

[INSERT PHARMACY NAME] CULTURAL AWARENESS POLICY

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POLICY CONTROL

Title	[Insert Business Name] Cultural Awareness Policy
Date Created	[Insert date]
Version	[Insert the version number of the policy, eg. 0.1]
Review schedule	This policy will be reviewed no less than every 12 months for currency purposes – see Document Review Schedule in Appendices for details.
Author	[Insert author]
Approved by	[Insert who approved this policy]
Date approved	[Insert approval date]
Accountability	[Insert who is accountable for this policy, and its implementation]

PURPOSE

[insert pharmacy name] (hereafter called The Pharmacy) is committed to providing quality and safe care for people from culturally diverse backgrounds. The purpose of this policy is to demonstrate our commitment to developing cultural competence, at an organisation and individual level, through improving cultural awareness, and integration of cultural safety across the business.

The Pharmacy would like to acknowledge the Traditional Custodians of the land on which we live and work today, and we pay our respects to their Elders past and present. We extend that respect to Aboriginal and Torres Strait Islander peoples.

Pharmacy, as a registered health profession under Australia’s National Registration and Accreditation Scheme (the National Scheme), is committed to the Australian Health Practitioner Regulation Agency’s (Ahpra) work regarding cultural safety. This work includes the [Statement of Intent](#) published in 2018, followed by [The National Scheme’s Aboriginal and Torres Strait Islander Health and Cultural Strategy 2020-2025](#).

This policy recognises that cultural safety, as a concept, applies to a broad range of cultures, though it is particularly significant in the Australian context to Aboriginal and Torres Strait Islander people.

DEFINITION

1. Cultural Awareness

As it relates to this policy, cultural awareness is acknowledging and understanding the differences arising between one's self and people from different countries and backgrounds, where attitudes, values and beliefs are different to our own. Cultural awareness starts with acknowledging diversity and its relationship to health outcomes. It encompasses competence; having the skills, knowledge and attributes required to deliver optimal health care to a culturally diverse population, and in particular, Australia's Aboriginal and Torres Strait Islander people.

STRATEGY

2. Vision

The Pharmacy's vision is to work collaboratively to deliver an equal standard of care to all people, specifically culturally and linguistically diverse (CALD) people. The predominant cultural groups in our local community are:

XXX

XXX

XXX

The Pharmacy is committed to this vision through developing:

- An open attitude
- Self-awareness
- Awareness of others
- Cultural knowledge and skills

3. Actions

This policy is implemented through a range of strategies including:

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and where needed, resolving language barriers for consumers through interpreter services or family engagement; using cultural gestures or practices; engaging with local programs and services; identifying a staff member responsible for diversity; collecting data for analysis and performance improvement; compliance with relevant national standards and strategies (see related resources); etc

4. Outcomes

Through this policy and the defined strategies, our intent is to:

- Increase access to pharmacy care and services
- Improve the health outcomes of Aboriginal and Torres Strait Islander people and other diverse groups
- Improve health education and self-care amongst Aboriginal and Torres Strait Islander people and other diverse groups
- Embed cultural awareness and safety as the expected 'norm'
- Change behaviour and attitudes of staff as necessary
- Educate and upskill staff and colleagues (external)

RELATED POLICIES

This policy should be read in conjunction with the following documents:

- Provision of Health Information Policy
- Privacy and Confidentiality Policy

RELATED RESOURCES

The following resources are relevant to this policy:

1. Australian Health Practitioner Regulation Agency (Ahpra), December 2015. *Guidelines for Proprietor Pharmacists*, <https://www.pharmacyboard.gov.au/codes-guidelines.aspx>.
2. Australian Health Practitioner Regulation Agency (Ahpra), 2018. *National Scheme Aboriginal and Torres Strait Islander Health Strategy Statement of Intent*, <https://www.ahpra.gov.au/About-AHPRA/Aboriginal-and-Torres-Strait-Islander-Health-Strategy/Statement-of-intent.aspx>.
3. Australian Health Practitioner Regulation Agency (Ahpra), 2020. *The National Scheme's Aboriginal and Torres Strait Islander and Cultural Strategy 2020-2025*, *The National Scheme's Aboriginal and Torres Strait Islander and Cultural Strategy 2020-2025*.

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APPENDIX 1
DOCUMENT REVIEW SCHEDULE

Example only:

Version number	Date of review	Change/s made and reasons for change/s	Review and change/s made by	Review and change/s approved by	Date of approval
1.0	30/04/19	Original document	Michael Manager	Felicity Pharmacist	01/05/19
1.1	15/04/20	Clause 3, Page 3, amended to reflect changes by Ahpra to <i>Guidelines for Proprietor Pharmacists</i> . "Related Resources", Page 4, amended to reflect release of updated <i>Guidelines for Proprietor Pharmacists</i> document by Ahpra	Andrew Assistant	Felicity Pharmacist	17/05/20

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