

Principles and Actions for Delivering Culturally Safe Care for Aboriginal and Torres Strait Islander Peoples

Mental Health Service and Practitioner Audit Tools

The KIDS RESEARCH INSTITUTE AUSTRALIA | Embrace | THE UNIVERSITY OF WESTERN AUSTRALIA | BOORN Kwop Boorn Djenara

Transforming Indigenous Mental Health and Wellbeing
www.TIMHWB.org.au

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Embrace and the Healing Kids, Healing Families team acknowledge the strength, leadership, and wisdom of Aboriginal and Torres Strait Islander peoples, without whom our work would not be possible. We are grateful to the Elders, families, and Communities who guide us. Their resilience, stories, and commitment to healing shape our work and inspire a better future for all children and Communities. To everyone who shows up and shares their voice—thank you. This future is being built with you, and because of you.

About the framework

These audit tools have been created to accompany the framework, *Principles and Actions for Delivering Culturally Safe Care for Aboriginal and Torres Strait Islander Peoples: A Guidance Framework for Child, Adolescent and Adult Mental Health Services*. The framework provides an Aboriginal-led, Community-informed framework for child, adolescent and adult mental health services to embed culturally safe care for Aboriginal and Torres Strait Islander peoples across service design and delivery.

Why reform is needed

Cultural safety is essential to improving mental health and social and emotional wellbeing for Aboriginal and Torres Strait Islander peoples and to addressing the inequities that continue to be experienced in mainstream mental health services. In this framework, culturally safe care means recognising and responding to the ongoing effects of colonisation, racism, power imbalance trauma and exclusion, so that care is respectful, healing and trustworthy.

What the framework sets out

The framework translates research evidence into six interconnected implementation domains, sequenced across three priority stages, that guide services from foundational reform through to system-wide, sustained cultural safety. The key message is that cultural safety requires sustained organisational reform through leadership, governance, care delivery and service-wide enablers.

To download a digital copy of the framework, scan the QR code or visit: embrace.thekids.org.au/resources/cultural-safety-resources/

What the framework includes

This framework is designed to guide the development and delivery of culturally safe mental health services for Aboriginal and Torres Strait Islander peoples. It is designed for services that work with children, adolescents, adults, families, and Communities.

The Framework is organised around six interconnected domains, brought together through three core areas of cultural safety in action. **Foundation** establishes the Leadership and Governance required to drive lasting reform. **Care Delivery** translates cultural safety into everyday practice through Cultural Models of Care and Safe Ways of Caring. **Service Enablers** supports system-wide change through Access & Equity, Relationality, and Workforce Development.

Together, these six domains describe what cultural safety looks like in practice and how it can be embedded across services.

The six domains are arranged as connected parts of one whole, because cultural safety cannot be achieved through a single action or domain alone. Each domain plays a distinct role and all six must work together to create lasting change.

At the highest level, the Framework is anchored by the aspirational goal of "Becoming Trustworthy", which is achieved when all six domains are enacted together.

<table>
<tr><th colspan="3">Priority: Foundation – Must be embedded before other reform can succeed</th></tr>
<tr><td colspan="3">Domain 1
Leadership & Governance
Embed Aboriginal and Torres Strait Islander leadership, governance and self-determination as the precondition for all other reform.</td></tr>
<tr><th colspan="3">Priority: Care Delivery– Translates cultural safety into everyday clinical practice</th></tr>
<tr><td colspan="2">Domain 2
Cultural Models of Care
Care is centered in traditional healing practices, healing on Country and is responsive to Aboriginal and Torres Strait Islander worldviews of health and wellbeing.</td><td>Domain 3
Safe Ways of Caring
Embed culturally safe, holistic and trauma-informed care, in ways that recognise the central role of family, kinship, Community and strengths in healing and wellbeing.</td></tr>
<tr><th colspan="3">Priority: Service Enablers – Service-wide conditions for lasting change</th></tr>
<tr><td>Domain 4
Access & Equity
Barriers to access, racism and inequity are addressed so services are more reachable, fair and responsive.</td><td>Domain 5
Relationality
Services embed self-determination and the role of family, kinship, Community and Country in care, while building lasting, accountable partnerships with families, Communities and cultural leaders.</td><td>Domain 6
Workforce Development
Build a skilled, culturally safe workforce, and support Aboriginal and Torres Strait Islander staff through training and retention.</td></tr>
</table>

About the audit tools

Based on the framework, *Principles and Actions for Delivering Culturally Safe Care for Aboriginal and Torres Strait Islander Peoples: A Guidance Framework for Child, Adolescent and Adult Mental Health Services,* two audit tools have been created.

The audit tools are designed to assist services and practitioners to identify areas needed for change and track their progress. Depending on the principle, you might find yourself at similar or different stages across knowing, being, and doing.

How to read each principle

Each item relates to a principle from the Cultural Safety Guidelines. As you will have seen in the Framework, each principle is expressed through three lenses - *knowing, being* and *doing*:

Knowing	Cultural knowledge and understanding - what services and practitioners need to know about history, culture, colonisation and Aboriginal and Torres Strait Islander worldviews of health and wellbeing.
Being	Values, attitudes and relationships - the orientation and relational commitments required of staff and services.
Doing	Practical actions and behaviours - the concrete steps, policies and partnership that enact cultural safety every day.

In the audit tools, each principle has a **response scale** for each lens of *knowing, being* and *doing*. Within each principle, you might rate yourself and your practice differently across each of these lenses. There is a key provided to assist with interpreting the scales.

Practitioner response scales

Knowing items:
0 = My knowledge of this is limited
4 = My knowledge of this is strong

Being items:
0 = This rarely guides my practice
4 = This routinely guides my practice

Doing items:
0 = I rarely do this
4 = I routinely do this

Service response scales

Knowing items:
0 = Our service knowledge of this is limited
4 = Our service knowledge of this is strong

Being items:
0 = This rarely guides our service policy and practice
4 = This routinely guides our service policy and practice

Doing items:
0 = Our service rarely does this
4 = Our service routinely does this

There is also space for taking notes and reflecting on each principle. After completing the relevant audit tool, you can reflect on where you sit and ways to move forward.

Practitioner cultural safety Audit Tool

About the audit tools

To create culturally safe and effective mental health care, practitioners must recognise and enact the following principles.

This audit tool is intended to be completed about a practitioner's own mental health care practice.

Each item relates to a principle from the Cultural Safety Guidelines. As you will have seen in the Framework, each principle is expressed through three lenses — knowing, being, and doing — which reflects Indigenous ways of understanding, relating, and acting. Within each principle, you might rate yourself and your practice differently across each of these lenses.

Using the Audit Tool

Cultural safety is a lifelong journey of learning and improvement. The items below are designed to help individual practitioners and services more broadly take a snapshot of their level of cultural safety at any given point in time.

After completing this audit tool, you can reflect on where you sit and ways to move forward. Places where you have scored lower may highlight areas to work on in the coming year as part of your professional development. Use the "Key Actions" provided at the end of each Domain to help plan areas for improvement. Revisit this tool each year to assess progress and identify next steps.

Please answer each question honestly based on your current practice.

Response scales

Knowing items:

0 = My knowledge of this is limited

4 = My knowledge of this is strong

Being items:

0 = This rarely guides my practice

4 = This routinely guides my practice

Doing items:

0 = I rarely do this

4 = I routinely do this

1. Cultural determinants of health (Domain 2, Principle 6)

Knowing	Culture directly shapes Aboriginal and Torres Strait Islander wellbeing by influencing identity, connection, spirituality, and belonging and can support healing.	0 1 2 3 4
Being	I value culture as a source of health and value the healing role of cultural practices, language, and knowledge.	0 1 2 3 4
Doing	I actively embed and support cultural practices (e.g., language, and connection to Country and Community and other relevant healing approaches).	0 1 2 3 4
Notes, reflections and plans:		

2. Inclusion of traditional healing practices (Domain 2, Principle 7)

Knowing	Traditional healing is a vital aspect of Aboriginal and Torres Strait Islander mental health and wellbeing, drawing on lived cultural knowledge.	0 1 2 3 4
Being	I value and respect traditional healing practices.	0 1 2 3 4
Doing	I integrate traditional healing practices, and where possible, work with traditional healers to include their practices into mental health care.	0 1 2 3 4
Notes, reflections and plans:		

3. Healing on Country (Domain 2, Principle 8)

Knowing	Connection to Country is key to wellbeing and healing for Aboriginal and Torres Strait Islander peoples.	0 1 2 3 4
Being	I value the deep connection between Country and mental health in every aspect of care.	0 1 2 3 4
Doing	I create pathways for people to heal on Country as part of their care.	0 1 2 3 4
Notes, reflections and plans:		

4. Valuing lived experiences (Domain 2, Principle 10)

Knowing	The lived experiences of Aboriginal and Torres Strait Islander peoples hold invaluable insights into resilience, survival, and Community strength, deeply connected to cultural identity and history.	0 1 2 3 4
Being	I value lived experiences as essential knowledge for shaping culturally safe care through genuine respect, humility and openness to learn.	0 1 2 3 4
Doing	I actively engage with Aboriginal and Torres Strait Islander communities to integrate their lived experiences into service delivery.	0 1 2 3 4
Notes, reflections and plans:		

5. Holistic care (Domain 3, Principle 12)

Knowing	Mental health is deeply connected to social, emotional, and spiritual wellbeing.	0 1 2 3 4
Being	I value the Social and Emotional Wellbeing framework.	0 1 2 3 4
Doing	I incorporate the Social and Emotional Wellbeing model into my practice.	0 1 2 3 4
Notes, reflections and plans:		

6. Family-centred and inclusive care for diverse and blended family structures (Domain 3, Principle 13)

Knowing	Family in Aboriginal and Torres Strait Islander contexts extends beyond nuclear definitions to include kinship, Elders, carers, and Community members, with these diverse and blended structures vital to identity, belonging, and resilience.	0 1 2 3 4
Being	I respect and accept different family and kinship structures and caregiving roles.	0 1 2 3 4
Doing	I use a kinship model of 'family' in care planning, recognising and supporting diverse family structures (e.g., kinship care, foster families, LGBTQIA+ members, and intergenerational carers).	0 1 2 3 4
Notes, reflections and plans:		

Response scales

Knowing items:	Being items:	Doing items:
0 = My knowledge of this is limited	0 = This rarely guides my practice	0 = I rarely do this
4 = My knowledge of this is strong	4 = This routinely guides my practice	4 = I routinely do this

7. Compassionate care that builds healing relationships (Domain 3, Principle 14)

Knowing	Respecting relationships, culture, and connectedness are essential to providing compassionate care and building a healing relationship.	0 1 2 3 4
Being	I value culture and connections as essential to respectful and compassionate care and therapeutic relationships.	0 1 2 3 4
Doing	I provide care that expresses compassion and builds healing relationships through respecting and incorporating culture and connection in my practice.	0 1 2 3 4
Notes, reflections and plans:		

8. Strengths-based approaches (Domain 3, Principle 15)

Knowing	Strengths-based approaches help build resilience and empowerment.	0 1 2 3 4
Being	I value the importance of shifting from a deficit-based approach to one that is strength-based and solution-focused.	0 1 2 3 4
Doing	I incorporate strengths into practice to empower people and create positive outcomes.	0 1 2 3 4
Notes, reflections and plans:		

9. Developmentally appropriate support (Domain 3, Principle 16)

Knowing	Aboriginal and Torres Strait Islander people face unique developmental challenges shaped by intergenerational trauma, systemic barriers, cultural disconnection, and social inequities.	0 1 2 3 4
Being	I believe in providing a safe, understanding, and developmentally appropriate space.	0 1 2 3 4
Doing	I use developmentally appropriate programs, supports, and resources that empower people and strengthen connections to family, culture, and Community.	0 1 2 3 4
Notes, reflections and plans:		

10. Community engagement (Domain 5, Principle 28)

Knowing	Community engagement makes services more accessible and culturally appropriate.	0 1 2 3 4
Being	I value building authentic and respectful relationships between myself and Communities.	0 1 2 3 4
Doing	I actively involve Communities in planning and designing their care and consistently seek their feedback.	0 1 2 3 4
Notes, reflections and plans:		

11. Reciprocity (Domain 5, Principle 30)

Knowing	Reciprocity is foundational to Aboriginal and Torres Strait Islander ways of being, and involves mutual respect, shared benefits, and ongoing exchange between people, Communities, and systems.	0 1 2 3 4
Being	I value building relationships through mutual care and learning from Community while giving back.	0 1 2 3 4
Doing	I give as much as I learn or take. I establish feedback loops, cultural supervision, and shared decision-making.	0 1 2 3 4
Notes, reflections and plans:		

RESPONSE SCALES

Knowing items:
0 = My knowledge of this is limited
4 = My knowledge of this is strong

Being items:
0 = This rarely guides my practice
4 = This routinely guides my practice

Doing items:
0 = I rarely do this
4 = I routinely do this

12. Cultural humility in care (Domain 3, Principle 11)

Knowing	Addressing power imbalances and expressing cultural humility is crucial in providing culturally safe care.	0 1 2 3 4
Being	I reflect on my position of power and value opportunities to learn from the cultural knowledge, experiences, and perspectives of Aboriginal and Torres Strait Islander peoples.	0 1 2 3 4
Doing	I regularly seek opportunities to learn and adapt my practice to reflect my learning and address power differentials and knowledge sharing.	0 1 2 3 4
Notes, reflections and plans:		

13. Trustworthiness (aspirational outcome)

Knowing	My trustworthiness comes from learning about historical challenges and learning to listen deeply and show consistency through actions.	0 1 2 3 4
Being	I believe that being trustworthy is necessary for building the therapeutic relationship over time and cannot be assumed.	0 1 2 3 4
Doing	I build respectful, lasting relationships by showing transparency, listening openly, keeping promises and maintaining clear communication.	0 1 2 3 4
Notes, reflections and plans:		

Service cultural safety Audit Tool

About the Audit Tools

To create culturally safe and effective mental health care, mental health systems must recognise and enact the following principles.

This Audit Tool is intended to be completed about the mental health service.

Each item relates to a principle from the Cultural Safety Guidelines. As you will have seen in the Framework, each principle is expressed through three lenses — knowing, being, and doing — which reflects Indigenous ways of understanding, relating, and acting. Within each principle, your service might be rated differently across each of these lenses.

Using the Audit Tool

After completing this audit tool, you can reflect on where your service sits and ways to move forward. Places where your service has scored lower you might highlight to work on in the coming year as part of professional development. You can make a plan to address areas each year, using the "Key Actions" provided at the end of each Domain in the Framework as further guidance and inspiration. You can then use this tool again each year to assess progress.

Please answer each question honestly based on your current service's practice. Service staff might each complete their own ratings of the service, or do this together as a team.

Response scales

Knowing items:

0 = Our service knowledge of this is limited

4 = Our service knowledge of this is strong

Being items:

0 = This rarely guides our service policy and practice

4 = This routinely guides our service policy and practice

Doing items:

0 = Our service rarely does this

4 = Our service routinely does this

1. Aboriginal and Torres Strait Islander leadership (Domain 1, Principle 1)

Knowing	Our service understands that Aboriginal and Torres Strait Islander leadership across the whole system is essential.	0 1 2 3 4
Being	Our service values Aboriginal and Torres Strait Islander peoples' right to self-determination and leadership.	0 1 2 3 4
Doing	Our service supports and embeds Aboriginal and Torres Strait Islander culturally informed concepts of leadership. Approaches situations with humility and respect for Aboriginal and Torres Strait Islander wisdom and lived experiences.	0 1 2 3 4
Notes, reflections and plans:		

2. Aboriginal and Torres Strait Islander governance (Domain 1, Principle 2)

Knowing	Our service understands that Aboriginal and Torres Strait Islander governance enhances accountability and effectiveness and, respects Aboriginal and Torres Strait Islander cultural frameworks.	0 1 2 3 4
Being	Our service values cultural governance models alongside clinical and corporate governance.	0 1 2 3 4
Doing	Our service develops and implements governance structures led by Aboriginal and Torres Strait Islander leaders, co-designed with communities, and aligned with cultural values. It prioritises Community decision making and cultural authority.	0 1 2 3 4
Notes, reflections and plans:		

3. Self-determination (Domain 1, Principle 3)

Knowing	Our service understands that self-determination allows Aboriginal and Torres Strait Islander peoples to shape mental health care for families and communities.	0 1 2 3 4
Being	Our service values Aboriginal and Torres Strait Islander communities' right to lead decisions about mental health care.	0 1 2 3 4
Doing	Our service works together with communities to support self-determination, ensuring they reflect Aboriginal and Torres Strait Islander values and priorities.	0 1 2 3 4
Notes, reflections and plans:		

4. Recognising the role of Elders (Domain 1, Principle 4)

Knowing	Our service understands that Elders provide wisdom, cultural guidance, and mental health support.	0 1 2 3 4
Being	Our service values the wisdom and leadership of Elders.	0 1 2 3 4
Doing	Our service engages with Elders with respect to guide, advise, and support culturally safe mental health care.	0 1 2 3 4
Notes, reflections and plans:		

5. Recognising Aboriginal and Torres Strait Islander children and young people as emerging leaders (Domain 1, Principle 5)

Knowing	Our service understands that Aboriginal and Torres Strait Islander children and young people have unique cultural and developmental needs, and that their voices are essential to shape child and youth mental health services.	0 1 2 3 4
Being	Our service values and respects the perspectives, rights, and lived experiences of Aboriginal and Torres Strait Islander children and young people as active participants in shaping care.	0 1 2 3 4
Doing	Our service engages Aboriginal and Torres Strait Islander children and young people in the design, delivery and evaluation of mental health services in meaningful and developmentally appropriate ways.	0 1 2 3 4
Notes, reflections and plans:		

6. Cultural determinants of health (Domain 2, Principle 6)

Knowing	Our service understands that culture directly shapes Aboriginal and Torres Strait Islander wellbeing by influencing identity, connection, spirituality, and belonging and can support healing.	0 1 2 3 4
Being	Our service values culture as a source of health and values the healing role of cultural practices, language, and knowledge.	0 1 2 3 4
Doing	Our service actively embeds and supports cultural practices (e.g., language, and connection to Country and Community and other relevant healing approaches).	0 1 2 3 4
Notes, reflections and plans:		

RESPONSE SCALES

Knowing items:

0 = Our service knowledge of this is limited

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Being items:

0 = This rarely guides our service policy and practice

4 = This routinely guides our service policy and practice

Doing items:

0 = Our service rarely does this

4 = Our service routinely does this

7. Inclusion of traditional healing practices (Domain 2, Principle 7)

Knowing	Our service understands that traditional healing is a vital aspect of Aboriginal and Torres Strait Islander mental health and wellbeing, drawing on lived cultural knowledge.	0 1 2 3 4
Being	Our service values and respects traditional healing practices.	0 1 2 3 4
Doing	Our service integrates traditional healing practices, and where possible, works with traditional healers to include their practices into mental health care.	0 1 2 3 4
Notes, reflections and plans:		

8. Healing on Country (Domain 2, Principle 8)

Knowing	Our service understands that connection to Country is key to wellbeing and healing for Aboriginal and Torres Strait Islander peoples.	0 1 2 3 4
Being	Our services values the deep connection between Country and mental health in every aspect of care.	0 1 2 3 4
Doing	Our service creates pathways for people to heal on Country as part of their care.	0 1 2 3 4
Notes, reflections and plans:		

9. Culturally safe physical spaces (Domain 2, Principle 9)

Knowing	Our service understands that people feel safer accessing mental healthcare when spaces respect their culture and identity.	0 1 2 3 4
Being	Our service values creating environments that are welcoming, inclusive, and culturally respectful.	0 1 2 3 4
Doing	Our service actively collaborates with communities to design spaces that honour Aboriginal and Torres Strait Islander traditions and values.	0 1 2 3 4
Notes, reflections and plans:		

10. Valuing lived experiences (Domain 2, Principle 10)

Knowing	Our service understands that the lived experiences of Aboriginal and Torres Strait Islander peoples hold invaluable insights into resilience, survival, and Community strength, deeply connected to cultural identity and history.	0 1 2 3 4
Being	Our service values lived experiences as essential knowledge for shaping culturally safe care through genuine respect, humility and openness to learn.	0 1 2 3 4
Doing	Our service actively engages with Aboriginal and Torres Strait Islander communities to integrate their lived experiences into service delivery.	0 1 2 3 4
Notes, reflections and plans:		

11. Holistic care (Domain 3, Principle 12)

Knowing	Our service understands that mental health is deeply connected to social, emotional, and spiritual wellbeing.	0 1 2 3 4
Being	Our service values the Social and Emotional Wellbeing framework.	0 1 2 3 4
Doing	Our service incorporates the Social and Emotional Wellbeing model into its practice.	0 1 2 3 4
Notes, reflections and plans:		

RESPONSE SCALES

Knowing items:

0 = Our service knowledge of this is limited

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Doing items:

0 = Our service rarely does this

4 = Our service routinely does this

12. Promoting wellbeing in diverse priority groups (Domain 3, Principle 17)

Knowing	Our service understands the diversity and priority groups within Aboriginal and Torres Strait Islander communities with differing needs and challenges.	0 1 2 3 4
Being	Our service values fostering inclusive environments that are respectful of diversity and responsive to developmental needs.	0 1 2 3 4
Doing	Our service embeds co-designed programs that address the specific needs of each group, with involvement and leadership from representatives of those groups.	0 1 2 3 4
Notes, reflections and plans:		

13. Cultural awareness in crisis intervention (Domain 3, Principle 18)

Knowing	Our service understands that cultural and historical knowledge is essential for effectively responding to crises.	0 1 2 3 4
Being	Our service values approaching crises with calmness, respect, and an understanding of cultural needs.	0 1 2 3 4
Doing	Our service works with families and communities to ensure crisis responses respect cultural values and traditions, involving Community leaders in planning.	0 1 2 3 4
Notes, reflections and plans:		

14. Enhancing telehealth with cultural safety (Domain 3, Principle 19)

Knowing	Our service understands that telehealth must be culturally safe and accessible.	0 1 2 3 4
Being	Our service values ensuring that telehealth services are welcoming, culturally respectful, and building trust in a virtual setting.	0 1 2 3 4
Doing	Works with communities to design telehealth services that include voices, languages, and cultural knowledge.	0 1 2 3 4
Notes, reflections and plans:		

15. Accessibility (Domain 4, Principle 22)

Knowing	Our service understands the range of barriers which prevent many Aboriginal and Torres Strait Islander peoples from accessing mental health care.	0 1 2 3 4
Being	Our service values welcoming, inclusive, accessible and culturally safe services.	0 1 2 3 4
Doing	Our service provides practical solutions including transport, telehealth, and culturally safe spaces to ensure care is within reach.	0 1 2 3 4
Notes, reflections and plans:		

16. Addressing racism (Domain 4, Principle 20)

Knowing	Our service understands that racism and colonisation deeply affect Aboriginal and Torres Strait Islander health and wellbeing.	0 1 2 3 4
Being	Our service values self-reflexivity, and challenging personal and institutional biases.	0 1 2 3 4
Doing	Our service creates and applies anti-racism policy and mandates regular training for all staff.	0 1 2 3 4
Notes, reflections and plans:		

RESPONSE SCALES

Knowing items:

0 = Our service knowledge of this is limited

4 = Our service knowledge of this is strong

Being items:

0 = This rarely guides our service policy and practice

4 = This routinely guides our service policy and practice

Doing items:

0 = Our service rarely does this

4 = Our service routinely does this

17. Mental health equity (Domain 4, Principle 21)

Knowing	Our service understands that systemic barriers cause inequity in mental health outcomes for Aboriginal and Torres Strait Islander peoples.	0 1 2 3 4
Being	Our service values fairness, inclusion, and access for all Aboriginal and Torres Strait Islander communities.	0 1 2 3 4
Doing	Our service co-designs programs to address inequities and meet the needs of communities.	0 1 2 3 4
Notes, reflections and plans:		

18. Systems navigation (Domain 4, Principle 23)

Knowing	Our service understands that Aboriginal and Torres Strait Islander peoples interact with multiple fragmented systems, creating barriers to access, continuity of care, and culturally safe support.	0 1 2 3 4
Being	Our service values supporting coordinated, culturally safe care for Aboriginal and Torres Strait Islander peoples.	0 1 2 3 4
Doing	Our service develops integrated service approaches and cross-sector partnerships that improve coordination between all human service systems.	0 1 2 3 4
Notes, reflections and plans:		

19. Flexibility (Domain 4, Principle 24)

Knowing	Our service understands that Aboriginal and Torres Strait Islander communities have diverse needs shaped by location and culture.	0 1 2 3 4
Being	Our service values openness and adaptability to meet individual and Community needs.	0 1 2 3 4
Doing	Our service works with communities to design and deliver services that can be adjusted to suit different locations, traditions, circumstances, and developmental needs.	0 1 2 3 4
Notes, reflections and plans:		

20. Accountability in service delivery (Domain 4, Principle 25)

Knowing	Our service understands that accountability means ensuring services are, effective, and responsive to Community needs.	0 1 2 3 4
Being	Our service values openness to feedback, takes responsibility, and commits to ongoing improvement.	0 1 2 3 4
Doing	Our service sets clear goals, assess outcomes regularly, and involve communities in reviews to guide improvements.	0 1 2 3 4
Notes, reflections and plans:		

21. Social, political and economic determinants of health (Domain 4, Principle 26)

Knowing	Our service understands that Aboriginal and Torres Strait Islander mental health is shaped by systemic factors including racism, poverty, housing access, education, and political exclusion — legacies of colonisation that require structural change.	0 1 2 3 4
Being	Our service values honesty about when systems perpetuate harm or inequality.	0 1 2 3 4
Doing	Our service advocates for structural reforms to improve income security, housing, education, and legal justice through policies co-developed with Aboriginal and Torres Strair Islander leadership. Our service also supports holistic programs that address upstream causes of distress and inequity.	0 1 2 3 4
Notes, reflections and plans:		

Response scales

Knowing items:

0 = Our service knowledge of this is limited

4 = Our service knowledge of this is strong

Being items:

0 = This rarely guides our service policy and practice

4 = This routinely guides our service policy and practice

Doing items:

0 = Our service rarely does this

4 = Our service routinely does this

22. Political bipartisanship (Domain 4, Principle 27)

Knowing	Our service understands that improving Aboriginal and Torres Strait Islander mental health requires lasting, consistent commitment across all political parties.	0 1 2 3 4
Being	Our service values united and ongoing commitment to Aboriginal and Torres Strait Islander mental health programs.	0 1 2 3 4
Doing	Our service works with governments to secure consistent funding and policies that prioritise culturally safe mental health care.	0 1 2 3 4
Notes, reflections and plans:		

23. Partnerships (Domain 5, Principle 29)

Knowing	Our service understands that strong partnerships with Aboriginal and Torres Strait Islander organisations and communities improve care.	0 1 2 3 4
Being	Our service respects and values the knowledge, leadership, and insights of Aboriginal and Torres Strait Islander organisations and communities.	0 1 2 3 4
Doing	Our service works together with Aboriginal and Torres Strait Islander organisations and communities to design and deliver culturally appropriate services.	0 1 2 3 4
Notes, reflections and plans:		

24. Reciprocity (Domain 5, Principle 30)

Knowing	Our service understands that reciprocity is foundational to Aboriginal and Torres Strait Islander ways of being, and involves mutual respect, shared benefits, and ongoing exchange between people, communities, and systems.	0 1 2 3 4
Being	Our service values building relationships through mutual care and learning from Community while giving back.	0 1 2 3 4
Doing	Our service gives as much as it can learn or take. It establishes feedback loops, cultural supervision, and shared decision-making.	0 1 2 3 4
Notes, reflections and plans:		

25. Privacy and confidentiality (Domain 5, Principle 32)

Knowing	Our service understands that privacy and confidentiality are crucial for building trust.	0 1 2 3 4
Being	Our service respects cultural values and practices when handling personal information.	0 1 2 3 4
Doing	Our service develops policies and train staff to safeguard personal and cultural information, including clear protocols for consent, information sharing across services, and mandatory reporting requirements.	0 1 2 3 4
Notes, reflections and plans:		

26. Strengthening the Aboriginal and Torres Strait Islander workforce (Domain 6, Principle 33)

Knowing	Our service understands that building a strong Aboriginal and Torres Strait Islander workforce is essential.	0 1 2 3 4
Being	Our service respects and values Aboriginal and Torres Strait Islander knowledges and staff at all levels.	0 1 2 3 4
Doing	Our service actively recruits, mentors, and provides pathways for Aboriginal and Torres Strait Islander staff to grow and lead.	0 1 2 3 4
Notes, reflections and plans:		

RESPONSE SCALES

Knowing items:

0 = Our service knowledge of this is limited

4 = Our service knowledge of this is strong

Being items:

0 = This rarely guides our service policy and practice

4 = This routinely guides our service policy and practice

Doing items:

0 = Our service rarely does this

4 = Our service routinely does this

27. Cultural responsiveness (Domain 6, Principle 34)

Knowing	Our service understands that every staff member's worldview and cultural position influences the care they provide, and biases can prevent access to appropriate care.	0 1 2 3 4
Being	Our service values reflective practice that challenges one's own culture, worldview and position of power.	0 1 2 3 4
Doing	Our service provides staff with continuous learning opportunities from Elders and Aboriginal and Torres Strait Islander leaders to build and sustain culturally safe practice.	0 1 2 3 4
Notes, reflections and plans:		

The KIDS RESEARCH INSTITUTE AUSTRALIA

Northern Entrance, Perth Children's Hospital,
15 Hospital Avenue, Nedlands WA 6009
PO Box 855, West Perth, Western Australia 6872
T 08 6319 1000
E contact@thekids.org.au
W thekids.org.au

