

CULTURAL SAFETY CHARTER

Ngattai yeddung (*Ngunnawal*)

Listen good

CULTURAL SAFETY

The Human Rights Commission provides our clients, staff and colleagues with a safe, nurturing and positive environment where Aboriginal and Torres Strait Islander peoples are respected. Cultural rights and spiritual values accepted by Aboriginal and Torres Strait Islander peoples are supported by our values, processes and policies to ensure culturally safe services.

OUR VALUES



Respect



Collaboration



Integrity



Accessibility



Courage

OUR PRIORITIES

1 Peoples' rights

We encourage and accept Aboriginal and Torres Strait Islander peoples' right to self-identity and respect their cultural rights protected under s 27 (2) of the *ACT Human Rights Act 2004* and the United Nations Declaration on the Rights of Indigenous Peoples. Cultural and religious rights are also protected under the *Discrimination Act 1991*.

We accept that Aboriginal and Torres Strait Islander peoples have the freedom to live well, and to live according to their values and beliefs.

Aboriginal and Torres Strait Islander staff are supported to fulfil their cultural responsibilities and obligations.

All staff are supported to undertake a process of reflection on their own cultural identity and any unconscious bias.

2 Welcoming place

Our welcome mat, in person, by phone or in community is a warm, comfortable and safe place.

Our environment and space is accessible and available for Aboriginal and Torres Strait Islander peoples.

Our place values and respects Aboriginal and Torres Strait Islander peoples' cultural rights, and we recognise the importance of their ongoing connection to land, waterways and other resources.

3 Engage with trust & respect

We walk with people, take time to listen respectfully, provide consistent communication and follow up.

Our engagement with Aboriginal and Torres Strait Islander peoples is grounded in our legal commitment to the *ACT Human Rights Act 2004*.

We will continue to build respectful relationships in partnership with community, based on mutual trust and learning.

4 Provide safe services

Safe service is defined by the people who receive the service, and is based on the experience of those accessing the service.

Our service demonstrates privacy, discretion, compassion, integrity, is non-judgmental and without bias.

We are responsive and flexible, with time and meeting places including outreach. We provide supportive warm referrals within the Human Rights Commission and to other services.

Staff are committed to better understanding the impacts of direct, vicarious and intergenerational trauma, which informs our strengths-based service approach.

The journey so far: there is so much more – we continue to learn and appreciate the experiences of Aboriginal and Torres Strait Islander peoples and acknowledge their culture – at 65,000 years, the oldest continuous living culture in the world.