

## CLOSING THE KNOWLEDGE GAP

The largest gap that still remains between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians is the cultural **Knowledge Gap**.

Australia cannot effectively close the gap and deliver sustainable and lasting change to improve Indigenous lives without all Australians developing cultural competence at both a professional and personal level.

The CCCA Aboriginal and Torres Strait Islander cultural competence course provides individuals and organisations with a **Practical Act of Reconciliation**, designed to deliver real and lasting change.

## A PRACTICAL ACT OF RECONCILIATION

“ I have worked in Aboriginal Health for 30 years and as of tomorrow I will be doing things differently, I only wish I had done this course when I started out”

“ It is the most rewarding, informative and valuable learning that I have done in the workplace. I feel that I have a greater level of awareness Aboriginal and Torres Strait Islander peoples, culture and communities”

“ This course is so good and relevant, it should be considered as mandatory learning”

“ This course has significantly increased in my confidence level to work with Aboriginal people”

“ I believe the information I have gathered today is more than I have learnt in over 60 years”

## A PRACTICAL ACT OF RECONCILIATION

"I found this course to be very informative. My knowledge about Aboriginal history and culture has certainly improved and I am proud to say I understand it better, I would encourage everyone Indigenous and non-Indigenous to undertake this course" - **VIC**

"I feel like I have learnt a lot from this course and have already begun to apply that knowledge to my practice as a Clinical Support Nurse" - **VIC**

"I would love to see more people doing this course. I'm excited to be creating conversations after having completed this course" - **ACT**

"If this course isn't mandatory then it should be" - **NT**

"It's a brilliant course that is very relevant to anyone working or delivering services to Australia's First People" - **NSW**

"Excellent course, easy to navigate and was extremely interesting, highly engaging, and well-presented" - **ACT**

"Over the years I have completed many Cultural Awareness training sessions, however this has been the best so far! It has empowered me with the knowledge of the history and confirmed the myths that surround the Aboriginal Community. I will work with my colleagues and family to become a strong Advocate for our Aboriginal Community. Thank you this training has been very beneficial" - **WA**

"This is an extremely useful course for all members within the organisation at all levels. Members equipped with this knowledge will be able to assist in closing the knowledge gap and providing a more effective and collaborative workforce" - **QLD**

"Amazing. I think this was totally invaluable" - **ACT**

"As an Aboriginal person I found the content to be informative and thought provoking. It has provided me with foundation knowledge about the history of Aboriginal and Torres Strait Islander peoples in Australia. It was a very worthwhile course and I would recommend others to complete it. It

should be introduced as an induction requirement in every Public Service work environment" - **VIC**

"This was really excellent, primarily because it has given me the time and space to reflect on myself, my knowledge and prejudices and my organisation and its policies. Congratulations on a very good course" - **WA**

"Excellent course, easy to navigate and was extremely interesting, highly engaging, and well-presented" - **tbc**

"An absolutely fantastic course. There are parts that made me cry and laugh reliving some of my own experiences as an Aboriginal person. There was so much I didn't know and it has certainly opened my eyes to many truths. I liked the combination of reading, quizzes and video footage and this catered to many different learning styles" - **TAS**

"This is an essential education for all Australians and particularly for our organisation that prides itself on it's Australian history and heritage. I would support and encourage a broad rollout

across the company" - **NSW**

"This was an unexpected treasure. I thought I knew a lot about being Aboriginal and early settlement of non-Aboriginal people. This course has opened my eyes wider than expected. Its a great idea for all new employees to be introduced to this course before they start to work with the wider South Australian Aboriginal community. It has pointed out to me that I only knew about the wider Adelaide community and not the full state of South Australia communities" - **SA**

"Very interesting and informative. I enjoyed it and I feel that it is an excellent course for everyone to do to understand the first people of the country we live and work in" - **ACT**

"Highly recommended for everyone, job role or not, as every Australian should know this history. It is such a shame that most people (including myself) know and remember more history about other cultures than the history of the very country we live in and the history around a beautiful and very ancient culture"-**VIC**

## A PRACTICAL ACT OF RECONCILIATION

"I found this course to be very informative for my workplace as I deal with our Aboriginal families on a daily basis. It has given me a better understanding and respect for their culture and ways of life that I didn't really understand until taking this course. I feel that everyone in community services should undertake this course, as it would greatly help achieving more appropriate delivery services to our families" - **SA**

"I really did not have a desire to learn more about Aboriginal and Torres Strait Islander people and their culture and beliefs - where as now I am willing to be more open-minded and not just do what I have to do because of my employment. I now have more empathy, a lot of myths were certainly cleared up for me" - **NSW**

"This course is critical to my performing my duties, not only in the office, but also when working in regional Australia" - **ACT**

"All staff should complete this course and their sons, daughters, fathers, mothers, uncles, friends, peers!" - **WA**

"This course should be mandatory if our organisation is serious in its support of closing the gap agenda and seeking to be an employer of choice and supporter of Aboriginal and/or Torres Strait Islander communities" - **TAS**

"Being part of the ADF and of Aboriginal decent myself, although not declaring as such, I have had many dealings with ATSI peoples through Recruiting Operations ranging from Brisbane up to Thu Island and out to Mt Isa. I had virtually no idea of the passed, present and future plight of the ATSI peoples and now through this course I have a much-heightened knowledge" - **QLD**

"This course should be mandatory for all staff, as an Aboriginal employee it has helped me to understand not only myself but the reasons why other staff behave the way they do" - **SA**

"Access for all staff and importantly volunteers nationwide could significantly improve Australia" - **QLD**

"As a 52 year old non-Indigenous person, I thought I had a relatively good understanding of Aboriginal and Torres Strait Islander Peoples history and issues. I thought my understanding on the stolen generation and many of the health and socio-economic issues was reasonably sound. How wrong I was. This course was a real eye-opener and has resulted in me taking much of the information home to discuss the issues with my wife and children" - **VIC**

"As an Aboriginal woman, I found the course very informative and I was impressed by the information provided. I am very aware of my own culture but still managed to pick up on some areas that I have not been exposed to in my life or that did not form part of my learning in my community" - **NSW**

"This course taught me about Aboriginal and Torres Strait Islander peoples perspective and issues, which I didn't really understand before" - **WA**

"I have found the course very beneficial to me personally and professionally" - **VIC**

"I am grateful for the opportunity to have completed this course and think it was useful to my role as a child protection caseworker and would recommend all staff completing this course" - **NSW**

"I hope that all employees have the option for doing this course and that most chose to complete it. I believe it will assist in better service delivery and less racism" - **NT**

"I appreciate the offer to complete, I feel there is nothing more important than bridging the gap and showing respect through learning and promoting a diverse workforce" - **ACT**

"I have attended a few Cultural Competency courses over the past 7 years that have been good. However, I have to say that I have learnt so much more from this course. It has been excellent and provoked critical thinking" - **QLD**