

Aboriginal Cultural Capability Framework



A journey along a continuum

Domains	Cultural Awareness (Emerging)	Cultural Understanding (Developing)	Cultural Competence (Capable)	Cultural Responsiveness (Proficient)
Leadership	Senior executives and managers are aware of the importance of developing programs and services to improve outcomes for Aboriginal clients.	Senior executives and managers promote the importance of innovative programs and services to improve outcomes for Aboriginal clients.	Senior executives and managers create and support opportunities for FACS staff to reform and develop innovative programs and services to improve outcomes for Aboriginal clients.	Senior executives and managers support FACS staff in partnership with Aboriginal community members and organisations to develop and implement flexible, adaptive and innovative approaches to improve outcomes for Aboriginal clients.
Accountability	FACS leaders are aware of the importance of reporting to the Aboriginal community about the department's performance.	FACS leaders report to the Aboriginal community about the department's performance in improving outcomes for Aboriginal clients.	FACS leaders are held accountable through governance and contractual requirements and engage with Aboriginal community members about the department's performance in improving outcomes for Aboriginal clients.	FACS leaders are held accountable through governance and contractual requirements, and engage with Aboriginal community members about the department's performance in improving outcomes for Aboriginal clients through targeted Aboriginal programs and services.
Practice	FACS leaders and staff begin to reflect on their own knowledge and beliefs about Aboriginal histories and peoples. FACS staff have undertaken little or inconsistent cultural capability awareness training.	FACS leaders and staff understand that their beliefs and preconceptions have an impact on they way they engage with Aboriginal clients. FACS staff have completed basic online cultural training.	FACS leaders and staff have deepened their understandings about Aboriginal histories, peoples, cultures and languages, including the local and national contexts. FACS staff have completed localised cultural capability training based in their districts.	FACS leaders and staff respect and are responsive to the needs of Aboriginal clients in view of local historical and contemporary cultural contexts. FACS staff have completed role specific and localised cultural capability training based in their districts and actively undertake opportunities to deepen and broaden their knowledge and skills.
Relationships	FACS staff are aware of the value of developing effective working relationships with Aboriginal clients, their families, community members and organisations.	FACS staff understand the importance of establishing positive working relationships with Aboriginal clients, their families, local Elders, community members and organisations. Staff have identified ways of liaising with and sharing information with key local Aboriginal community members and organisations.	FACS staff have developed respectful relationships with Aboriginal clients, their families, local Elders, community members and organisations. Staff routinely engage local Aboriginal community members, organisations and networks to understand their perspectives.	FACS staff, Aboriginal clients, their families, local Elders, community members and organisations have established collaborative trusting and respectful working relationships. Aboriginal clients, their families, key community members and organisations are involved in decision making about the services and programs delivered to them.
Workforce	Non-Aboriginal FACS staff are aware of the importance of employing Aboriginal staff. Aboriginal staff numbers are targeted at the per capita population percentage.	Non-Aboriginal FACS staff understand the importance of employing Aboriginal staff and respect the expertise they provide. Aboriginal staff numbers are targeted above the per capita population percentage.	Aboriginal staff are supported by FACS to provide their culturally specific expertise and this is valued by all staff and the organisation. Aboriginal staff numbers are targeted proportionate to the percentage of Aboriginal clients in each service stream. Measures are implemented to retain the number of Aboriginal staff in management and executive streams.	Aboriginal staff are supported by FACS to provide their culturally specific expertise and community engagement, and this is valued by all staff and the organisation. Aboriginal staff numbers are targeted proportionate to the percentage of Aboriginal clients in each service stream. Measures are implemented to increase the number of Aboriginal staff in management and executive streams.