

Adelaide Quality Care

Policy 1

Aboriginal and Torres Strait Islander (ATSI) People Policy and Procedures

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PURPOSE AND SCOPE

- Adelaide Quality Care wishes to recognize the Traditional Owners of the land and the Aboriginal communities served by the service.
- Adelaide Quality Care to provide services and supports that meet the needs of Aboriginal and Torres Strait Islander people.
- To work with the local Aboriginal and/or Torres Strait Islander people.
- Adelaide Quality Care to ensure staff are trained in culturally appropriate actions and requirements.

POLICY

It is the policy of Adelaide Quality Care to create a safe and welcoming environment for all people. This is to ensure that individuals have the right to engage with their Aboriginal and Torres Strait Islander community members and to access for support as required. Staff are to work with Aboriginal and Torres Strait Islander community members to support participants in their support plans and activities.

PROCEDURE

- Adelaide Quality Care will ensure that resources and symbols are responsive to indigenous needs. This may include brochures, websites and images in the environment.
- Adelaide Quality Care will display a Statement of Traditional Owners.
- All participants who access the services will be asked if they identify and have an Aboriginal and Torres Strait Islander background.
- Contacting and maintaining networks with local Aboriginal and Torres Strait Islander communities.
- Working with community linkages for the benefit and support of the participant.
- Contacting the participant's family, extended family and community.

- Work with other services in a coordinated manner to ensure services for participants.
- Planning will include actions that promote cultural safety and connectedness, and respect the cultural and spiritual identity of Aboriginal and Torres Strait Islanders.
- Participants and staff will be encouraged to actively participate in community events, collaborative service provision, referrals, consortia involvement and memorandums of understanding.
- Adelaide Quality Care is to research and contact local communities to determine any upcoming events so participants can participate in any cultural, sporting or community events. [Manager.Position] is to ensure that this information is shared amongst staff to allow for preparation of participants to attend these activities.

Adelaide Quality Care will ensure support for Aboriginal people to access Aboriginal services, supports and local Aboriginal people.

All files of participants who identify as Aboriginal and Torres Strait Islander will be reviewed including:

- Service access and support strategies for Aboriginal people.
- Service involvement/links with the Aboriginal community and Aboriginal services, as relevant.
- Individual and support management plans for alignment with documented processes. For example, inclusion of Aboriginal cultural needs, and
- Feedback from Aboriginal and Torres Strait Islander people and Aboriginal and non-Aboriginal carers related to the cultural competence of the services provided to Aboriginal and Torres Strait Islander people.

Staff and Volunteer Training

Adelaide Quality Care will train all staff and volunteers to ensure staff are aware of strategies for cultural competence in Aboriginal or Torres Strait Islander cultural identity. The aim of this training is to increase access to the service by Aboriginal and Torres Strait Islander people.

RELATED DOCUMENTS

- Consumer Care Plan
- Consumer Care Management Policy and Procedure
- Inclusion Policy

REFERENCES

- Human Rights and Equal Opportunity Commission Act 1986
- Anti-Discrimination Act 1977 (NSW)
- Disability Discrimination Act 1992 (Commonwealth)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (1988)
- NDIS Practice Standards and Quality Indicators 2018
- NSW disability Inclusion Act and Regulation (2014)