



# vivir

healthcare

part of |  RGF Staffing

## Cultural Safety Framework

2023 – 2025



## Artwork & artist story

### ‘Our Passion’

“This artwork explores the journey that RGF Staffing APEJ, and its employees are on; a journey of respect and recognition, grounded by our three values of “We Wow The World”, “We Prioritise Social Value” and “We Bet on Passion”, each of which is represented by their individual colours, coming together to create the river. For us, this river is a journey and like the river, our values flow, creating opportunities in our support of our First Nations communities nationally. I was inspired by our waterways, the rivers and how ‘water is critical to our survival’. It’s what gives us life and energy.”

[Kevin Wilson \(Wongji\)](#) – Nani Creative



## About Vivir Healthcare

*Vivir Healthcare (Vivir) acknowledges the Traditional Owners of Country. We pay our respects to the Aboriginal and Torres Strait Islander cultures, and to elders past and present, whose land we stand upon today.*

Our goal is 'to improve access to healthcare, so that every person can continue living a meaningful life - wherever they live' We acknowledge that this is a journey and will be achieved by working to enhance rather than diminish individual and cultural identities; our philosophy is to empower and promote individual, family and community wellbeing.

Vivir provide quality allied health services to the Disability (NDIS), Homecare and Residential Aged Care sectors. Our allied health services include Physiotherapy, Occupational Therapy, Osteopathy, Speech Therapy and Dietetics. We also have our own Allied Health Assistant team to facilitate assessments and care recipient goal attainment. Our team embrace and carry forward holistic considerations when working with individuals to address their needs and how this overlays the wider family and community.

If you would like to know more about Vivir Healthcare, please visit our website:

[www.vivir.com.au](http://www.vivir.com.au) or you can contact us at [info@vivir.com.au](mailto:info@vivir.com.au)

Level 13, 345 George Street, NSW 2000 | ABN 90 094 275 260



## Purpose

The purpose of our Cultural Safety Framework is to ensure that all interactions, services, and initiatives are delivered in a culturally safe, respectful, and inclusive manner, with focus on addressing the needs and experiences of Aboriginal and Torres Strait Islander people and communities. This framework aims to promote equitable access to quality healthcare and services while recognising and valuing the diversity, strengths, and knowledge of Indigenous communities.

By fostering awareness, collaboration, and continuous improvement, we strive to eliminate disparities, empower individuals, and contribute to the holistic health and well-being of Aboriginal and Torres Strait Islander individuals, families, and communities.

## Goal of Framework

At Vivir our goal is to design and deliver allied health homecare and residential allied health services in a collaborative and sustainable way; to effectively address health disparities between Indigenous and Non-Indigenous Australians living in both metro and remote communities. We acknowledge the challenges that Indigenous Australians face when it comes to accessing healthcare that is culturally appropriate.

Vivir are committed to doing our part to help Close the Gap by developing genuine partnerships with communities and organisations. Increasing our capacity of services to be responsive, as reflected in the commitments, under our Reconciliation Action Plan and Cultural Safety Framework.



## Framework

The Vivir Cultural Safety Framework is comprised of 6 key focus areas, the 6 key areas are viewed as equally important, interrelated and applied consistently and equitably. These key focus areas provide a comprehensive overview of the important areas to consider when addressing healthcare disparities and improving health outcomes for Aboriginal and Torres Strait Islander communities.

Each key area has a particular focus, which is considered essential to the effective creation and maintenance of a culturally safe and responsive healthcare workplace environment and systems. Each key focus has a set of components, namely: core knowledge and practice, core enablers, core performance indicators, and a monitoring and evaluation component.

Core knowledge is facilitated by Vivir teaching its team on the impact of historical injustices and to ensure implementation of processes that review power imbalances. Advising and enabling the team to experience culturally safe healthcare environments and culturally appropriate healthcare models. Importantly Vivir promote the development of cultural safety capabilities as a journey, a long-term process that requires regular self-reflection.

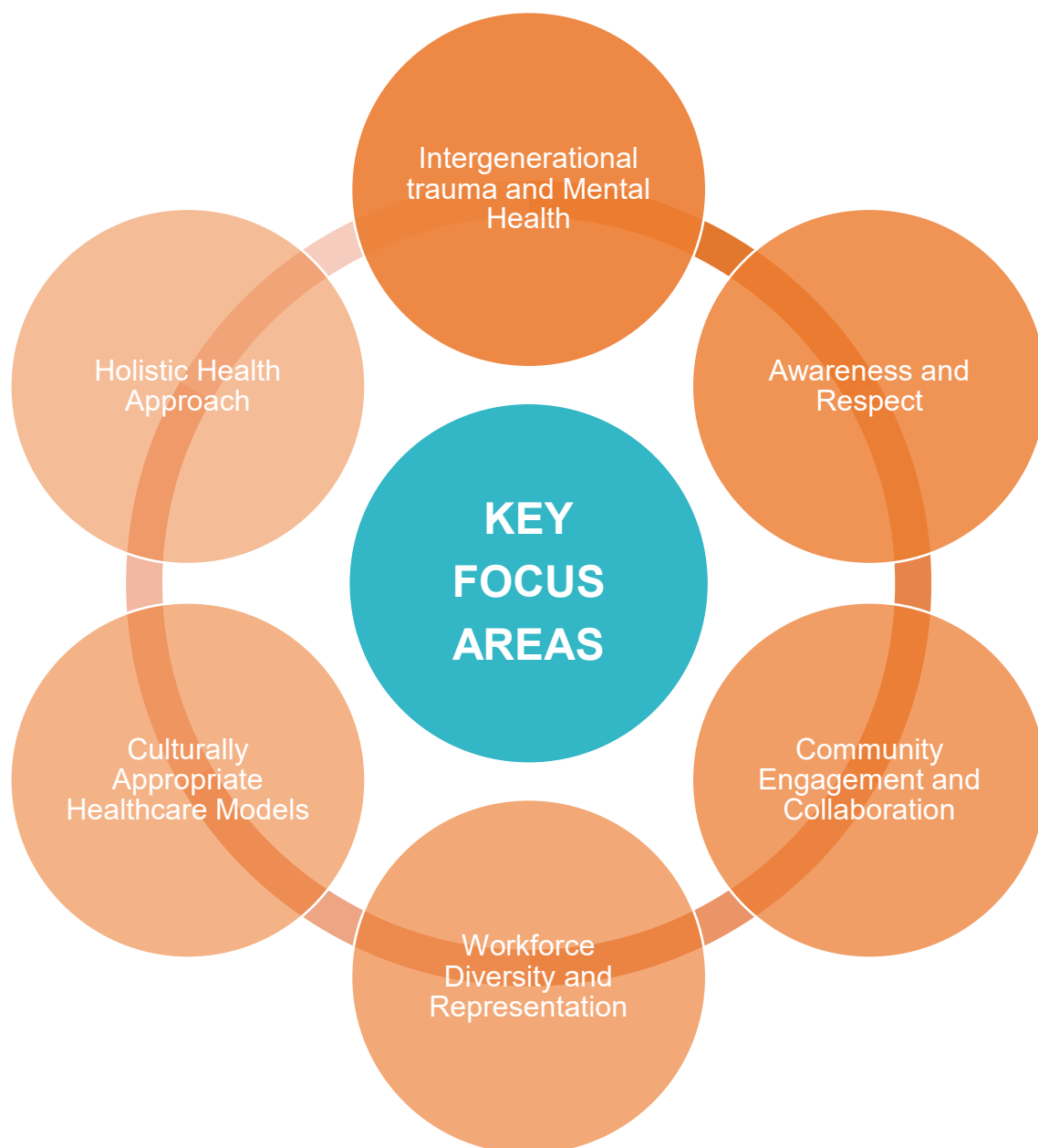
Enablers Vivir ensures growth of each team members understanding of cultural beliefs and practices by implementing yearly refresher training and encouraging regular self-reflection and sharing of experiences. Vivir are responsive to the specific cultural health needs of each community and will adjust its training and support by working with the appropriate Health Councils and Elder Groups to ensure its team are applying safe practices.

Performance indicators Support from strategic partners and community groups along with increased participation from care recipients will be a key indicator that Vivir is delivering culturally safe healthcare. Increased demand, economic growth and expansion of services offered will indicate process and structure performance.

Monitoring/evaluation Feedback from the local Aboriginal or Torres Strait Islander communities and care recipients will determine that Vivir provide culturally safe healthcare. Vivir will arrange regular service reviews with service providers and communities to review practice and ensure individual and community needs are being met in a timely and culturally appropriate manner.

The Vivir Cultural Safety Framework will assist communities, health services, health care providers and professionals evaluate our commitment and delivery of culturally safe allied healthcare to Aboriginal and Torres Strait Islander peoples.





## Intergenerational Trauma and Mental Health

Recognising and addressing the mental health challenges faced by Aboriginal and Torres Strait Islander communities, including intergenerational trauma and the impact of historical injustices.

Core Knowledge	Core Enablers	Core Performance Indicators	Monitoring & Evaluation
<p>The provision of ongoing in-service training involving colonial history and its impact on local Aboriginal health needs and aspirations.</p>	<p>Development and implementation of programs and processes that creates better understanding by healthcare personnel of cultural difference and diversity.</p> <p>Training and refresher courses to ensure staff have Aboriginal &amp; Torres Strait Islander Mental Health First Aid certification.</p>	<p>The inclusion of local Aboriginal and Torres Strait Islander voices at all levels of healthcare design and delivery.</p>	<p>Keeping track of training completion to ensure staff have completed necessary training to help them understand mental health and intergenerational trauma.</p> <p>Collecting ongoing feedback from staff about challenges clients and staff are facing to ensure appropriate training is given to help them work and reach positive outcomes with clients and community.</p>



## Awareness and Respect

Creating healthcare environments that are culturally safe and free from discrimination, ensuring that Aboriginal and Torres Strait Islander health recipients feel respected and valued. While also embedding cultural competency training to our staff and healthcare professionals to ensure they understand and respect the cultural beliefs, practices, and preferences of Aboriginal and Torres Strait Islander health recipients.

Core Knowledge	Core Enablers	Core Performance Indicators	Monitoring & Evaluation
<p>Vivir recognise and acknowledge that racism and discrimination are key social determinants of health for Aboriginal and Torres Strait Islander people.</p> <p>Vivir recognise the need for policies and processes for identifying and reporting racism and discrimination in health services to be in place and accessible to staff and partners.</p>	<p>Provision of training and refresher courses to assist staff on their cultural competency journey.</p> <p>Ensure policies are in place to support prompt action when racism and discrimination is reported.</p>	<p>Feedback from staff, clients, care recipients and local communities.</p> <p>Attendance for training.</p>	<p>Audit of reported incidents and consultation with local community leaders and key Aboriginal and Torres Strait Islander healthcare providers.</p> <p>Feedback /evaluation from clinical and non-clinical workforce.</p>





## Community Engagement and Collaboration

Building strong partnerships with Indigenous communities to co-design and co-deliver healthcare services that are tailored to their unique needs and contexts.

Core Knowledge	Core Enablers	Core Performance Indicators	Monitoring & Evaluation
<p>Identification and understanding of key local community social, cultural, and spiritual structures and systems.</p> <p>Understanding local contact history and its impact on healthcare services and delivery.</p> <p>The incorporation of local experiences, language/kinship systems into healthcare services.</p>	<p>Vivir and individuals are engaged in the process of reflection, recognition and respect of local Aboriginal history, local customs, cultures, and kinship structures.</p> <p>Ongoing induction and celebration of local narratives for all healthcare workers and policy makers through Cultural Affirmation programs that are designed in collaboration with local community representatives.</p>	<p>Relationship with local communities is improved and enhanced</p> <p>Culturally safe and responsive healthcare services and are accepted and utilised.</p> <p>Cultural difference and diversity are understood and incorporated into healthcare services and programs.</p>	<p>Local community leaders and key Aboriginal and Torres Strait Islander healthcare providers assist with monitoring and evaluating systemic cultural safety practices.</p> <p>Local community leaders and other critical friends are engaged in the induction and professional development of clinicians and services.</p> <p>Vivir clinicians' complete feedback and reflection evaluation forms.</p>



## Workforce Diversity and Representation

Increasing the representation of Aboriginal and Torres Strait Islander healthcare professionals within the healthcare workforce.

Core Knowledge	Core Enablers	Core Performance Indicators	Monitoring & Evaluation
<p>Recognition that Aboriginal and Torres Strait Islander people are significantly under-represented in the health workforce.</p> <p>Requirement to build the skills and capacity of local Aboriginal and Torres Strait Islander people to advocate and provide culturally appropriate care.</p>	<p>Vivir and partners engaged to create appropriate recruitment resourcing and high-quality training.</p> <p>Recruit and support allied health professionals to work within communities – student placements and permanent positions.</p> <p>Recruit and support allied health assistants to facilitate delivery of care services within their local communities.</p>	<p>Relationship with local communities is improved and enhanced.</p> <p>Increases uptake of community roles by Aboriginal and Torres Strait Islander people</p> <p>Growth of work placement and University student placements.</p>	<p>Feedback from recruited staff.</p> <p>Feedback from local communities and health bodies.</p> <p>Approval, inclusion and feedback from/into work placement and student placement programs.</p>



## Culturally Appropriate Healthcare Models

Designing and implementing healthcare models that integrate traditional healing practices, Indigenous knowledge, and Western medicine in a culturally sensitive manner.

Core Knowledge	Core Enablers	Core Performance Indicators	Monitoring & Evaluation
<p>Acknowledgment of a misalignment of mainstream health system with Aboriginal and Torres Strait Islander people.</p> <p>Knowledge that services need to be accessible, culturally responsive, and safe.</p> <p>Services should be inclusive of community and family.</p>	<p>Collaborative approach with Aboriginal and Torres Strait Islander people and organisations to design, deliver and review healthcare delivery models.</p> <p>Engage with Aboriginal and Torres Strait Islander community leaders and associated organisations to seek funding to support development and delivery. Driving health research priorities, policies, and projects.</p>	<p>Creation of deliverable and sustainable holistic healthcare service models reflective of the needs of Aboriginal and Torres Strait Islander people and cultures.</p> <p>Recognition from Aboriginal and Torres Strait Islander communities that healthcare models are culturally sensitive and appropriate.</p>	<p>Engage Aboriginal and Torres Strait Islander consumers in performance measurement and evaluation of holistic nature of Vivir delivered services.</p> <p>External and Internal audit of feedback as to holistic sensitivity of delivered service.</p>



## Holistic Health Approach

Recognising and addressing the interconnectedness of culture when it comes physical, emotional, social, and spiritual well-being in Aboriginal and Torres Strait Islander health.

Core Knowledge	Core Enablers	Core Performance Indicators	Monitoring & Evaluation
<p>Acknowledgment of Aboriginal and Torres Strait Islander philosophies of holistic health and wellbeing.</p> <p>Vivir will need to seek and revisit advice, assistance and input from Aboriginal and Torres Strait Islander staff, communities and organisations.</p>	<p>Vivir will maintain policies and processes to include Aboriginal and Torres Strait Islander communities and health consumers in policy development, service planning and care design.</p> <p>Vivir will remain committed to training health professionals and health assistants to support Aboriginal and Torres Strait Islander consumers with holistic care.</p>	<p>Creation of deliverable and sustainable holistic healthcare service models reflective of the needs of Aboriginal and Torres Strait Islander people and cultures.</p> <p>Recognition from Aboriginal and Torres Strait Islander communities that healthcare models are culturally sensitive and appropriate.</p>	<p>Engage Aboriginal and Torres Strait Islander consumers in performance measurement and evaluation of holistic nature of Vivir delivered services.</p> <p>External and Internal audit of feedback as to holistic sensitivity of delivered service.</p>



If you have any questions regarding our framework or the services we offer you can contact our below staff. Our Reconciliation Action Plan can be found [here](#).

**Jackie Reilly – Reconciliation Strategy Manager**

[Jackie.Reilly@rgfstaffing.com.au](mailto:Jackie.Reilly@rgfstaffing.com.au)

**Susannah Neame – Virtual and Indigenous Operations Manager**

[susannah@vivir.com.au](mailto:susannah@vivir.com.au)

