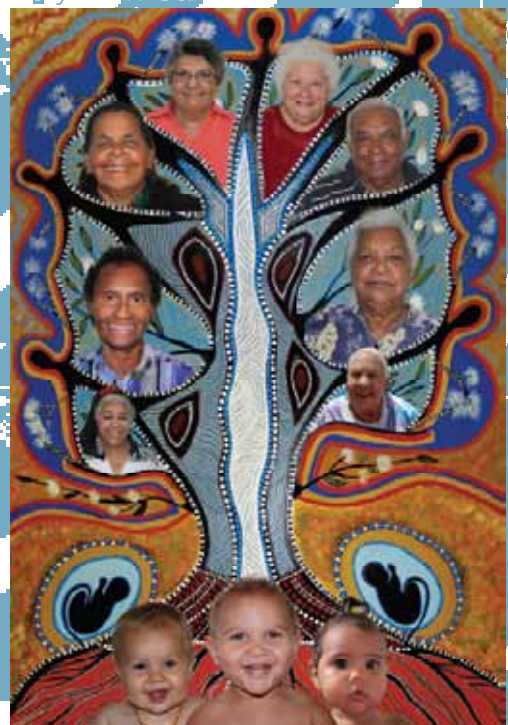
Clinton Schultz
Acrylic on Canvas



Kellie Atkinson
Acrylic on Canvas

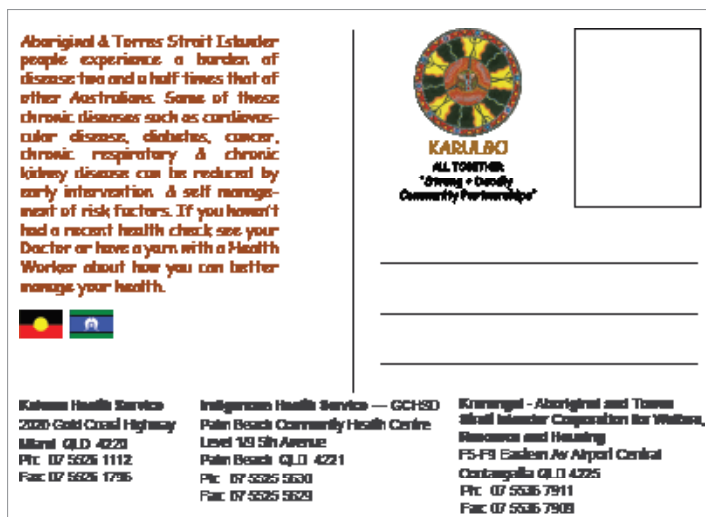
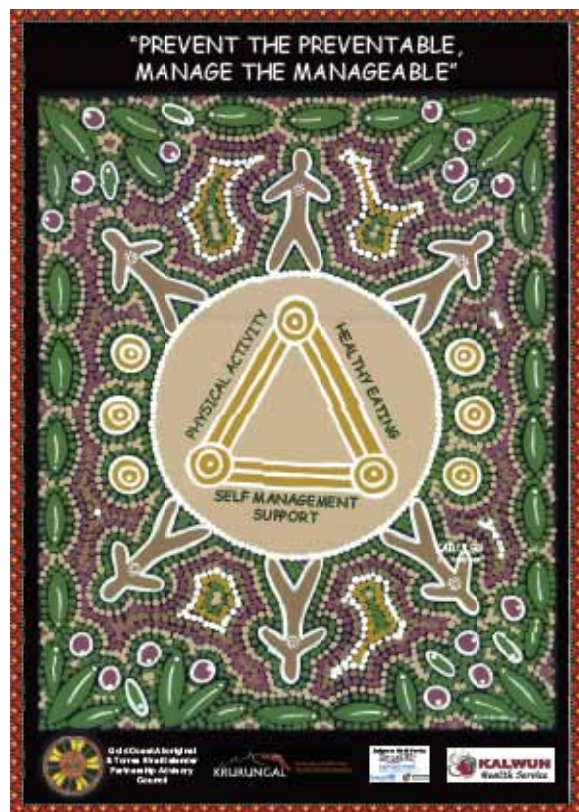


Auntie Joyce Summers
Acrylic on Canvas

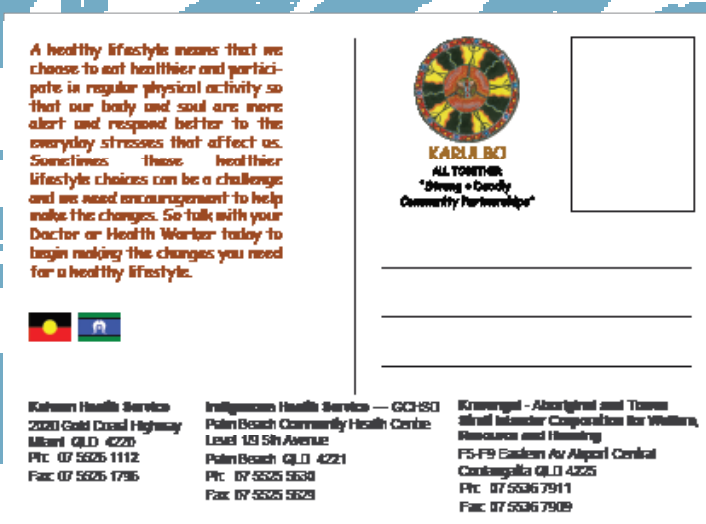


Print Resource Material

All Resource Prints are available in A2 and A3 posters and also A6 double sided postcards



"Prevent the Preventable" poster/ postcard



"Me and My Family" poster/ postcard



Our women play an integral part in our society. More often than not it's our women who raise and educate our jarjums. Many of our women work tirelessly at a grass roots level to maintain our communities' wellbeing and our culture. Deadly, strong and healthy women are vital in maintaining healthy families and building stronger communities for all our future.


KARULBO
 ALL TOGETHER
 "Strong & Deadly
 Community Partnerships"

Kakoon Health Service
 2020 Gold Coast Highway
 Miami QLD 4220
 Ph: 07 5525 1112
 Fax: 07 5525 1735

Indigenous Health Service — GCHSD
 Palm Beach Community Health Centre
 Level 1/3 5th Avenue
 Palm Beach QLD 4221
 Ph: 07 5525 5630
 Fax: 07 5525 5629

Kooragat - Aboriginal and Torres Strait Islander Corporation for Wellbeing, Resources and Housing
 F5-F9 Eastern Av Alipart Central
 Coobergalla QLD 4225
 Ph: 07 5536 7911
 Fax: 07 5536 7909

"Womans Health" poster/postcard



Aboriginal and Torres Strait Island health and wellbeing can be viewed and responded to from a holistic approach. Social and emotional wellbeing takes into consideration the interconnectedness of physical and mental health with culture, spirituality, connection to land, ancestry, history, family and community.


KARULBO
 ALL TOGETHER
 "Strong & Deadly
 Community Partnerships"

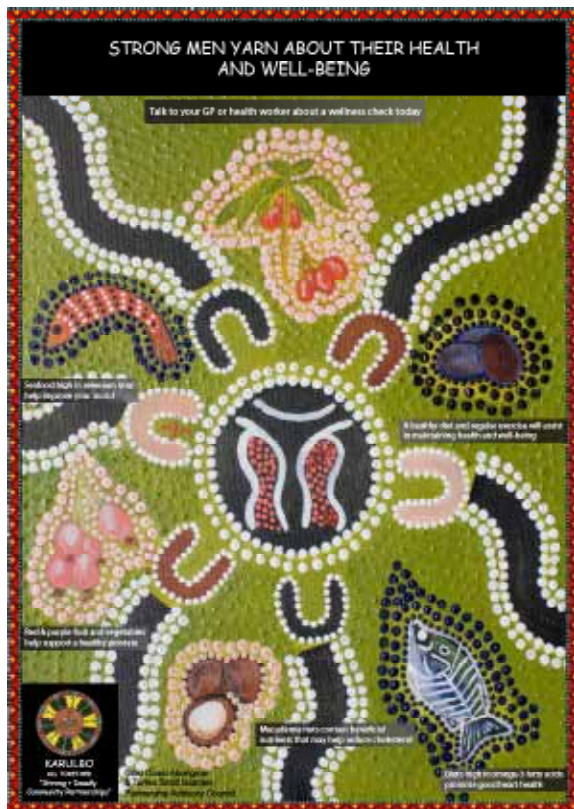
Campbell artwork base office
 Original elements produced by various
 Gold Coast Torres community members

Kakoon Health Service
 2020 Gold Coast Highway
 Miami QLD 4220
 Ph: 07 5525 1112
 Fax: 07 5525 1735

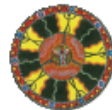
Indigenous Health Service — GCHSD
 Palm Beach Community Health Centre
 Level 1/3 5th Avenue
 Palm Beach QLD 4221
 Ph: 07 5525 5630
 Fax: 07 5525 5629

Kooragat - Aboriginal and Torres Strait Islander Corporation for Wellbeing, Resources and Housing
 F5-F9 Eastern Av Alipart Central
 Coobergalla QLD 4225
 Ph: 07 5536 7911
 Fax: 07 5536 7909

"Strong Emotional Wellbeing" poster/postcard



For men it is important to maintain good health to be fit and strong for their families. Yarning to your Doctor or Health Worker regularly can help manage your health and wellbeing. There is no shame in talking to someone or asking for help so be proud, be strong and be healthy. Talk to your Doctor or Health worker now and take control of your health and wellbeing.



KARULBO
ALL TOGETHER
"Strong + Deadly
Community Partnerships"

Kahoon Health Service
2020 Gold Coast Highway
Miami QLD 4220
Ph: 07 5525 1112
Fax: 07 5525 1795

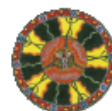
Indigenous Health Service — GCHSD
Palm Beach Community Health Centre
Level 1/9 5th Avenue
Palm Beach QLD 4221
Ph: 07 5525 5630
Fax: 07 5525 5629

**Kwarrgal - Aboriginal and Torres
Strait Islander Corporation for Welfare,
Resources and Housing**
F5-F9 Eastern Av Airport Central
Cairns QLD 4225
Ph: 07 5536 7911
Fax: 07 5536 7909

"Mens Health" poster/ postcard



There are more than 7 000 Aboriginal and Torres Strait Island people living in the Gold Coast and Tweed regions, and more than 20 000 living in the south east QLD area. We come from all parts of Australia and the Torres Strait; we don't all look the same but we are all proud of our heritage, identity and our culture.



KARULBO
ALL TOGETHER
"Strong + Deadly
Community Partnerships"

Kahoon Health Service
2020 Gold Coast Highway
Miami QLD 4220
Ph: 07 5525 1112
Fax: 07 5525 1795

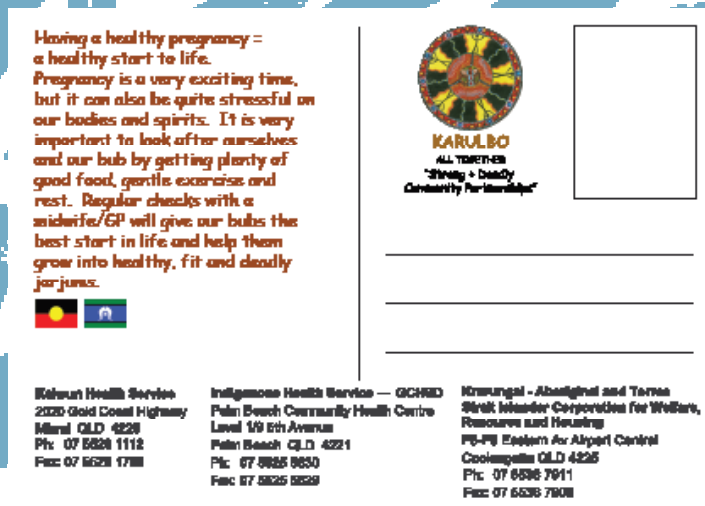
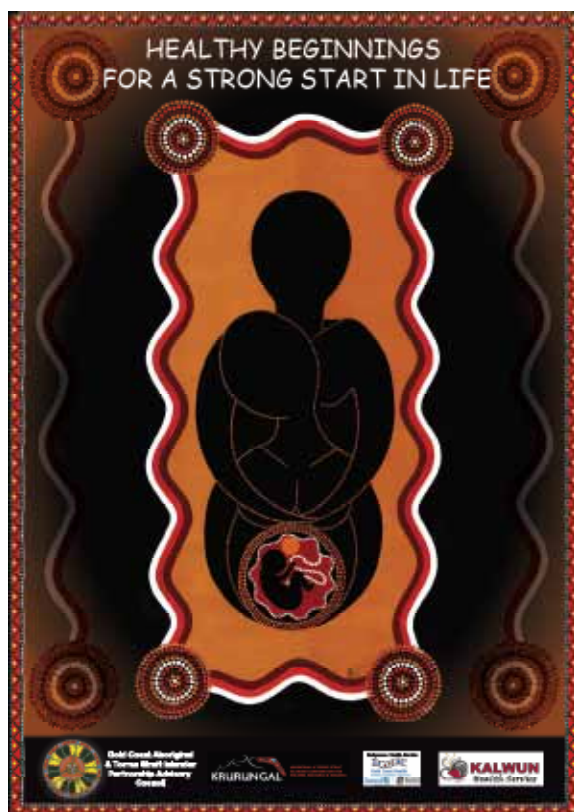
Indigenous Health Service — GCHSD
Palm Beach Community Health Centre
Level 1/9 5th Avenue
Palm Beach QLD 4221
Ph: 07 5525 5630
Fax: 07 5525 5629

**Kwarrgal - Aboriginal and Torres
Strait Islander Corporation for Welfare,
Resources and Housing**
F5-F9 Eastern Av Airport Central
Cairns QLD 4225
Ph: 07 5536 7911
Fax: 07 5536 7909

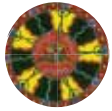
"Identity" poster/ postcard



"Early Years" poster/ postcard



“Antenatel” poster/ postcard



KARULBO "Strong & Deadly Community Partnerships"

Health and Community Services Audit

Making it Easier for Health and Community Workers to Work Respectfully with Aboriginal and Torres Strait Islander Communities

Aboriginal and Torres Strait Islander concepts of health and illness differ from those of the general population in many ways. The development of policies and programs, and the delivery of services for Aboriginal and Torres Strait Islander people, should take these differences into account.

Recognising the diverse needs of individuals and populations is a core component of providing good quality care. This audit is an informal tool to help you assess access and quality of care at your service for Aboriginal and Torres Strait Islander people. Small changes can make a big contribution to providing better care. It can also serve as a prompt to encourage us to challenge existing cultural norms and values which can limit our ability to make services and programs accessible, responsive and accountable to those with greatest need in our communities.

This audit has been designed by both Aboriginal and non-Aboriginal workers, from a range of local services, to ensure it is both relevant and useful.

Tick in the box: Yes/ No

Creating a Welcoming Environment

There are some simple ways of communicating to Aboriginal and Torres Strait Islander people that they are coming to a welcoming and safe environment.

	YES	NO
Does your service display Aboriginal symbols of welcome, posters and Aboriginal art work developed locally?		
Do the reception staff acknowledge people's presence on arrival?		
Is the waiting room child friendly (e.g are there toys or activities provided) and safe?		
Do you provide reading material that is relevant to your Aboriginal clients, e.g. the weekly 'Koori Mail' newspaper, local newsletters & children's books with Aboriginal characters or content? Including local Aboriginal and Torres Strait Islander Organisation Service Brochures		

Engaging with Aboriginal & Torres Strait Islander clients and communities

A respectful and inclusive engagement process is essential to establishing and maintaining relationships.

	YES	NO
When an Aboriginal client contacts you it is usually to address a crisis can you do your best to make a time that day, even for a brief initial contact?		
You can't always identify an Aboriginal person by looks. Does your service always ask clients "are you of Aboriginal and/or Torres Strait Islander descent"? Does your service ask people how they would like to be addressed?		
Does your intake process take into consideration a range of literacy levels?		
Do you encourage and support your client to attend with a family member or support worker?		
Are you prepared for kids to be present in the office or agency during an appointment?		
Has your service a procedure in place to assist with transport if needed?		
Does your service adopt each clients definition of 'family' which may include, but not limited to, significant others, relatives by blood, same-sex partners, or spouses?		
Does your organization take into consideration Transport Issues ?		
Does your organization have a NO SHAME policy ?		

Communication and Relationships

Communication skills remain central to creating a trusting and open environment.

	YES	NO
Concerns about confidentiality can inhibit communication and openness. Do you make it clear to the client that confidentiality is protected and privacy respected?		
Do staff have positive and affirming communication skills and attitudes that build on a client's strengths, resilience, and existing resources?		
Do you provide information and seek feedback from your clients/participants in ways which consider varying literacy levels and communication methods?		
Do staff know the local Aboriginal workers that can provide assistance with communication and relationship building?		

Developing Cultural Competance

A person who is culturally competent can communicate sensitively and effectively with people from a range of cultures, religions, ethnicities, ages, abilities and sexualities.

	YES	NO
Are processes for self-reflection in place to support your workers and to ensure no assumptions are made based on values, stereotypes, prejudices, or family history?		
Are staff encouraged to attend important Indigenous event (e.g. National Reconciliation week, NAIDOC week) and get involved? Including a Calendar of Events for the Local Region		
Do staff take into account that many Aboriginal people feel great shame about their health issues, about having to use the service, and that it can take a great deal of courage to walk through the front door?		
Does your agency have a policy to acknowledge and pay respect to the Traditional owners of the land, and Aboriginal Elders both past and present?		
Does your agency have a policy to invite a local Aboriginal Elder to give a 'Welcome to Country' at the commencement of any major public event?		
Does your agency practice cultural appropriateness practices e.g. Mens and Womens Business		

Staff Training

All staff have an important role in creating safe and welcoming environments.

	YES	NO
Have staff participated in cultural training with input from the local Aboriginal community?		
All staff supported to understand how the accumulated impact of colonization, dispossession, racism and disempowerment affects the current health status of Aboriginal people and patterns of use of health and community services today?		
Do staff know the relevant Federal and State legislation and policy documents and guides related to racial discrimination, social justice and health, working with Aboriginal communities.		

Working collaboratively and respectfully with Aboriginal organizations and Services

Text to go here

	YES	NO
Do you follow Aboriginal health promotion principles when working with Aboriginal communities?		
Do you support staff to visit Aboriginal organizations and services, build relationships, and maintain regular contact with Aboriginal community through network meetings, reference groups, and collaborative projects?		
Are staff aware of the importance of building relationships and trust prior to discussing project proposals and funding opportunities with Aboriginal organizations and services?		
If you deliver a service at an Aboriginal organization or service, do you do this regularly to build trust and visibility in the community?		
Does your agency regularly meet with staff at Aboriginal organizations and services to review and evaluate your working relationship to ensure it remains effective and appropriate?		
Does your agency regularly discuss with staff at Aboriginal organizations and services issues related to power, autonomy and decision-making?		
Does your agency act upon issues raised in a prompt, culturally sensitive and respectful way? Does your agency report back on any issues on which action has been taken?		
Have you considered formalizing your partnership structures and processes with Aboriginal organizations and services? E.g. a partnership agreement, a Memorandum of Understanding?		

Scoring

Scoring: Review your audit questions/answers and score 1 point for YES, 0 for NO
Record the scores from each category in the table below

	TOTAL
Creating a welcoming environment	
Engaging with Aboriginal clients and communities	
Communication and relationships	
Developing cultural Competence	
Staff training	
Working collaboratively and respectfully with Aboriginal organizations and services	

Scoring Tally

0-9	Your service is still a challenging one for Aboriginal People. Don't despair; small steps can make a big difference.
10-19	Your intentions are good. Your agency/practice has made a start and shows potential to providing more inclusive care.
20-29	The work on these issues is happening on several fronts now and starting to make a real difference – coordination and consolidation are the next steps to go further forward.
30-31	Your service is exemplary in its sensitivity and quality of care for Aboriginal people. Aboriginal people feel well-treated, respected and supported. Congratulations.

Ideas for Action

Change doesn't happen overnight. Reflect on the answers you gave in the audit. Using the framework suggested below, keep a record of the actions you might take to bring about short, medium and long term change.

1. Identify Any Important Issues To Address In Relation To:

Creating a welcoming environment

Engaging with Aboriginal clients and communities

Communication and relationships

Developing Cultural Competence

Staff training

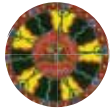
Working collaboratively and respectfully with Aboriginal organizations and services

2. Identify Those Actions Which You See As Possible To Implement:

In the next 6 weeks.

In the next months.....

In the next year.....



KARULBO "Strong & Deadly Community Partnerships"

Karulbo Feedback Form

Please complete this form and fax back to one of the agencies below:

Kalwun Health Service
2020 Gold Coast Highway
Miami QLD 4220
Ph: 07 5526 1112
Fax: 07 5526 1796

Krurungal - Aboriginal and Torres
Strait Islander Corporation for Welfare,
Resource and Housing
F5-F9 Eastern Av Airport Central
Coolangatta QLD 4225
Ph: 07 5536 7911
Fax: 07 5536 7909

Indigenous Health Service - GCHSD
Palm Beach Community Health Centre
Level 1/9 5th Avenue
Palm Beach QLD 4221
Ph: 07 5525 5630
Fax: 07 5525 5629

What has changed as a result of using the resources?

What could be improved in this resource kit?

What else could be included?

Would you like to contribute a case study or an example of your work we could include in future updates and on the websites?

Anything else you would like to tell us?

Please fill in the contact details below if you would like to be added to any future Karulbo mail outs.

Name:

Organisation:

Address:

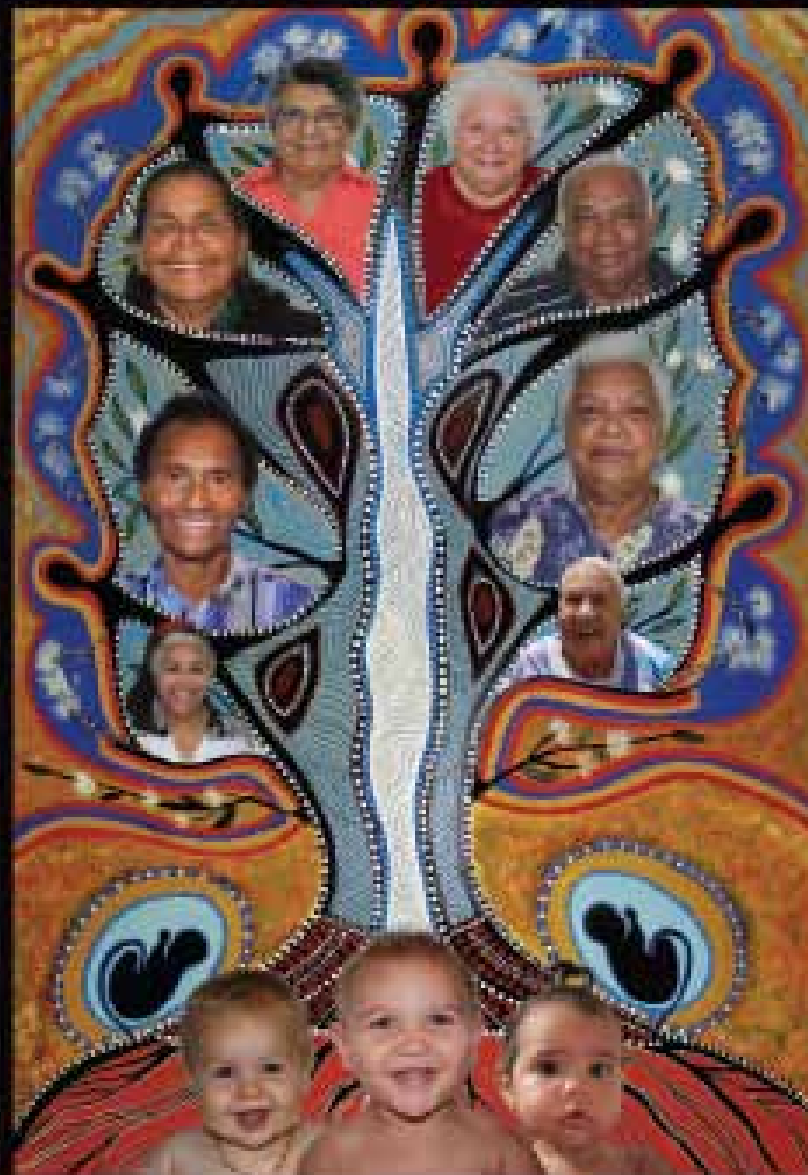
Ph.

Email:



KURULBO

"ALL TOGETHER"



"Strong & Beadly Community Partnerships"

About Making Two Worlds Work



About Making Two Worlds Work



About Making Two Worlds Work



About Making Two Worlds Work

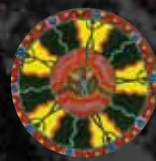


About Making Two Worlds Work



About Making Two Worlds Work





KARULBO
"All Together"



Kalwun Health Service
2020 Gold Coast Highway
Miami QLD 4220
Ph: 07 5526 1112
Fax: 07 5526 1796



Krurungal - Aboriginal and Torres
Strait Islander Corporation for Wel-
fare,
Resource and Housing
F5-F9 Eastern Av Airport Central
Coolangatta QLD 4225
Ph: 07 5536 7911
Fax: 07 5536 7909



Indigenous Health Service - GCHSD
Palm Beach Community Health Cen-
tre
Level 1/9 5th Avenue
Palm Beach QLD 4221
Ph: 07 5525 5630
Fax: 07 5525 5629