



Aboriginal & Torres Strait Islander People

This document outlines the Aboriginal & Torres Strait Islander People Policy & Procedure of the Can:Do Group.

Can:Do Group recognises and pays respect to the traditional owners of the land from which we operate; and to the Indigenous communities that access services from our organisation.

Can:Do Group will continue to create a safe and welcoming environment for everyone that is culturally safe and responsive to individual needs.

Can:Do Group has an inclusive approach that promotes cultural safety of Aboriginal and Torres Strait Islander people through engagement with clients, their community and relevant stakeholders. Our processes are designed to meet the needs and requirements of the client.

Our people are required to:

- listen to the individual's story about their needs and values before asking questions
- respect the importance the client attaches to their family, community and kinship system(s)
- establish rapport and engage with those the client considers important in their life, such as Elders, family members, or other community members
- accept when the client prefers to be supported by their family and community. We will work collaboratively to build their confidence and capacity to do so
- not make assumptions or impose their personal views on the client
- recognise the complexity of working in a cross-cultural context and be aware of how their judgments and biases may affect their behaviour

Employees at Can:Do Group must always show cultural respect and communicate effectively while listening to values and needs. They should understand the significance of kinship relationships and cultural connections. Staff will seek guidance from those with cultural knowledge to better understand culture, kinship, and community.

We provide ongoing training to our employees to ensure they deliver culturally safe and respectful services and therapies. This training aims to improve access for Aboriginal and Torres Strait Islander people. It's regularly updated and may cover:

- Variability in Indigenous Australian beliefs, practices, languages, kinships, connection to Country and cultures.
- The impact of European arrival and inter-generational distrust of non-indigenous and government bodies.
- Discrimination and exclusion they may be experienced and how this may intersect with discrimination faced from having a disability.

The Can:Do Group welcomes feedback and this can be made via any of the below options

- via Telephone by calling (08) 8100 8200
- via email feedback@candogroup.com.au
- online via our website www.cando4kids.au/compliment-feedback-complaint/ - this is where a complaint can be submitted anonymously