



## **Providing inclusive, accessible and culturally responsive services means:**

### **Inclusive and Accessible Communication**

- Provide an interpreter
- Communicate in inclusive and accessible formats- in plain English, easy read in a community language or using interpreters or communication aids/equipment
- Include cultural considerations specially cultural taboos in service delivery

### **Person-Centred Approach within a Cultural Context**

- Genuinely get to know the person with disability, their identities including their culture, needs and preferences
- Treat them with respect and empathy
- Provide person-centred care within a cultural context which can include considering the importance of family involvement or support networks in decision-making
- Learn more about the local community and cultures



### **Workforce and Organisational Planning**

- Review your workforce if they are meeting the needs of people with disability
- Get involved in cultural events and activities in the community
- Plan for recruiting and retaining bilingual and bicultural staff and volunteers

### **Accreditation**

- Go through an accreditation process and get recognised to ensure that people with disability, regardless of their backgrounds, are getting an outstanding quality of service

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*Co-designed with service providers and MDAA consumers in 2022 under the Working Together Project*