



CS - Cultural Diversity and Inclusive Practice

Policy and Procedure

Dept/Service: (CO)
Client Support

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Policy Statement:

All Colac Otway Disability Accommodation Inc. (CODA) are underpinned by an approach to service delivery, committed to ensuring clients, families/carers are at centre of decision making regarding their support needs and life choices. CODA believe that each person should be encouraged and supported to participate in their community to the fullest extent that they wish.

CODA acknowledges that individuals are to be valued and supported according to their beliefs, ethnicity, nationality, language, communication, gender, sexual orientation and intimacy preferences, age, religions and spirituality. CODA Inc. expect that all staff will treat each person with dignity and respect as an individual and value their unique contribution to the community

CODA recognises and respects the value of a diverse community and are committed to upholding the principles of:

- Equity
- Respect
- Dignity and self-determination (choice)
- Diversity
- Non-discrimination

Cultural and linguistic diversity (CALD) refers to a wide range of cultural and linguistic groups that make up the Victorian population. CALD also includes people who are deaf, and who share the language and culture of the Deaf community. Australian Sign Language, Auslan, is the natural language of the Australian Deaf community.

CODA's culturally inclusive environment is built on mutual respect, effective relationships, clear communication, explicit understandings and critical self-reflection. So people of all cultures can if preferred:

- freely express who they are, their opinions and their points of view
- fully participate in supporting, learning, work & social activities
- feel safe from abuse, harassment or unfair treatment

Process Steps:

1 Planning for Services

During the intake process clients and/or their carers or families will be asked if they wish to disclose information in regard to their cultural needs and preferences these include but are not limited to;

- clothing
- food music sexual expression and need for intimacy
- gender
- recreational activities
- spirituality
- political beliefs/activities
- historical background

The responses will be incorporated into specifically tailored programs where the client indicates it is appropriate.

Responsibilities

Links

Process Steps:**Responsibilities****Links****2 Staff awareness**

Staff awareness to the needs of culturally diverse groups and individuals are met through education and training, establishing networks and seeking information from individuals about their specific needs.

Skilled staff will facilitate sessions when an interpreter is involved. In some language groups the appointed interpreter may be well known or related to the person requiring the services of interpreting. This could pose some issues of risk in relation to breaches of confidentiality and/or conflict of interest.

Advocates will be asked to be involved where a potential risk is identified.

Training will be provided where a clients cultural preference requires specific skills and understanding.

CODA is committed to employing a culturally diverse work force and staff with a variety of communication skills i.e. Auslan, Compic

3 Language and Communication

Staff will ensure that individuals who cannot communicate through written or spoken English have access to information in their preferred language or other accessible format (eg visual or auditory); this includes:

- Participant rights
- informed consent
- planning
- service delivery
- decision making
- information related to health and well being
- complaints

Use of interpreters/translators:

- staff will assess the most appropriate mode and/or language for communication with clients/families/carers, taking into consideration disability, gender, sexuality, culture and ethnicity
- language services are to be provided by appropriately qualified professionals either face to face, by phone or internet. Interpreters who have been accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) are to be used wherever possible.
- the use of family, friends or other non professional translators can lead to breaches of confidentiality, misinterpretation, withholding of particular information, role conflict and conflict of interest.
- the use of persons under 18 years old is not acceptable
- multilingual staff may be used to communicate basic information to a client but it is not appropriate to use multilingual staff for extended discussions

For correct terminology for the LGBTQIA+ community can be found at <https://www.humanrights.gov.au/our->

Process Steps:[work/lgbti/terminology](#)**Responsibilities****Links****4 Community Networks**

CODA will look for opportunities to link and develop networks with providers and support groups that represent people from Cultural, Linguistic and Diverse backgrounds including people from indigenous, multicultural and ethno-specific populations. CODA will seek information and learning opportunities on an ongoing basis to ensure their practice is culturally sensitive and safe for clients, carers and families.

5 Identification and access to resources

The Leadership and Operations teams will:

- locate resources that support culturally respectful and appropriate practice
- support staff to access relevant information and training
- provide internet access to resources via the dKnet system

6 Aboriginal and Torres Strait Islanders

An Aboriginal or Torres Strait Islander is defined as a person of Aboriginal or Torres Strait Islander descent.

A person of Aboriginal descent is a person descended from the original inhabitants of Australia. The Torres Strait Islands are the islands directly to the north of Cape York, between Cape York and New Guinea.

Whenever the term 'Aboriginal' is used in client services practice instructions it includes Torres Strait Islanders.

Other Information:

- *Disability Services cultural and linguistic diversity strategy* a 34 page document that provides practical advice on meeting the cultural and linguistic needs of people with a disability. It is available on the Disability Services Division website at: <http://www.dhhs.vic.gov.au/disability>
- Koori Human Services Unit promotes culturally responsive across the Department Families Fairness and Housing Vic. It is on the Department Families Fairness and Housing Vic website at: <http://www.dhhs.vic.gov.au/pdpd/koori>
- Multicultural Strategy Site provides information on how the Department Families Fairness and Housing Vic is responding to the needs of Victoria's multicultural community. It is on the Department Families Fairness and Housing Vic website at: <http://www.dhhs.vic.gov.au/multicultural>

Internal Files/Links:

Charter of Human Rights Act 2006	CO-Information
Cultural Dictionary	dKnet General Info
GEN - Cultural Diversity Poster	CO-Charts
Refugee & Asylum Seeker Training Providers	CO-Information

Quality Document References:

Client Rights & Responsibilities Charter: Official Position Statement -(CO) Governance
 CS - Client Rights & Responsibilities Charter: Official Position Statement -(CO) Governance (Not Issued - In Draft)

Quality Document References:

CS - Planning with people with a disability: Policy and Procedure -(CO) Client Support

CS - Planning with people with a disability: Policy and Procedure -(CO) Client Support (Not Issued - In Draft)

HR - Equal Employment Opportunity: Policy and Procedure -(CO) Human Resources

References to Standards and Legislation:

HSS: Standard 1 - Empowerment	1.1: Criteria 1.1 – People understand their rights and responsibilities.
HSS: Standard 1 - Empowerment	1.2: Criteria 1.2 – People exercise their rights and responsibilities
HSS: Standard 2 – Access and Engagement	2.2: Criteria 2.2 – Services are delivered in a fair, equitable and transparent manner.
HSS: Standard 2 – Access and Engagement	2.3: Criteria 2.3 – People access services most appropriate to their needs through timely, responsive service integration and referral.
HSS: Standard 3 – Wellbeing	3.5: Criteria 3.5 – Services are delivered in a safe environment for all people free from abuse, neglect violence and /or preventable injury.
HSS: Standard 4 – Participation	4.2: Criteria 4.2 – People actively participate in their community by identifying goals and pursuing opportunities including those related to health, education, training and employment.
HSS: Standard 4 – Participation	4.4: Criteria 4.4 – People maintain and strengthen connection to their Aboriginal and Torres Strait Islander culture and community.
HSS: Standard 4 – Participation	4.5: Criteria 4.5 – People maintain and strengthen their cultural, spiritual, and language connections.
NDIS: Provision of Supports	3: Core Module 3: Provision of Supports
NDIS: Rights and Responsibilities	1: Core Module: Rights and Responsibilities

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