



TIP SHEET FOR SERVICE PROVIDERS

Providing inclusive, accessible, and culturally responsive services (to better support people with disability from diverse backgrounds)

INCLUSIVE AND ACCESSIBLE COMMUNICATION

- Provide an interpreter, including allocating an adequate budget for interpreting services, or registration with the national Translating and Interpreting Service (TIS)
<https://tisonline.tisnational.gov.au/RegisterAgency>
 - o TIS is free to use for NDIS registered services
- Communicate in inclusive and accessible formats, including in an easy-to-read format, plain English, or in a preferred language or using communication aids or equipment
https://centreforinclusivedesign.org.au/wp-content/uploads/2020/04/Easy-English-vs-Plain-English_accessible.pdf
- Incorporate cultural and religious considerations in service delivery, for example, when booking appointments and organising events

PERSON CENTRED APPROACH WITHIN A CULTURAL CONTEXT

- Get to know the person you are providing a service for and how they identify, and their religious beliefs, culture, needs, concerns and preferences
- Be respectful and empathetic in your service delivery – practice active listening and providing ethical and a high standard of service
- Provide person centred care by taking an individualised approach to the service provided or with support from families and other support networks
- Actively learn about your local community and cultures to help better understand how to tailor your services – check out the community profile on any council website, or the Australian census data (<https://www.abs.gov.au/census>)



WORKFORCE AND ORGANISATIONAL PLANNING

- Plan and review workforce needs around people with disability and their diverse needs
- Be an inclusive employer, hiring staff from diverse backgrounds, people with disability, people with lived and professional experiences who can understand the needs of those using your service
- Be involved in cultural events and activities such as NAIDOC Week and Harmony Day
- Plan for recruiting and retaining bilingual staff and volunteers – have their skills externally assessed and develop an incentive program for workers using their second language
- Provide information on advocacy organisations at intake to ensure that participants feel safe in your service, and know that they can receive assistance with advocacy matters such as complaints
- Improve NDIS-related policies particularly around exercising their right to quality services
- Inform participants at the intake stage of their rights and responsibilities such as to exit the services and move to another provider; prompt release and transfer of NDIS funds) if dissatisfied– make these policies clear to the participant
- Have a clear complaints and feedback process that is easy to understand



ACCREDITATION

- Go through an accreditation process and become recognised – people with disability, their support persons, and the wider community expect an outstanding service
- Provide information on other services including advocacy services to help the consumer exercise their right such as right to choose services and right to provide feedback and complaint <https://www.afdo.org.au/resource-disability-advocacy-organisations/>

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