
Cultural Inclusion Policy

1. Purpose

The Centre values diversity and is committed to creating an inclusive, culturally respectful and welcoming environment for all children, parents, carers, staff and visitors. This policy outlines how we promote cultural inclusion, respect for Aboriginal and Torres Strait Islander peoples, and support for families from diverse linguistic, cultural, religious and socio-economic backgrounds.

2. Scope

This policy applies to all aspects of the Centre's operations including referral, admissions, supervised contact sessions, changeovers, staff recruitment and training, communications, physical environment and community engagement.

3. Principles

- Every child has the right to enjoy meaningful contact with both parents and important persons in their lives in a culturally safe environment.
- The Centre recognises and respects the First Nations peoples Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land and honours their connection to land, waters and community.
- Cultural competence is integral: activities, materials, staff approaches must recognise and adapt to cultural differences.
- Inclusion means not only physical access but respect for language, religion, cultural practices, identity and family structure.
- The Centre does not tolerate discrimination, harassment or exclusion on the basis of culture, ethnicity, religion, linguistic background, gender identity or socio-economic status.
- We promote collaborative partnerships with families and community organisations to reflect the cultural diversity of clients and staff.

4. Practice Standards

4.1 Admissions & Service Access

- At referral and intake, we will ask clients about their cultural/linguistic background, any specific cultural needs or preferences (e.g., language support, dietary considerations, cultural practices).
- We will ensure that information about our service is available in accessible language formats and, where required, offer interpreter services.
- Fees or access arrangements will not discriminate against people from culturally diverse backgrounds or impose unreasonable barriers.

4.2 Environment & Materials

- The Centre's décor, resources, toys and activities will include and reflect cultural diversity (Aboriginal & Torres Strait Islander world views, multicultural families, linguistic diversity).
- Staff will ensure materials (books, games, signage) that reflect multiple cultures and languages are visible and used.
- Cultural celebrations, acknowledgements of Country or relevant community events will be included (for example Acknowledgement of Country, NAIDOC Week participation).

4.3 Staff Training & Conduct

- All staff will undertake induction training on cultural safety and inclusion, including awareness of unconscious bias, culturally responsive communication, and First Nations history and perspectives.
- Staff will engage in ongoing professional development in cultural competence.
- Staff conduct themselves respectfully, seek to understand and respond to children/families' cultural identities, and adapt supervision practices accordingly.

4.4 Supervised Contact & Interactions

- Supervisors will respect cultural protocols of families (e.g., roles of elders, language preferences, religious observances) in contact sessions.
- When appropriate, sessions may be adapted (timing, activities, environment) to accommodate cultural needs.

- Where Aboriginal or Torres Strait Islander children/families are using the Centre, staff will ensure culturally safe practice including correct supervision, acknowledgement of kinship, and recognition of collective family systems.

4.5 Partnerships & Community Engagement

- The Centre will build relationships with local Aboriginal and Torres Strait Islander organisations, multicultural community organisations and interpreter services.
- We will promote access and referral pathways for culturally diverse families (for example, culturally appropriate parenting programs, supports).
- Feedback mechanisms will allow families from diverse backgrounds to provide input on service delivery, cultural safety and inclusion.

5. Monitoring & Review

- The Centre will monitor client demographic data (with respect to culture, language, access) to identify barriers or inequalities in access or outcomes.
- Annual review of cultural inclusion practices and outcomes to the Board/Committee, including actions taken, feedback received and planned improvements.
- This policy will be reviewed every two years (or sooner if required) and updated to reflect evolving best practice in cultural inclusion and child contact services.

6. Related Policies & References

- Child Protection & Safeguarding Policy
 - Equal Opportunity & Anti-Discrimination Policy
 - Staff Recruitment & Training Policy
 - The National Principles for Child Safe Organisations. (childsafe.humanrights.gov.au)
 - Children's Contact Services: Policy & Practice Paper (Australia) ([Australian Institute of Family Studies](#))
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