

First Nations Diversity Policy

ONCALL

ONCALL/SACARE¹'s vision is to be nationally recognised as the leading integrated community service provider, empowering people to live their best lives. ONCALL is steadfastly focused on quality service that puts the client at the centre, is enabled through technology transformation, and delivered by people who are committed.

Quality and compliance are embedded into our daily actions and behaviours. ONCALL's policies and procedures provide the foundation and framework for our work and actions to ensure we provide best practice service quality and compliance. All staff are required to know and apply ONCALL policies and procedures that apply to their work.

Policy Purpose

This policy aims to:

- formalise the acknowledgement and respect ONCALL pays to the diversity of First Nations Peoples, their wisdom and care of the nation
- embed practices into the organisation that ensure that the culture of First Nations children, young people and adults is respected and understood when planning and delivering access and support
- provide a framework for staff that enables positive relationships with children, young people and adults who identify as being of the First Nations People and to take positive steps towards aligning outcomes more closely with the broader community in the context of disability and welfare support
- support improved outcomes for children, young people and adults who identify as being of the First Nations People
- increase access and quality of services to children, young people and adults who identify as being of the First Nations People

Policy Scope

This Policy applies to all ONCALL staff including Board, Senior Management, and Executive, in all locations.

Policy Statement

ONCALL is committed to providing culturally respectful services to First Nations People, that also reflects social justice and human rights principles within a safe environment. ONCALL aligns with the principles outlined in the NDIA's Aboriginal and Torres Strait Islander Engagement Strategy, National Principles for Child Safe Organisations and the Victorian Child Safe Standards:

- ONCALL will ensure that Country, Culture and Community for First Nations People will be considered in the provision of services to children, young people, and adults with disability
- ONCALL will ensure the same rights to First Nations Peoples and people with disability as to all other Australians. This includes those rights that Australia has assented to as signatory to the United Nations Declaration on the Rights of Indigenous Peoples and the United Nations Convention on the Rights of Persons with Disabilities
- ONCALL will uphold, encourage, and support the right of First Nations Peoples to express their culture and enjoy their cultural rights as directed by the individual

¹ ONCALL is inclusive of the following entities - ONCALL Group Australia; Ablecare Pty Ltd trading as ONCALL; SACARE Pty Ltd. Throughout this document, ONCALL/SACARE will be referred to as ONCALL.

- ONCALL will strive to improve the access of First Nations Peoples to support services through ONCALL
- As part of ONCALL’s client engagement strategy, ONCALL will seek the views of First Nations Peoples in regard to ONCALL policy and practice. ONCALL respects the cultural knowledge that exists in Aboriginal and Torres Strait Islander peoples with lived experience of disability and welfare support (OOHC)

ONCALL acknowledges the traditional owners, custodians, and caretakers of the land on which clients live and where support services are delivered.

ONCALL’s Commitments

ONCALL has a commitment to providing culturally appropriate services for First Nations Persons, within the capacity of the available resources. The context of ‘culturally appropriate’ will be determined in consultation with the person and their family.

ONCALL’s assessment process for service access and other purposes will offer to involve a representative of the person’s community or family.

ONCALL will ensure that First Nations Peoples feel safe within the service delivery environment.

ONCALL acknowledges that decision-making on behalf of First Nations children, young people and adults may be complex, involving chosen representatives within the First Nations community and respecting the unique contribution of Elders of that community.

ONCALL will provide programs and services tailored to meet individual and cultural needs.

Where disability legislation requires that a client has an ‘Independent Third Person’ (ITP) present during certain types of interview process (e.g., Police interview), ONCALL will advocate that the ITP should be an Elder, representative, or other suitable nominated person of that client’s community or other community of their choice.

ONCALL will ensure the Board Senior Management and relevant staff have current and appropriate training, resources and understanding of respectful practice in relation to working alongside First Nations Peoples.

ONCALL will provide opportunities for children, young people and adults who identify as being of the First Nations People to be included as representatives in the Client Engagement Committee.

Breaches of this Policy

The breach of this policy by a team member, director or officer of the company may lead to disciplinary action being taken in accordance with the company’s disciplinary procedure. Serious breaches may be regarded as gross misconduct.

All team members, directors and officers of the company will be expected to cooperate fully in any investigation into suspected breaches of this policy or any related processes or procedures. If an issue is identified with a supplier, we will work with them to prepare a corrective action plan and resolve all violations within an agreed upon time period. We reserve the right to terminate our relationship with individuals and organisations in our supply chain if they breach this policy.

Definitions

<p>FIRST NATIONS PEOPLE/S</p>	<p>A broad term referring to a diverse population of people who identify as such including any person who identifies as being of Aboriginal or Torres Strait Islander descent and is accepted as such by the community in which they live (Australian Government Style guide – summarised information)</p>
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Related Documents

Policy, Procedure, Manual

Client Rights And Responsibilities Policy
Diversity Policy
Participation, Empowerment and Advocacy Policy
Service Access Policy
Working with Families Policy
Workplace Bullying and Harassment Policy

Legislation

Disability Discrimination Act 1992
National Disability Insurance Scheme Act 2013
Racial Discrimination Act 1975

Other

Australian Government Style guide for Aboriginal and Torres Strait Islander peoples
First Nations Peoples Acknowledgement of Country as endorsed by a First Nations Elder.
Keeping Our Kids Safe: Cultural Safety and the National Principles for Child Safe Organisations
NDIS Aboriginal and Torres Strait Islander Engagement Strategy
Victorian Child Safe Standards

Document Control

Approval and Review

DOCUMENT OWNER	Audit, Compliance and Risk Management Committee (ACRM))		
APPROVAL DATE	October 2023	REVIEW DATE	October 2025

Access and Feedback

This policy will be made available to all staff on the ONCALL intranet and ONCALL database (Periscope), and to directors in the ONCALL Board orientation.

Users should provide comments and feedback on the accuracy, currency, and useability of the policy document to AskQuality@oncall.com.au.