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CHCDIV002M Support culturally responsive practices with Aboriginal and/or Torres Strait Islander peoples

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# Modification History

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| --- | --- |
| Release | Comments |
| Release 1 | CHCDIV002M supersedes and is not equivalent to CHCDIV002.  Major change to title, application, elements, performance criteria, knowledge evidence and assessment conditions. Minor change performance evidence.  Replacement of the term cultural safety with cultural responsiveness. |

# Application

The unit describes the skills and knowledge required for cultural responsiveness in own and organisational practice. It requires participants to recognise and support Aboriginal and/or Torres Strait Island culture in work practices and establish respectful and inclusive relationships that demonstrate cultural understanding and sensitivity.

This unit applies to people working in a broad range of roles.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

# Elements and Performance Criteria

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| ELEMENT | PERFORMANCE CRITERIA |
| --- | --- |
| Elements define the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element |
| 1. Identify cultural responsiveness challenges in the workplace | 1.1 Identify the potential impact of cultural factors on service delivery to Aboriginal and/or Torres Strait Islander peoples  1.2 Identify factors that influence relationships and communication with Aboriginal and/or Torres Strait Islander peoples  1.3 Establish key aspects of cultural responsiveness in consultation with Aboriginal and/or Torres Strait Islander peoples  1.4 Reflect on and evaluate cultural responsiveness and inclusivity and how these are integrated into own and organisational practice |
| 2. Model cultural responsiveness in own practice | 2.1 Perform work practices based on an understanding of one’s own cultural bias  2.2 Reflect on own and other cultures in work practices to demonstrate cultural responsiveness  2.3 Use effective communication techniques, terminology and work practices that show respect for the cultural differences of Aboriginal and/or Torres Strait Islander peoples  2.4 Use culturally responsive, inclusive and positive language when communicating with Aboriginal and Torres Strait Islander peoples  2.5 Engage with Aboriginal and/or Torres Strait Islander peoples or cultural brokers to identify resilience factors and adapt approaches to suit varying situational needs |
| 3. Support culturally responsive practices  **DRAFT** | 3.1 Support the development of partnerships between staff, Aboriginal and/or Torres Strait Islander peoples and their communities  3.2 Identify and utilise resources to promote partnerships  3.3 Devise and document ways to support the delivery of services and programs that are inclusive, culturally responsive and encourage increased participation  3.4 Integrate practices that encourage self-determination and community control in services and programs |
| 4. Evaluate culturally responsive practices | 4.1 Agree to outcomes against which cultural responsiveness and inclusivity can be measured  4.2 Evaluate programs and services against desired outcomes ensuring Aboriginal and/or Torres Strait Islander peoples are involved  4.3 Revise practices based on evaluation with appropriate engagement of Aboriginal and/or Torres Strait Islander peoples |

# Foundation Skills

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| The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance. |
| Foundation skills essential to performance are explicit in the performance criteria of this unit of competency. |

# Unit Mapping Information

No equivalent unit.

# Links

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Companion Volume implementation guides are found in VETNet - [https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53](https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53)

Assessment Requirements for CHCDIV002M Support culturally responsive practices with Aboriginal and/or Torres Strait Islander peoples

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# Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

* support Aboriginal and/or Torres Strait Islander cultural responsiveness and inclusivity in the context of at least 1 workplace
* researched culture, history, the impact of European settlement, loss of land and culture and the importance of lore and kinship
* evaluated ways to improve communication with Aboriginal and/or Torres Strait Islander peoples who may be clients or colleagues.

# Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

* concepts of cultural responsiveness including inclusivity, awareness, safety and competence and how these impact community services and health context, and its relationship with Aboriginal and/or Torres Strait Islander peoples
* legislative context for Aboriginal and/or Torres Strait Islander cultural responsiveness
* the diversity of Aboriginal and/or Torres Strait Islander cultures
* historical, social, political and economic challenges affecting Aboriginal and/or Torres Strait Islander people and their engagement with community services and health systems, including:
* impact of colonisation
* loss of land and culture

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* racism and discrimination
* past and present power relations
* own culture and the community attitudes, language, policies and structures of that culture and how they impact on Aboriginal and/or Torres Strait Islander people and their engagement with services
* own perspectives and biases about Aboriginal and Torres Strait Islander peoples’ cultures and experiences
* factors that contribute to Aboriginal and/or Torres Strait Islander mental health, well-being, ill health and common diseases experienced by these groups of people:
* cultural identity, practices and traditions (connection to land and heritage)
* resilience factors
* social disadvantage
* limited access to healthcare
* high prevalence of risk factors (substance abuse)
* nutritional factors
* environmental factors
* impacts of trauma on Aboriginal and/or Torres Strait Islander ability for:
* decision-making
* communicating
* understanding
* retaining information
* ways to involve Aboriginal and/or Torres Strait Islander people in the co-design and delivery of place-based services and programs

# Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used:

* it must reflect real working conditions by modelling industry operating conditions and contingencies,
* use suitable facilities, equipment and resources,
* in an environment that provides realistic in-depth industry validated scenarios and simulations to assess candidates’ skills and knowledge.

In addition, the training and assessment must be co-designed with an Aboriginal and/or Torres Strait Islander controlled organisation.

Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)/AQTF mandatory competency requirements for assessors.

In addition, assessment must be undertaken by an assessor who has expertise in this unit of competency and who is:

* an Aboriginal and/or Torres Strait Islander person, or

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* accompanied by an Aboriginal and/or Torres Strait Islander organisation or recognised member of community.

# Links

Companion Volume implementation guides are found in VETNet - [<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>](https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53)