YOORANA
Women's Domestic Violence & Resource Service Inc

# Yoorana Cultural and Diversity Safety Statement

Yoorana is committed to providing safe, inclusive, and culturally respectful services for all clients, children, young people, families, and communities we support. We recognise that cultural identity, lived experience, and diversity are core aspects of people's dignity, wellbeing, and rights.

**Our commitment is guided by:**

- *The Human Services Quality Framework (HSQF)*
- *The Child Safe Organisations Act 2024 (QLD)*
- *ACNC Governance Standards*
- *The Human Rights Act 2019 (QLD)*
- *Australian anti-discrimination legislation*
- *The Universal Declaration of Human Rights (UDHR)*

## In line with the Queensland Child Safe Standards, we commit to:

Implementing the Universal Principle to promote and uphold the right to cultural safety of Aboriginal and Torres Strait Islander children:

- We are a non-Aboriginal crisis accommodation service for women and children escaping domestic and family violence.
- We welcome the responsibility we now have to implement the Universal Principle on cultural safety for Aboriginal and Torres Strait Islander children and families.
- We commit to reflecting on where Yoorana is regarding cultural safety for Aboriginal and Torres Strait Islander children and families. We will do this by:
    - Commencing a self-assessment process for implementing the Universal Principle and Child Safe Standards in Queensland within the 26-27 financial year.
    - Following our self-assessment process, we will engage local Aboriginal and Torres Strait Islander communities to assist us in reviewing our processes, and collaborate to develop a plan to strengthen our cultural safety.
    - Collaborate with Aboriginal and Torres Strait Islander children and families who we work with for their views on cultural safety in our organisation.
    - Collaborate with our staff to strengthen their capability to create culturally safe practice and environment.
    - Include the actions to implement the outcomes of the self-assessment process in our Strategic Plan 2026 – 2028.

## Respect for Cultural Identity and Diversity

We recognise the cultural identity, heritage, beliefs, and traditions of all clients, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, LGBTIQ+ clients, people with disability, and children and young people. All clients have the right to participate in services free from discrimination, harassment, or coercion. Staff are trained to respond respectfully and appropriately to diversity and cultural needs, using interpreters or advocacy support where required.

## Child and Youth Cultural Safety

Children and young people are supported to express their cultural, linguistic, and religious identity safely. Our child-safe practices include ensuring children are not discriminated against and are treated with dignity, respect, and understanding of their cultural needs. Children are supported to participate in services in ways that reflect their preferences, beliefs, and cultural identity, including through child-friendly communication and consultation.

## Inclusive and Accessible Services

Yoorana services are designed to be accessible to all, including clients from culturally and linguistically diverse backgrounds, clients with disability, clients experiencing DFV, and other marginalised groups. Alternative formats, translated materials, and inclusive communication methods are developed and provided to enable full participation. Clients can raise concerns or provide feedback about cultural safety, diversity, or inclusion, which will be treated seriously, confidentially, and without reprisal.

## Human Rights and Anti-Discrimination

All clients, staff, volunteers, and stakeholders have the right to:

- Equality, dignity, and freedom from discrimination
- Participation in decisions affecting their life and services
- Freedom of thought, conscience, religion, and cultural expression

Yoorana will actively identify and respond to discriminatory practices within services or programs.

## Staff/Volunteer Responsibilities and Training

All staff and volunteers are required to:

- Respect and uphold the cultural rights and diversity of clients and colleagues
- Apply trauma-informed, child-safe, and inclusive practices
- Engage in regular training in cultural competence, diversity, equity, and inclusion
- Recognise and respond appropriately to cultural and diversity-related complaints or concerns

## Continuous Improvement

Yoorana actively monitors and reviews:

- Policies, practices, and procedures to ensure cultural safety and diversity inclusion
- Client and stakeholder feedback to identify gaps or areas for improvement
- Trends in service delivery to ensure equitable outcomes for all communities

## Community and Client Engagement

We involve clients, families, communities, and stakeholders in the design, delivery, and evaluation of services. Our services reflect the needs, expectations, and cultural preferences of the communities we support. Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse groups, and other marginalised populations are consulted in culturally safe and appropriate ways.

## Commitment to Universal Human Rights Principles

Yoorana aligns its services with the Universal Declaration of Human Rights, promoting:

- Equality and non-discrimination (UDHR Articles 1–2)
- Freedom of thought, conscience, religion, and cultural expression (Articles 18–19)
- Participation in decisions affecting life and community (Articles 21)
- Protection of vulnerable individuals, including children, DFV clients, and culturally diverse communities