

Person-Centred Supports

Aboriginal and Torres Strait Islander People Policy and Procedure

1. Purpose

TassieCare Services wishes to recognise the historical connection of Aboriginal and Torres Strait Islander peoples to Australia, and the Aboriginal communities served by our organisation, we will provide services and supports that meet the needs of Aboriginal and Torres Strait Islander people.

TassieCare Services 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.

2. Scope

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

3. Policy

It is the policy of TassieCare Services 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.

Staff are required to:

- listen to the individual's story about their needs and values before asking questions
- check with the participant on how to act respectfully
- determine how to communicate effectively (verbal and non-verbal)
- establish rapport and engage with who is important to the participant's life (such as Elders, family members or community members)

If required, front-line workers will collaborate with Aboriginal and Torres Strait Islander community members to support participants in developing and reviewing their support plans and activities.

The Universal Principle means that organisations required to comply with the Standards must provide an environment that ensures the right to cultural safety of children who identify as Aboriginal or Torres Strait Islander, is respected

4. 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 including, but not limited to:

- incorporating symbols and images that reflect the indigenous culture in our marketing material, on our website and in our environment
- displaying a Statement acknowledging Aboriginal and Torres Strait Islander peoples and respect their connection to the land and their cultural contributions.
- 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 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 all staff
- accepting the participant's preference to be supported by family and community

- working collaboratively to build family and community confidence and capacity
- collaborating with local communities in the provision of services, referrals, consortia involvement and memorandums of understanding.

4.1 Advocacy information

A file review of all Aboriginal and Torres Strait Islander participants enhances 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).

4.2 Staff and volunteer training

TassieCare Services will train all staff and volunteers 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.

Training may include:

- variability in Aboriginal and/or Torres Strait Islander cultures, beliefs, practices, languages, kinships and ways of living
- potential impact of European arrival, including inter-generational distrust of non-indigenous and government
- stigma, discrimination and exclusion that may be experienced and how this may intersect with discrimination faced from having a disability

5. Related documents

- Staff Training Record
- Training Attendance Register
- Easy Read Documents

6. References

- Disability Discrimination Act 1992 (Commonwealth)
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Child and Youth Safe Organisations Act 2023
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Workforce Capability Framework

For clarification regarding this policy, please contact:

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