

# Cultural Diversity



## POLICY AND PROCEDURE

### Purpose

Subee Newlake will provide equitable, high quality service to people from all backgrounds regardless of cultural or religious identity. Subee Newlake undertakes to provide services which are culturally sensitive, and which respect cultural differences.

### Scope

This policy applies across all Subee Newlake sites and sets out required action by all staff. It is emphasised that this policy is very important in the delivery of culturally sensitive services to vulnerable clients, their extended families and communities in the aged and disability sectors

### Background

Cultural or ethnic identity should not be a disadvantage to community participation or access to services. Cultural rights can be viewed as an integral component of universal human rights. In this context, all individuals have the right to express themselves according to their cultural identity, traditions and heritage. Individuals are entitled to quality services that fully respects their cultural identity; and individuals have the right to participate in the cultural life of their choice and conduct their own cultural practices, subject to respect for human rights and fundamental freedoms and the law.

### Policy Statement

- Subee Newlake will take a proactive approach to developing a service environment that promotes participation and respects the cultural background of clients, from culturally and linguistically diverse

backgrounds, including those of Aboriginal and Torres Strait Islander Heritage.

- Subee Newlake will seek diversity that is reflective of the community in which we provide services in membership of its staff and actively address barriers to full participation.
- Understanding clients and their needs, Subee Newlake commits to obtaining accurate information about the demographic profile of the community it serves and use this information to plan service provision for culturally and linguistically diverse groups.
- We will inform ourselves about how best to promote and deliver services to CALD groups and actively seek partnerships with organisations and leaders representing cultural groups prevalent in our regions of work in order to identify specific needs and develop effective service responses.
- Subee Newlake will celebrate the cultural diversity of the community we serve by participating in and supporting community festivals and cultural events and providing opportunities (formal and informal) for people of CALD background to share their culture with others thereby promoting respect and reciprocity.
- Data collection at intake for all services provided will include country of birth, preferred language and whether an interpreter is required, gender identity and any specific cultural needs.
- Subee Newlake staff portal, websites and social media platforms will be culturally respectful and welcoming.

### Organisational Culture

Subee Newlake will promote an organisational culture in which all staff:

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- Understand and have informed respect for cultural diversity in all interactions between staff, clients and the wider community;
- Are responsive to the needs of clients whose first language is not English;
- Are aware of and know how to use interpreting services when and if required
- Acknowledge clients' rights, where it does not conflict with Australian law and the rights of others, to adhere to their own cultural traditions without fear of discrimination or harassment.
- Acknowledge Aboriginal and Torres Strait Islanders as the first people of this nation, the traditional custodians of the land and pay respect to Elders past and present Workforce Recruitment and Organisational Cultural Development
- Subee Newlake will identify recruitment opportunities and seek appropriately qualified and skilled staff from diverse cultural backgrounds have firsthand experience of another culture.
- Training will be undertaken to familiarise all staff with the cultural beliefs and practices of Aboriginal and Torres Strait Islander people and significant immigrant groups within the Mid North Coast, Hunter and Central Coast regions;
- Subee Newlake will promote and hold culturally diverse days to promote minority groups
- Subee Newlake will gain organisational capacity by participating in relevant networks, attending cultural festivals and via proactively consulting, collaborating and partnering with culturally specific groups and agencies in order to learn about their needs and provide culturally appropriate services;
- Utilise recent demographic data to profile the communities we serve
- Actively seek information at intake from clients about their preferences for service delivery and, where appropriate, facilitate their access to culturally specific services;
- Ensure staff are trained in culturally appropriate and respectful service delivery. Employees will complete *Working with Cultural Diversity* Altura eLearning module during induction.
- Seek culturally diverse resources supplied by the Department of Health.
- Seek feedback from Aboriginal and Torres Strait Islanders clients and those from a CALD backgrounds about their experience with our services for continuous improvement purposes

### Related Standards and Legislation

Achieving culturally safe care and services means that an organisation must demonstrate its inclusive care and support for cultural diversity for each consumer throughout the [Aged Care Quality Standards](#) and [The National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018 Standards 1](#) Individual values and beliefs.

The new Aged Care Quality Standards are contained in the [Quality of Care Amendment \(Single Quality Framework\) Principles 2018, Attendant Care Industry Standard ACIS:2013](#)

### Training

Altura eLearning module completed:  
Rainbow of differences  
Working with cultural diversity



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