



YOU'RE NOT DONE!

You don't become culturally safe by knowing the right words.

LET'S BREAK IT DOWN:

- Cultural Awareness may ease your discomfort.
- Cultural Intelligence centres our dignity.

CULTURAL AWARENESS

Cultural Awareness may ease your discomfort.

You feel good for trying.
You learn the right words.
You hope you won't offend.
You can say you did something.

But:

- Mob still feel silenced in meetings.
- Protocol is performed without presence.
- We're included when it's convenient – not when it counts.

CULTURAL INTELLIGENCE

Cultural Intelligence centres our dignity.
You stay curious, even when it's hard. You ask whose voice is missing – and make room. You change systems, not just language.
You walk with us – not ahead of us, not for show.

And that:

- Builds trust that can't be faked.
- Creates spaces where mob don't have to shrink.
- Moves the needle from representation to respect.

WHAT ELSE SHOULD I UNDERSTAND?

	Cultural Awareness Training	Cultural Intelligence (CQ) Development
Primary Focus	Information about Aboriginal and Torres Strait Islander peoples, histories, and basic protocols.	Building the capacity to engage, adapt, and lead respectfully in culturally diverse and dynamic contexts.
Typical Content	✓ History of colonisation ✓ Protocols and terminology ✓ Key dates and events ✓ Do's and don'ts	✓ Self-reflection and bias awareness ✓ Relational accountability ✓ Cultural empathy and adaptability ✓ Navigating power and privilege ✓ Building culturally safe practices
Level of Engagement	Passive. Often a one-way delivery of content.	Active. Involves inquiry, dialogue, reflection, and behavioural practice.
Emotional Outcome	Feels safe for non-Indigenous people. Often avoids discomfort.	May feel uncomfortable – but opens the door to deep growth, empathy, and integrity.
Behavioural Change	Temporary awareness. Behaviour may shift in front of mob, but not behind closed doors.	Sustained change. Decisions, systems, language, and leadership evolve over time – even when mob aren't in the room.
Lasting Impact	"I know <i>about</i> culture."	"I <i>live</i> and <i>lead</i> with culture in mind."

Reconciliation Action Plans aren't failing because the goals are wrong – they're failing because the work is **shallow** and the commitment is **performative**.

- RAPs get written for optics, not outcomes.
- "Cultural competency training" is ticked off – with no follow-up.
- Identified staff carry the emotional labour while systems stay unchanged.
- Relationships are transactional, not transformational.
- Culture is included in events – but excluded from strategy.

Without Cultural Intelligence, RAPs become documents of intent with no behavioural spine.

With Cultural Intelligence training:

- RAPs are lived, not laminated.
- Leaders model relational accountability – not just attendance.
- Cultural learning is embedded into onboarding, development, and evaluation.
- Systems shift – not just statements.
- Mob feel safe, seen, and supported every day, not just on the calendar.
- CQ brings RAPs to life – by translating principles into practice and relationships into respect.

Awareness is a start.
Cultural Intelligence is a commitment.
One eases your conscience. The other upholds our dignity.