



PEOPLE OF PEONY'S INCLUSION, DIVERSITY AND CULTURALLY SAFE SERVICE DELIVERY POLICY AND PROCEDURE

At **People of Peony**, we respect **who you are** — your culture, beliefs, identity, language, and background.

This guide explains how we make sure your support is safe, respectful, and just right for *you*.

What does Inclusion Mean?

It means:

- You belong here.
- You are treated with kindness and respect.
- Your identity and culture are welcomed and celebrated.

We Care About

- Your **age, gender, and sexual identity**
- Your **religion, beliefs, and culture**
- The **language** you speak
- Your **family responsibilities**
- Your **background**, including if you are Aboriginal or Torres Strait Islander, from a migrant family, or part of the Stolen Generations



What We do To Support You

When we meet you, we ask:

- What's important to you?
- What are your beliefs?
- What do you need to feel safe and respected?

We write this into your **Support Plan**, so your care feels comfortable and right for you.

Examples of What We Might Ask You

- What food do you like (or not eat) because of your culture or beliefs?
- Do you have special ceremonies or religious days?
- Do you have a title or name you like to be called?
- Do you prefer male or female workers?
- Do you have cultural or family needs we should know about?
- Do you want someone from your family or community involved?

We respect your answers and plan support that matches.

Culture and Country

If you are part of a group affected by cultural pain — like **stolen generations** or **forced removal from country** — we want to understand and support you with respect and care.



We Learn From You

- You can teach your support workers about your culture and what makes you feel safe
- You can tell us if something doesn't feel right
- We *listen* and *change* things based on what you say

If There's a Problem

If something happens that upsets you or feels wrong:

- You can tell us in a way that works for you (talking, writing, pictures)
- We will listen to your cultural needs while we sort it out
- We can speak your language or use a translator if you need one

Our Staff are Trained To

- Know the difference between *cultural awareness*, *cultural competence*, and *cultural safety*
- Learn about your culture before they meet you
- Know how to make you feel seen, heard, and respected

What We Do Behind The Scenes

We:

- Keep learning about different cultures
- Talk to Elders and cultural leaders
- Improve our services based on feedback
- Review this policy every year



Your Rights

You have the right to:

- Be yourself
- Feel safe
- Be treated with respect
- Speak your truth
- Be part of decisions about your care

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