



Cultural responsiveness

People with disability experience significant barriers to participating in everyday activities, including employment. For those from culturally and linguistically diverse communities, or Aboriginal and Torres Strait Islander communities, these barriers can be compounded by the intersection of disability and culture, along with any other personal characteristics.

Culturally responsive practice is about more than translating documents or providing interpreters. A culturally responsive approach to employment support requires understanding the different experiences, values and worldviews people bring and showing respect for perspectives and practices that may differ from your own.

Key strategies for success

Start with self-reflection

Reflect on your own cultural background, assumptions and biases, and consider how these might shape your expectations, communication and decisions when supporting people from different cultures.

Stay curious, stay respectful

Recognise culture is diverse and evolving. Approach each person with curiosity, respect and openness, understanding that cultural responsiveness requires lifelong learning and reflection.

Build your cultural capability

Learn cultural protocols, seek diverse perspectives and actively build relationships with people and communities different from your own to strengthen respectful, effective employment support.

Commit to ongoing learning

Acknowledge what you do not know, listen carefully, learn from mistakes and actively seek opportunities to deepen your understanding of culturally responsive practice.

