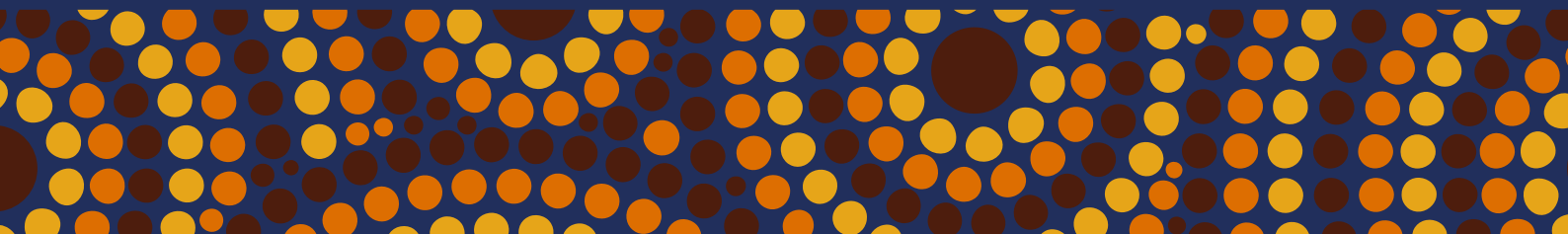


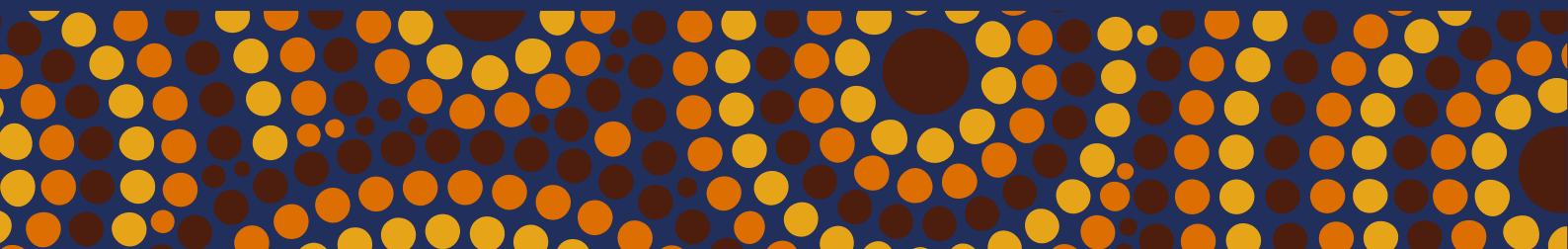


ABORIGINAL AND TORRES STRAIT ISLANDER CULTURAL SAFETY PLAN



Ngaala Kaaditj Noongar Moort Keyen Kaadak Nidja Boodja

We acknowledge the Noongar people as
the traditional custodians of this land



Terminology

Please note: The spelling of 'Noongar' has been used in this document, however Midlas acknowledges that there are other accepted spellings including Nyungar, Nyoongar, Nyoongah and Noonga.

Introduction

Midlas is a Community Legal Centre based in Midland on Whadjuk country providing services to people throughout the north east region of Perth. Having supported people in our community for over three decades, Midlas has a long-standing strong commitment to improving lives.

Vision

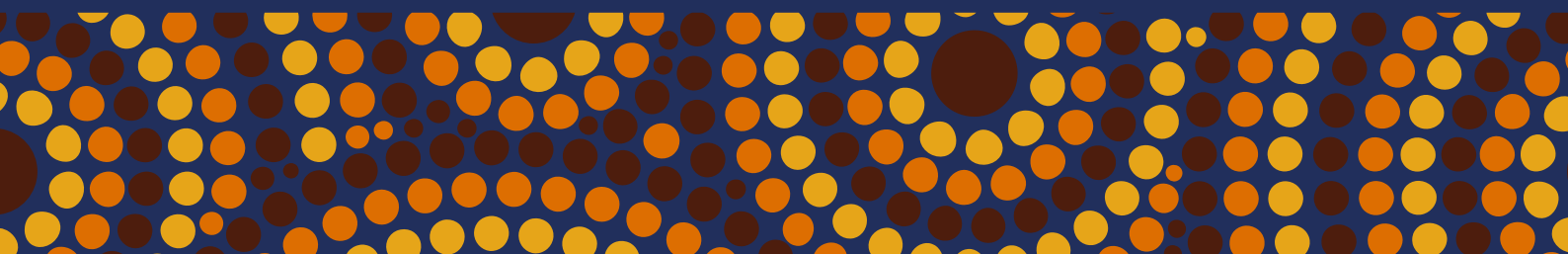
Building resilient communities

Mission

We partner with individuals and organisations to promote independence, strength and wellbeing in our community through support, advocacy and education.

Values

Caring for people
Developing partnerships
Supporting our community



Service Needs Analysis/Statistics

According to the 2016 Census (ABS 2016) the estimated total population of Aboriginal and Torres Strait Islander people living in Western Australia (WA) was 75,978.

WA has one of the highest population of Aboriginal and Torres Strait Islander people behind New South Wales and Queensland.

The following statistics are true of Midlas' service areas:

Local Government Area	Population	People identifying as Aboriginal or Torres Strait Islander	% of Population
Town of Bassendean	15,092	383	2.5%
City of Swan	133,851	3,813	2.8%
Shire of Kalamunda	57,449	1,034	1.8%
Shire of Mundaring	38,157	1,215	3.2%
City of Bayswater	64,677	849	1.3%
Shire of Northam	11,112	643	5.8%
Shire of York	3,606	111	3.1%
Shire of Chittering	5,472	123	2.2%
Total	329,416	8,171	22.7%

Review and evaluation mechanisms

Responsibility for implementing the Cultural Safety Plan

As a Community Legal Centre Midlas is required to develop strategies to meet the ten standards necessary for the Community Legal Centre's National Accreditation Scheme. Standard 7 details the requirement for cultural safety when engaging with Aboriginal and Torres Strait Islander communities and people. This document is applicable for any Aboriginal or Torres Strait Islander engaging with any of the services provided by Midlas service.

Communicating the Cultural Safety Plan to staff and community

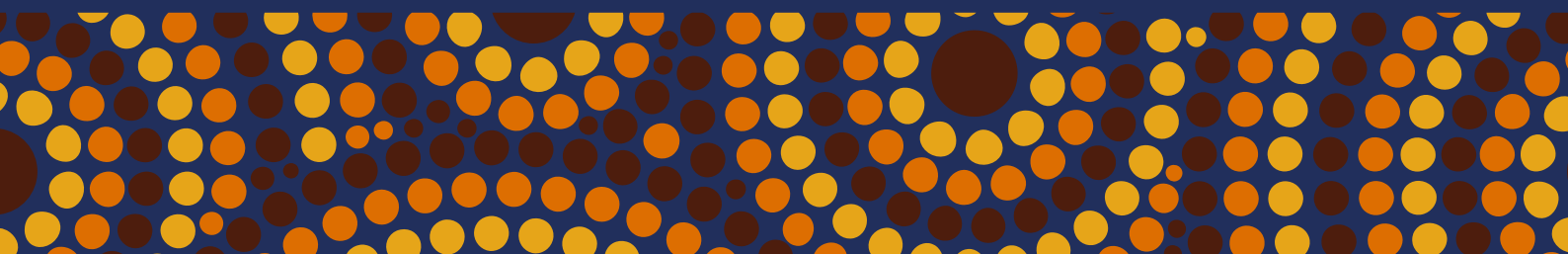
On 12 December 2018 the Midlas Cultural Safety Plan was approved by the Midlas Board of Management. The Cultural Safety Plan is available on the Midlas website and copies are available to the community on request and in alternative formats if required.

The completed Cultural Safety Plan was discussed at Midlas team meetings to ensure that all workers were aware of it and the strategies that need to be achieved.

Review and evaluation mechanisms

The Cultural Safety Plan will be reviewed every three years, or amended earlier if required to reflect the progress of implementation and in-line with any legislative changes.

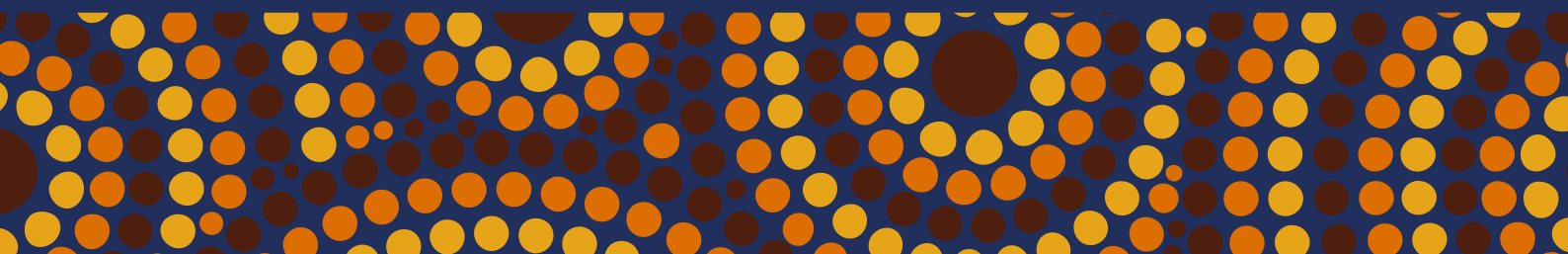
The CEO will incorporate any information from complaints and feedback received from clients, other agencies and any other stakeholders.



Service Standard

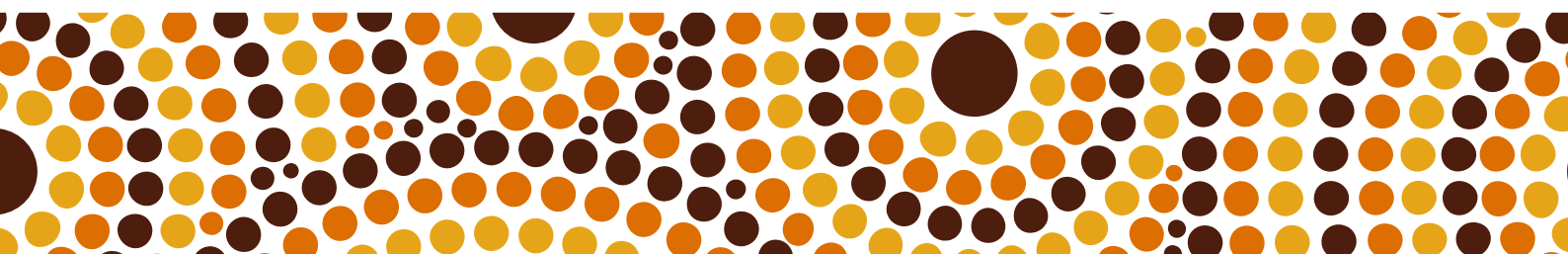
Requirements, Evidence and Comments pertaining to Cultural Safety and Awareness in working with Aboriginal and Torres Strait Islander communities and people

Midlas, which is well connected to local Aboriginal and Torres Strait Islander communities, aims to be culturally safe for clients and workers and respond to the identified needs of Aboriginal and Torres Strait Islander people. Midlas is accessible to Aboriginal and Torres Strait Islander communities and people and provides services in a culturally safe and appropriate manner.

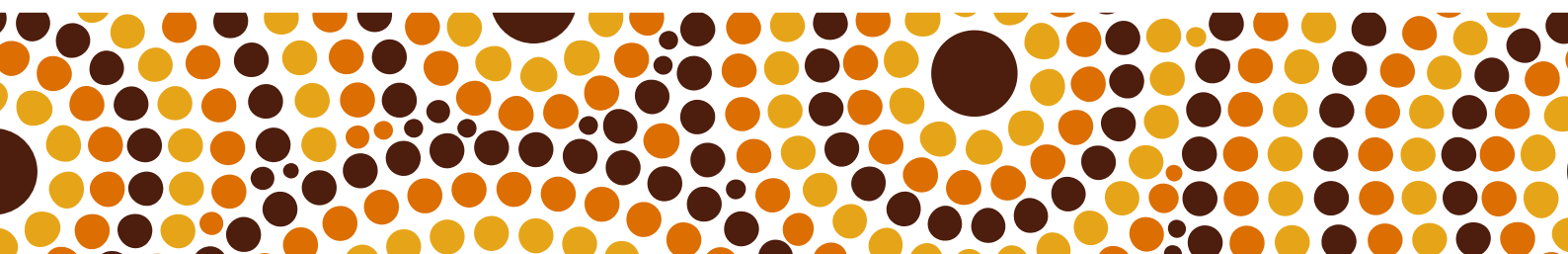


Procedure

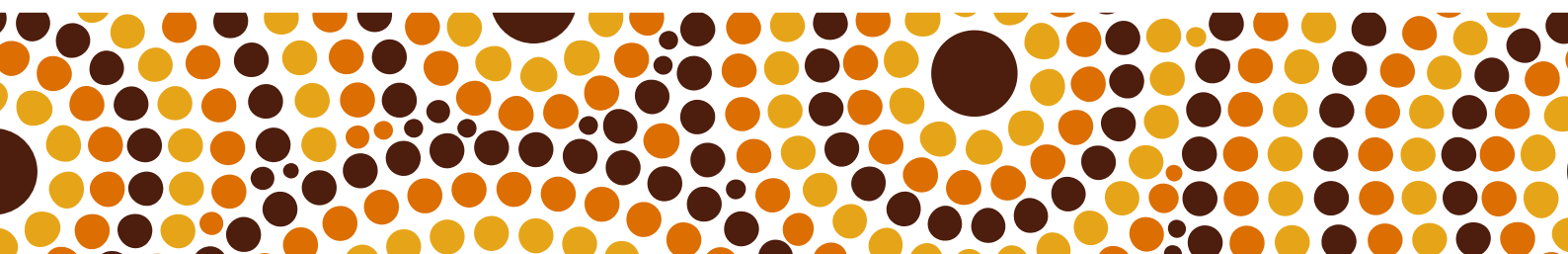
Documented Procedures	Evidence Indicators	Improvement Action	Timeframes & Person Responsible
Midlas has policy and procedures to promote Aboriginal and Torres Strait Islander cultural safety across all of its services and activities.	<ul style="list-style-type: none"> Policy and Procedure Manual 3.2 Accessible Services Policy 3.2.6 Physical and Cultural Accessibility Acknowledgement of Country at every team meeting/community education, present on Midlas materials and signatures. Map of local catchment area in Policy and Procedure Manual. Midlas workers understand the importance of confidentiality when working with Aboriginal and Torres Strait clients/community and to explain confidentiality protocols. Welcome to Country organised for large community events and AGM, when appropriate/possible. Use of Living Culture – Living Land documents for Noongar protocols. 	<ol style="list-style-type: none"> 1. Consideration of the focused/targeted strategies relating to engagement of Aboriginal and Torres Strait Islanders. 2. Recognition and promotion of culturally appropriate days such as Sorry Day, National Aborigines and Islanders Day Observance Committee (NAIDOC) and Reconciliation Week via various formats including newsletter, blogs and events. 3. Develop Statement of Reconciliation. 4. Acknowledgement of Country included at Board meetings. 	<p>Midlas CEO and feedback from clients and workers - annually.</p> <p>All Midlas workers - ongoing.</p> <p>CEO and Midlas workers - September 2019.</p> <p>Board of Management - May 2018.</p>



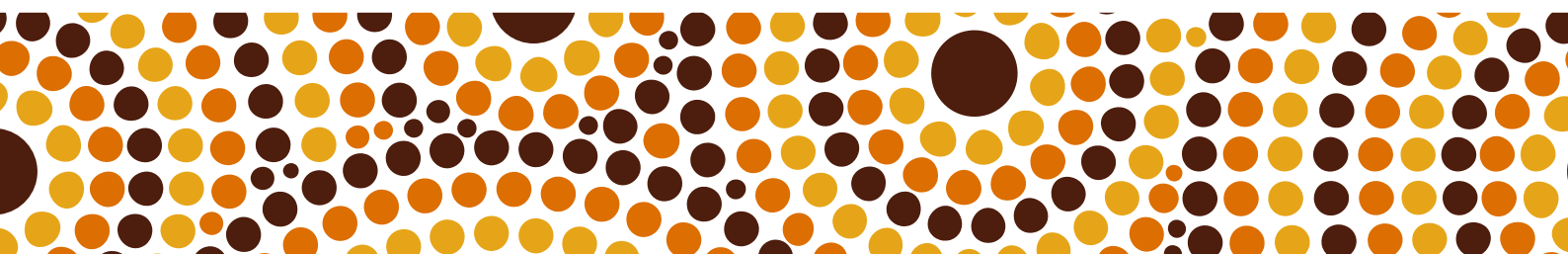
Documented Procedures	Evidence Indicators	Improvement Action	Timeframes & Person Responsible
Processes to identify, understand and monitor existing and emerging legal and social needs of Aboriginal and Torres Strait communities within the catchment area.	<ul style="list-style-type: none"> Monthly team meetings to discuss patterns/trends and emerging legal and social needs. Working partnerships with <u>Kamany</u> Aboriginal service, Indigo Junction, Day Dawn and <u>Djinda</u> (Women's Law Centre). Aboriginal people with disability project. 	<ol style="list-style-type: none"> Establish procedures to identify, understand and monitor existing legal and social needs of Aboriginal and Torres Strait Islander people. Annual project/grant/media targeting Aboriginal and Torres Strait Islander community to be added to Key Performance Indicators. On completion of Cultural Safety Workbook, standing agenda item created for discussion of Aboriginal and Torres Strait Islander issues 	<p>Midlas General Manager and workers - December 2018.</p> <p>General Manager and Midlas workers – August 2018.</p> <p>General Manager and Midlas workers – August 2018.</p>
Midlas is connected to the local Aboriginal and Torres Strait Islander communities, families, <u>people</u> and organisations.	<ul style="list-style-type: none"> Regular referral pathways established between Midlas and <u>Kamany</u>, <u>Djinda</u>, Indigo Junction and Day Dawn. Midlas has formal and informal based relationships with community members and attends relevant meetings where appropriate. Involvement in the Swan Aboriginal Christmas Party. Commitment to yearly involvement in NAIDOC Week. Publish annually 1-2 documents highlighting patterns/trends. 	<ol style="list-style-type: none"> Build new relationships/networks with Aboriginal and Torres Strait Islander focused organisations. Workers to increase their understanding of Aboriginal and Torres Strait Islander issues and organisations through the sharing of information from community education/events and dissemination of information from peak bodies/Aboriginal and Torres Strait Islander organisations (e.g. newsletters). 	<p>All Midlas workers - annually.</p> <p>Midlas workers - February 2018.</p>



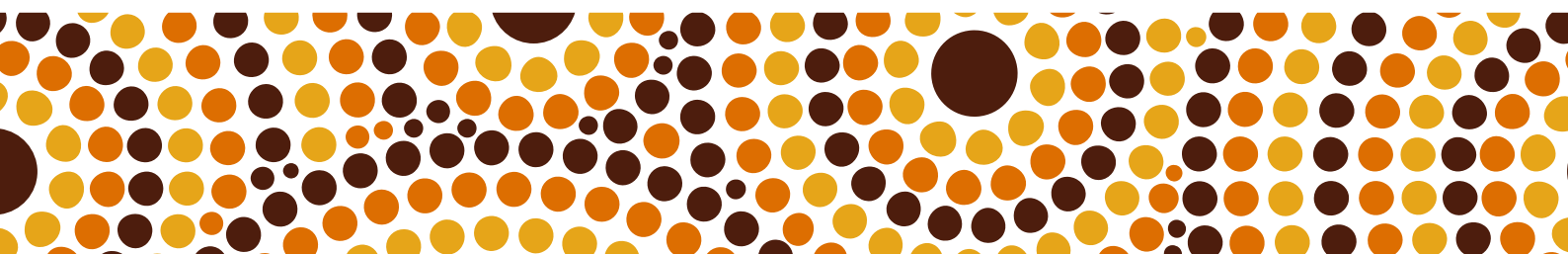
Documented Procedures	Evidence Indicators	Improvement Action	Timeframes & Person Responsible
	<ul style="list-style-type: none"> Walk-in service for tenancy clients and Ellenbrook library Financial Counselling appointments. Referral pathway established between St John of God Midland Hospital (Aboriginal Cultural Advisor) and Midlas. 		
Midlas undertakes formal consultations with Aboriginal and Torres Strait Islander communities, families, people and organisations.	<ul style="list-style-type: none"> Work with Aboriginal and Torres Strait Islander communities, families, people and organisations to update the Cultural Safety Plan as needed and review policies and procedures. Strong partnership developed with Ken Wyatt (Federal Member for Hasluck). Feedback and complaint mechanisms are accessible and open to Aboriginal and Torres Strait Islander clients. Aboriginal people with disability project. 	<ol style="list-style-type: none"> Investigate possible partnerships and Memorandum of Understandings (MoU). Statement of Reconciliation to be developed in consultation with the community Midlas to consult with Aboriginal and Torres Strait Islander communities, families, people and organisations when organising events for significant cultural days. 	<p>All Midlas workers - ongoing.</p> <p>CEO and Midlas workers - September 2019.</p> <p>All Midlas workers - ongoing.</p>
Strategic planning and service delivery informed by client and community needs and consultation.	<ul style="list-style-type: none"> Annual project/grant/media targeting Aboriginal and Torres Strait Islander community/client base. Project within Disability Advocacy service focusing on wider engagement of Aboriginal and Torres Strait Islander clients with disability. 	<ol style="list-style-type: none"> Strategies developed to be presented to the Board of Management. Executive Team to instigate actions over the new Strategic Plan's life. Board of Management to consider Aboriginal and Torres Strait Islander service delivery needs in next strategic planning. 	<p>Executive Team - December 2017.</p> <p>Board of Management - 2018.</p>



Documented Procedures	Evidence Indicators	Improvement Action	Timeframes & Person Responsible
Midlas has developed and implemented strategies for employment and retention for Aboriginal and Torres Strait Islander workers.	<ul style="list-style-type: none"> When opportunities available Midlas to advertise for 'non-identified' positions. Utilising Aboriginal and Torres Strait Islander networks/stakeholders to promote employment opportunities. Recruitment strategies reflect Aboriginal and Torres Strait Islander opportunities to employment/volunteering. Support to participate in NACLC conference. Promotion of Equal Opportunity in recruitment/orientation practices. Disability Access and Inclusion Plan (DAIP) 	<ol style="list-style-type: none"> Wider use of Aboriginal and Torres Strait specific recruitment sites. Apply for funding to accommodate further opportunities. Active recruitment for Board of Management positions using Aboriginal and Torres Strait Islander networks and recruitment sites when possible. 	<p>General Manager and Board of Management - ongoing</p> <p>General Manager and Board of Management - ongoing</p> <p>Midlas Board of Management - ongoing.</p>
The internal areas, building and surrounds are welcoming and culturally sensitive and safe for Aboriginal and Torres Strait Islander workers and clients.	<ul style="list-style-type: none"> Flags and plaque present with acknowledgement. <u>Art work</u> displayed at reception and management's office. Policy and Procedure Manual 3.2.6 Physical and Cultural Accessibility. Midlas to be flexible when booking appointments for Aboriginal and Torres Strait Islander clients who may need more time. Midlas workers to understand there may be reasons such as family responsibility or Sorry Business which can impact on a client attending an appointment. 	<ol style="list-style-type: none"> Wider variety of Aboriginal and Torres Strait Islander information e.g. brochures/posters. Once developed, Statement of Reconciliation displayed in all offices. 	<p>Midlas workers - ongoing.</p> <p>General Manager - October 2019.</p>
		<ol style="list-style-type: none"> Midlas to consult and commission a local Noongar artist to develop a piece of art that will be used for Statement of Reconciliation, website and other relevant Midlas media. 	<p>General Manager – August 2018</p>



Documented Procedures	Evidence Indicators	Improvement Action	Timeframes & Person Responsible
	<ul style="list-style-type: none"> Client Feedback Survey collects information about the work environment and provides opportunity to feedback. Workers to encourage Aboriginal and Torres Strait Islander clients to bring someone to the appointment if they require additional support. Workers are to ensure that they ask the client whether they are comfortable/allowed to discuss matters in front of this person. 		
Annual Cultural awareness/cultural competency training for Board of Management and workers.	<ul style="list-style-type: none"> Progress and completion of Community Legal Centre New South Wales Cultural Safety Workbook. Self-assessment checklist completed by each staff member and Board Director to establish current level of knowledge/understanding and any training needs. Participation in relevant training opportunities as they arise. Understanding of dispossession stories and local history. Different staff member to complete Acknowledgement to Country at each team meeting. Awareness of important days for Aboriginal and 	<ol style="list-style-type: none"> Active promotion of Reconciliation through Midlas media/materials. Invite Elder/relevant Aboriginal and Torres Strait Islander organisation to speak at team meetings. 	<p>All Midlas workers - ongoing.</p> <p>Midlas workers - February 2019.</p>
		<ol style="list-style-type: none"> Education for workers and Board Directors surrounding the Australian Constitution in relation to the recognition of Aboriginal and Torres Strait Islander people. 'Aboriginal and Torres Strait Islander' items on monthly agenda after completion of Cultural Safety Workbook 	<p>Midlas workers - February 2018.</p> <p>Midlas workers - February 2018.</p>



Documented Procedures	Evidence Indicators	Improvement Action	Timeframes & Person Responsible
	Torres Strait Islander clients/community circulated through internal staff calendar and team meeting discussions.	5. Training needs identified for by Board Directors.	Board of Management - December 2018.
Evaluation, monitoring and continual development of cultural safety and responsiveness strategies.	<ul style="list-style-type: none"> • Client Feedback Surveys • Client feedback and complaint procedure. • Display Cultural Safety Plan on website. • Reporting to funding bodies. 		

