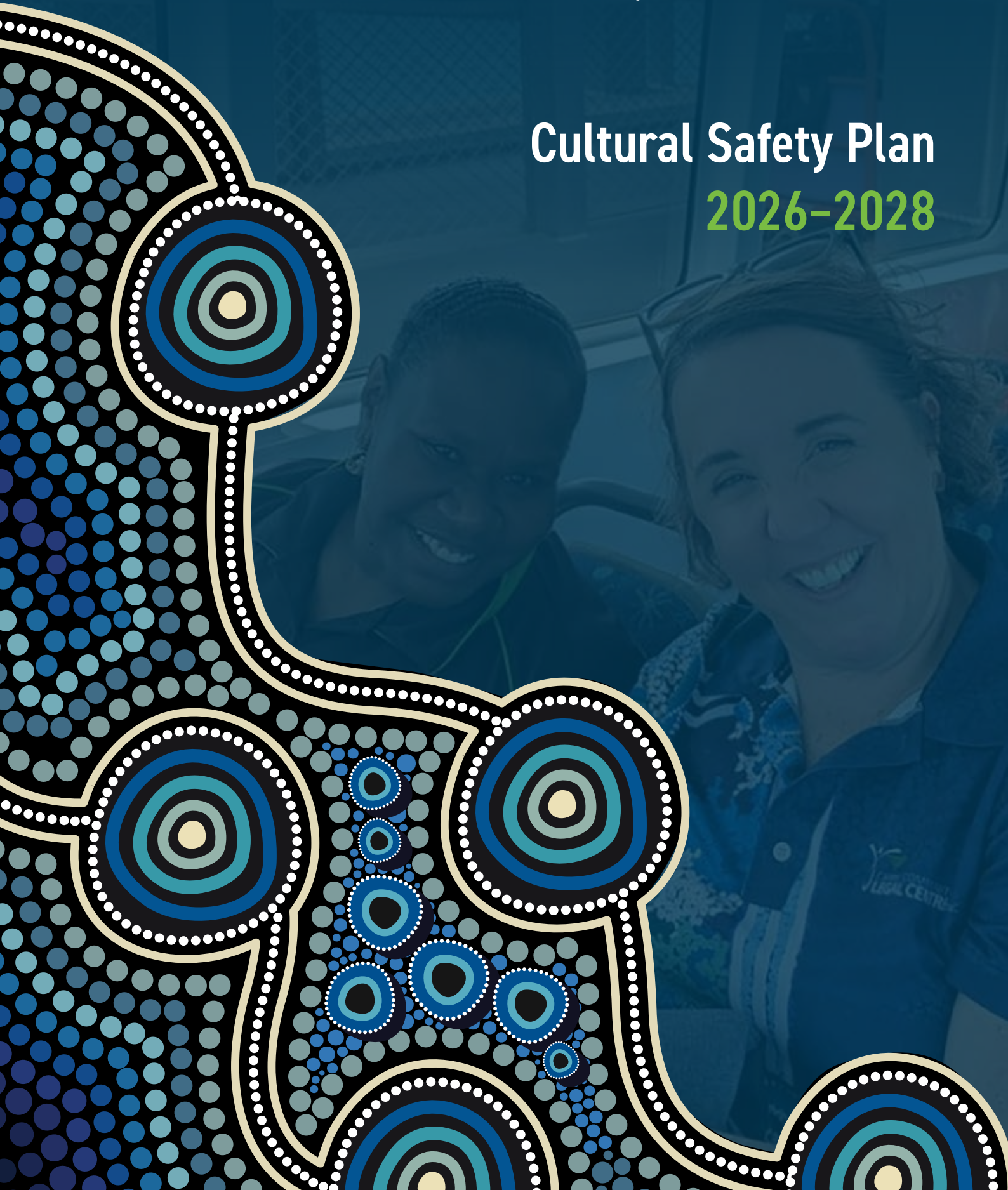


Cultural Safety Plan

2026-2028





FRONT COVER:
Thursday Island Outreach

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Acknowledgement of the Traditional Owners

Cairns Community Legal Centre acknowledges the Gimuy-Walubara Yidinji and Yirrganydji people, the traditional owners of the lands on which its Centre operates, paying respect to their Elders past, present and emerging.

We also pay respect to the cultural authority of all First Nations Peoples from all areas of Australia who reside in our region.

Cairns Community Legal Centre acknowledges the colonisation of Country and the continuing impact on all First Nations People.

We would like to acknowledge our staff and Community Members who contributed to the development of this Cultural Safety Plan.

Acknowledgement of Diverse Backgrounds

Cairns Community Legal Centre is committed to ensuring the needs of all clients, staff and volunteers are identified and met in an appropriate and respectful manner.

Cairns Community Legal Centre will ensure it provides a culturally safe environment that recognises, responds to, and supports the diverse needs of its clients and workforce.

Cairns Community Legal Centre recognises that many LGBTQIA+ people experience stigma, discrimination and violence because of their identity.

We work in partnerships to learn and grow so that we can support and respond appropriately to the needs of our LGBTQIA+ colleagues and clients.

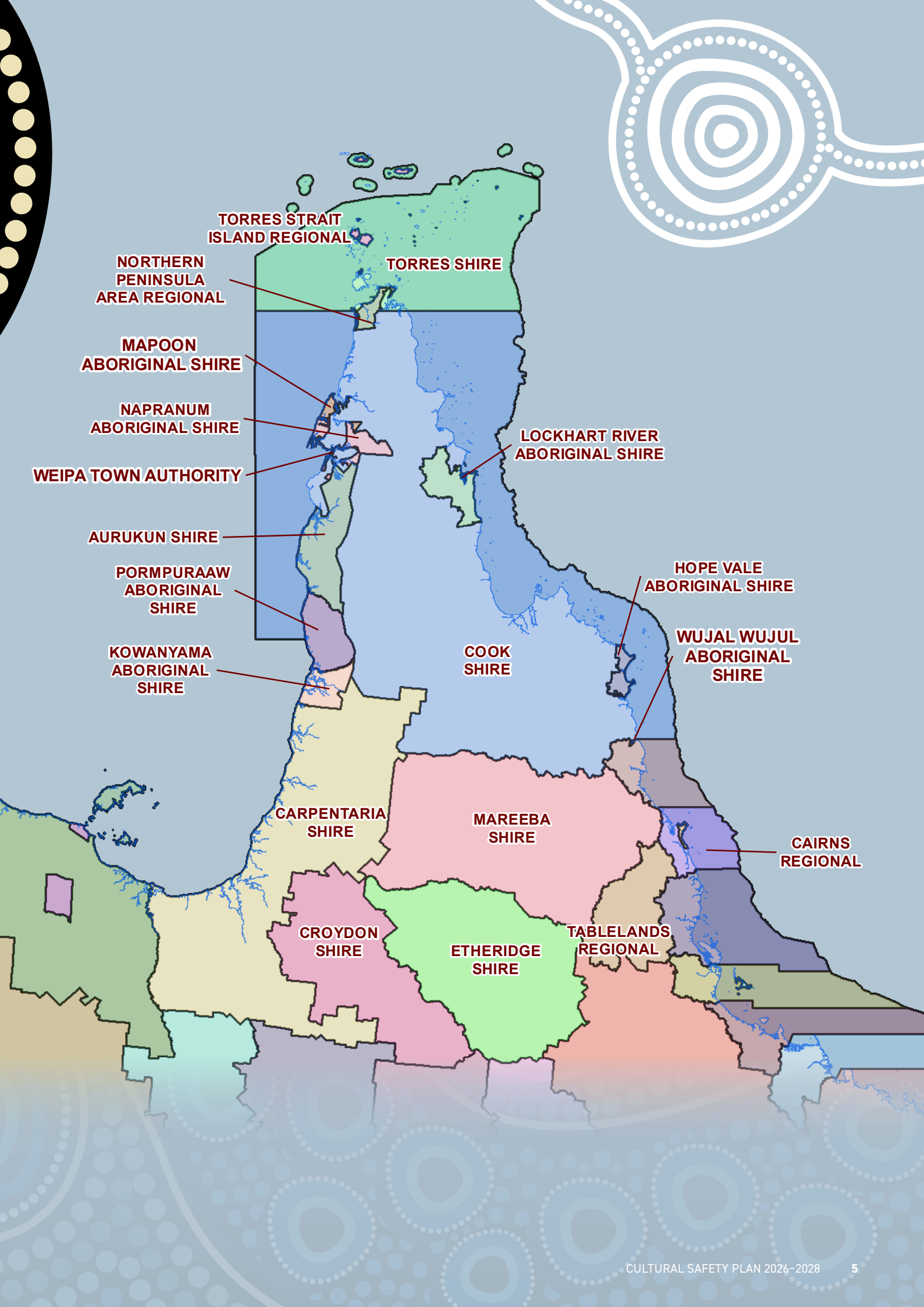
Recognition Statement

Cairns Community Legal Centre is committed to achieving equality in Legal Services between Aboriginal and/or Torres Strait Islander Peoples and non-Indigenous Australians.

Throughout this document the term First Nations People is used to refer to all Aboriginal and Torres Strait Islander People.



Arriving at Thursday Island



**TORRES STRAIT
ISLAND REGIONAL**

TORRES SHIRE

**NORTHERN
PENINSULA
AREA REGIONAL**

**MAPOON
ABORIGINAL SHIRE**

**NAPRANUM
ABORIGINAL SHIRE**

WEIPA TOWN AUTHORITY

AURUKUN SHIRE

**PORMPURAAW
ABORIGINAL
SHIRE**

**KOWANYAMA
ABORIGINAL
SHIRE**

**LOCKHART RIVER
ABORIGINAL SHIRE**

COOK SHIRE

**HOPE VALE
ABORIGINAL SHIRE**

**WUJAL WUJUL
ABORIGINAL
SHIRE**

**CARPENTARIA
SHIRE**

**MAREEBA
SHIRE**

**CAIRNS
REGIONAL**

**CROYDON
SHIRE**

**ETHERIDGE
SHIRE**

**TABLELANDS
REGIONAL**

CEO and President Statement

On behalf of Cairns Community Legal Centre we are proud to launch our first Cultural Safety Plan, which demonstrates our commitment to our clients, staff and community.

As a Community Legal Centre we have a responsibility to provide a safe, welcoming and supportive environment for all those that use our Centre. Past and current laws continue to harm First Nations people today as racism and segregation continues to be prevalent in aspects of our society and justice systems.

Cairns Community Legal Centre is committed to removing these harmful structures and creating an environment where First Nations cultures are recognised, consulted and embedded into our model of service and work.



Elizabeth Behrend
CEO



Amanda Lee-Ross
PRESIDENT



Papua New Guinea Delegates Visit to
Cairns Community Legal Centre

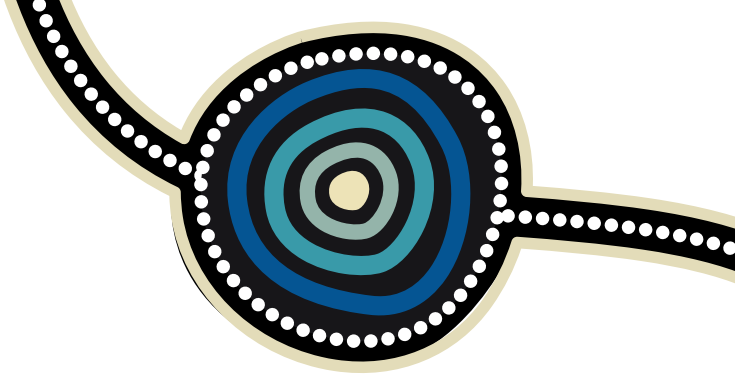


Acknowledgement of Contribution

For their contributions and support in the development of this plan, Cairns Community Legal Centre would like to thank:

- Department of Aboriginal and Torres Strait Islander Partnerships Torres Regional Office; and
- Department of Aboriginal and Torres Strait Island Partnerships Weipa

Board, CEO and Senior Management Team



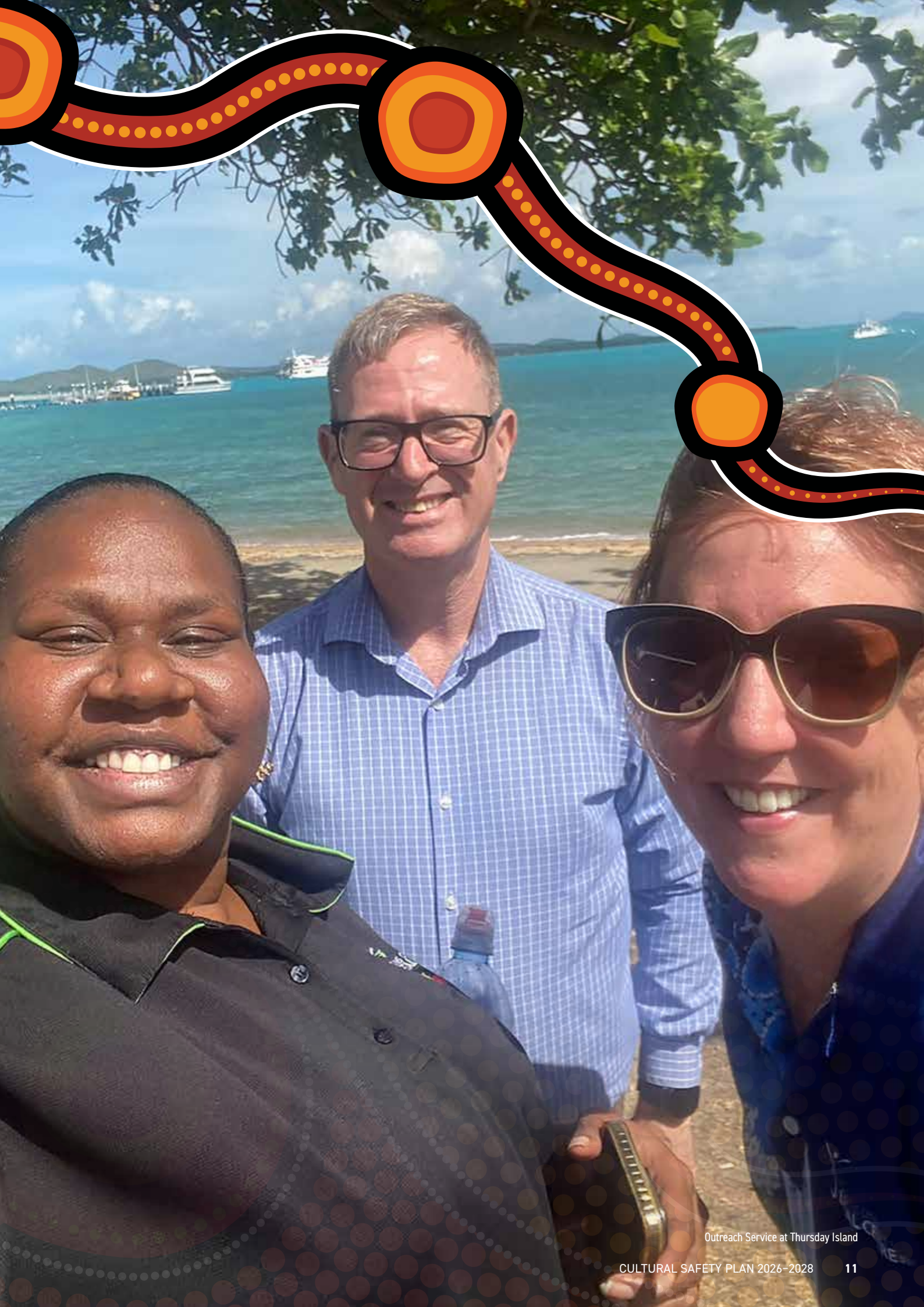
OBJECTIVES	Expected deliverable or impact	First Nation engagement or self-determination	Lead responsible	Senior Accountable	Timeline
Explore new staff and leadership structures	Explore the option for identified roles throughout the organisation	First Nations staff are involved in determining the role or type of structure moving forward that best supports the First Nations workforce	CEO/SMT	Board	2026-2028
Organisations foundational documents (vision, mission, values, strategic plan) include statements of commitment to First Nations self-determination, culturally competent practice and cultural safety	First Nations Staff, Clients and Stakeholders are recognised throughout foundation documents	First Nations Staff clients and stakeholders are involved and consulted on foundational documents	CEO/SMT	Board	2026-2028
Ensure governance support and compliance with industry standards for First Nations people	Cairns Community Legal Centre ensures compliance with the National Accreditation Scheme and Human Right Legislation	Reports are provided to Board on Cultural Safety Plan deliverables	CEO/SMT	Board	2026-2028
Implement First Nations Workforce Plan	Continue to increase and strengthen our First Nations workforce by focusing on impactful attraction, recruitment, development and retention strategies. Increase First Nation staff by 2027	The Client Support Officer is an identified position. Annual reports will be provided to the Board on the progress of First Nations employment	CEO/SMT	Board	May 2026
Launch the new CCLC Cultural Safety Plan 2026-2028	Share the CCLC Cultural Safety Plan with stakeholders and community groups	The CCLC Cultural Safety Plan is endorsed by the consultative group	CEO	Board	May 2026



First Nations Elders Health and Wellbeing Conference

First Nations Employment

OBJECTIVES	Expected Deliverable	First Nation engagement or self-determination	Lead Responsibility	Executive accountable	timeframe
Ensure all First Nations staff are offered Cultural Supervision	Staff have a clear understanding of cultural supervision and how it can be accessed	Staff have the opportunity to source an appropriate supervisor of their choice	Line Managers	CEO	2026-2028
Provide Professional development opportunities, sponsorship and mentoring including attendance at Wunya	First Nations Staff can access opportunities for professional development and mentoring and are welcomed and supported in the CCLC workplace	All First Nations Staff are given opportunities to attend CLCQ First Nations Network and attendance at First Nations State Conference Wunya	Line Managers	CEO	2026-2028
Increase First Nations employment across the Centre and its programs	CCLC where possible will identify First Nations positions. All advertising for vacant positions will ensure statements that First Nations people are encouraged to apply	First Nations people are encouraged to access employment opportunities and mentoring and are welcomed and supported in the CCLC workplace	Line Managers	CEO	2026-2028



Engagement and Partnership

Objectives	Expected Deliverable	First Nation Engagement or Self-Determination	Lead Responsibility	Executive Accountable	Timeframe
Seek support from First Nations Community representatives in the CCLC service delivery area	First Nations Community representatives in the service delivery areas will have a voice at CCLC and continue to guide and advise CCLC on how to embed self-determination at CCLC	Develop a definition of self-determination at CCLC	CEO	Board	2026-2028
Meet quarterly with First Nations stakeholders to deepen partnerships and progress, collaborate on initiatives to support CCLC where possible to develop MOU's	CCLC communicates regularly with First Nations Stakeholders to support and develop partnerships in the service delivery area	Development of MOU's is overseen by the CEO	Line Managers	CEO	2026-2028
Encourage and support staff to attend and participate in First Nation events including Reconciliation Week and NAIDOC as a Centre Representative	CCLC demonstrates its support and celebration of the First Nations Community during Cultural Events	Events are coordinated by ACCO's and other local stakeholders	Line managers	CEO	2026-2028
Consider planning travel to Communities around events in local communities	CCLC demonstrates its support and celebration of the First Nations Community during Cultural Events	Events are coordinated by local Communities and First Nations Stakeholders	Staff	Line Managers	2026-2028
Support First Nations staff to attend significant cultural events in communities	CCLC demonstrates its support and celebration of the First Nations Staff to attend Community and Cultural Events	First Nations Staff to identify attendance at events	Line Managers	CEO	2026-2028
Consult with local First Nations stakeholders for specific advice for significant events including the provision of a Welcome to Country and Smoking Ceremony	CCLC will continue to identify opportunities to name programs in partnership with local communities	All requests for consultation will be made through local Elder groups	CEO	Board	2026-2028
Consult with local First Nations stakeholders for specific advice including language use in service delivery	CCLC will continue to consult community groups to enhance service delivery to First Nations Communities	First Nations communities to provide guidance on appropriate use of language in service delivery	Staff	Line Managers	2026-2028



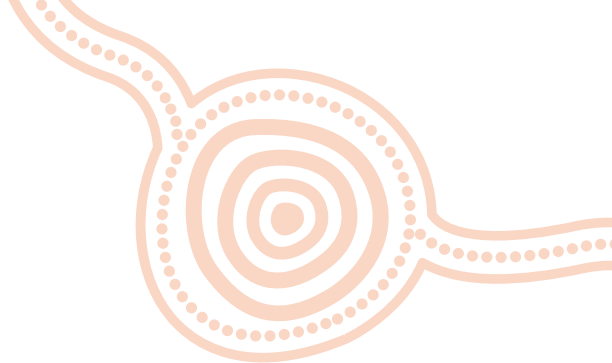
Identifying legal needs of First Nations Populations and Service Users with plans to address these

OBJECTIVES	Expected deliverable or impact	First Nation Engagement or self-determination	Lead Responsible	Executive Accountable	Timeframe
Support CCLC understanding of demographic profile of the First Nations community in Cairns, The Cape and Torres Strait, through an annual review of available statistical data and development of a report for all staff	CCLC has a sound understanding of the demographics of the First Nation community within the service delivery area and address trends in how the communities are accessing CCLC services	The key consultative group will endorse the demographic and service access profile and advise on the provision of further information regarding key areas of interest to the Communities	CEO	CEO	2026-2028
Continue to support and respond to client feedback by reviewing all compliments, complaints and client surveys	CCLC is aware of the overall performance from the client perspective through compliments and complaints	All compliments and complaints are reviewed by the internal consultative group	CEO	CEO	2026-2028



Outreach Service at Hope Vale Aged Care

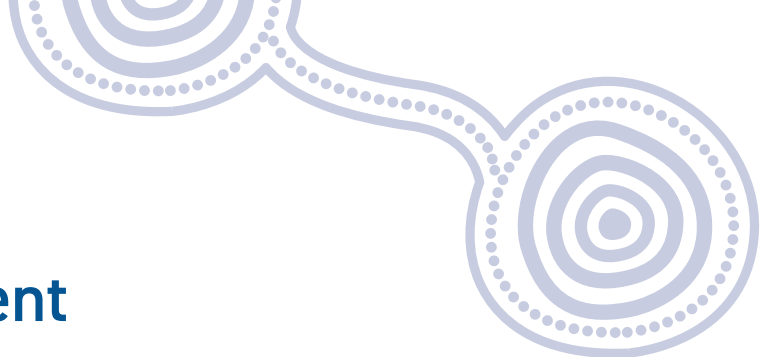
Cultural Safety Training



OBJECTIVES	Expected Deliverable or Impact	First Nation engagement or self-determination	Lead Responsible	Executive accountable	Timeframe
Cultural training as part of staff induction upon start at CCLC	CCLC's Cultural Safety Plan to be included in key documents as part of induction of new staff	The internal consultative group will ensure changes and reviews are upheld to ensure the Cultural Safety Plan remains current	Line Managers	CEO	2026-2028
Engage First Nations cultural safety training partners annually	Learning and teaching provide education and support to CCLC workforce and Board	First Nations staff are consulted for training partners	CEO	CEO	2026-2028
Undertake an annual review of CCLC's cultural safety plan	CCLC is aware of its progress in improving Cultural Safety and can identify key areas for ongoing action	The review will be overseen by the working group that will be formed with First Nations Staff and internal consultative group	CEO	CEO	July 2027
Including cultural safety questions as part of CCLC annual staff survey to determine confidence and ability staff have to work with First Nations clients	CCLC will develop additional questions in it annual staff survey to ensure cultural competency for all staff	First Nations Staff and the internal consultative group will ensure survey questions reflect the needs of First Nation Clients when accessing CCLC	Staff	CEO	2026-2028



Creating a Safe and Welcoming Environment



OBJECTIVES	Expected Deliverable or Impact	First Nation engagement or self-determination	Lead responsible	Executive Accountable	Timeframe
Support CCLC staff to provide an Acknowledgement to Country at all staff and board meetings, community education sessions, and public engagements. Display an Acknowledgement to Country posters at reception areas	Cultural recognition is part of an all team, leadership and Board meetings at CCLC and Acknowledgement of the Traditional Owners is provided at all sites	The requirement for the Acknowledgement to Country and visual display of an Acknowledgement of the Traditional Owners is part of the First Nations Welcoming Guidelines	CEO	CEO and Board	2026-2028
Supply and distribute the Aboriginal and Torres Strait Islander pins to staff at CCLC	The First Nations flags demonstrate cultural recognition on every staff member lanyard or clothing	The distribution will be endorsed by CCLC First Nation Staff but delivered by all staff through an all-team approach	CEO	CEO	30 June 2026
Continue to display First Nations art in key areas within CCLC and selected published documents for CCLC	CCLC formally acknowledges the Traditional Owners of the land	First Nations Staff and/or community groups will be part of the review for commissioned products	CEO	CEO	2026-2028
Undertake an annual audit of the welcoming environment at CCLC and update or replace as required	All front entrances and meeting rooms demonstrate cultural recognition and Welcoming environment	A First Nations Staff member or community representative is involved in all audits	First Nations Staff/ Community member	CEO	2026-2028
Commission local artwork to service area to tell a story of Centre's mission and values. Display service area strengths through artwork in common areas	CCLC will source a local artist to assist in the development of an artwork piece	Local First Nations artists will be invited to contribute to the artwork commissioned by CCLC	First Nations Staff/ Community member	CEO	2027
Culturally appropriate flyers and merchandise utilised in service areas, including commissioned artwork design base	CCLC will develop artwork to be displayed as CCLC branding on all promotional and internal documents	Local First Nations artists will be invited to contribute to the artwork to be used as official branding by CCLC	CEO	CEO	2026-2028





Above: CRDVS Domestic & Family Violence Prevention Month

Monitoring and Accountability

APPROVAL AND VERSION TRACKING

CCLC will review the Cultural Safety Plan Annually, which will be undertaken by the CEO & Board.

Version	Date Approved:	Approved By:	Review Due Date:	Date Superseded/ Rescinded:
1	27 May 2026	Board Meeting	31 May 2027	N/A



Above:
Outreach Service
at Normanton



Outreach Service at Hope Vale

Jugarrbaajing

(Unsettled Mind)

Bajar jama nyuni garba

(Leave bad thoughts behind)

Wurnyjan ngajin gulaayi mundu

(Healing my body with Spirit)

Wabar yaluugla gurriny ngaju

(Walk closer to a better tomorrow)

Giyi biban

(Don't look back)

*These words were gifted by the
Gimuy Watubara Yidinji Elders in 2025*





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NACLCC Accreditation

The Centre also retains its certification as part of the NACLCC accreditation process.

Through this the Centre seeks to maintain continuous quality improvement and best practice.

We also extend a special thanks to government and funders who continued to demonstrate their support:

