



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Mr Thomas Emerson MLA

Addressed to: Minister for Aboriginal and Torres Strait Islander Affairs

Reference: HCSD

Hearing: 12 November 2025

In relation to: Cultural competency training and Aboriginal and Torres Strait Islander Affairs

Question received: 19 November 2025

Answer Due: 27 November 2025

1. Page 173 of the 24/25 CSD Annual Report indicates that 72 per cent of Housing ACT staff have completed cultural competency training as at 30 June 2025. How is cultural competency assessed.
2. How many staff across the ACTPS have undertaken cultural competency training as at 30 June 2025?
3. How are employees supported to work in a culturally capable and safe way across HCSD?
 - (a) Can you provide a copy of the policies and procedures that are in place to ensure that cultural capability and cultural safety are prioritised.

Ms Suzanne Orr MLA: The answer to the Member's question is as follows:

1. Cultural competency is measured through ongoing engagement and feedback from staff. During the reporting period, the Community Services Directorate (CSD) programs focused on experiential learning to build awareness, understanding, and appreciation of Aboriginal and Torres Strait Islander perspectives. These activities aimed to create meaningful experiences that encouraged reflection and dialogue, with engagement tracked through attendance and participant feedback.

It is anticipated that the ACTPS All Employee Survey results, to be released in December 2025, will highlight employee perceptions of cultural safety and cultural capability within the workforce. Previous survey results have shown significant improvement in Aboriginal and Torres Strait Islander employee perceptions of CSD's cultural competency.

2. A review of the available Learning Management System data confirms 5,959 ACTPS employees have completed training which satisfies the cultural competence requirements for the 2024-25 financial year.

3. Employees across HCSD are supported to work in a culturally capable and safe way through clear policies, practical resources, and ongoing learning opportunities:

- Intranet resources: HCSD, ACT Health Directorate (ACTHD), and CSD intranets provide cultural information, inclusive communication guides, and support contacts to help staff embed culturally aware and respectful practices in daily work.
- Training and experiential learning: Employees can access cultural capability programs, including Aboriginal and Torres Strait Islander cultural awareness training, language workshops, and immersion activities.
- Feedback and engagement: Participation in cultural capability training and post-program feedback helps measure engagement and informs continuous improvement.
- Strategic frameworks: Directorate strategies (e.g. Diversity, Inclusion and Belonging Strategy) set expectations and identify areas for further improvement.

a) Table 1 below shows the policies and procedures supporting cultural capability and safety for CSD and ACTHD. These documents will inform development of HCSD policies and procedures as implementation of the Machinery of Government continues.

Table 1

Directorate	Policy/Procedure	Focus Areas	Document
CSD	Aboriginal and Torres Strait Islander Attraction, Retention and Development Plan (2024–2026)	Employment, career progression, cultural safety, workforce reflective of the community CSD serves	 CSD Aboriginal and Torres Strait Islander ,
CSD	Inclusive Recruitment in CSD – Aboriginal and Torres Strait Islander Peoples	Culturally aware attraction and recruitment processes, including streamlined applications, flexible assessment methods, and involvement of Aboriginal and Torres Strait Islander perspectives.	 Inclusive Recruitment in CSD – Aboriginal a
CSD	Diversity, Inclusion and Belonging	Inclusive culture, belonging, equity. Reconciliation focus added to all staff Professional Development Plans (PDPs).	 CSD Diversity, Inclusion and Belongi

Directorate	Policy/Procedure	Focus Areas	Document
	Strategy (2024–2027)	Enhanced onboarding processes that place a stronger emphasis on cultural safety.	
CSD	Performance Development Plans	Development activity relating to building cultural capability is outlined in the PDP User Guide: How do you practice cultural awareness and safety in your role?	 CSD-HR-PC-007 CSD Performance and Dev
ACTHD	Workforce Inclusion Strategy 2004 - 2027	Engagement, skills development, and measurement of improvements for five diversity cohorts, one being Aboriginal and Torres Strait Islanders	 ACTHD Workforce Inclusion Strategy - 20

Approved for circulation to the Standing Committee on Social Policy

Signature:

Date: 27/11/25

By the Minister for Aboriginal and Torres Strait Islander Affairs, Ms Suzanne Orr MLA