

Aboriginal and Torres Strait Islander People Policy and Procedure



PURPOSE

All About Care Australia (AACCA) wishes to recognise the Traditional Owners of the Land and the Aboriginal communities served by our Organisation.

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

AACCA will ensure that 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 participants, carers and families who identify as Aboriginal or Torres Strait Islander, accessing AACCA services.

POLICY

AACCA's policy is 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, AACCA will collaborate with Aboriginal and Torres Strait Islander community members to support participants in developing and reviewing 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 each participant as they present and develop.

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

- Incorporating symbols and images that reflect the indigenous culture in our marketing material, website, and environment.
- Displaying a Statement of Traditional Owners.
- Clarifying if participants identify as Aboriginal and Torres Strait Islanders.
- Contacting and maintaining networks with local Aboriginal and Torres Strait Islander communities to support referrals in the provision of services.
- 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 in collaboration with AACCA

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ADVOCACY INFORMATION

Files of all participants who identify as Aboriginal and Torres Strait Islander will be reviewed by management 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
- cultural needs of the participants are documented in their support plans
- strategies and supports are implemented as per individual plans

STAFF AND VOLUNTEER TRAINING

AACA will train all staff and volunteers so that all workers can respond appropriately to Aboriginal or Torres Strait Islander cultural competence strategies as required.

AACA aims to increase meaningful access to the service by Aboriginal and Torres Strait Islander people.

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REFERENCES

- Disability Discrimination Action 1992
- Human Rights and Equal Opportunity Commission Act 1986
- NDIS Practice Standards and Quality Indicators 2018
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984