

Aboriginal cultural appreciation training

Our Aboriginal cultural appreciation workshop is a new training package developed and delivered by the NSW Ombudsman's Aboriginal Unit.

This workshop provides an overview of Aboriginal history and culture, as well as culturally appropriate communication protocols and strategies to assist participants and organisations to more effectively assist Aboriginal and Torres Strait Islander people in their work.

This workshop is only delivered 'in-house'. An in-house workshop allows our Aboriginal Unit to tailor the training package to suit your organisation's needs. The training aims to better equip organisations to provide a culturally responsive, flexible and consistent service to Aboriginal and Torres Strait Islander people.

Our Aboriginal Unit is only able to develop and deliver a limited number of tailored half-day workshops each year. If you are interested in this training, please contact us to discuss your training needs.

What the workshop covers

Overview of Aboriginal history and culture:

- cultural protocols
- historical impact of colonization and government intervention
- terminology
- significant dates and events.

Communication:

- overview of culturally appropriate communication protocols
- helpful tips for identifying whether a person is Aboriginal and/or Torres Strait Islander
- strategies to communicate more effectively.

Interactive group activities:

- participants respond to various scenarios that are developed in conjunction with your organisation.





Learning outcomes

Participants learn:

- some helpful tips to assist in identifying if someone is Aboriginal and/or Torres Strait Islander
- current issues affecting Aboriginal and Torres Strait Islander communities and how these issues are linked to past and present Government practices and policies
- strategies to communicate effectively with Aboriginal and/or Torres Strait Islander people
- ways to offer a more effective service to assist Aboriginal and Torres Strait Islander people.

Participants are provided with a workbook that includes a list of useful contacts and resources.

Who should attend

This workshop is designed for frontline workers from the community and government sectors.

About the Aboriginal Unit

Our Aboriginal Unit examines ways to improve service delivery by government agencies and non-government service providers to Aboriginal people in NSW. In addition to our complaint-handling role, our staff meet regularly with local service providers, government agencies and community members to explore ways to improve outcomes for Aboriginal people in their area.

For the full range of community education and training workshops the NSW Ombudsman offers, visit our website www.ombo.nsw.gov.au/trainingworkshops

Further information

For any enquiries or to discuss how this workshop could be tailored to your organisation's needs, contact our community education and training unit on 02 9286 0900 or email us at training@ombo.nsw.gov.au