

1.1 Person-Centred Supports

Aboriginal and Torres Strait Islander People Policy and Procedure

1.0 Purpose

121 Supports Hunter Pty Ltd wishes to recognise the Traditional Owners of the Land and the Aboriginal communities served by our organisation.

121 Supports Hunter Pty Ltd will provide services and supports that meet the needs of Aboriginal and Torres Strait Islander people.

121 Supports Hunter Pty Ltd 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.

2.0 Scope

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

3.0 Policy

It is the policy of 121 Supports Hunter Pty Ltd 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 in a culturally respectful manner
- determine how to communicate effectively (verbal and non-verbal)
- ask the participant how they want to be connected to their community and respect the importance I attach to my family and kinship system
- establish rapport and engage with those the participant considers important in their life, such as Elders, family members, or other community members
- recognise that my connection to culture may evolve
- accept when the participant prefers to be supported by their family and community. Work collaboratively to build their confidence and capacity to do so.
- Be aware that their experience, attitudes and beliefs related to identity are not a "norm". Staff must not make assumptions or impose their personal views on me.

- recognise the complexity of working in a cross-cultural context and be aware of how their judgements and biases may affect their behaviour
- Identify and listen to those with cultural knowledge who can help staff better understand the culture, kinship system and community
- accept and be comfortable with "not knowing" how things are perceived from an Aboriginal and/or Torres Strait Islander perspective.

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.

4.0 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:

- incorporating symbols and images that reflect the indigenous culture in our marketing material, on our website and in our environment
- acknowledging the stigma, discrimination and exclusion experienced by people who identify as Aboriginal and/or Torres Strait Islander, and how this may intersect with discrimination faced with a disability
- displaying a Statement of Traditional Owners
- clarifying if participants identify as 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 support 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
- identifying how, when, and why to source and work with different types of interpreter services in a culturally appropriate way
- collaborating with local communities to provide 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
- Aboriginal and Torres Strait Islander people should be given opportunities to voice their opinions and provide feedback on all aspects of their service. Staff should support the participant in voicing their opinions and knowledge in meetings. Participants must be allowed to discuss ideas and provide input to management to improve our services to meet their requirements.

4.2 Staff and volunteer training

121 Supports Hunter Pty Ltd 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
- 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
- Etrainu online modules

5.0 Related documents

- 121 Employee Training Register
- 121 Employee Plan/Record
- Easy Read Documents

6.0 References

- Disability Discrimination Action 1992 (Commonwealth)
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- NDIS Practice Standards and Quality Indicators 2021
- [NDIS Workforce Capability Framework](#)