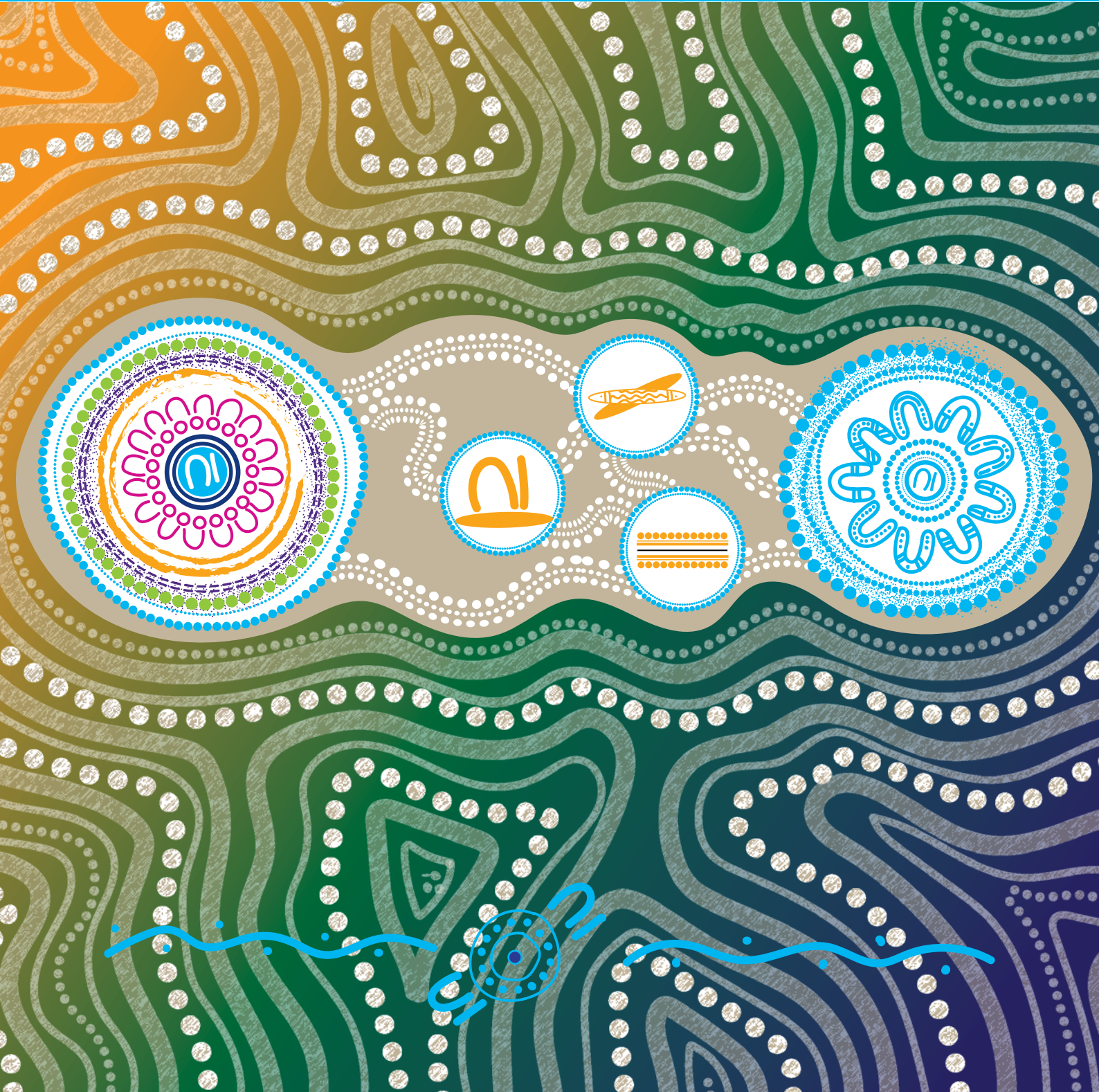




CANTEEN'S CULTURALLY RESPONSIVE FRAMEWORK

For Aboriginal and/or Torres Strait Islander young people and their families/kin and community

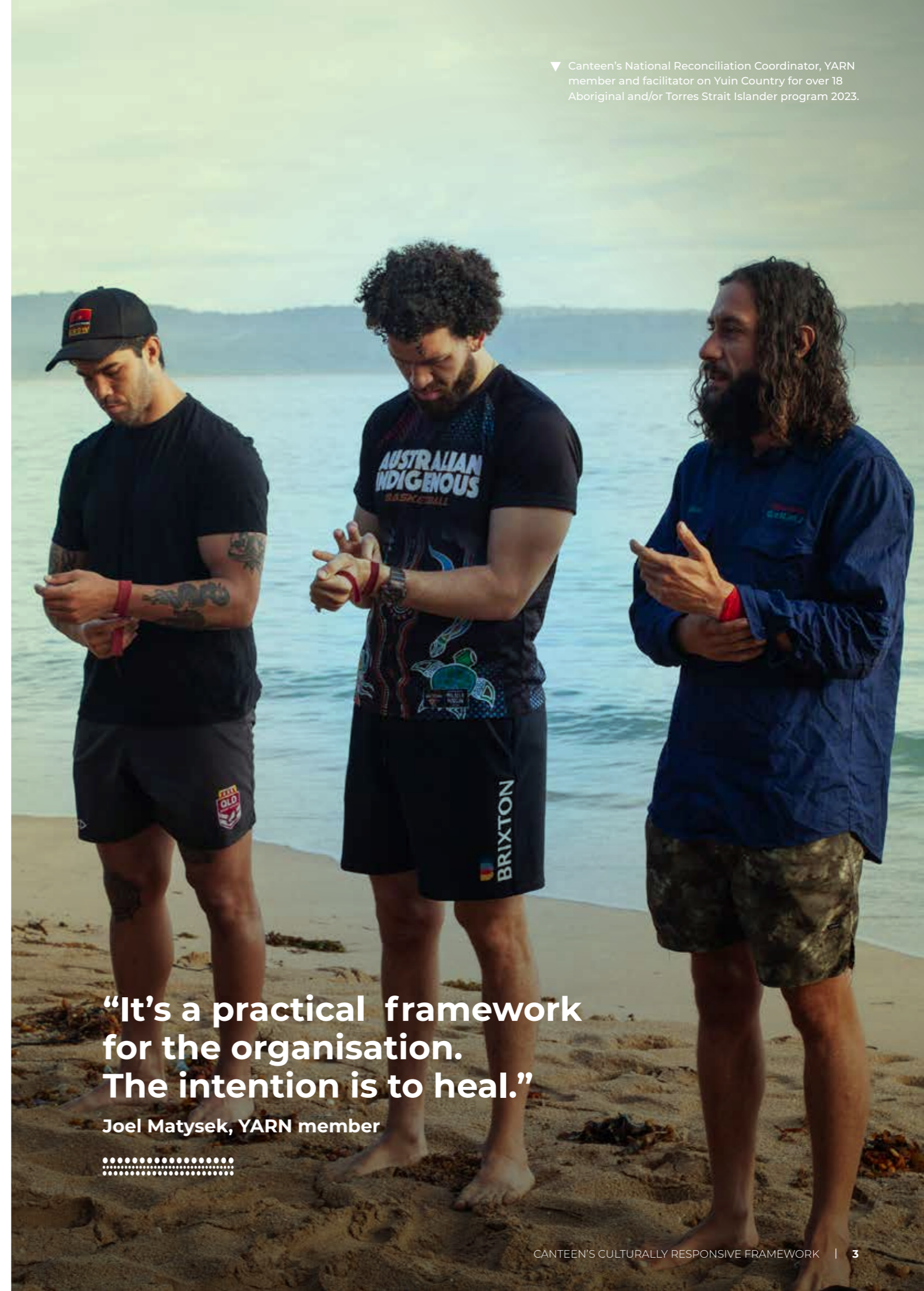




Contents

- Introduction and acknowledgements 4
 - Acknowledgement of Country 5
 - Message from Canteen’s Young Adult Reconciliation Network (YARN) 6
 - Message from the Chair of Canteen’s Board and Canteen’s CEO 7
 - What is the purpose of applying this framework at Canteen? 8
 - Canteen’s YARN 10
 - Canteen’s Professional Advisory Group 12
 - Canteen team members’ contributions 14
- What do all Canteen team members need to know, be and do to deliver culturally responsive service? 16
 - The spirit of Canteen 16
 - The role of cultural integrity in cultural responsiveness 18
 - How do we embody the spirit of Canteen? 20
 - What do we need to do to achieve our vision? 21
- What do Canteen’s front line team members need to know, be and do to deliver culturally responsive service? 31
 - What is the journey of a young person using our service? 32
 - What do I need to know to provide culturally responsive service? 35
 - Who do I need to be to provide culturally responsive service? 38
 - What do I need to do to provide culturally responsive service? 39
 - How do we know that we are embodying cultural integrity? 41
- Contact Canteen..... 44

▼ Canteen’s National Reconciliation Coordinator, YARN member and facilitator on Yuin Country for over 18 Aboriginal and/or Torres Strait Islander program 2023.



“It’s a practical framework for the organisation. The intention is to heal.”

Joel Matysek, YARN member





Introduction and acknowledgements

The cover image and other artwork and graphic designs throughout this document were created by Kamilaroi and Jerrinja artist Jasmine Sarin of JS Koori Designs. [@jskooridesigns | jskooridesigns.com.au](https://www.jskooridesigns.com.au)

Jasmine has long-standing and meaningful working relationship with Canteen and her artwork Ngalaya features in Canteen's head office on Gadigal land and in each Canteen office across Australia. Jasmine is also a facilitator for Canteen's Young Adult Reconciliation Network (YARN) and a delegate of the Professional Advisory Group, who together created this framework with Canteen team members. Canteen would like to thank Jasmine for her invaluable support, knowledge sharing and contributions to learning and development at Canteen. Jasmine's artwork and designs that feature throughout this framework, communicate the story of how Canteen works alongside young people, their families/kin and communities.

“I have had the absolute pleasure and privilege of working with Canteen over the last few years, initially to create a bespoke artwork for their Reconciliation Action Plan in 2020. It was clear, from day one, that Canteen was genuine in their commitments to engage with and effectively support Aboriginal and/or Torres Strait Islander young people (and their families/kin) impacted by cancer. I then had the opportunity to work alongside some amazing people, who are featured throughout this framework document, as a co-facilitator for the Young Adult Reconciliation Network (YARN). The YARN members have provided an invaluable breadth of knowledge in the co-creation of this framework, which was the inspiration for all of the graphics and artwork I created. I have worked for many years in community based Aboriginal health programs across NSW and can see the value that this framework will have in communities across the country to better support our mob in accessing a culturally safe and appropriate service for young people and their family/kin who are impacted by cancer.”

Jasmine Sarin, Artist and Professional Advisory Group member

The image on the front cover of this framework depicts Canteen's roadmap for culturally responsive service delivery. There are three distinct visual elements within this roadmap: interconnected they form the foundations of the framework.

The first image (the spirit of Canteen) builds on Canteen's existing values as a young person-led and-focused organisation, and further illustrates how Canteen intends to work with young Aboriginal and/or Torres Strait Islander peoples, their families/kin and communities. Jasmine worked with Creative Director, Worimi man Isaac Simon and Canteen's Marketing and Communications Team to create this design to communicate this story in Canteen's marketing materials.

The second image represents the continuous cycle of reflective practice that Canteen team members will embody when working with Aboriginal and/or Torres Strait Islander peoples: listening (represented by the clapping sticks icon), reflecting (represented by the journey lines icon); and acting (represented by the person sitting with message stick icon) for continuous improvement.

The third image represents the guiding principles for this framework. Encompassed by cultural integrity, cultural responsiveness, and the interdependent concepts of respect and trust; these guidelines set standards and competencies to which Canteen team members will work to when engaging with Aboriginal and/or Torres Strait Islander young people and their family/kin and community.

The artwork which forms the background of the roadmap was developed to represent Canteen as a national organisation providing support across Australia to all people impacted by cancer; the orange/ochre representing desert/outback, ranging through to the greens of the temperate rainforests and the blues of the seas and colder regions. The dots are representative of the many journeys we all take.



Ngalaya (Dharawal for ally or friend in battle), by Kamilaroi and Jerrinja woman and artist Jasmine Sarin.



Acknowledgement of Country

Canteen acknowledges Aboriginal and/or Torres Strait Islander peoples who are the Traditional Custodians of this land. We pay respect to Elders past, present and future.

We are committed to providing inclusive and appropriate support for Aboriginal and/or Torres Strait Islander young people, their kin and community.

We acknowledge the lands, waterways, and cultures of the lands in which our Canteen regional offices are located including the Awabakal and Worimi peoples (Newcastle), the Bindal and Wulgurukaba peoples (Townsville), the Gadigal people of the Eora nation (Sydney), the Kurna people (Adelaide), the Larrakia people (Darwin), the Lutruwita people (Launceston), the Muwinina people (Hobart), the Ngannawal people (Canberra), the Turrbul and Jagera peoples (Brisbane), the Wurundjeri and Boon Wurrung peoples of the Kulin nation (Melbourne), and the Whadjuk peoples of the Noongar Nation (Perth).

Aboriginal and Torres Strait Islander peoples are respectfully advised this resource may contain images, names or stories of people who have passed away.



Message from Canteen's Young Adult Reconciliation Network (YARN)

This framework was created as part of Canteen's Reconciliation Action Plan to guide Canteen team members in how to support young Aboriginal and/or Torres Strait Islander people and their families impacted by cancer. The YARN believes this framework is a tangible representation of Canteen seeing the need for Aboriginal and/or Torres Strait Islander young people receiving support around their cancer experience and meeting this need.

The framework has been developed by mob, to support mob, and as a direct action to addressing a gap within cancer services. As a Canteen team member, this framework will help you to strengthen your skills to provide an equitable and culturally safe service with and for young Aboriginal and/or Torres Strait Islander people. If you are a clinician, there is specific information that will enhance your understanding of how to support Aboriginal and/or Torres Strait Islander people and strengthen your clinical practice.

It is our intention that this framework will:

Enable young mob feel safe and supported

Promote an increase in the understanding of the impacts of cancer for Aboriginal and/or Torres Strait Islander peoples, for both mob and Canteen staff

Benefit future generations

Improve the lives of all those impacted by cancer

To accomplish this, this framework utilises a variety of approaches that revolve around the simplicity of "having a yarn" and being respectful. Self-determination is at the heart of this framework and young people and families will be supported to determine their own needs and priorities throughout their cancer experience and journey.

The YARN has co-created this framework with other Aboriginal and/or Torres Strait Islander professional advisory group members and Canteen staff via a series of consultations. Key outputs from these consultations which form the structure of this framework are Canteen's:

- values, commitments, guiding principles and approach to working with young Aboriginal and/or Torres Strait Islander peoples, their families/kin and communities.
- approach to media and communications with young Aboriginal and/or Torres Strait Islander peoples, their families/kin and communities.
- model for culturally responsive outreach and service delivery for young Aboriginal and/or Torres Strait Islander peoples, their families/kin and communities.
- culturally responsive processes for strengths, needs and risk assessment and care planning with young Aboriginal and/or Torres Strait Islander peoples and their families/kin.
- approach to monitoring, evaluating, and learning around cultural integrity with Aboriginal and/or Torres Strait Islander peoples, their families/kin and community.

▼ YARN members Clinton Bennell, Joel Matysek, Tameka Baxter, Darci Fish and Gemma Trueman (Absent: Jaiden McGregor & Tameeka Ieremia)



Message from the Chair of Canteen's Board and Canteen's CEO

Canteen's mission is to be in the corner of every young person when cancer crashes into their world.

This framework is a significant step on Canteen's reconciliation journey. Canteen is committed to the process of continuous learning and building of staff understanding and respect for the histories and ways of knowing, being and doing of Aboriginal and/or Torres Strait Islander peoples.

This framework is to ensure that we provide culturally safe and responsive practices, to promote a culturally safe and responsive workplace, and to outline expectations for Canteen staff in their work with Aboriginal and/or Torres Strait Islander young peoples, their families/kin and community. This work relates to Canteen's Diversity and Inclusion Framework and our efforts to improve access for all service users.

The implementation of this framework will equip Canteen team members to provide accessible, and effective social and emotional wellbeing support services for all young people impacted by cancer, and that they and their families/kin feel respected, included, and safe.

We foremost acknowledge the leadership and significant contributions of all our Young Adult Reconciliation Network (YARN), and our Professional Advisory Group who co-created this framework with members of our National Services team by sharing their personal and professional knowledge and experiences. Their invaluable contributions and involvement in creating this framework have set the expectations for how we engage with Aboriginal and/or Torres Strait Islander peoples at Canteen.

We also acknowledge every Aboriginal and/or Torres Strait Islander person who has provided both professional and lived experience feedback on how to establish and implement best practice to support the wellbeing of young Aboriginal and/or Torres Strait Islander peoples impacted by cancer and their families/kin.

This Culturally Responsive Framework outlines our principles, expectations of cultural competency, and how our Services Team will engage with Aboriginal and/or Torres Strait Islander peoples, their families/kin, and communities.

At the heart of this framework is cultural responsiveness, cultural integrity, respect, and trust. The framework defines how these concepts relate to and guide our practice and compliment Canteen's organisational values: **We are real. We connect. We empower. We challenge.**

Canteen strives to ensure that everyone accessing our services feels respected, included, and safe. However, we know that only young people and their families/kin can tell us if we're doing this right. We are committed to continuous learning and listening to ensure continued growth now and into the future.



Madeline Way, the Chair of the Canteen Board



Peter Orchard, Canteen CEO



What is the purpose of applying this framework at Canteen?

Canteen team members will:

- Act with cultural integrity.
- Develop and grow their cultural awareness, sensitivity, safety, and competence.
- Deliver culturally safe and responsive support services for young Aboriginal and/or Torres Strait Islander peoples when they are impacted by cancer.

Canteen, as an organisation, will:

- Provide a more culturally safe workplace for Aboriginal and/or Torres Strait Islander team members.
- Measure the performance of Canteen team services and team members in ways that matter to Aboriginal and/or Torres Strait Islander stakeholders.
- Learn and respond to both successes and mistakes’.

In applying this framework we hope that more Aboriginal and/or Torres Strait Islander young people and their families/kin will:

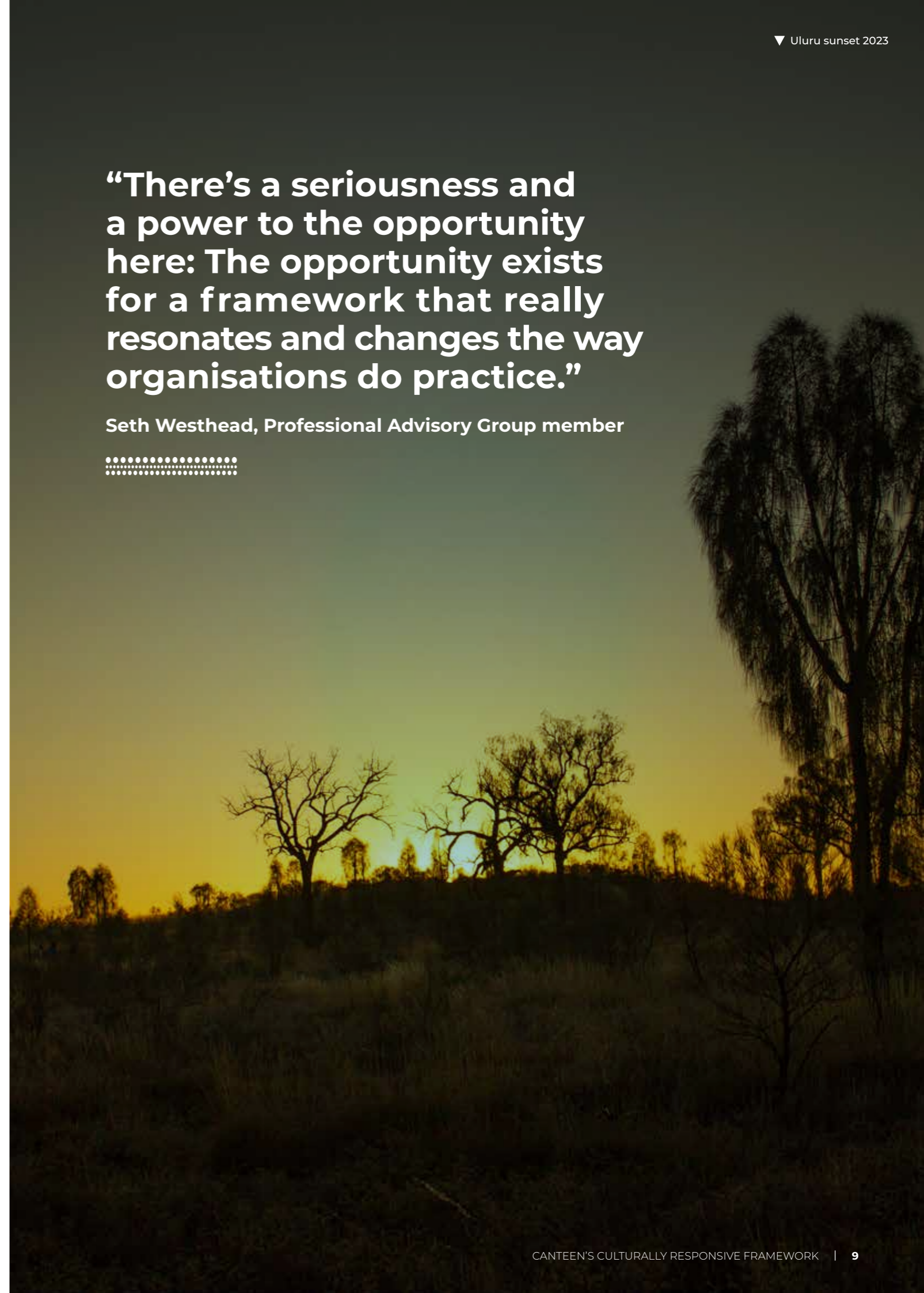
- Feel that Canteen’s services and programs are supportive of their wellbeing.
- Access and benefit from Canteen’s services and programs.

▼ Canteen young people and team members on Uluru program 2023



“There’s a seriousness and a power to the opportunity here: The opportunity exists for a framework that really resonates and changes the way organisations do practice.”

Seth Westhead, Professional Advisory Group member





Canteen's YARN

The YARN is Canteen's national leadership group of young Aboriginal and/or Torres Strait Islander people with lived experience of cancer and other chronic illness.

Since 2022, YARN members have regularly participated in Canteen meetings and events offering us:

- Guidance and support for our ongoing commitment to providing safe, accessible, and effective social and emotional health and wellbeing services for young Aboriginal and/or Torres Strait Islander peoples impacted by cancer.
- Skills, knowledge, and lived experience to inform the implementation of our RAPs.



▲ YARN members Jaiden McGregor, Joel Matysek, Darci Fish and Gemma Truman with group facilitator and artist Jasmine Sarin, Canteen team members Sasha Ritson, Brett Greinke and Sally Andrews (absent YARN members: Clinton Bennell, Tameka Baxter, and Tameeka Ieremia)

“A key outcome for the YARN has been contributing our lived experience to the creation of this framework. It was important that we had separate consultations within our group to allow for younger people to have more say, and to say things they otherwise might not have had the confidence to say, it’s been a comfortable space to share.

When the YARN came together with the Professional Advisory Group, some really great outcomes occurred. The Professional Advisory Group were able to use their experience to draw out what the YARN were trying to say. The group cohesion was obvious and the room just bounced ideas off each other really well.”

Jaiden McGregor, YARN member



Tameka Baxter is a Pitjantjatjara Adnyamathanha woman living in Adelaide, South Australia. Tameka works as an Aboriginal Community Education Officer at Clovelly Park Primary School. She is passionate about being involved in YARN because helping her community is what she has always wanted to base her career on. Tameka feels that being involved in and helping shape YARN is one of the best ways to show her passion and to contribute to Aboriginal community in the most beneficial way.



Clinton Bennell is a proud Noongar and Wiradjuri man, living on Kurna Country. Working to support, nurture and create opportunities for Aboriginal and Torres Strait Islander communities to heal, grow and thrive is Clinton's passion. Experienced across Community Services, Drug & Alcohol support, Health, Education and now Correctional Services, Clinton brings a holistic approach, with a wide perspective of how and where impact can be made. Clinton agreed to be a part of YARN to contribute to change and ensure that Aboriginal and/or Torres Strait Islander people do not miss out on opportunities for support whilst being impacted by cancer. Clinton is guided through his work with a simple mantra of: “See the need, meet the need”.



Darci Fish is a proud Kamilaroi woman from Gunnedah. She was born on Wiradjuri land in Bathurst and currently resides on Awabakal land in Newcastle. Darci is currently studying a Bachelor of Social Science, majoring in Human Services, and is looking into changing to a law degree in the future. She has undertaken an internship with NSW Parliament, working in and alongside the Human Resource department, the Education department and the Aboriginal and Torres Strait Islander Liaison Officer. Darci is a Canteen youth ambassador and YARN member.



Tameeka Ieremia is an Arabana woman employed as an Aged Care Advisor for Aboriginal Community Services. Within this role, Tameeka works with and coordinates with Aboriginal Elders receiving home-based aged care services across metropolitan Kurna Yerta. Through her work and participation in YARN, she continues to strengthen her understanding of the social and emotional wellbeing needs of Aboriginal and Torres Strait Islander peoples.



Joel Matysek is a proud Meuram man from Erub (Darnley Island, Torres Strait), with connections extending to Ngāti Awa (Māori tribe) and Czech Republic. Joel believes in innovation, keeping with the changing times, and enabling positive transformations. Joel believes this framework has been carefully orchestrated to enable positive transformation to best support our young people – our future. Joel has worked in various fields including education, health promotion, case management, fitness, and currently in project management. Joel also loves his basketball and fitness.



Jaiden McGregor was born on and currently lives on Larrakia country (Darwin). Jaiden also has family connections to the Nyikina people in northern Western Australia. Jaiden holds a strong passion for youth affairs and improving the livelihoods of future generations of Aboriginal and Torres Strait Islander peoples. Jaiden's work for Canteen aligns with many of the other working groups and career pathways he is involved in. He is currently studying a Masters in Emergency Disaster Management while working for multiple organisations focusing on youth and Indigenous affairs.



Gemma Trueman is an Anangu and Pitjantjatjara woman. Her Anangu name is Katatjuku. Gemma grew up on the far west coast of South Australia in Ceduna and now lives in Tarntanya on Kurna Yerta. Gemma has worked in the educational system for three years as an Aboriginal Community Education Officer and an Indigenous Community Liaison officer at a boarding school.



Canteen's Professional Advisory Group

Canteen's Professional Advisory Group are Aboriginal and/or Torres Strait Islander consultants from around Australia who are professional knowledge holders working in the areas of grief, loss, trauma, and adolescent wellbeing.

Suggestions and feedback from both our YARN and Professional Advisory Group complimented preliminary findings from our research into best practice for supporting the social and emotional wellbeing and supportive care needs of young Aboriginal and/or Torres Strait Islander people impacted by cancer and their families/kin.

Both these sources of knowledge highlighted the importance of:

- Centring Aboriginal and/or Torres Strait Islander ways of knowing, being, doing.
- Aboriginal and/or Torres Strait Islander leadership during service planning, delivery, monitoring, and quality improvement processes.



Aunty Glendra is a proud Wiradjuri woman from the Mudgee/Dubbo and Narrandera area. She has been the University of Technology Sydney Elder-in-Residence since 2020 and is a trained counsellor with 30 years' experience providing advice and practical assistance to survivors of trauma. She was previously the Aunty-In-Residence at the National Centre of Indigenous Excellence providing support to staff, members, visitors and community. Aunty Glendra has worked with a number of state and national bodies including as an Aboriginal Engagement Advisor for the Royal Commission into Institutional Responses to Child Sexual Abuse, the National Stolen Generations Alliance, and Metro Migrant Resource Centre. She is also a former CEO of Link-Up (NSW) Aboriginal Corporation. She is a member of the advisory group of the NSW Government child protection and wellbeing program, "Their Futures Matter". Aunty Glendra also has a very long history as a foster carer of Aboriginal children.



Rosemary Wanganeen is a proud South Australian Aboriginal woman with ancestral links to Kurna people of the Adelaide Plains and Wirangu from the West Coast of SA and a proud English heritage. She's the founding CEO of the Healing Centre for Griefology, established in Adelaide in 1993 as a consequence of her Stolen Generation experiences. In 1987 she engaged an Aboriginal research methodology intuitively to understand 'why' she endured those violations. An award-winning Griefologist, her peer reviewed and published Seven Phases model, afforded her accepted into the Master of Philosophy at the University of Adelaide in 2018. Her future aspirations are in training and education.



Ash Dargan is a Larrakia artist, storyteller, adventurer and educator from Darwin in the Top End. He is one of Australia's most recorded cultural instrumentalists. Ash was a cultural ambassador for the Northern Territory throughout the 2000's and has represented his Country and his people to worldwide acclaim. Ash gained his Masters of Indigenous Studies under Dr. Judy Atkinson following her work in Trauma Informed approaches to community recovery as the Australian Federal Government moved to set up and fund the Aboriginal and Torres Strait Islander Healing Foundation. Since that time, he has held State and Territory senior leadership positions across the education, justice and community service sectors. He was one of the founding members of the Larrakia Healing Group that produced one of Australia's leading resources on 'place based' Transgenerational Trauma and how to heal from its compounding effects within a historical framework.



Nicole Hewlett is a proud Palawa woman and holds two positions at The University of Queensland, one as a Project Manager in the First Nations Cancer and Research Wellbeing Program and the other as a Fetal Alcohol Spectrum Disorder researcher in the General Practice Clinical Unit. Nic has extensive experience in, and is passionate about, translating culturally responsive frameworks, strengths-based approaches, and wellbeing models into a range of different practice settings to create equitable access to knowledge, services and supports among Aboriginal and Torres Strait Islander peoples.



Jasmine Sarin is a proud Dharawal born, Kamilaroi and Jerrinja woman. Jasmine is an award winning Aboriginal artist and founder of JS Koori Designs (@jskooridesigns), which fuses art to tell the story of her experience and aims to bring contemporary methods and materials to one of the oldest cultures on earth. Jasmine is professional Firefighter with NSW Fire & Rescue is currently an AUS-2 Urban Search and Rescue Technician. Jasmine also co-facilitates Canteen's YARN and has developed Canteen's Aboriginal and Torres Strait Islander visual approach.



Seth Westhead is a dedicated and passionate father, husband, adolescent health researcher/advocate and creator living on Kurna Country in Adelaide, South Australia. With family connections to the Awabakal and Wiradjuri Nations of NSW, Seth draws on his ancestry and the deep wisdom and knowledge of Aboriginal practices and culture to guide and inform all the work that he does. Holding a Bachelor's Degree in Nutrition/Physiology and a Master's Degree in Public Health, Seth has a deep understanding of the human body and determinants of holistic health and wellbeing. With experiences working across government programs, grass-roots organisations, NGO's, universities and research institutions Seth has developed a deep knowledge of the systems and spaces we live, work and advocate in.



Canteen team members' contributions

Members of Canteen's Services and Impact teams (Indigenous and non-Indigenous) must be acknowledged for their part in the co-creation of this document. The following Canteen team members have worked alongside the YARN and the Professional Advisory Group. They have, together with these groups, reflected on current practice, listened to the wisdom of knowledge and lived experience of these groups and will take this experience with them into their day-to-day practice.

We also acknowledge contributions of our previous team members that have influenced the development of this framework.



Sally Andrews, Canteen
Head of Clinical Practice & Reconciliation



Brett Greinke, Wakka Wakka and Wulli Wulli man and Canteen National Reconciliation Coordinator



Keren McKenna, Canteen
Project Manager



Jasmine Micklem, Canteen
Senior Research Officer – RAP



Karl Rashleigh, Yolngu man and Canteen National Clinical Cultural Advisor



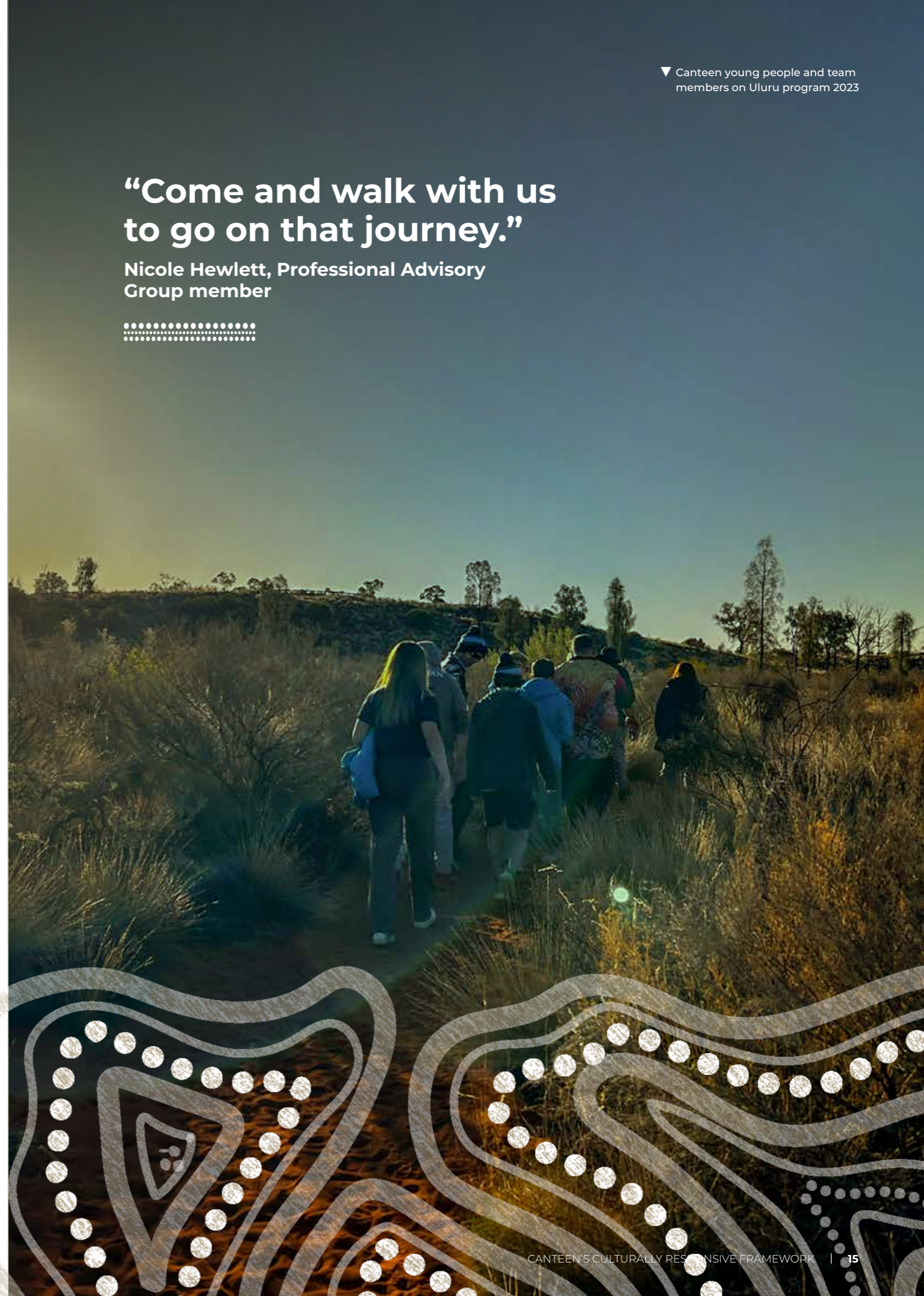
Sasha Ritson, Canteen
Strategic Relationships Manager – RAP



Bree Shaw, Wiradjuri woman and Canteen Team Leader – National Intake

“Come and walk with us to go on that journey.”

Nicole Hewlett, Professional Advisory Group member





What do all Canteen team members need to know, be and do to deliver culturally responsive service?

To follow is Canteen’s organisational values, the key concepts of cultural responsiveness and cultural integrity, and our guiding principles which set the standard for the way in which Canteen team members will work with Aboriginal and/or Torres Strait Islander peoples, their families/kin and community.



The spirit of Canteen



Canteen supporting a young person and their family/kin

At the heart of this design, the white and blue symbol represents the young person. The double-lined black circles surrounding this symbol represents the family/kin who support the young person. The bright purple circles and arches represent how Canteen team members will work alongside the young person and their family/kin when cancer comes crashing into their lives.



Authenticity

The orange circular lines symbolise authenticity and represent how Canteen team members strive to stay true to our organisational values when engaging with people, and planning and delivering services. We will achieve this through acting with humility. Acknowledging that this is a process of two-way learning; we will listen, reflect, acknowledge, and adjust our actions as necessary.



Our values

This circle of dark purple dashes symbolises that Canteen is a values-based organisation and represents Canteen team members’ unwavering commitment to the strong values upon which Canteen is built. It also relates to Canteen team members’ ongoing commitments to the key values emphasised by YARN members and delegates from our Professional Advisory Group, that form the basis of this framework. This includes the concepts of cultural responsiveness, cultural integrity, respect and the values underpinning our guiding principles.



Community

The green circle of dots represents the importance of a community-centric approach to working with Aboriginal and/or Torres Strait Islander young people and their families/kin. It represents Canteen teams members’ actions to build and maintain trust and rapport with Aboriginal and Torres Strait peoples and communities: respecting Aboriginal and/or Torres Strait Islander ways of knowing, being and doing.



Empowerment

The outer blue dotted circles represent empowerment for the young person and their family/kin. The larger blue dots represent a focus on empowerment when working with a young person, their family/kin and the commitment of Canteen team members and community working together with authenticity and respect for each other.



The role of cultural integrity in cultural responsiveness

Cultural responsiveness is about being open to continuous learning and understanding ways of knowing, being and doing that may differ from your own; and seeing these differences as equal.

It involves a process that includes the concepts of cultural awareness, cultural sensitivity, cultural safety, and cultural competence in a continuum of learning.

Cultural integrity is a core value of Aboriginal and/or Torres Strait Islander peoples, consisting of an expected reciprocal respect amongst all peoples who interact with each other. This means that actions based on individual wants and needs should not compromise the human and cultural rights of others.

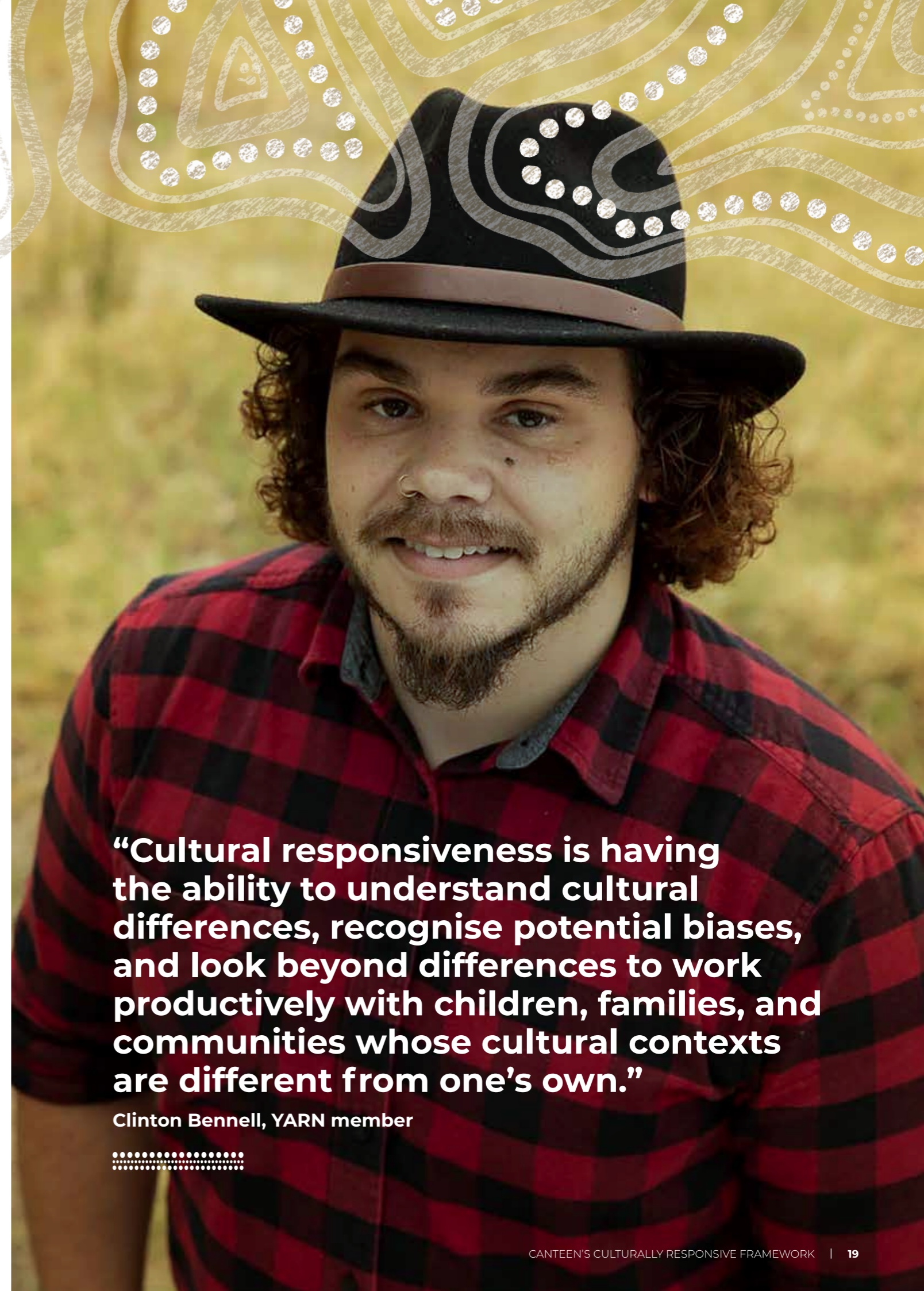
Like cultural integrity, the interdependent notions of **respect** and **trust** encircle all other guiding principles in this Culturally Responsive Framework.

“Respect land, respect gender, respect where you came from, respect your tribe and so forth. This respect goes both ways and is something which Canteen will strive for in terms of relationship building. Cultural integrity is all encompassing.”

Karl Rashleigh, Clinical Cultural Advisor, Canteen



▲ Welcome to Country with Smoking Ceremony by Gadigal people of the Eora nation for Canteen team members and guests visiting Canteen's National head office during National Reconciliation Week 2023



“Cultural responsiveness is having the ability to understand cultural differences, recognise potential biases, and look beyond differences to work productively with children, families, and communities whose cultural contexts are different from one’s own.”

Clinton Bennell, YARN member

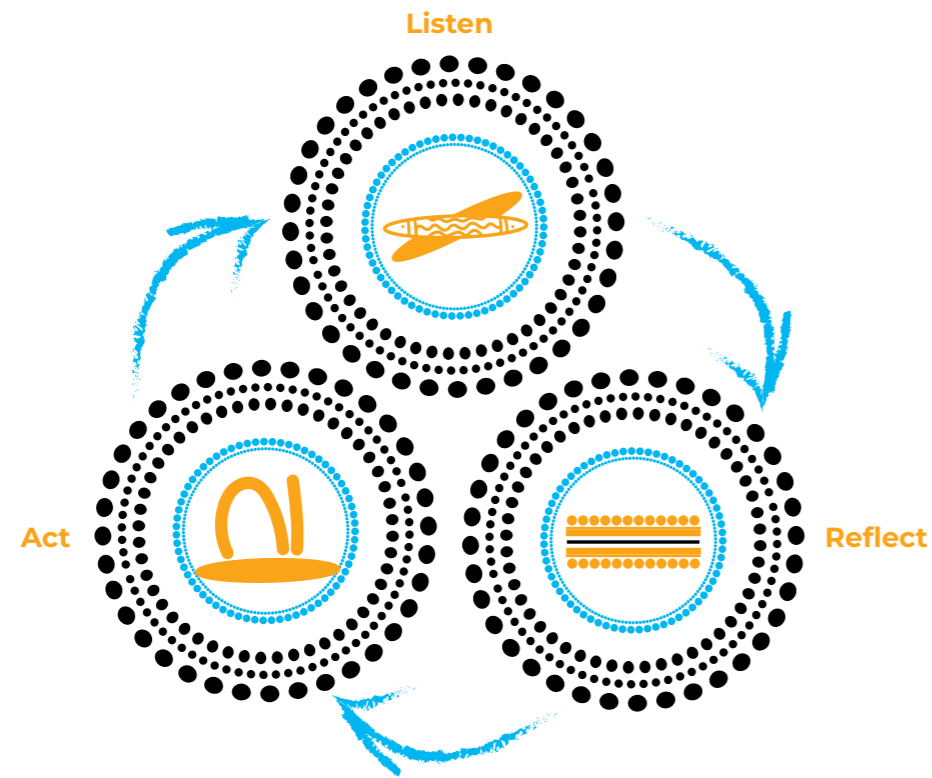




How do we embody the spirit of Canteen?

This design illustrates how Canteen team members are expected to work with young Aboriginal and/or Torres Strait Islander people impacted by cancer, their families/kin and other key stakeholders.

- This approach is based on culturally responsive practice and involves a continuous cycle of learning through listening, self-reflection and adjusting practice.
- We refined and applied this approach during the process of creating this Culturally Responsive Framework with Aboriginal and/or Torres Strait Islander stakeholders.
- By listening, reflecting and acting staff will be able to dynamically reflect on whether they are authentically embodying the spirit of Canteen and delivering culturally responsive services.



This icon represents clapping sticks symbolising the act of listening.



This icon represents a journey line/track, symbolising an inner journey of reflective practice.



This icon represents a person sitting with the message stick, symbolising adjustment of practice through action: an outcome of engaging in this cyclical process.

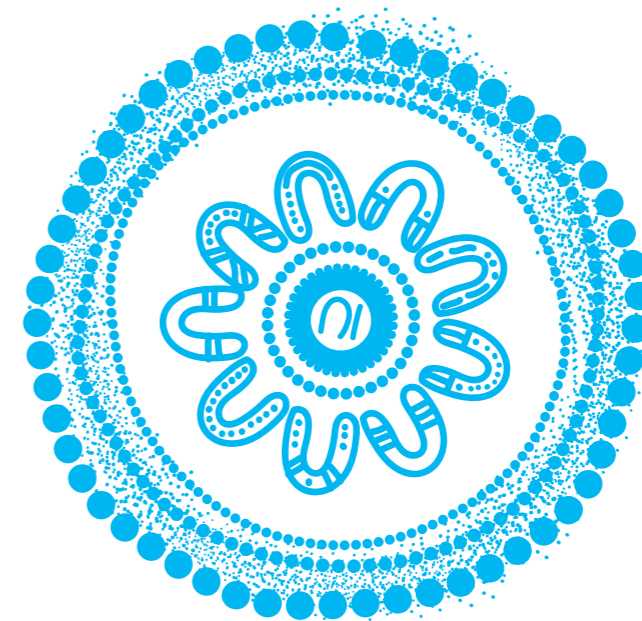


What do we need to do to achieve our vision?

The following principles will guide how Canteen team members work with Aboriginal and/or Torres Strait Islander peoples and form the basis for the standards and competencies to which all Canteen team members will be held accountable.

The guiding principles are the result of extensive consultation and feedback from Canteen's YARN and Professional Advisory Group and are further underpinned by the nine nationally agreed principles for Aboriginal and Torres Strait Islander mental health and social and emotional wellbeing.

The image below visually represents Canteen's nine guiding principles. Each has their own distinct icon relating to the principle itself. The following pages describe the icons and principles in detail. The larger blue dots encircling all of the guiding principles represents the concept of cultural integrity and the inner circles represent the interdependent notions of respect and trust.



Truth telling



Relationship building



Safety and Security



Two-way learning



Knowledge, skills, and values



Youth leadership



Promoting clinical and cultural balance



Person-centred care



Language and communication



Cultural integrity



Respect



Trust



Truth telling

Knowing: We acknowledge that through protest and resistance to dispossession, Aboriginal and Torres Strait Islander peoples have survived through European colonisation/invasion and post-colonial policies that include inhumane human rights violations such as attempted genocide, forced child removals, racial segregation, bonded labour, forced assimilation, and ongoing unwanted outsider interventions.

We recognise experiences of loss, grief, and marginalisation have been pervasive within the daily lives of Aboriginal and/or Torres Strait Islander peoples since this invasion.

“It’s hard to have social and emotional wellbeing when everyone is hurting.”

Darci Fish, YARN member

Being: We are engaging in an ongoing and iterative process of deep listening and learning to the truths shared by Aboriginal and/or Torres Strait Islander peoples about their experiences (past, present, and future) as a pathway to understand that our privilege has been borne at the expense of violence against Aboriginal and/or Torres Strait Islander peoples.

Doing: We are undertaking regular and ongoing training, starting with basic cultural responsiveness training and then specific topics to explore and unpack particular areas for critical reflection. Certain frontline roles in the organisation have additional training to build their capacity to provide culturally responsive, safe, and trusted services to young Aboriginal and/or Torres Strait Islander peoples and families/kin.

“It’s important to not be too reliant on Aboriginal team members and to build up the knowledge of non-Indigenous team members.”

Clinton Bennell, YARN member



Relationship building

Knowing: Given Australia’s history of colonisation, we understand the critical importance of building relationships that are grounded in cultural respect, healing and trust with Aboriginal and/or Torres Strait Islander families and kinship systems.

“When you partner with Aboriginal community you become a part of it and contribute to holding space together that can greatly aid in strengthening social bonds that feel safer.”

Ash Dargan, Professional Advisory Group member

Being: We are unpacking our own beliefs, biases, and privileges to reduce their impact on our decisions, practices, and processes in the organisation.

Doing: At the heart of our work, we are prioritising establishing and maintaining safe, respectful, and trusting relationships with Aboriginal and/or Torres Strait Islander peoples, communities, and services.

“Train up in doing, in how to build trust and be comfortable with silence, and with sharing parts of yourselves with clients - nothing inappropriate, but enough so that the connection can happen.”

Bree Shaw, National Intake Team Leader, Canteen



Safety and security

Knowing: We understand that healing involves a recognition of individual and collective strengths of Aboriginal and/or Torres Strait Islander peoples. We recognise that building high levels of trust and rapport in our relationships with young Aboriginal and/or Torres Strait Islander peoples and their families, kin, and communities, is key to maintaining safety, security, and healing pathways for those we engage with and support.

We acknowledge that healing may involve cultural elements that our service organisation is not equipped to provide.

“Mainstream services need to recognise that they are not experts in Aboriginal and Torres Strait Islander peoples’ social and emotional wellbeing, however partnerships with Aboriginal and/or Torres Strait Islander peoples, services and organisations will ensure equity across Western and Aboriginal and/or Torres Strait Islander approaches to health and wellbeing.”

Ash Dargan, Professional Advisory Group member

Being: We are building our individual and collective respect for Aboriginal and/or Torres Strait Islander ways of knowing, being, doing for the safety and protection of all people we interact with.

Doing: We are striving to privilege and prioritise Aboriginal and/or Torres Strait Islander voices, perspectives, and values in order to provide culturally responsive and trauma-informed systems, policies, procedures, team members, services, and programs. We engage in culturally responsive practices and processes to build a trusted organisation where Aboriginal and/or Torres Strait Islander peoples feel safe to work and/or access our services.





Two-way learning

Knowing: We understand that two-way learning is central to building and maintaining safe, respectful, and trusting relationships that honour and value young Aboriginal and/or Torres Strait Islander peoples' ways of knowing, being and doing.

Being: We are striving to acknowledge and understand our biases, to redress the power imbalances and create an equal space and safe environment to facilitate two-way sharing. In this space Aboriginal and/or Torres Strait Islander team members, young people and their families/kin are respected as experts in their own right.

“A genuine openness to two-way learning is a practice of reciprocity and respect. In this way, you can make space and redress power imbalances to elevate Aboriginal and Torres Strait Islander voices. Western knowledge needs to be shared, not imposed. This sharing cannot occur unless you deeply listen, learn and are guided by the lived experience of those sitting in front of you.”

Nicole Hewlett, Professional Advisory Group member

Doing: We are engaging in two-way learning in all interactions with non-Indigenous and Aboriginal and/or Torres Strait Islander team members to share knowledge and skills for reciprocal benefit.

We are undertaking ongoing self-reflection and learning to become conscious of how our own bias and position of privilege and power can impact on our understanding of Aboriginal and/or Torres Strait Islander peoples and their culture.

“Mob are very graceful, forgiving and generous people when you admit that you are learning and sometimes don't know something.”

Ash Dargan, Professional Advisory Group member



▲ National Reconciliation Week
Welcome to Country and Smoking
Ceremony, Canteen head office,
Gadigal Country 2023



Knowledge, skills, and values

Knowing: We recognise that Aboriginal and/or Torres Strait Islander cultures are incredibly dynamic, living cultures with deep knowledge systems, and ways of being and doing that vary from mainstream Australian cultures. We understand the immeasurable value of Aboriginal and/or Torres Strait Islander skills, knowledge, and cultures that have been cultivated for over 60,000 years.

“One of the functions of this document is to introduce our cultural worlds of ‘knowing, being and doing’. Each of these worlds leads to informed practises in how we relate, respond and respect each other through a cultural lens.”

Ash Dargan, Professional Advisory Group member

Being: We are on a journey of unpacking and addressing conscious and unconscious bias towards Western ways of knowing, being and doing to enable space to privilege and prioritise Aboriginal and/or Torres Strait Islander knowledge, skills, and values.

“Development of practise comes through raising skills. It is important to understand that kindness does not equate to competency. Service providers and non-Indigenous organisations need to explore the interface between Western approaches to primary health care and the ‘Cultural Worlds’ introduced through this framework.”

Ash Dargan, Professional Advisory Group member

Doing: We are embedding Aboriginal and/or Torres Strait Islander ways of knowing, being, and doing into our planning, communications, assessments, and service provisions for young Aboriginal and/or Torres Strait Islander peoples and their families/kin.



Youth leadership

Knowing: As a youth-founded and youth-led organisation, we understand the importance of prioritising the voices of young people. We also know that initiatives to address Aboriginal and/or Torres Strait Islander peoples' social and emotional wellbeing are unlikely to be effective when they do not have a high level of Aboriginal and/or Torres Strait Islander ownership and community support.

“We’ve got to honour the young ones. They have joy about learning. They are the hope for Canteen.”

Aunty Glendra Stubbs, Professional Advisory Group member

Being: Drawing on the lens of Aboriginal and/or Torres Strait Islander young peoples' lived experience, we are addressing our biases and our ingrained beliefs, attitudes and behaviours to appropriately support young Aboriginal and/or Torres Strait Islander peoples and their families/kin, impacted by cancer.

Doing: We are building the capacity of the YARN to develop their leadership capabilities and facilitate discussions that continue to inform our service planning, delivery, monitoring, evaluation, and learning in ways that work towards safer, more accessible, and more effective practices.

“Canteen is pioneering the way as a mainstream organisation to support Aboriginal and/or Torres Strait Islander young people. The YARN are not only consulted, but their recommendations are being implemented. Canteen is also providing the YARN with opportunities to further develop their individual skills. Canteen gives back to us.”

Joel Matysek, YARN member



▲ YARN members Darci Fish, Temeeka Ieremia and Gemma Trueman at Canteen's Leadership Festival, Gadigal Country 2023



Promoting clinical and cultural balance

Knowing: We understand that clinical practice and cultural practice are not mutually exclusive so the two can be intertwined, to work together to address the social and emotional wellbeing of young Aboriginal and/or Torres Strait Islander peoples and their families/kin.

“This thing ‘wellbeing’ you’re talking about, for us it’s the air we breathe; it’s culture. When culture is in a healthy state, wellbeing is a product of that. We breathe it all the time, it’s present.

It’s a holistic feeling that’s present when culture is healthy. Medical professionals don’t study wellbeing, they study the pillars of health. We’ve got to find a way through that, to bring in wellbeing.”

Rosemary Wanganeen, Professional Advisory Group member

Being: We are unpacking our reliance on Western frameworks and assessments. We are continuing to challenge any conscious or unconscious beliefs that Western frameworks and assessments are superior ways of knowing, being and doing when working with Aboriginal and/or Torres Strait Islander young peoples and families/kin.

“It’s important to move away from medical model terminology because you get that in the hospital.

Canteen is not a part of the hospital. We don’t want young people to come here and feel like we’re an extension of the hospital or a government-based service.”

Bree Shaw, National Intake Team Leader, Canteen

Doing: We are continuing to adapt our clinical assessments and care planning processes to enable culturally responsive ways of supporting young Aboriginal and/or Torres Strait Islander peoples and their families/kin who’ve been impacted by cancer. Our clinical team members are undertaking training in the *Narrative Therapy approach* and receiving ongoing cultural and clinical advice by an Aboriginal clinician.



Person-centred care

Knowing: We understand that Aboriginal and/or Torres Strait Islander concepts of health and wellbeing are holistic and may extend beyond the realm of the individual self, and encompass reciprocal and harmonious relationships with family, community, Country, and spirit worlds.

We understand that self-determination is pivotal to the provision of safe and effective health and wellbeing services for Aboriginal and/or Torres Strait Islander peoples.

“Give people an interactive way to say what they want to talk about each day.

So not feeling like they’re coming in having to talk about all things.

Put the ownership back to the young person so they can choose how the conversation happens.”

Bree Shaw, National Intake Team Leader, Canteen

Being: We are in a process of continuous learning by deeply listening, self-reflecting, and adjusting our practice to reflect and respond to individual needs within the context of their family/kin and community.

“In Family-Directed Yarns, the control of the exchange sits with the family. And remember that many of our people need time to process and reflect on what is spoken and unspoken in a yarn so they may be silent. But if you fill those silences with your own voice, you will not hear theirs.”

Nicole Hewlett, Professional Advisory Group member

Doing: We are using approaches from Aboriginal and/or Torres Strait Islander Narrative practice and Dadirri (deep listening and still awareness) to create a safe, respectful, and trusting environment which centres young Aboriginal and/or Torres Strait Islander peoples as experts in their own lives. In doing so, we are striving to facilitate shared decision making where the young Aboriginal and/or Torres Strait Islander person and clinician make decisions around health care, together.

▼ Canteen young person on Uluru program 2023



Language and communication

Knowing: We understand that in Aboriginal and/or Torres Strait Islander groups, language and communication are based on the traditional and/or contemporised dialects, tones, customs, symbolism and sign/body languages of the communities they are from. We also recognise now that varying situations and environments can impact how people communicate.

“For Aboriginal people there is a need to understand the tone. This can be spoken language, can be non-verbal, can be body language or sounds. The person sitting in front of you can tell you what they need, and it is your responsibility to understand, respect and use that to connect with them.”

Karl Rashleigh, National Clinical Cultural Advisor, Canteen

Being: We engage in reflective practices to build our capacity to be mindful and responsive to diverse needs and preferences around language and communication amongst Aboriginal and/or Torres Strait Islander peoples.

“It’s not only respectful but important that team members use approaches that are in line with the communication and customs that best sit with that person or persons.”

Karl Rashleigh, National Clinical Cultural Advisor, Canteen

Doing: We are trained in using Narrative approaches of yarning and visual storytelling to support young Aboriginal and/or Torres Strait Islander people and their families/kin. We have an Aboriginal Clinical Advisor to provide clinical and cultural support to clinicians, including guidance around when it is appropriate to engage Aboriginal and/or Torres Strait Islander language interpreters and cultural brokers.



“Canteen gave me a safe space to talk about both my cancer experience and grief of losing my grandfather. I can process my experience of going through cancer treatment at a young age, and the ongoing physical, mental, and spiritual effects this has had on me, as well as the experience of losing my grandfather at the same time. With the support of Canteen, I have begun to make sense of my cancer experience and make goals for the future.”

Ainsley, Canteen young person



What do Canteen’s front line team members need to know, be and do to deliver culturally responsive service?



▲ Canteen National Reconciliation Coordinator and young people at Queensland Murri Carnival 2023



What is the journey of a young person using our service?

Building rapport and trust is a key to Canteen team members establishing and maintaining supportive and therapeutic relationships with young Aboriginal and/or Torres Strait Islander peoples and their families/kin.

The following shows the journey that young Aboriginal and/or Torres Strait Islander people and their kin can take with us, from the outreach stage through to service delivery. Canteen aims to provide a holistic culturally responsive and supportive service throughout the entire journey.

COMMUNITY OUTREACH AND ENGAGEMENT

Relationship building with Aboriginal and/or Torres Strait Islander stakeholders to raise awareness of available supports; utilising Canteen's 'spirit of Canteen' image within highly visual, testimonial led marketing collateral (and website).

CARE PLANNING

Under appropriate cultural and clinical supervision, Canteen team members support young people and their families/kin to self-direct the care planning process by Yarning with Purpose and the creation of a personal care plan. With the aid of narrative-based visual tools, Canteen team members will encourage young people and their families/kin to iteratively develop and identify their personal strengths and goals, supportive care needs and potential risks to themselves or others.

SERVICE DELIVERY

Canteen team members offer young people and their families/kin access to their services and programs (including youth leadership development opportunities) as appropriate to Canteen's Psychosocial Model and regular strengths, needs and risk assessment.

REFERRAL PATHWAYS

Young people and their families/kin can refer to Canteen via phone, in person, through the Canteen website or online peer connection platform, Canteen Connect, or via the Cancer Hub website. Health and community services can also make referrals and request for information about targeted peer and professional cancer support services and programs available.

CARE COORDINATION

Canteen team members refer young people and their families/kin to ACCOs/ACCHOs and other local, trusted health and community services as needed to address acute supportive care needs that are outside of Canteen's scope of service. Where possible, Canteen team members will work with other health and community services to enable access to cancer related supportive care as needed.



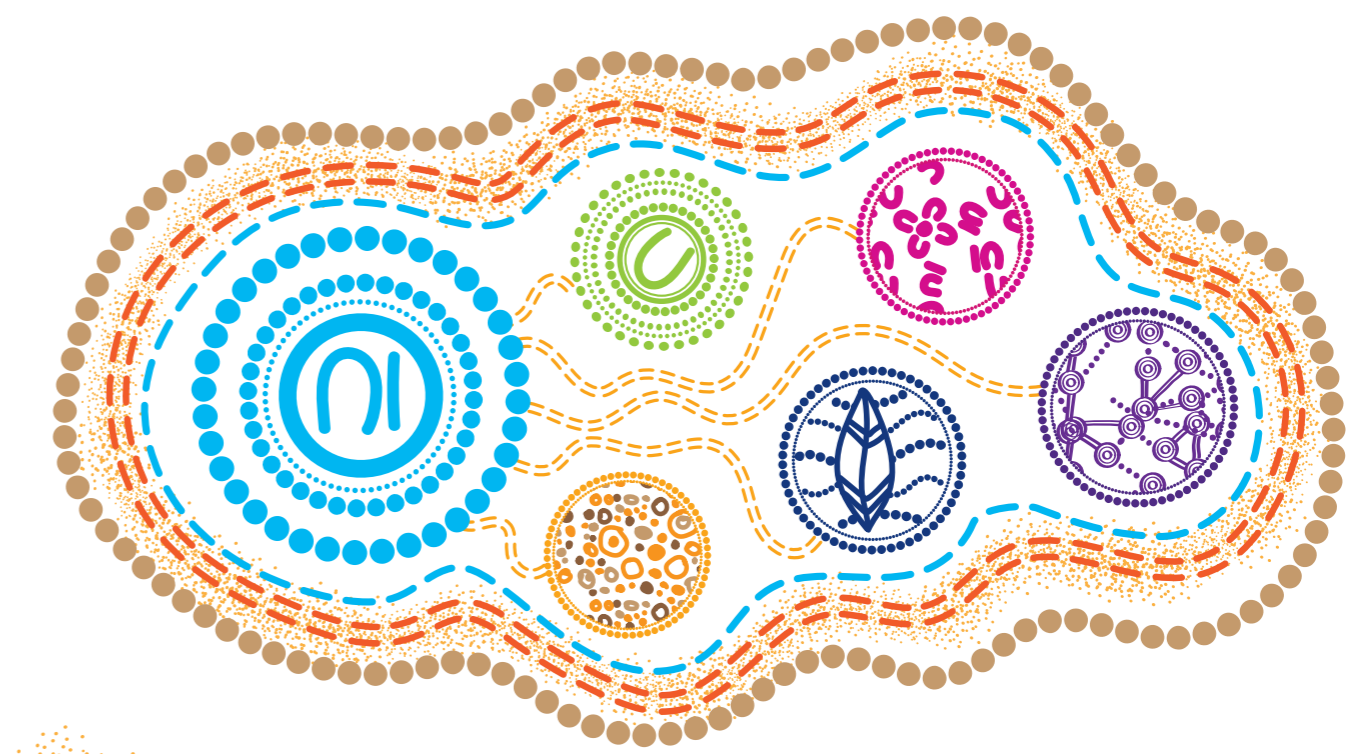
▲ Canteen young people, YARN and team members on Yuin program 2023



What do I need to know to provide culturally responsive service?

Canteen's YARN worked with artist Jasmine Sarin to create the following model to direct the way in which our team members engage with young Aboriginal and/or Torres Strait Islander people and their families/kin.

The large blue circle represents the young person surrounded by their family/kin. The five icons represent important domains of the young person's life that contribute to their social and emotional wellbeing. The dashes and dots, described below, represent both the journey of the young person and the core supportive approaches that Canteen will take in working towards culturally responsive service delivery.



Narrative practice

The Narrative practice approach seeks to support people to identify their own values, knowledge, and strengths. This approach provides space for people to understand their own abilities and create new stories (narratives) that build on their strengths and reframe the things that may challenge them in life.



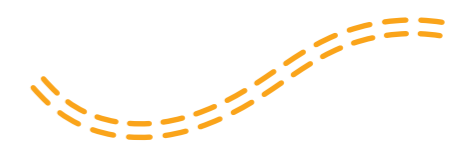
Culturally Responsive Practice

Wrapping around our model of care is our culturally responsive approach to service delivery based on Narrative practice approaches. Our hope is that our approach to culturally responsive practice will enable clinicians to form a holistic view of each young person's situation.

Yarning with Purpose

Our Clinicians use a Narrative practice approach of Yarning with Purpose with young people and their families/kin for:

- Self-directed assessment of personal strengths and supportive care needs.
- Creating a personalised care plan.
- Delivering service with a Narrative approach.



Journey Connection Lines

These lines represent the young person's journey, connecting themselves to the things that are important in their lives.



Self

In line with our guiding principle of Person-Centred Care, our model firmly places the young person's self at the center of their own care.

“Aboriginal and/or Torres Strait Islander people’s social and emotional wellbeing is built through yarning and connections with culture, family, community and friends. We understand that the meaning of culture and cultural wellbeing is different for everyone.”

Karl Rashleigh, Clinical Cultural Advisor, Canteen



Wellbeing

Wellbeing is about what is important to the young person, which will differ for every Aboriginal and/or Torres Strait Islander young person and their family/kin. In this context wellbeing means ‘all of them’ and encapsulates how they are feeling emotionally, spiritually and/or physically.

“Wellbeing is about how you feel in yourself, rather than the facts of your health. In hospital, people always talk about your health. Rather than feeling like you have to talk about your cancer, I see the word ‘wellbeing’ & know it’s about me and how I feel.”

Bree Shaw, National Intake Team Leader, Canteen



Kinship and Family

Family and kinship systems are often integral to Aboriginal and/or Torres Strait Islander wellbeing. It is important to understand young people in the context of their relationships with other people (kinship and non-kinship) and with other structured support in their lives to ensure that services are tailored meaningfully to their circumstances and perspectives.

“Everyone has a constellation. Who makes up their stars & what makes them shine?”

Nicole Hewlett, Professional Advisory Group member



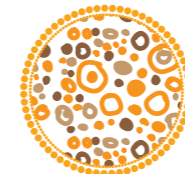
Relationships

Belonging and connection are very important elements of all young peoples' social and emotional wellbeing, development, and resilience. This can be especially so for young Aboriginal and/or Torres Strait Islander people. Examples of key relationships for young people include:

- Family/Kinship support networks
- Health care team
- Peer support networks/friendships
- School support system

“From the perspective of a young person with experience of cancer, life is different. We can’t get out much, we’re disconnected from friends, we can’t book things in until a few hours before because we don’t know if we’ll have to cancel, and we don’t want to keep cancelling on people. Keeping connected is important.”

Bree Shaw, National Intake Team Leader, Canteen



Community

Connection to community often underpins social and emotional wellbeing across the lifespan and across generations among Aboriginal and/or Torres Strait Islander peoples. There are diverse ways in which Aboriginal and/or Torres Strait Islander peoples define community. Community may mean many different things and look very different for every young person, for example:

- The place they live, and/or their Country
- Their language group, mob, kinship group friendships
- Their sports club or other special interest groups
- Online communities
- School/tertiary education/work communities

“To me, community plays a big part in bringing everyone’s culture together in terms of coming from different countries. It brings a sense of education and family in one. It’s a one-stop-shop to learn off each other, whether it’s learning about the dreamtime or the different languages. It plays a big part in the social and emotional wellbeing for Aboriginal and/or Torres Strait Islander peoples, as being with the community can assist in dealing with trauma, grief etc., because you are there for each other.”

Tameeka Ieremia, YARN member



Identity

Gaining an understanding of a young person's identity and sense of self is crucial to providing and strengthening holistic, person-centred support.

In this context, identity refers to both the cultural and personal identity.

Cultural identity may be inclusive of such things as the young person's:

- Language group
- Community
- Kin
- Their story

Personal identity may be inclusive of such things as:

- Sense of self
- Hobbies/passions/interests
- Family
- Gender

“Make sure the clinicians know from the young person’s mind, they just want to leave their Aboriginal identity intact.”

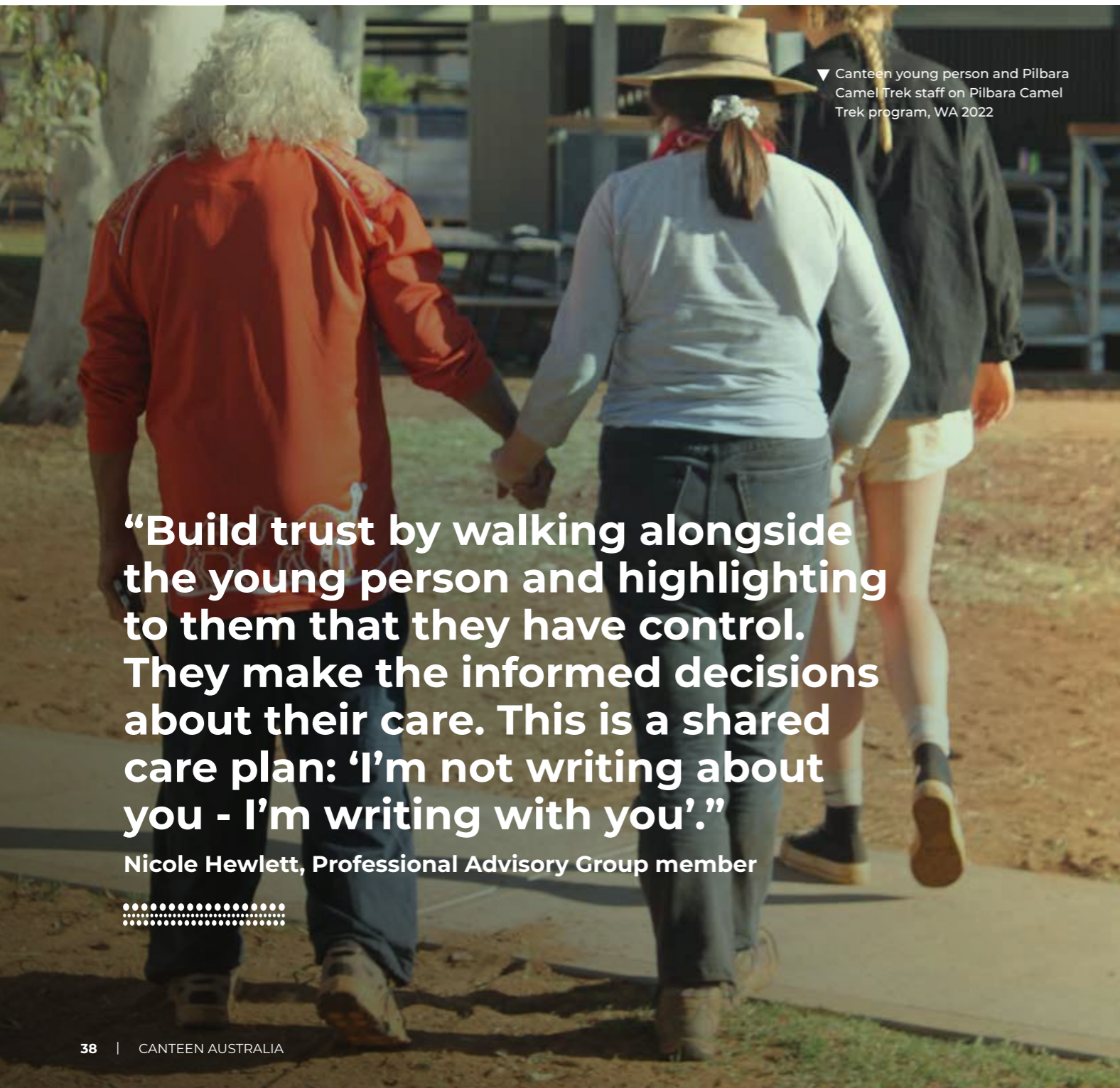
Rosemary Wanganeen, Professional Advisory Group member



Who do I need to be to provide culturally responsive service?

To provide culturally responsive service, Canteen clinicians need to be a person who constantly engages in:

- Reflective practices
- Peer support opportunities
- Cultural advice and support
- Individual supervision
- Group supervision
- Supporting their own wellbeing



▼ Canteen young person and Pilbara Camel Trek staff on Pilbara Camel Trek program, WA 2022

“Build trust by walking alongside the young person and highlighting to them that they have control. They make the informed decisions about their care. This is a shared care plan: ‘I’m not writing about you - I’m writing with you’.”

Nicole Hewlett, Professional Advisory Group member



What do I need to do to provide culturally responsive service?

Below is an example of a visual aid for care planning that may be personalised according to what is important to and, resonates with the individual.

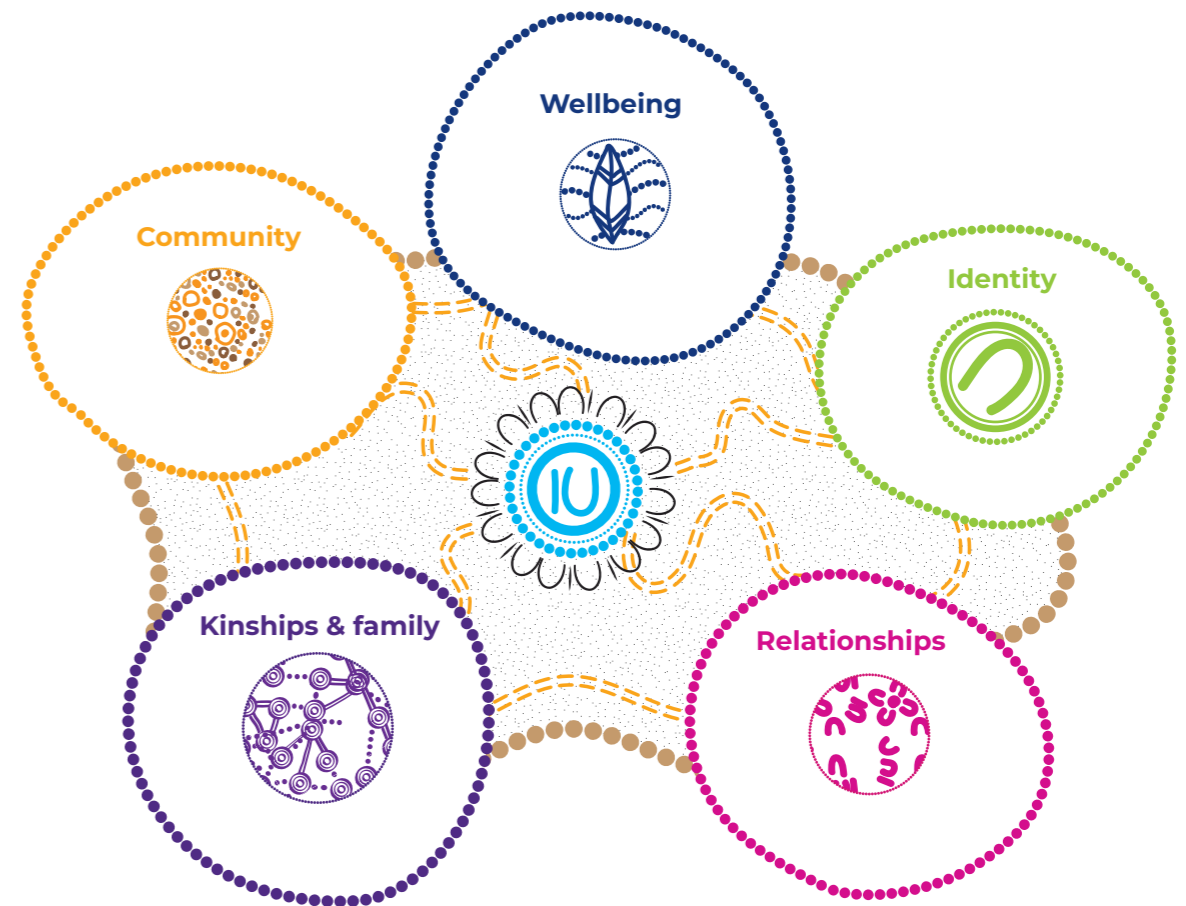
The icons in the example care plan below represent the young person (at the centre) and the areas of their life that are important to them. The white space around the icons is where the young person and clinician will note individual plans and goals.

These visual care plans will be used to support our clinicians to apply Yarning with Purpose with young Aboriginal and/or Torres Strait Islander peoples and their family/kin. The goal of these care plans is to facilitate shared decision making and encouraging young people to:

- Identify what is important for their own social and emotional wellbeing
- Identify their current strengths, goals, potential risks, support networks, and unmet supportive care needs
- Create an individualised, person-led care plan


“The Care Plan provides scaffolding for clinicians to talk to young people with confidence and to encourage them to express their own personalities.”

Clinton Bennell, YARN member



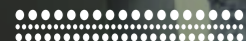
“Seeing the model in action and seeing how the young people react to it will be great. It will definitely evolve as the young people bring in their perspectives, but it’s a base to start from.”

Gemma Trueman, YARN member



“The YARN is such a diverse group. The YARN supported the development of the framework applying our ‘young person lens’. We ended up harnessing our lived experience to create the Care Plan for other young people. Having the opportunity to look at the framework from the perspective of young people who have been impacted by cancer was helpful.”

Joel Matysek, YARN member



How do we know that we are embodying cultural integrity?

The journey doesn't end here. Cultural responsiveness is ongoing, iterative, and most importantly, requires transparency and accountability. This is what it means to demonstrate cultural integrity.

The only people that can determine whether a service is culturally responsive are the Aboriginal and/or Torres Strait Islander young people and their families/kin accessing the services.

“We will know when our Cultural Integrity is making a difference, by the way that relationships in the community grow stronger and service engagement increases. This is a sign that a respectful and culturally safe space has been created and people feel comfortable.”

Karl Rashleigh, National Clinical Cultural Advisor, Canteen

We aim to be transparent and accountable to young Aboriginal and/or Torres Strait Islander peoples and their families/kin and communities, and to ensure our programs and services are effectively reaching and positively impacting Aboriginal and/or Torres Strait Islander young people and their families/kin.

To do this as safely as possible, our IMPACT team will work with Canteen's YARN and Services team to apply principles of Indigenous Data Governance and Sovereignty to monitoring, evaluation and learning (MEL) processes at Canteen that involve or are about Aboriginal and Torres Strait Islander peoples. For further information and guidance on this see:

- Maiam nayri Wingar's communique on Indigenous Data Sovereignty principles (www.maiamnayriwingara.org).
- The Lowitja Institute's Research Pathways Information Sheet: Indigenous Data Governance and Sovereignty (www.lowitja.org.au/icms_docs/328550_data-governance-and-sovereignty.pdf).

“I think it can only be measured through transparency & accountability by having honest conversations with those receiving your services. It cannot be measured using a tick box.”

Nicole Hewlett, Professional Advisory Group member

Aboriginal and/or Torres Strait Islander people from Canteen's Services team, YARN and other key stakeholders in data governance and sovereignty will inform the development and implementation of organisational guidelines for MEL around cultural integrity, cultural responsiveness, respect, and trust.

“Don't always expect positive outcomes, test it first. Canteen should expect to get it wrong and learn from that; communicate this properly.”

Nicole Hewlett, Professional Advisory Group member

Amongst other things, our MEL guidelines will detail:

- How we monitor, evaluate, and learn while implementing the Culturally Responsive Framework.
- How we involve young Aboriginal and/or Torres Strait Islander peoples and their families/kin and communities in this (e.g., their feedback is the key foundation of our MEL).
- How we report back to young Aboriginal and/or Torres Strait Islander peoples and their families/kin and communities.

“We're not measuring success, because that implies whether it's successful, full stop. It's about measuring the doing and continual learning.”

Rosemary Wanganeen, Professional Advisory Group





Contact Canteen

Visit canteen.org.au for more information or call us on 1800 226 833. Canteen staff who are part of our Cancer Hub team can help you or your kin get support from Canteen as well as other organisations.

