

Our Service Commitment

At Pinarc, service delivery is underpinned by person-centred practice, placing people we support at the centre of decision-making about their supports, goals, and life choices. We uphold each person's right to dignity, respect, choice, and control, and work in partnership with families, carers, and advocates where appropriate.

We are equally committed to supporting and valuing our staff, recognising that a skilled, inclusive, and engaged workforce is essential to delivering high-quality supports and is central to our goal of being a destination employer.

Everyone is Welcome

Safe, inclusive and culturally responsive services are provided to all people, recognising and valuing the diversity of our communities, including but not limited to people with disability, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, children and young people, older people, LGBTIQA+ people, people living in rural and remote areas, and people experiencing vulnerability, disadvantage or barriers to access. Pinarc recognises that diversity is broad and evolving and cannot be fully captured in a single list. People may have multiple and intersecting identities, which are respected and valued.

Pinarc recognises the unique status of Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and is committed to culturally safe and respectful practice. We acknowledge that connection to Country, community, culture and language is central to identity and wellbeing, and we respect the diversity of Aboriginal and Torres Strait Islander Nations, languages and cultural protocols.

We respect and include people of all faiths, abilities, ethnicities, cultural backgrounds and neurotypes, and those with diverse spiritual and personal expressions. Cultural safety, anti-racist practice and neurodiversity-affirming approaches are embedded across service delivery, guided by strengths-based, person-centred and respectful practice.

In communication and practice, language is intentional and respectful, and inappropriate, discriminatory or outdated terminology is avoided.

Accessible communication is supported through interpreters, translators and alternative formats to ensure information is understood and supports informed decision-making.

The safety, wellbeing, and empowerment of children and young people is prioritised, with zero tolerance for child abuse. Safe environments are maintained where children are heard, supported, and protected. This commitment is detailed in our Commitment to Child Safety.

Pinarc staff will treat each person with dignity and respect, recognising individual strengths, preferences, and rights, and supporting choice, independence, and inclusion while reducing barriers and addressing discrimination.

Continuous improvement is supported through ongoing learning, reflection, and engagement to enhance service quality and outcomes.

