

KAMELEON GROUP

Inclusion, Diversity and Culturally Safe Service Delivery

An Easy Read Guide

This guide explains Kameleon Group's Inclusion, Diversity and Culturally Safe Service Delivery Policy. It uses Easy Read words and pictures to help everyone understand.

HOW TO USE THIS GUIDE

Some words are in bold.

This means the word is important.

This guide is about a policy.

A policy is a set of rules a business follows. Kameleon Group is the business.

Remember

- ★ You can ask staff for help to read this guide.
- ★ You can ask someone you trust to read it with you.

WHAT IS THIS POLICY ABOUT?

This policy is about respecting who you are

This policy explains how Kameleon Group supports people from all backgrounds and cultures.

It is for everyone who uses Kameleon Group's services.

It is also for your family, carers and other people who support you.

Why this is important

- You have the right to your own culture, beliefs and identity.
- You have the right to feel safe and respected.
- You have the right to be listened to.

YOUR CULTURE, VALUES AND BELIEFS

You have the right to be who you are

Kameleon Group will ask about your culture, values and beliefs.

This means staff will:

- Ask about your culture, values and beliefs.
- Listen to what you tell us.
- Respect your culture, values and beliefs while supporting you.

Sharing your culture

- ★ You choose how much you want to share.
- ★ You can share more information at any time.
- ★ Staff will always respect your choice.

PLANNING YOUR SUPPORT

You help plan your own support

Staff will work with you and the people you choose to plan your support.

- Your plan includes your needs, your goals and what matters to you.
- Your plan is checked and updated often.
- You are involved every step of the way.

ABORIGINAL AND TORRES STRAIT ISLANDER CLIENTS

Staying strong in culture

Kameleon Group supports Aboriginal and Torres Strait Islander clients to stay connected to culture.

- We support your connection to community, culture, spirituality and language.
- We understand kinship and family connections are important.
- If we visit your community, we let the right people know first.

What is kinship?

Kinship means family and community connections. It includes people who are important to you, not just your close family.

CLIENTS FROM DIFFERENT CULTURES

Working with your community

- We work with community leaders and cultural services near you.
- Our staff come from many different backgrounds too.
- We celebrate different cultures at Kameleon Group.

SUPPORT IN REMOTE AND RURAL AREAS

Support wherever you live

Some clients live in remote or rural places.

- We work closely with your family, kin and community to support you.
- We check for any risks and keep everyone safe.

HOW STAFF ARE TRAINED

Staff learn to support you safely

- Staff learn about cultural safety and cultural awareness.
- Staff learn about your language, culture and beliefs.
- Staff learn how to make you feel comfortable, respected and safe.

Remember

- ★ Staff are trained to listen and respect your culture.
- ★ You can tell staff if something doesn't feel right.

TELL US WHAT YOU THINK

We want to hear from you

- You can share your culture, stories and knowledge with us.
- You can give feedback at any time.
- We use your feedback to make our support better.
- Information will be given to you in a way that is easy to understand, including Easy English if you need it.

WHERE TO GET MORE HELP

You can ask for help

- Ask your Kameleon Group worker.
- Ask a family member, friend or carer.
- Contact an advocacy service.

You can also read the full Inclusion, Diversity and Culturally Safe Service Delivery Policy. Ask staff for a copy.

KAMELEON GROUP CONTACT DETAILS

Kameleon Group: 1300 10 10 69

Website: www.kameleongroup.com.au

DOCUMENT CONTROL

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1 (Easy Read)	20/07/2026	Executive Team

This Easy Read guide is based on Kameleon Group's Inclusion, Diversity and Culturally Safe Service Delivery Policy and Procedure (Version 3, 10/06/2026).