

# A welcoming practice

## Culture inclusion checklist

Take a walk through your practice from outside your entrance with your registrar and this checklist. Consider the welcoming experience of the whole practice. Rate on scale 1-5 and decide on actions.

### WAITING ROOM

Is the waiting room inviting for all people including Aboriginal and Torres Strait Islanders? Check posters, artwork, information available specifically for Aboriginal and Torres Strait Islanders (e.g. flu vaccines, cervical screening, family violence).

Actions to consider	Actions to plan	Rating 1-5	Timeline	Person responsible
Ask patients, an Aboriginal Elder, or a cultural educator and mentor to give their feedback.				
Sources of suitable artwork, pamphlets and flyers - see resources list in this guide.				

### SEATING

Are their options to sit in groups, family areas with kids activities, and more private seating options?

Actions to consider	Actions to plan	Rating 1-5	Timeline	Person responsible
Reorganising the layout of the seating area, supplying floor cushions for kids; have options to sit near windows and see out.				

### STAFF TRAINING

Have staff completed cultural competence training?

Actions to consider	Actions to plan	Rating 1-5	Timeline	Person responsible
Book cultural competence training for staff to attend. If this is a new initiative, having staff attend as a group is very valuable.				



### POLICIES AND PROCEDURES

Are there any policies, procedures and in-services/teaching provided on cultural competence?

Actions to consider	Actions to plan	Rating 1-5	Timeline	Person responsible
Implement a cultural inclusion policy. Consider using <a href="#">GPSA Cultural Inclusion Policy</a>				

### COMMUNICATION

Are staff aware of how to ask a patient appropriately if they identify as Aboriginal or Torres Strait Islander?

Actions to consider	Actions to plan	Rating 1-5	Timeline	Person responsible
Is there an established protocol on what words to use, how to ask and how to record this information?	Ensure reception staff read the best practice guidelines for collecting Indigenous status in health data sets page 8-10 <a href="https://www.aihw.gov.au/getmedia/ad54c4a7-4e03-4604-a0f3-ccb13c6d4260/11052.pdf.aspx?inline=true">https://www.aihw.gov.au/getmedia/ad54c4a7-4e03-4604-a0f3-ccb13c6d4260/11052.pdf.aspx?inline=true</a>			

### CULTURAL DAYS

Does the practice recognise important cultural days to Aboriginal and Torres Strait Islander people?

Actions to consider	Actions to plan	Rating 1-5	Timeline	Person responsible
Have staff involved in organising social media posts, morning teas and attendance at local NAIDOC events, Close the Gap Day and Reconciliation Week.	Acknowledge NAIDOC, Close the Gap Day and Reconciliation Week, for example: <ul style="list-style-type: none"> <li>• With patients – Happy NAIDOC Week.</li> <li>• On social media.</li> </ul> Within reception and waiting areas.			



### CULTURAL DAYS

Are staff/patients aware of who the local traditional owners of the land on which the practice sits? Is this recognised anywhere in the practice?

Actions to consider	Actions to plan	Rating 1-5	Timeline	Person responsible
<ul style="list-style-type: none"> <li>Order and install plaques recognising the traditional owners.</li> <li>Invite local community Elders to speak to the practice.</li> </ul> <p><a href="#">ANTaR</a> sells screw-in plaques acknowledging traditional owners of the land your practice sits on. Orders can be made online.</p>	<ul style="list-style-type: none"> <li>Involve staff in ordering and installation of plaques to recognise the traditional owners.</li> <li>Consider inviting local community Elders to unveil the plaque and provide a morning tea.</li> </ul> <p>Consider making it a community event.</p>			

### RACISM

Develop policies or procedures around managing racism. Staff can be prepared to be challenged by racist comments or other difficult remarks. This preparation is useful for dealing with practices with have diverse staff, and a diverse patient cohort.

Actions to consider	Actions to plan	Rating 1-5	Timeline	Person responsible

