

engage

engage Elders listen to the community build relationships with Elders and community genuine partnership trust build trust with parents take time to get to know people, where they are from, what is important to them about their cultural identity show respect work as a team empower community understanding of appropriate language and protocols social inclusion understand values and beliefs don't be afraid to ask commitment start small start the conversation non-Aboriginal people need to drive reconciliation attend community events promote culture keep it real invest time passion culturally appropriate don't give up perseverance support community ownership time genuine inclusion and participation recognise and value strengths of each person celebrate success together invite local Elders to do Welcome to Country for community events

access

ask community what you can do better/more provide programs relevant to the needs of the community promote information in culturally appropriate way don't use big formal language ask community member to design artwork for flyers work with community to address issues provide opportunities for cultural celebrations flexibility don't be afraid to ask do things differently provide transport provide links to other services walk the talk be practical hands on approach diversity of workforce partnerships & collaboration attend local events fun days bbqs cultural activities open days sport events outreach enjoy food together open door policy encourage challenge the system make a change create a welcoming space everybody is different listening don't give up take a person centred approach keep an open mind build trust display bright and positive images and posters

inclusive service

commitment from the top engage management committee ensure Aboriginal representation start a RAP process include RAP as part of strategic plan understanding cultural safety cultural inclusion build roots work as a team take action keep the process alive commitment every day business top end down cultural awareness training acknowledge own limitations and prejudices positive discrimination allocate resources explore issues as a team take time to learn about impacts of history and policy continuity change the system review existing policy and procedure understand the effects of intergenerational trauma on families be consistent patience work with Reconciliation Australia employ Aboriginal worker build trust work in partnership with Aboriginal workers educate yourself do acknowledgement to country before meetings and events