

NATSIFACP Regulation Support Hub

Online workshop: Cultural safety and trauma
informed person-centred care policy
framework for NATSIFACP service providers

11 December 2025



Acknowledgement of Country



We acknowledge Aboriginal and/or Torres Strait Islander Peoples as the Traditional Custodians of our land and its waters. Ninti One and CDCS wish to pay respects to Elders, past and present, and to the youth, for the future. We extend this to all Aboriginal and/or Torres Strait Islander people joining us today.

The terms 'Aboriginal and/or Torres Strait Islander', 'Aboriginal', 'Indigenous' and 'First Nations' may be used interchangeably. Through the use of these terminologies, we seek to acknowledge and honour diversity, shared knowledge and experiences as well as the right of stakeholders to define their own identities.

Purpose

Embed cultural safety, trauma-informed care and person-centred care

Align with Aged Care Act 2024 and Strengthened Aged Care Quality Standards

Ensure Elders are safe, respected, empowered and culturally connected

Scope applies to

Staff, volunteers,
contractors, visiting
specialists

Service locations,
outreach programs,
in-community care

Interactions with
Elders, families,
carers, communities,
cultural authorities

Policy statement

Culturally Safe: Elder-led, respectful, free from racism, grounded in First Nations knowledge

Trauma-Informed: Recognising impacts of colonisation, discrimination, dispossession, violence, intergenerational trauma

Person-Centred: Prioritising Elder's rights, choices, dignity, culture, identity, goals, and wellbeing

Principles

Cultural Safety: Elder-defined, cultural protocols, humility, family/community partnerships

Trauma-Informed: Safety, trust, choice, collaboration, recognising trauma responses

Person-Centred: Elder control, respect for identity, independence, individualised care

Governance and accountability



Board Responsibilities: Endorse policy, ensure cultural governance, monitor improvement



Executive Responsibilities: Lead strategies, ensure workforce capability, report outcomes

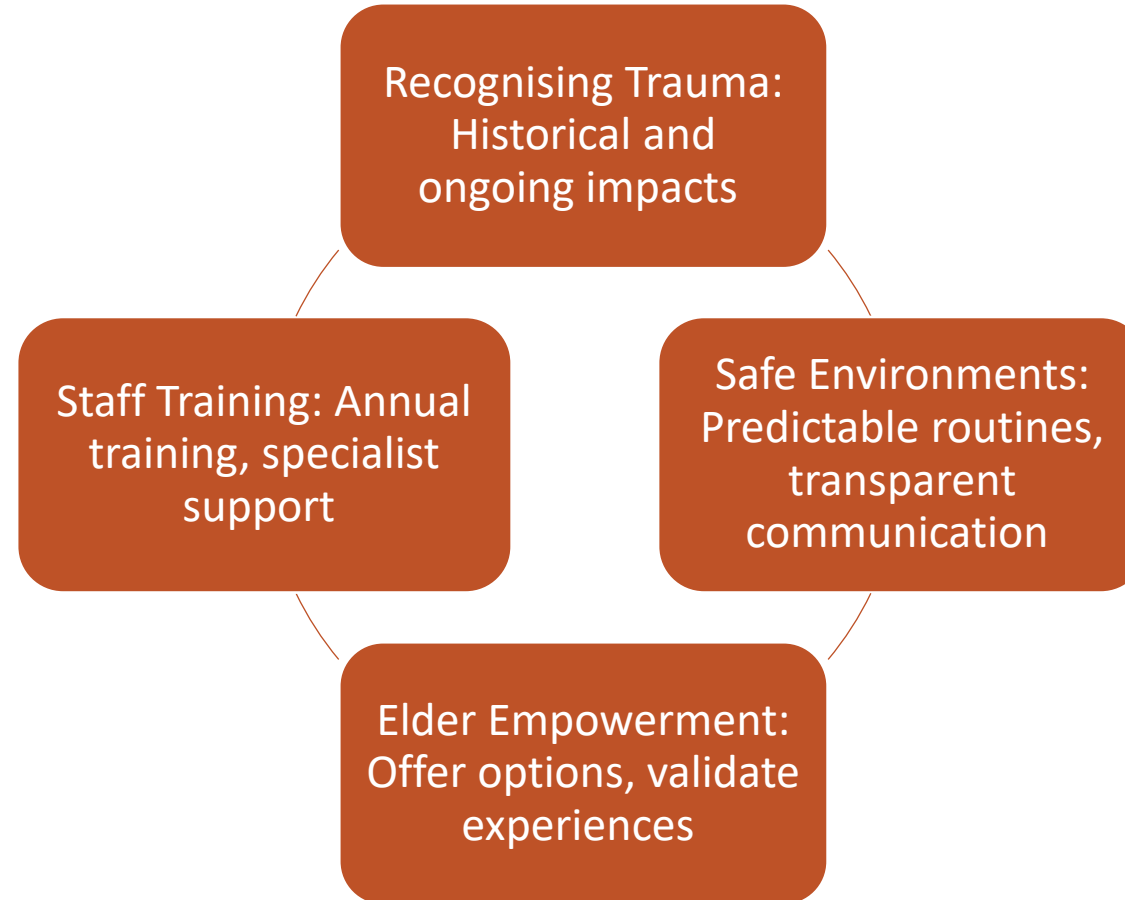


Staff Responsibilities: Deliver culturally safe services, seek guidance, complete training

Cultural safety requirements



Trauma informed care requirements



Person centred care requirements

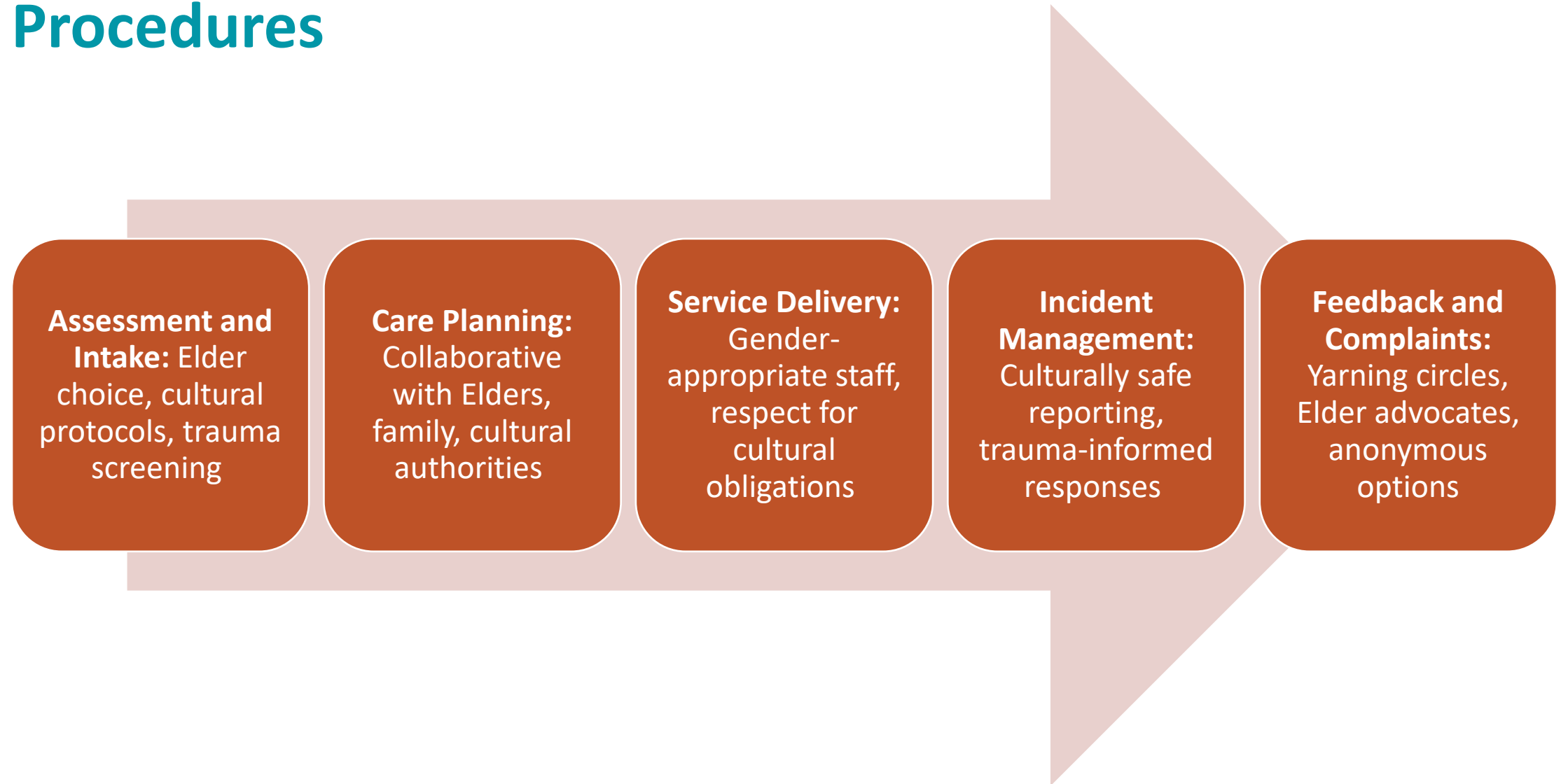
Elder-Led Decisions:
Respect autonomy and self-determination

Individualised Care Plans: Address cultural, social, emotional, spiritual, clinical needs

Rights and Dignity:
Uphold rights, ensure consent, privacy, choice

Communication: Clear language, interpreter support

Procedures



Workforce capability framework



Mandatory Training: Cultural safety, trauma-informed practice, person-centred care, Elder rights, communication



Support Structures: Cultural mentorship, reflective practice, supervision

Continuous quality improvement (CQI)

