

Working Biculturally

The strengths and complexities of bicultural practice

Palliative Care SA's path to biculturalism

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Biculturalism

A deliberate policy of biculturalism influences the structures and decisions of governments (or governance bodies such as Boards) to ensure that they allocate **power and influence equitably** regardless of majority membership.



Palliative Care SA's Story

New CEO (NZ) | Quota | RAP

Research and other reports


Aboriginal Health in SA 2011-2014: A Case Study (HPC SA)

**Hospitals caring for rural Aboriginal patients:
holding response and denial.**



Of all of the forms of inequality, injustice in health is the most shocking and inhumane.

Dr Martin Luther King Jr



Developed a program
Identified the outcomes
Employed a Project Officer
***Implemented* the program**



Outcomes

Relationships

Awareness

Knowledge

Confidence

Satisfaction

A map of South Australia, Australia, showing its various Indigenous regions. The map is color-coded to distinguish between different traditional lands. Major regions labeled include Anangu, Pitjantjatjara, Yankunytjatjara, Ngaanyatjarra, Pitjara, Yarlalanda, and the coastal areas of Pitjara, Yarlalanda, and the Gulf. Other labels include 'Kimberley', 'Desert', 'Riverina', and 'Southwest'. The map also shows the 'Indian Ocean' to the west and south, and the 'South Atlantic Ocean' to the east. A legend at the bottom left, titled 'ABORIGINAL AUSTRALIA', explains the color coding: yellow for 'Indigenous regions', red for 'Non-Indigenous regions', and blue for 'Indigenous regions with a high proportion of Indigenous people'.

Longer term outcomes
Increased recognition and awareness
Culturally safe service delivery
**Higher uptake of palliative care support
by Aboriginal South Australians**



What have we learned?

That it is a tough gig!

**Working biculturally in a policy environment
that is based on Terra Nillius is
difficult.**

Learnings

It's complex:-

Requires cultural knowledge

Professional experience

Links with communities





High expectations from community
No translation for palliative care
Confidentiality and trust
Dominant mainstream mindset
Separate streams
**Increased effort to achieve same
result (psi)**



Challenges

The current policy environment.

Support for embracing a new way of thinking

Awareness /bias - self and cultural

Recruitment practices have to change

Workplace diversity

Tokenism

Trap – thinking its too hard/ didn't work

Relationships

Generalisations

Workplace and cultural norms and customs

Being unrealistic





Language
Terminology
Phrasing used to describe situations
Documentation and report writing
Narrative
Breathing life into the stories, time and places



What's helpful (Personal)
Share the load
Get involved
Reflect
Find common ground

The background is a map of Australia with various regions and languages labeled. The map is color-coded by region, with labels such as 'Kimberley', 'Fremantle', 'Arnhem', 'West Cape', 'East Cape', 'Yorke Peninsula', 'Desert', 'Riverina', and 'Southwest'. A legend at the bottom left, titled 'ABORIGINAL AUSTRALIA', shows a color-coded key for 'Traditional languages', 'Regions', and 'Indigenous languages spoken'. The map also includes a scale bar and a compass rose.



**Organisational
Communication – lots of time talking
Organisational Cultural Self Awareness
Understand it takes more psi (lbs/inch²) to get cut
through
Be prepared to be flexible
Don't isolate Indigenous deliverables from the
whole program
Be involved in communities to build trust and
credibility**

