

Easy Read: Bravehearts' Promise to Keep Culture Safe

What Bravehearts Believes

Bravehearts wants everyone, children, young people, families, staff, volunteers, and partners, to feel safe, respected, and included.

We know that culture is important for people's identity, wellbeing, and healing.

We understand that racism hurts, and we must work to stop it.

We believe that cultural safety means people feel safe in their culture, and only they can say if they feel safe.

Respect for First Nations People

We respect the Traditional Custodians of the land and water where we work.

We honour Elders past and present, and all Aboriginal and Torres Strait Islander peoples.

We know that sovereignty was never given up.

We want to work together for fairness, justice, and strong partnerships.

What We Will Do

Make our services and workplaces welcoming for everyone.

Listen to people and act on what they tell us.

Speak up against racism and unfair treatment.

Keep learning and improving how we support cultural safety.

How We Do This

In Our Services

Respect each person's culture, choices, and dignity.

Make services that are trauma-aware, free from racism, and culturally responsive.

Offer flexible options to meet cultural needs.

Make sure our spaces are welcoming and show cultural diversity.

In Communication

Use clear and respectful two-way communication.

Use interpreters and cultural helpers when needed.

Create resources that suit different cultures.

Avoid stereotypes and support people's right to live in culture.

In Partnerships

Let people make choices about their supports and workers.

Work together with communities to create safe solutions.

Respect traditional healing and cultural knowledge.

Build strong relationships with community leaders.

In Our Team

Teach our staff about cultural safety.

Hire people who reflect the communities we work with.

Give staff training and support to grow their cultural skills.

Have clear rules and policies to guide safe practice.

In Accountability

Share updates on how we are doing with cultural safety.

Ask for feedback from people and communities.

Set goals and ways to measure progress.

Review our work often and include community voices.

Handle complaints about cultural safety quickly and fairly.

Our Journey

We know this is a long journey that takes time, effort, and teamwork.

We promise to stay humble, keep learning, and listen to the people we serve.