



Cultural Charter

Yuma - Welcome

Cultural Safety

Rutledge Family Medical Centre and the visiting clinicians are committed to providing a positive, safe and nurturing environment where all Aboriginal and Torres Strait Islander people are respected. Our values, policies and procedures support the cultural rights and spiritual values of Aboriginal and Torres Strait Islander Peoples

Our priorities

Provide culturally safe health services.

We recognise the need for privacy, compassion, integrity, dignity and to be non-judgemental.

We are flexible and understanding of external influences. Our staff are committed to better understanding the challenges that Aboriginal and Torres Strait Islander peoples experiences.

Creating a welcoming environment.

We strive to ensure our welcome by phone or in person is warm and culturally appropriate. Our facilities acknowledge the diversity of our patient base. Our décor acknowledges our Aboriginal and Torres Strait Islander community and strives to be a safe space.

Acknowledging your rights.

We encourage, accept and enable Aboriginal and Torres Strait Islander peoples right to self-identify and respect their cultural rights. Aboriginal and Torres Strait Islander staff are supported to fulfil their cultural responsibilities and obligations. All staff are supported in enhancing their knowledge and understanding of local Indigenous cultures

Our Interactions

We work with you, listen to you with respect, and endeavour to provide timely responses to your concerns and needs. We continually create meaningful relationships and partnerships with you and community based on trust and ongoing learning.

Our Values



Teamwork



Commitment



Integrity



Passion