



Culturally Safe Practice



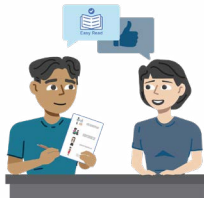
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About this fact sheet



The Department of Social Services wrote this book. When you see the word 'we', it means the Department of Social Services.



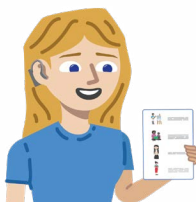
We wrote this book in an easy to read way.
We use pictures to explain some ideas.



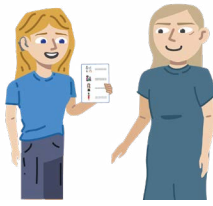
We have written some words in **bold**.

This means the letters are thicker and darker.

We will explain what these words mean.



This Easy Read fact sheet is a summary of another fact sheet. This means it only includes the most important ideas.



You can ask for help to read this fact sheet. A friend, family member or **support person** can help you.

A support person is someone who helps you with things you find hard to do by yourself.



This fact sheet is about making sure that people with disability from **different cultures** are all treated the same.

A different culture means that someone comes from a different place than you. They might do some things differently.



People with disability who have a different culture or language may find it harder to get help from support services.

It might be harder for them to explain what they need.

It might be harder for them to understand what support is available.



A **service provider** is a person or organisation that helps people with disability get help they need to live the way they want.

The **Disability Services and Inclusion Act 2023** or **DSI Act** says that service providers must help people with disability.

They must also help people with disability who come from different cultures or speak a different language.



Service providers must be **culturally safe**.

Culturally safe means they make sure that:

- Everyone who has a different culture or language feels safe.
- Their needs and feelings are understood.
- Everyone feels happy being themselves.



A culturally safe service will:

- Listen and learn from everyone.
- Respect everyone and their culture.



Service providers need to understand where they come from and how it might change the way they help people.

It means knowing how their own way of doing things might be different to someone else's way of doing things. This is okay.

Things to remember for being culturally safe



Here are some important things to remember so everyone can be culturally safe.



- Respect that there are different countries and languages.

Everyone is different. This is okay.

We can learn about everyone's different countries and languages.



- We need to think about our own way of doing things.

Sometimes, the way we think or do things might be different to other people.

It is important to think about this so we can treat everyone with respect even if they have a different culture or language.



- We show other people how to be kind and fair to people who have a different culture or language.

We do this everywhere, like:

- When we give help to people with disability.
- When the people in charge decide how to give help to people with disability.



- Some countries may have more **power** than other countries.

This means that some countries may think their country is more important than other countries.

This can make it hard for people from other countries to get the support they need.

We need to make sure that everyone has their say.

We need to make sure that everyone is treated in a fair way.



- We find a way to work together that makes sense for everyone, even if they have a different culture or language.

We look at what someone is good at and help them to be even better.



- We decide what our goals are together.

We work together to achieve our goals.

When we work together, we can understand each other better.

We can understand each other's culture and language better.

More information for being culturally safe



To get more information about **First Nations** people and their way of doing things, you can visit this website.

<https://aiatsis.gov.au/about/what-we-do/core-cultural-learning>

First Nations people are the people who lived in Australia first.

They have their own languages and ways of doing things that are different to other people.



To get more information about how to be culturally safe for First Nations people, you can visit this website.

<https://iaha.com.au/workforce-support/training-and-development/cultural-responsiveness-in-action-training/>



To get more information about how to understand that everyone has a different culture and language at work, you can visit this website.

<https://humanrights.gov.au/sites/default/files/VET%20Disability%20Unit%20Trainers%20Manual%20-%20Topic%206.pdf>



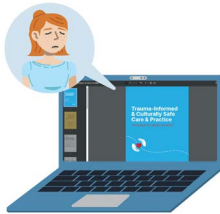
To get more information about helping First Nations people with disability, you can visit this website.

<https://www.closingthegap.gov.au/sites/default/files/2022-08/disability-sector-strengthening-plan.pdf>



To get more information about Australia's Disability Strategy 2021-2031, you can visit this website.

<https://www.disabilitygateway.gov.au/document/3106>



To get more information about helping people with disability who have:

- Trauma.
- Different countries and languages.
- You can visit this website.

<https://www.justice.org.au/wp-content/uploads/KYR-Information-for-Service-Providers-Digital.pdf>



To get more information about how to be culturally safe, you can visit this website.

<https://www.anrows.org.au/resources/cultural-safety-principles-and-guidelines/>



To get more information about the DSI Act, you can visit this website.

www.dss.gov.au/dsi-act

How to contact us



You can visit our website at

www.dss.gov.au/dsi-act.



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