

Q: Why is it important to be an inclusive workplace?

A: Diversity and inclusivity fosters diverse viewpoints, which in turn spur innovative solutions, creative problem-solving, attract top talent, and enhance organizational reputation. It also boosts confidence and harnesses the capabilities of individuals with disabilities or unique life experiences.

Q: How can we become effective cultural brokers to enhance how we support our Indigenous clients?

A: As a 100% Indigenous-owned sole trader, Ngudu-wirlang Consultancy is fully insured and offers NDIS providers and Support Coordinators expert, evidence-based knowledge, advice, and guidance. Our services empower businesses to equip their coordinators with the skills needed to navigate cultural challenges and deliver the highest quality support to their clients

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Ngudu-wirlang Consultancy
Strategic Success Navigator

ENHANCING
CULTURAL
CAPABILITY AND
HUMAN RIGHTS
IN DISABILITY
SERVICES

Empowering Diversity.

1

SUSTAINABLE QUALITY AND HUMAN RIGHTS ENHANCEMENT PROGRAM (SQHREP)

With extensive experience in Quality Management, as a qualified external auditor, Ngudu-wirlang Consultancy can provide objective, independent assessments for small businesses' quality management systems (QMS), operations, workflows, and processes.

Ngudu-wirlang Consultancy services will assist business customers by:

- Analyzing and reviewing current business practices to identify gaps in service delivery
- Conducting a full or partial analysis to identify barriers, challenges, strengths, and opportunities to enhance programs, utilizing the integration of UNCRPD and Human Rights into the existing quality management system
- Co-designing streamlined processes for implementation that will help your workforce better understand the Human Rights Act, UN Convention on Rights of People with Disabilities, and related legislative components highlighting direct or indirect discriminatory practices.

2

FNQ CULTURAL EMPOWERMENT AND SUPPORT EXCELLENCE PROGRAM (CESEP)

As an independent consultant that thrives on business development, I will guide small businesses to grow and expand their operations by identifying new opportunities, developing strategies, and implementing an evidence-based, culturally safe and appropriate service delivery model.

Ngudu-wirlang Consultancy can assist organizations to:

- Empower employees to be forward-thinking, motivated individuals who want to excel at building working relationships with First Nations and Torres Strait Islander clients.
- Facilitate change management that supports employers and business executives to adopt contemporary attitudes toward Aboriginal and Torres Strait Islander peoples, fostering culturally appropriate (& sensitive) interpersonal skills through adjusted communication & engagement strategies.
- Co-design and implement a cultural competency framework, developing and refining business strategies that enhance communication and relationship-building with First Nations and Torres Strait Islander communities.

3

EMPOWERWERX

Ngudu-wirlang Consultancy can support small businesses, offering over 26 years of cumulative industry knowledge and expertise in program design, with the intent of adopting inclusive (best) practices that increase accessible employment options for people with a disability or mental illness.

By utilizing a project management approach that builds on establishing collaborative partnerships in the community, the EmpowerWerx program is all about achieving excellence in service delivery.

Developing and integrating an inclusive employment framework into your existing quality management system (policies and procedures) will:

- assist executives and leadership teams to identify ways to advance your business's corporate social responsibility (CSR), adopting a Diversity and inclusion recruitment strategy
- result in improved workplace culture that respects and promotes universal human rights and rights of people with disability
- foster critical elements that produce positive outcomes for people with disability, working to drive transformative social change
- incorporate people with lived experience by engaging them in policy, service and research development
- strengthen workforce capabilities and become an employer of choice