

1. Aboriginal and Torres Strait Islander People Policy and Procedure

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Purpose

Australian Quality Care wishes to recognise the Traditional Owners of the Land and the Aboriginal communities served by our organisation.

Australian Quality Care will provide services and supports that meet the needs of Aboriginal and Torres Strait Islander people.

Australian Quality Care will ensure all staff are trained in culturally appropriate actions and requirements and that they work collaboratively with local Aboriginal and Torres Strait Islander people.

Scope

This policy applies to all individuals who have contact with any of our participants.

Policy

It is the policy of Australian Quality Care to create a safe and welcoming environment for everyone. This policy intends to ensure that participants have the right to engage with Aboriginal and Torres Strait Islander community members and to access the support required to meet their individual needs. If required, front-line workers will collaborate with Aboriginal and Torres Strait Islander community members to support participants in the development and review of their support plans and activities.

Procedure

Our inclusive approach will promote the cultural safety of Aboriginal and Torres Strait Islander people through engagement with the participant, their community and all relevant stakeholders. Our processes are designed to meet the needs and requirements of the participant.

A variety of procedures may be implemented as per the list below:

- Incorporating symbols and images that reflect indigenous culture in our marketing material, on our website and in our environment.
- Displaying a Statement of Traditional Owners.
- Clarifying if participants identify as an Aboriginal and Torres Strait Islander.

- Contacting and maintaining networks with local Aboriginal and Torres Strait Islander communities.
- Working with community networks for the benefit and support of the participant.
- Contacting the participant's family, extended family and community.
- Establishing communication processes for maintaining an individual's indigenous supports.
- Working with other services, in a coordinated manner, to enhance supports for the participant.
- Planning will include actions that promote cultural safety and connectivity while respecting the cultural and spiritual identity of Aboriginal and Torres Strait Islander communities.
- Researching and supporting community events for the participants and then sharing this information with staff.
- Collaborating with local communities in the provision of services, referrals, consortia involvement and memorandums of understanding.

Advocacy information

Files of all participants who identify as Aboriginal and Torres Strait Islander will be reviewed to ensure we meet our inclusive approach obligations.

The review will determine if:

- Service access and support strategies are relevant for Aboriginal and Torres Strait Islander people
- Service involvement and links with the Aboriginal community and Aboriginal services are being provided, as relevant
- Cultural needs of the participants are documented in their support plans
- Strategies and supports are implemented as per individual plans
- Appropriate feedback is being collected from Aboriginal and Torres Strait Islander people and front-line workers. Feedback should relate to the cultural competence of our service provision.

Staff training

Australian Quality Care will train staff where required so that all front-line workers can capably implement Aboriginal or Torres Strait Islander cultural competence strategies. The training aims to increase access to the service by Aboriginal and Torres Strait Islander people.

Related documents

- Participant Handbook
- Participant Welcome Pack

References

- [Disability Discrimination Act 1992](#)
- [Human Rights and Equal Opportunity Commission Act 1986](#)
- [NDIS Practice Standards and Quality Indicators 2020 – Version 3](#)
- [Privacy Act 1988](#)
- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)
- [Sex Discrimination Amendment \(Sexual Orientation, Gender Identity and Intersex Status\)](#)
- [Disability Services Act 2006 \(QLD\)](#)
- [United Nations Convention on the Rights of Persons with Disabilities](#)