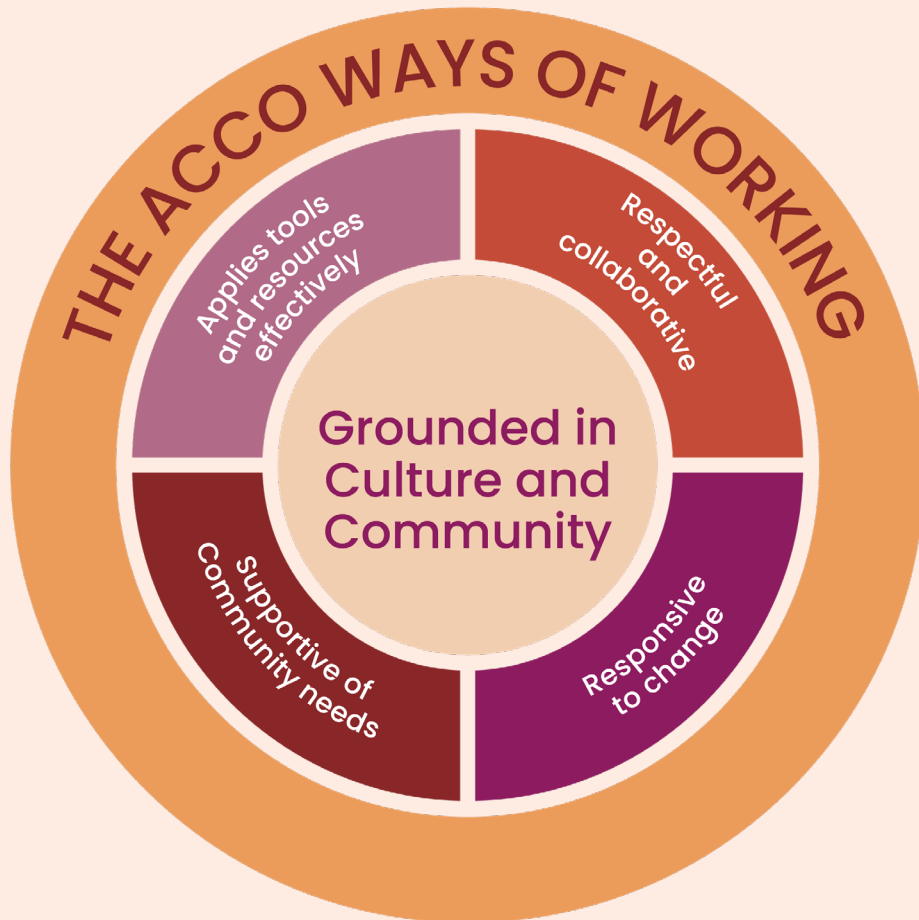


HOW TO USE  
***Our ACCO  
Ways of  
Working  
Capability  
Framework***

Workbook for using  
the Capability  
Framework

# The ACCO ways of working

**Suggestion:** The following principles are broad general and applicable to all staff. Have a think about how they apply to you in your role. Are there any areas that you think may not apply or you are not sure how to apply them? If so, discuss this with your Manager in one of your regular catch-ups.



## All of my work ...

### is grounded in Aboriginal and Torres Strait Islander culture and community

- I develop and maintain connections across the local Community
- I understand its diversity and emphasise Aboriginal cultural considerations when performing my role
- I respect Cultural protocols, such as family and kinship dynamics, recognising men's and women's business and understanding local contexts and histories (including the intergenerational impacts of colonisation).

### is respectful and collaborative

- I build and maintain genuine, trust-based relationships with my colleagues and the Aboriginal Community to support holistic health and wellbeing outcomes
- I am accepting of all people, including those with diverse identities and lived experiences, and assist to create a supportive working environment that is free of racism
- I am able to manage personal and professional responsibilities proactively
- I respect and protect the rights of colleagues, clients and their families
- I always ensure that Community is involved in making decisions about the issues that affect them.

### is supportive of Aboriginal and Torres Strait Islander community needs

- I am committed to supporting the needs of Community
- I understand health is not just about the physical wellbeing of an individual, but refers to the social, emotional and cultural wellbeing of the whole Community.
- I understand the relationship between broad topics like social justice, equity, and rights, as well as traditional knowledge, healing and connection to Country.
- I am committed to safe and inclusive spaces for diverse communities, including Rainbow Mob.

### is responsive to change

- I am resilient and adaptable to changes in work or Community priorities
- I adjust my practices as required based on the specific needs of clients and the Community
- I support health and wellbeing outcomes by maintaining effective networks and making appropriate referrals.

### applies tools and resources effectively

- I understand that effective service delivery relies on applying the right tools and resources
- I know the tools, technologies and software available to me and embrace these to improve program and service delivery
- I apply practices which are culturally safe and are consistent with evidence-based professional, legal and ethical frameworks or codes of conduct (including privacy and confidentiality).



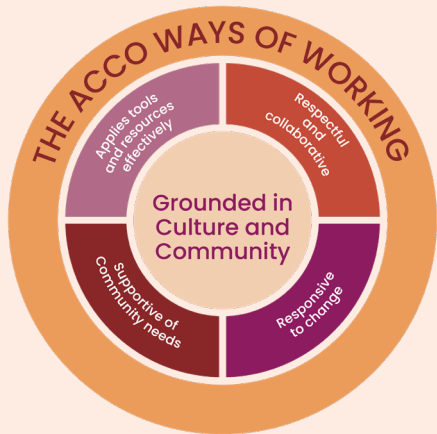
# Service Capabilities

In addition to the ways of working, all staff may require certain capabilities that are specific to the Service Area where they work. These 'Service Capabilities' are the key requirements from staff to perform their roles.

**Suggestion:** As you may work in multiple service areas, we recommend reviewing the capabilities in the relevant service areas that apply to you and make a list of these. If you're unsure, have a yarn with your manager.



# Putting the Capability Framework into practice



**Clinical Services**

Our ACCO Ways of Working Capability Framework

**Suggested core capabilities – tick all that apply**

- Service coordination and provision:** I coordinate and deliver holistic, culturally responsive and evidence-based health services to meet client needs.
- Community and client engagement:** I communicate in a culturally safe way with clients, maintaining respectful and trusting relationships.
- Multi-disciplinary teamwork:** I contribute meaningfully to a positive team culture within a multi-disciplinary healthcare setting.
- Regulatory understanding:** I am familiar with the health sector's regulatory environment and understand my relevant compliance requirements.

**ACCO Self determined capabilities – Samples only – tick all that apply**

- Client Assessment:** I complete client assessments that are detailed and comprehensive.
- Referrals:** I make appropriate referrals based on the needs of my client.
- Qualifications:** I have a formal qualification in health care or have an equivalent level of experience.
- Record-keeping:** I maintain accurate physical and digital records ensuring they are up to date and organised.

**ACCO Self determined capabilities – Fill in as many as needed**

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**Step 1**

Review the ACCO Ways of Working and discuss with your Manager, they may have advice on areas where you could take some steps to improve on

**Step 2**

Find the service areas you work across to determine specific core capabilities

**Step 3**

In the service areas you work, check off how you are working against the core capabilities and make a list of others that may apply to you.

**Step 4**

Now that you and your manager have worked out the capabilities relevant to you and your job, have a yarn and create a plan around how to meet or grow those capabilities e.g. shadowing a team member, mentorship with an Elder or undertaking a course.

# A worked example of using the Capability Framework



Leonie has commenced in a role at an ACCO as a Youth Worker in Children and Youth services. When Leonie starts her role, Leonie's manager shows her the ways the ACCO Ways of Working diagram during her induction, to help guide employees working in the sector.



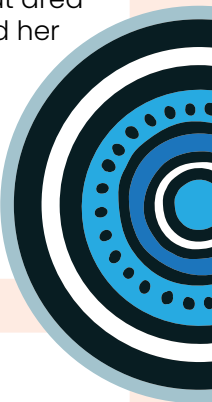
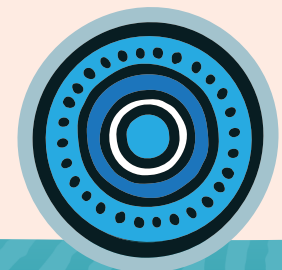
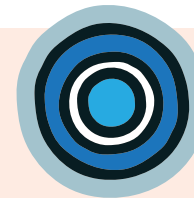
After a few months in the role, Leonie's ACCO is undertaking annual performance development catch ups. Leonie meets with her manager to develop a 12-month work plan and to see how Leonie is tracking with the ACCO Ways of Working. During the catch up, Leonie indicates she is interested in understanding about how to support youth in the service area of Family Violence and is interested in possibly working in that area in the future. Together, they look at the core capabilities for Children and Youth services, as well as for Koori Family Services, so Leonie and her manager can think about what capabilities she should develop now and into the future to work in another service area.

As a result, Leonie:

- shadows a Team Leader from the Koori Family Services Team
- undertakes a skillset course around Family Violence
- becomes familiar with relevant legislation around Family Violence



12 months into the role, Leonie has demonstrated the core capabilities and additional capabilities to be successful in her role in Children and Youth Services. Leonie also helps the Koori Family Services team from time to time having developed core capabilities in their service area. She now feels confident and on track to continue the work she's passionate about with her ACCO.



# Core Service Capabilities

The core capabilities for each Service Area are outlined in detail in the following pages. Additional self determined capabilities can be added by each ACCO as required.

-  **Clinical Services**
-  **Koori Family Services**
-  **Early Years and Development**
-  **Children and Youth Services**
-  **Social and Emotional Wellbeing**
-  **Disability Services**
-  **Aged Care**
-  **Justice Services**
-  **Housing and Homelessness**
-  **Cultural Services**
-  **Social Enterprises**
-  **Workforce Development for Community**
-  **Corporate Support**





## Clinical Services

### Suggested core capabilities *-Tick all that apply*

**Service coordination and provision:** I coordinate and deliver holistic, culturally responsive and evidence-based health services to meet client needs.

**Community and client engagement:** I communicate in a culturally safe way with clients, maintaining respectful and trusting relationships.

**Multi-disciplinary teamwork:** I contribute meaningfully to a positive team culture within a multi-disciplinary healthcare setting.

**Regulatory understanding:** I am familiar with the health sector's regulatory environment and understand my relevant compliance requirements.

**Qualifications:** I have a formal qualification in health care or have an equivalent level of experience.

**Client Assessment:** I complete client assessments that are detailed and comprehensive.

**Referrals:** I make appropriate referrals based on the needs of my client.

**Record-keeping:** I maintain accurate physical and digital records ensuring they are up to date and organised.

### ACCO Self determined capabilities *- Fill in as many text boxes as needed.*

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# Koori Family Services

## Suggested core capabilities *-Tick all that apply*

**Culturally safe family services:** I understand and take into consideration the unique cultural, historical and social factors essential to provide effective family and kinship services in Community.

**Collaborative and holistic services:** I have the knowledge and experience to provide holistic family support services in a culturally safe way.

**Administration and reporting:** I maintain high standards of administration and record keeping.

**Safety and risk assessment:** I use comprehensive needs, risk and safety assessments in alignment with best practice delivered in a culturally safe way.

**Qualifications:** I have a formal qualification in a related field like community services or social work or have an equivalent level of experience.

**Relationship building:** I build trusting relationships with families in Community.

**Support and intervention strategies:** I provide targeted support and intervention strategies with parents and families in the local Community to support well being outcomes.

**Record-keeping:** I maintain accurate physical and digital records ensuring they are up to date and organised.

## ACCO Self determined capabilities *- Fill in as many text boxes as needed.*

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## Early Years and Development

### Suggested core capabilities *-Tick all that apply*

**Care and developmental strategies:** I apply my expertise, understanding and cultural knowledge to develop effective strategies to support infants and young children.

**Communication and relationships:** I work effectively within a team setting, and communicate in a culturally responsive way to foster respectful and trusting relationships with families.

**Program management and coordination:** I deliver high-quality, holistic, culturally responsive and evidence-based Early Learning and Development programs.

**Regulatory understanding:** I understand and comply with the legislative or statutory requirements of my role.

**Qualifications:** I have a formal qualification in early childhood education and care or have an equivalent level of experience.

**Record keeping:** I maintain accurate physical and digital client records ensuring they are up to date and organised.

### ACCO Self determined capabilities *- Fill in as many text boxes as needed.*





## Children and Youth Services

### Suggested core capabilities *-Tick all that apply*

**Strategic program development and leadership:** I deliver high-quality, holistic, culturally responsive and evidence-based programs and care to children and youth.

**Community engagement and collaboration:** I communicate and collaborate with local schools, community organisations, clients and Community members to strengthen services.

**Cultural understanding and experience:** I provide culturally safe services that respond to the strengths and challenges affecting local children and youth.

**Trauma informed care:** I understand and apply trauma-informed practices in service delivery.

**Qualifications:** I have a formal qualification in early childhood education and care or have an equivalent level of experience.

**Record keeping:** I maintain accurate physical and digital client records ensuring they are up to date and organised.

### ACCO Self determined capabilities *- Fill in as many text boxes as needed.*

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# Social and Emotional Wellbeing

## Suggested core capabilities *-Tick all that apply*

**SEWB knowledge and understanding:** I understand Aboriginal and Torres Strait Islander social and emotional wellbeing is a complex, multidimensional concept encompassing connections to land, culture, spirituality, ancestry, family, and Community.

**Program development and delivery:** I develop and deliver culturally safe programs, which are grounded in an understanding of Social and Emotional Wellbeing.

**Client support:** I build trust and understanding with clients to support their SEWB journey, communicating in a culturally safe way to enable respectful and trusting relationships.

**Trauma informed care:** I understand and apply trauma-informed practices in service delivery.

**Service Coordination:** I coordinate holistic and culturally responsive services with a range of stakeholders to meet client needs.

**Record keeping:** I maintain accurate physical and digital client records ensuring they are up to date and organised.

**Referrals:** I make appropriate referrals based on the needs of my client.

## ACCO Self determined capabilities *- Fill in as many text boxes as needed.*





# Disability Services

## Suggested core capabilities *-Tick all that apply*

**Program delivery and development:** I provide support to people with disabilities in a culturally safe way, helping to develop care plans that are tailored to their needs and goals.

**Cultural and client rights:** I communicate in a culturally responsive way with clients, maintaining respectful and trusting relationships and advocating for their cultural and other needs.

**Knowledge of disability services:** I have (or am working towards) a formal qualification in Disability or Aged Care, with a level of understanding the relevant legislative frameworks and policies.

**Administration and reporting:** I maintain high standards of administration and record keeping.

**Service Coordination:** I coordinate holistic and culturally responsive services with a range of stakeholders to meet client needs.

**Referrals:** I make appropriate referrals based on the needs of my client.

**Regulatory understanding:** I understand and comply with the legislative or statutory requirements of my role.

## ACCO Self determined capabilities *- Fill in as many text boxes as needed.*

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# Aged Care

## Suggested core capabilities *-Tick all that apply*

**Holistic service delivery:** I support and provide assistance to Elders and their carers delivering high-quality, holistic, culturally safe and evidence based (where possible) care.

**Aged care coordination:** I am familiar with service coordination and communicate effectively with a range of stakeholders.

**Knowledge of aged care services:** I have (or am working towards) a formal qualification in Disability or Aged Care, with a level of understanding the relevant legislative frameworks and policies.

**Administration and reporting:** I maintain high standards of administration and record keeping.

**Regulatory understanding:** I understand and comply with the legislative or statutory requirements of my role.

## ACCO Self determined capabilities *- Fill in as many text boxes as needed.*

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# Justice Services

## Suggested core capabilities *-Tick all that apply*

**Client services and support:** I support vulnerable and marginalised people in a culturally safe way, taking into account factors that impact the high representation of Aboriginal and Torres Strait Islanders in the Justice system.

**Stakeholder engagement and collaboration:** I collaborate effectively with various stakeholders, using my knowledge and understanding of the Justice sector including Police, Youth Justice, Courts, Child Protection and welfare systems.

**Knowledge of Justice services for Aboriginal and Torres Strait Islander people:** I have deep knowledge of the justice sector, with expertise in Aboriginal and Torres Strait Islander services.

**Administration and reporting:** I maintain high standards of administration and record keeping.

**Understanding of relevant legal frameworks:** I understand a range of legal frameworks and apply them to my work.

**Referrals:** I make appropriate referrals based on the needs of my client.

## ACCO Self determined capabilities *- Fill in as many text boxes as needed.*

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# Housing and Homelessness

## Suggested core capabilities *-Tick all that apply*

**Client-centred service delivery:** I proactively support individuals facing housing challenges, working in a culturally safe way to provide assistance to clients.

**Program management and administration:** I manage administrative tasks related to housing and homelessness services in a multi-disciplinary team environment.

**Stakeholder and Community engagement:** I collaborate effectively with Community and various stakeholders in the housing sector including peak bodies, housing providers and government.

**Knowledge of housing services:** I understand the complexity of housing services and the regulatory environment.

**Referrals:** I make appropriate referrals based on the needs of my client.

**Administration and reporting:** I maintain high standards of administration and record keeping.

## ACCO Self determined capabilities *- Fill in as many text boxes as needed.*

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## Cultural Services

### Suggested core capabilities *-Tick all that apply*

**Cultural service provision:** I have a deep understanding of how to deliver various cultural services effectively, including knowledge of the local service ecosystem.

**Communication and engagement:** I communicate with respect and sensitivity and can confidently engage with diverse clients.

**Driving continuous learning:** I actively seek to deepen my understanding of the cultural values, strengths, protocols and challenges faced in Community.

**Training and Workshop facilitation:** I deliver training sessions and workshops in a culturally responsive way.

**Administration and reporting:** I maintain high standards of administration and record keeping.

### ACCO Self determined capabilities *- Fill in as many text boxes as needed.*

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## Social Enterprises

### Suggested core capabilities *-Tick all that apply*

**Program support and management:** I deliver Social Enterprises in my organisation in a culturally responsive and appropriate way.

**Understanding and compliance:** I am familiar with the Aboriginal Community Controlled Health (ACCO) Sector, and understand the compliance requirements for the Social Enterprise I deliver.

**Multi-disciplinary teamwork:** I contribute meaningfully to a positive team culture within a multi-disciplinary healthcare setting.

### ACCO Self determined capabilities *- Fill in as many as needed*

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# Workforce Development for Community

## Suggested core capabilities *-Tick all that apply*

**Training and workshop facilitation:** I deliver training sessions, workshops and workforce development programs in a culturally responsive way.

**Stakeholder engagement:** I communicate with respect and sensitivity and manage relationships with a broad range of stakeholders and can confidently engage with diverse clients.

**Workforce development:** I am familiar with the workforce development needs of my organisation, apply innovative and effective learning theories to meet them.

**Administration and reporting:** I maintain high standards of administration and record keeping.

## ACCO Self determined capabilities *- Fill in as many as needed*

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## Corporate Support

### Suggested core capabilities *-Tick all that apply*

**Organisation support:** I apply coordination and time management skills that enable me to deliver projects and tasks that contribute to and support the organisation's corporate operations.

**Stakeholder engagement:** I communicate with respect and sensitivity in a culturally safe way working collaboratively across different teams and key external stakeholders.

**Corporate governance:** I understand the organisational structures and key corporate functions, as well as their associated compliance requirements.

**Administration and reporting:** I maintain high standards of administration and record keeping.

**Qualifications:** I have a formal qualification in a related field or have an equivalent level of experience.

**Regulatory understanding:** I understand regulatory environments and corporate governance as it applies to my organisation in different areas (for example my organisation's response to vicarious trauma)

### ACCO Self determined capabilities *- Fill in as many text boxes as needed.*

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# Extra Example: if you want to adapt the Capability Framework to different levels

## Aged Care Capabilities

### Aged care coordination:

I am familiar with service coordination and communicate effectively with a range of stakeholders.

### Holistic service delivery:

I support and provide assistance to Elders and their carers delivering high-quality, holistic, culturally safe and evidence based (where possible) care.

### Knowledge of aged care services:

I have (or am working towards) a formal qualification in Disability or Aged Care, with a level of understanding the relevant legislative frameworks and policies.

### Administration and reporting:

I maintain high standards of administration and record keeping

## Application in practice

### Aged care coordination:

I am familiar with service coordination and communicate effectively with a range of stakeholders.

### At a *Foundational* level this means:

I am learning how to coordinate aged care services for the Community, including learning how to work with a range of stakeholders

### At an *Intermediate* level this means:

I am able to coordinate aged care services for the Community and work with a range of stakeholders to support the needs of clients

### At an *Advanced* level this means:

I oversee a team and lead the coordination of Aged Care supports for the Community. I lead partnerships with Community and provider stakeholders to deliver Aged Care services.