

CULTURE AND HEALTH AS ELEMENTS OF DESIGN ANNOTATED BIBLIOGRAPHY

Policies, Guidelines, Reports and Websites on Culture, Access and Design

This brief bibliography is not an all inclusive document. It is intended to give direction to designers and planners interested in indigenous and culturally diverse planning guidelines; policies and consultation/communication strategies. This document attempts to give government based information for Australia and New Zealand.

1. Australian Health Facility Guidelines

These Guidelines include not only information on capital planning, but also information on current policy directions. They include information on service and facility planning that will be useful for any agency undertaking the planning, design and construction of a health facility. The Guidelines promote the importance of clearly defining a Service Plan, Model of Care and Operational Policies for the facility before embarking on the capital planning process.

www.healthfacilityguidelines.com.au/

2. NSW Health Facility Process of Planning, Version 3.1, 2004;

The Process of Facility Planning sets out the process to be followed in the procurement of capital infrastructure across the health system. It replaces the version originally issued in 1993. This process has been revised and is based on feedback from focus groups comprising of stakeholders representing Area Health Services, Industry Groups and NSW Department of Health.

www.health.nsw.gov.au/assets/pofp/process_of_facility_planning_v_3_1.pdf

3. Aboriginal participation in construction guidelines - applying to projects commencing 1 January 2007

The *Aboriginal Participation in Construction Guidelines* are aimed at supporting and encouraging more employment and business opportunities for Aboriginal people on government construction projects. These Guidelines are an update and simplification of those first issued in January 2001, and will apply from 1 January 2007. Through the application of a number of flexible criteria, the Guidelines enable government agencies to assess whether particular construction projects can provide employment opportunities for Aboriginal people. They also provide step-by-step advice as to how to facilitate greater levels of Aboriginal participation in such construction projects.

www.construction.nsw.gov.au/docs/aboriginal_participation/jD908_APIC_Guidelines_v3_1.pdf

4. Guidelines for the Planning, Design and Building of Primary Health Care Facilities in Indigenous Communities

The guidelines and strategies presented in this document are intended to provide a framework for undertaking the planning, design and construction activities

associated with providing built facilities in Indigenous communities. Particular emphasis is placed on:

- Communicating effectively and appropriately in Indigenous communities
- Facilitating community involvement in planning, design and construction processes
- Ensuring the cultural appropriateness of facilities
- Fostering community ownership of facilities
- Responding to the holistic health needs of Indigenous communities
- Ensuring the environmental suitability, and long term functionality of facilities

www.health.qld.gov.au/cwamb/indig_guide/1%20Guidelines.pdf

5. Charter of Public Service in a Culturally Diverse Society

Overall performance outline for Access and Equity in diverse populations covering all Australian public organizations. Draft Framework on performance measurement. Useful for performance checklist defining best, better, good & fair practices. <http://www.immi.gov.au/about/reports/access-equity/access-equity-1999/4.pdf>

Legislation and policy

6. Australia - Charter of Public Service in a Culturally Diverse Society

Charter is accepted by Commonwealth, State and Local Government. The Charter summarizes seven principles central to the design, delivery, monitoring, evaluation and reporting of quality government services in a culturally diverse society: these are access, equity, communication, responsiveness, effectiveness, efficiency and accountability. Principle 5 requires “results oriented services, focused on meeting the needs of clients from all backgrounds”. Principle 6 includes optimizing “the use of available public resources through a user-responsive approach to service delivery which meets the needs of clients”. Strategies are also outlined in this document.

www.immi.gov.au/about/charters/culturally-diverse/charter_ps3.htm

7. Health service delivery in Australia is a state government responsibility. The search strategy is to go through the state health website. Suggested search terms are: access and equity; Cultural and Linguistic Diversity (CALD); indigenous; Aboriginal and Torres Strait Island.

- a. Western Australia www.health.wa.gov.au/
- b. Commonwealth Department of Health and Ageing www.health.gov.au/
- c. NSW Health Internet www.health.nsw.gov.au/
- d. Victorian Government Health Information www.health.vic.gov.au/
- e. South Australian Department of Health www.health.sa.gov.au/
- f. Queensland Health www.health.qld.gov.au/
- g. Department of Health & Human Services Tasmania www.dhhs.tas.gov.au/
- h. ACT Health www.health.act.gov.au/
- i. NT Health and Community Services www.health.nt.gov.au/

These sites also provide access to service delivery structures (regions, Area Health Services, branches and divisions etc, government publications and population profiles.)

The **New Zealand Government Online** site is at www.govt.nz/ and Maori should

be added to the relevant search terms

- 8. The New South Wales Aboriginal Health Partnership Agreement** (May 2001) was signed by the Minister for Health (NSW), on behalf of the NSW Government, and the Aboriginal Health and Medical Research Council (AH&MRC), representing the Aboriginal community, on 2 May 2001 ('the Partnership Agreement'). The creation of the partnership is 'to ensure that the expertise of Aboriginal communities is brought to health care processes'. It is designed to enhance rather than diminish Aboriginal community control.
ahmrc.org.au/NSW%20Aboriginal%20Health%20Partnership%20Agreement.htm
- 9. New Zealand - Human Rights Commission - Human Rights Act** protects New Zealanders from unlawful discrimination in a number of areas of life. The Human Rights Amendment Act 2001 made significant changes to the Human Rights Act 1993. The links on this page to the Human Rights Act 1993 are to a version of the Act that does not include the amendments. A large number of the sections in this old version are no longer in force. Therefore the significant changes are explained here, and links have also been provided to the Amendment Act
www.hrc.co.nz/index.php?p=308
- 10. Prohibited grounds for discrimination (Fact Sheet 3) The Human Rights Act 1993 (the Act)** specifies a number of personal characteristics that are protected from discrimination. These are called 'grounds'. The Act also describes the 'areas' in which it is unlawful to discriminate against people because of the grounds listed in the Act among these grounds are Access to public places, vehicles and facilities. www.hrc.co.nz/hrc_new/hrc/cms/files/documents/26-Jan-2006_17-07-12_Factsheet_03_Prohibited_Grounds_of_Discrimination.doc
- 11. New Zealand Health Strategy** outlines the overall direction for NZ Health. Lists priorities, outlines objectives, target groups. Useful summary regarding community consultation obligations (appendix 3)
[www.moh.govt.nz/moh.nsf/0/FB62475D5D911E88CC256D42007BD67E/\\$File/nzealandhealthstrategy.pdf](http://www.moh.govt.nz/moh.nsf/0/FB62475D5D911E88CC256D42007BD67E/$File/nzealandhealthstrategy.pdf) last accessed 04.04 2007

Indigenous health

- 12. Australia - Office of Aboriginal and Torres Strait Islander Health**
This organization has a Capital Facilities Officer. Access through this site to indigenous publications mainstream and OATSIH.
www.health.gov.au/internet/wcms/publishing.nsf/Content/Office+for+Aboriginal+and+Torres+Strait+Islander+Health-1lp
- 13. New Zealand - Maori Health Strategy**
Outlines the overall direction for Maori Health. Lists priorities, outlines objectives, health principles. Useful summary regarding roles in improving Maori health.
[www.moh.govt.nz/moh.nsf/0/8221e7d1c52c9d2ccc256a37007467df/\\$FILE/mhs-english.pdf](http://www.moh.govt.nz/moh.nsf/0/8221e7d1c52c9d2ccc256a37007467df/$FILE/mhs-english.pdf)
- 14. Health For All People - NZ Ministry of Health, 2002**
This resource provides and overview of public health for:

- the boards of District Health Boards (DHBs) and advisory committees
- DHB staff and providers
- organisations involved in public policy development
- non-government organisations (NGOs) that provide health and related services
- anyone interested in health issues and services.

This resource describes:

- the concept of public health and the types of services and activities that
- come under the public health umbrella in New Zealand
- the interface between public health and other parts of the health and wider social sectors.

Indigenous and Culturally Diverse Communication/ Consultation Strategies

15. Australia - Ask First

A guide to respecting Indigenous Heritage places and Values Australian Heritage Commission Guidelines - good process flow chart and definitions

www.ahc.gov.au/publications/indigenousheritage/index.html

16. Consulting Citizens: Engaging with Aboriginal Western Australians

“This guide is a practical measure to enable government, non-government organisations and Indigenous people to build mutual respect, identify responsibilities and share aspirations through active and meaningful engagement. Sharing of knowledge and understanding is fundamental to achieving this objective. The principles and concepts contained in the document remain extremely relevant to those seeking to engage effectively with Indigenous people”.

www.dia.wa.gov.au/Policies/Communities/Files/ConsultingCitizensSept2005.pdf

17. Working with Aboriginal Communities - WA Dept of Industry and Resources

This booklet outlines steps to enhance cooperation on sensitive issues between representatives of companies and Aboriginal communities and family groups.

This strategy will help build positive, long term relationships, assisting project development and bringing benefits to both project developers and Aboriginal people. www.doir.wa.gov.au/documents/investment/WorkingwithAboriginals.pdf

18. New Zealand - KAWE KORERO - Guidelines for communicating with Maori

Good definitions, useful for identifying levels of responsibility in the consultation process.

[www.moh.govt.nz/moh.nsf/0/89c40587c735330e4c2566780010f566/\\$FILE/kawekor.pdf](http://www.moh.govt.nz/moh.nsf/0/89c40587c735330e4c2566780010f566/$FILE/kawekor.pdf)