



A6	Appropriate Services	Cultural Diversity Policy and Procedures
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<b>What this policy aims to do</b>	Ensure people of culturally diverse backgrounds have their cultural rights respected and receive services that are responsive to their cultural needs
<b>Who this policy applies to</b>	Every person who uses any service and all staff
<b>Who is responsible for carrying out this policy</b>	Managers and service delivery staff
<b>What words used in this policy mean</b>	<p><i>'Aboriginal'</i> means any person of Aboriginal descent, who identifies as being of Aboriginal origin and who is accepted as such by the community with which the person associates, <i>'Torres Strait Islander'</i> means any person of Torres Strait Islander decent, who identifies as being of Torres Strait Islander origin and who is accepted as such by the community with which the person associates (ATSI)</p> <p><i>'Auslan'</i> is a sign language used by the Deaf community</p> <p><i>'Cultural and Linguistic Diversity'</i> (CALD) means people born overseas (or children born of parents who were born overseas), in countries where English is not the main language spoken</p> <p><i>'Interpreter'</i> is a person who interprets words between people</p>
<b>Legislation this policy is based on</b>	<p>Disability Act 2006</p> <p><a href="#">National Disability Service Standards</a></p> <p>Department of Human Services Standards 1 and 4</p> <p>Victorian Child Safe Standards</p>

**Other relevant policies**

HS4 Rights and Responsibilities  
A2 Decision Making and Choice Policy  
A1 Person-centred Planning  
A5 Communication Support

<b>Version</b>	<b>Date</b>	<b>Author/Editor</b>	<b>Approved by</b>	<b>Notes</b>
1.0	26/08/2016	Peter Lane		
1.1	31/5/2018	D Stephenson		Update format
1.2	9/6/2020	D Stephenson	S. Reeves	Review for NDIS standards

## Cultural Diversity Policy

MASS recognises and values the diversity of people who use our services. We have a commitment to making MASS a welcoming and inclusive organisation and will take positive action to accommodate the needs of people of culturally diverse backgrounds. We recognise our responsibility to protect, nurture and ensure the cultural heritage of people who use our services. We will do this by:

- Ensuring information is available in a format that meets individual communications needs and preferences. This may include written information and the provision of interpreters
- Providing training to staff to understand cultural diversity, and to skill them in protecting the cultural safety of children of Aboriginal, Torres Strait Islander (ATSI) or CALD backgrounds
- Reviewing our programs and services to ensure they are responsive to the needs of people from ATSI and CALD backgrounds and remove any barriers to access
- Establishing links with organisations that represent ATSI and CALD communities to identify significant issues and to receive their advice on how we can improve our services.

## Cultural Diversity Procedures

### Culturally responsive services

- ☑ Staff will be provided with training on cultural awareness and how to access and use interpreters as required
- ☑ Staff will book interpreters where required (approval from a manager should be sought)
- ☑ Public areas of our office will provide a welcoming environment for people of culturally diverse backgrounds through: display of ATSI posters; notices that indicate language and Auslan interpreters are available; pictures that promotes positive images of people of CALD backgrounds; and information on advocacy and support services available to people of culturally diverse backgrounds
- ☑ Clients and families of ATSI background will be provided with information and offered contact with local indigenous community organisations
- ☑ Clients and families of CALD backgrounds will be offered contact with community organisations that represent their ethnic community
- ☑ At intake, staff will collect data on the type of supports required by people of culturally diverse backgrounds to enable them to participate equitably in services including:
  - Cultural background
  - Language spoken other than English
  - Need for an interpreter (language or Auslan)
  - Need for information to be provided in another format.
- ☑ Staff will use cultural tools and frameworks to ensure the cultural needs of clients are addressed (refer to the DHS *Aboriginal Cultural Competence Framework 2008*)  
[http://www.dhs.vic.gov.au/\\_data/assets/pdf\\_file/0011/580934/Aboriginal\\_cultural\\_competence\\_2008.pdf](http://www.dhs.vic.gov.au/_data/assets/pdf_file/0011/580934/Aboriginal_cultural_competence_2008.pdf)
- ☑ All individual plans and goals will respect client cultural and spiritual identity and connectedness, and information will be recorded in client files about how these have been addressed
- ☑ Staff are encouraged to establish networks and maintain partnerships with ATSI and CALD organisations to promote MASS, coordinate service pathways and inform staff practice.