

Life Without Barriers (LWB) services and programs support children, young people and families, people with disability, older people and people with mental illness. We work with refugees and asylum seekers, and people who are homeless.

We understand the diversity of the communities we engage with and aim to build cultural safety for all our employees, clients and communities.

LWB actively identifies and engages with culturally and linguistically diverse individuals, groups, organisations and communities, including Aboriginal and Torres Strait Islander individuals and Elders, to work with us to ensure cultural safety and appropriateness. We want our staff, carers, contractors, volunteers and clients to be engaged and supported in a culturally safe and appropriate manner in all aspects of our work.

We acknowledge Aboriginal and Torres Strait Islander peoples as the first peoples of Australia. We acknowledge the continuing impact of past government policies and practices and the ongoing effect this has on the community, culture and relationships with country of Aboriginal and Torres Strait Islander peoples. We acknowledge the effect of the forced removal of children from their parents and the disadvantage experienced by Aboriginal and Torres Strait Islander Peoples today.

We support self-determination for Aboriginal and Torres Strait Islander peoples and communities. We acknowledge and work to build the capacity of individuals, families and communities to identify and put in place their own solutions.

We create cultural safety by:

- fostering strong and sustainable relationships with culturally diverse communities and continuing to build our knowledge and cultural competence
- removing barriers to access to services and programs for the communities we serve
- embracing culturally and linguistically diverse individuals, groups, organisations and communities
- establishing meaningful relationships and partnerships with culturally and linguistically diverse individuals, groups, organisations and communities, including Aboriginal and Torres Strait Islander peoples and Elders
- recruiting diverse people who reflect the cultural diversity of our clients and communities
- accessing and providing training and professional development to staff, carers and volunteers to assist in developing cultural competence
- working with culturally and linguistically diverse individuals, groups, organisations and communities, including Aboriginal and Torres Strait Islander diverse individuals and Elders, to ensure practices, services and programs are culturally appropriate, relevant and respectful of client and community needs.

As an organisation, we are committed to continuous improvement of processes and practices that are inclusive, respectful, and flexible, and demonstrate that we understand and are responsive to the diverse range of communities that we support, including Aboriginal and Torres Strait Islander cultures and traditions.

Roles/Responsibilities

The LWB Board, senior management and all staff, carers, contractors and volunteers must be aware of, and perform their duties in a manner that promotes and is consistent with the intent of, this statement.

Scope

This policy covers all LWB services provided to our clients throughout Australia.

Related Policy Guidelines or Documents

Further guidance on our approach to cultural safety and appropriateness can be found in the documents listed below and other policy guidelines:

- Diversity and Inclusion Policy Statement
- cultural planning policies
- NISS CALD Framework
- Cultural Connections National Framework
- Pillars of Practice Framework
- Reconciliation Overview
- Reconciliation Action Plan
- Working with Aboriginal and Torres Strait Islander People - the LWB Practice Approach
- Our Values.