

A quick and easy guide for consultation

Contact Goolum Goolum Aboriginal Co-operative on: 5381 6333, or your local indigenous service provider.....

- Don't assume anything
- Be honest and sincere
- Use simple clear, plain and appropriate language
- Jargon or technical language should be explained
- Ask how the person would like to be identified, e.g. nickname
- Don't mimic Aboriginal ways of speaking, i.e. words, slang, speech or accent
- Be open minded
- Remember it is about the person. "it's about them not us"
- Don't be too direct as this can be taken as confrontational and/or rude
- Direct eye contact may also be considered confrontational and/or rude in some areas
- Give explanation of why you are there and what for. Wear identification, e.g. Lanyard and tag
- Don't ask "what if" questions
- Deal in practical real issues not theoretical ideas

Developed by: HACC Partnership project, Prompt Tool, John Gorton -Goolum Goolum Aboriginal Co-operative, Lynne Dale, Horsham Rural City Council and Jennifer Taylor, Wimmera Health Care Group

**Goolum Goolum
Aboriginal Co-operative**
HORSHAM, VICTORIA



hacc
home and community care
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

Adapted from: 'Protocols for Consultation and Negotiation with Aboriginal People, by Huggins, Jackie, Department of Aboriginal and Torres Strait Islander Policy and Development, Brisbane, QLD, 1999