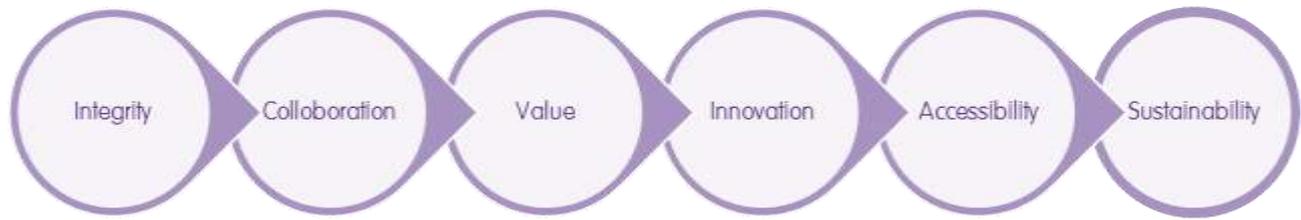


HCA Aboriginal Culturally Competent Statement



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability
are the values that underpin all of our services and relationships.

Policy Statement

HCA is committed to embracing and encouraging diversity among its staff and those who access our service. HCA will strive to eliminate cultural barriers and work to ensure HCA is a culturally diverse and inclusive organisation.

HCA is sensitive and responsive to cultural and individual differences and provide opportunities and assistance to all people regardless of their circumstances including (but not limited to) their race, colour, sex, sexual orientation, language, religion, spiritual, political or other opinion, national or social origin, or ability.

HCA promotes cultural safety and connectedness and respect the cultural and spiritual and Language needs of people.

Policy Aims

Building a diverse organisation and cultural environment requires the identification of barriers which prevent participation, specifying measurable actions that can assist in building inclusion, and allocating responsibility for delivery. An individual's background, culture, customs and beliefs can impact on their experience when accessing and using services. Working with people from different backgrounds and cultures is enhanced through an understanding of, and a sensitivity to, an individual's culture, customs and beliefs. It is imperative to identify and address a person's individual needs and not to "stereotype" and assume that all people from the same culture share the same customs, beliefs and preferences. An individual's culture, beliefs, and customs may have an impact on their understanding of disabilities and the way they seek support and services. Language services are critical to ensuring equitable access to services for people who have low proficiency in English. Effective communication includes communicating on a day-to-day level with non-English speakers, including people who use sign language. A person's cultural background can influence their understanding of and responses to health and personal care. A person's culture, beliefs, health practices, dietary requirements and religious practices and beliefs need to be understood, respected and addressed in the care given.

Cultural diversity and inclusion at HCA encompasses:

- Creating an inclusive culture in which difference is recognised and valued.
- Embracing workplace diversity and not discriminating on the basis of race, age, colour, sex, national or ethnic origin, physical or mental disability, political beliefs, sexual orientation or religion
- Valuing diversity and appreciating the importance of cross-cultural knowledge. HCA's commitment to Cultural Diversity and Inclusion aligns with our values of Integrity, Value, Collaboration, and Accessibility.

These values are reflected in all HCA statements

HCA is committed to developing cultural competence at all levels of leadership within the company, through training and educating all staff and demonstrating the commitment to diversity.

HCA is committed to strengthen cultural awareness and cultural responsiveness (ability and skilling of staff). Cultural Safety (environment and customer experience, the customers feel safe and is empowered by HCA's commitment, cross-cultural practise and care (is the lens of cultural being used effectively) through reflective practise and a holistic approach.

Policy Details

As part of the assessment process at HCA the support coordinator will gather information about the customer's cultural background once it is established that the customer is of

with a disability, as their experiences and background may have impacted on their ability to engage and their resistance to participate with the service due to the impact of trans-generational trauma on the them and their families.

If HCA is not able to assist the customer then HCA will assist and support the customer to finding services that will meet the needs, aspirations in achieving the goal outcomes.

References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 2 – Participation & inclusion