



FEELS LIKE HOME SUPPORT SERVICES

CORE MODULE: ABORIGINAL  
AND TORRES STRAIT ISLANDER  
PEOPLE

Legal name: Feels Like Home Support Services Pty Ltd

Business/trading name: Feels Like Home Support Services

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Rev.1

Date: 21 March 2023



## ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE POLICY AND PROCEDURES

### POLICY

Feels Like Home Support Services wishes to recognise the Traditional Owners of the Land and the Aboriginal Communities our service serves. We will provide services and supports that meet the needs of Aboriginal and Torres Strait Islander people. We are committed to working cohesively with local Aboriginal and/or Torres Strait Islander people.

This policy deals with how the organisation ensures that it provides culturally safe and appropriate services and responds to the particular needs of Aboriginal and Torres Strait Islander Peoples.

Feels Like Home Support Services is committed to creating a safe and welcoming environment for all people. In keeping with the NDIS remit of 'Choice and Control', this policy supports that individuals have the right to engage with their Aboriginal and Torres Strait Islander community members and to access appropriate support as required. Staff are to work with Aboriginal and Torres Strait Islander community members and participants to fulfil the participant's goals and aspirations as per the NDIS Plan.

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

*This policy applies to all staff, volunteers and stakeholders.*

### UNDERPINNING THE PRINCIPLES

- What is the 'proper way'?
- Importance of cultural competence
- Understanding Country, Culture and Community
- Importance of communication

#### **Governance**

The Director will oversee that Participant files reflect the culturally appropriate activities and supports as reflected in this Policy and Procedure.

Annually, Participant files will be audited during a 'Surveillance Audit'.

The Director will assign a staff member or external person to conduct random file audits and random Participant interviews as resources permit.

Training Gap Analysis, which is utilised at annual employee performance appraisal and within the first three months of employment, will measure and record the cultural competencies of the personnel.



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## PROCEDURE

Feels Like Home Support Services will ensure its resources are responsive and relevant to Aboriginal and Torres Strait Islander people's needs. This may include brochures, websites and images used in day-to-day service provision and business management strategy.

Our inclusive approach will promote Aboriginal and/or Torres Strait Islander People's cultural safety by engaging with the participant, their community, and relevant stakeholders. Processes are designed to meet the needs and requirements of the participant.

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 and contacting the participant's family, extended family and community when requested by the participant. Working with community networks for the benefit and support of the participant.

They were establishing communication processes for maintaining individual indigenous support and being prepared to do this in a manner that demonstrated respect and understanding for the cultural need expressed by the participant.

Work with other services in a coordinated manner to ensure appropriate services are engaged for the participant.

Planning will include actions that promote cultural safety and connectedness and respect the cultural and spiritual identity of Aboriginal and Torres Strait Islanders.

Encouraging and researching community events for the participants, then sharing this information with Staff.

We are working with the local communities to provide services, referrals, consortia involvement and memorandums of understanding.

We are designing and using images that reflect indigenous symbols or pictures in brochures, on the website, or in the environment. Feels Like Home Support Services will display a Statement of Traditional Owners on the website.

### **Care and Support Plans**

It will include actions that promote cultural safety and connectedness, and respect for the cultural and spiritual identity of Aboriginal and Torres Strait Islanders.

The service commits to recognising culturally significant days, events, and collaborations available in the community. The Director will take responsibility for ensuring events and important days are disseminated within the service.



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### **Resources**

Management and staff of Feels Like Home Support Services will refer to evidence-based (and Aboriginal-approved) resources in their commitment to delivering culturally competent and appropriate service to any Aboriginal or Torres Strait Islander Peoples.

**RESOURCE:** [ABORIGINAL AND TORRES STRAIT ISLANDER ENGAGEMENT STRATEGY \(NDIS\)](#)

## **ADVOCACY INFORMATION**

All files of participants who identify as Aboriginal and Torres Strait Islander will be reviewed to ensure that we meet our inclusive approach obligations. The review will determine if:

- Service access and support strategies are relevant for Aboriginal and/or Torres Strait Islander People.
- Service involvement and links with the Aboriginal community and Aboriginal services are being provided, as relevant.
- Their cultural needs are being documented in their support plans.
- Strategies and supports are being implemented as per their individual plan.
- Feedback is being gathered from Aboriginal and Torres Strait Islander people and frontline workers. Feedback will be related to the cultural competence of our service provision.

## **STAFF AND VOLUNTEER TRAINING**

Feels Like Home Support Services will train all staff and volunteers to ensure all frontline staff are aware of strategies for cultural competence in Aboriginal or Torres Strait Islander cultural identity. This training aims to increase access to the service by Aboriginal and Torres Strait Islander people.



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## AUDIT INFORMATION:

### **RELATED DOCUMENTS**

- Support Plans
- Support Management Policy and Procedure
- Inclusion Policy

### **REFERENCES**

- Human Rights and Equal Opportunity Commission Act 1986
- Anti-Discrimination Act 1991 (QLD)
- Discrimination Act 1991 (ACT)
- Disability Discrimination Act 1992 (Commonwealth)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (1988)
- NDIS Practice Standards and Quality Indicators 2018
- Disability Services Act 2006 (QLD)

### **Measuring Success**

1. Feedback Surveys from Participants
2. Audit results: Annual Surveillance Audit and Random File and Participant Interview.