

JustHealth Consultants is the consultancy service of AHHA, launched to support Australian healthcare organisations at national, state, regional hospital and community levels across all sectors to meet complex governance and organisational requirements of today's healthcare system.

**SERVICE EXAMPLE:**

## CANCER AUSTRALIA CULTURAL APPROPRIATENESS REVIEW

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**Client** Cancer Australia

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**Services** Research, review, cultural appropriateness

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**Context** Cancer Australia required a review of the cultural appropriateness of Cancer Australia's developed website content for the Aboriginal and Torres Strait Islander Cancer Monitoring and Reporting Framework. This included:

- Reviewing Cancer Australia's M&R Framework website content to ensure that the written content was culturally sensitive and appropriate.
- Ensuring that wording and language used to describe trends was strength-based primarily, and that terminology was appropriate.
- Ensuring that high-level key messages from the presented data were identified and communicated appropriately on the website.

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**Approach** AHHA partnered with Jildara P/L, a boutique Supply Nation registered consultancy specialising in Aboriginal and Torres Strait Islander health policy, to deliver this project within a very tight timeframe. Initial consultation was required with Cancer Australia to develop a shared understanding of cultural appropriateness, strengths-based and data sovereignty. Time constraints, and the COVID19 pandemic, demanded an online qualitative methodology to deliver results. A modified Delphi method was used with teleconferencing to interview a purposively selected panel of Aboriginal and Torres Strait Islander people who were chosen to provide a broad spectrum of experience and knowledge.

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**Result** The methodology enabled a well-considered and robust assessment of the website content and deeply considered recommendations for change. A report with recommendations was provided to Cancer Australia to modify the website content. Implementation of the recommendations will improve cultural sensitivity and appropriateness, improve accessibility for non-academics, enable access for Aboriginal and Torres Strait Islander communities and help Aboriginal and Torres Strait Islander people affected by cancer.

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**Date completed** July 2020

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