



AmeCare

Working with you on the canvas of your life





CALD (Culturally and Linguistically Diverse)

Policy and Procedure

Version 1.6

Document Control

1.6	Updated procedures, added responsibilities, added review, added related legislation	03.04.2018	17.09.2024	17.09.2025
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ROLE	NAME AND POSITION	SIGNATURE	DATE
Document Author:	Yanie Drysdale - General Manager		03.04.2018
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CALD (Culturally and Linguistically Diverse)

Policy

The Cultural and Linguistic Diversity (CALD) Strategy for NDIS service providers is designed to ensure that the needs of participants from diverse cultural and linguistic backgrounds are met effectively.

AmeCare is committed to supporting participants from CALD backgrounds and recognises the importance of cultural competence in service delivery.

Definitions

CALD

A Culturally and Linguistically Diverse (CALD) organisation means having people who:

- are from different countries, including English-speaking and non-English speaking countries
- have different cultural backgrounds
- can speak other languages other than English
- are from different areas within Australia, including regional towns
- follow different religions.
- are refugees or asylum seekers

Procedures

Accessible Communication:

- ✓ If/when required AmeCare will provide service users information about AmeCare's services in multiple languages and formats.
- ✓ AmeCare will seek the support of interpreters and translation services when necessary.

Participant Engagement:

- ✓ AmeCare will encompass a variety of strategies to actively involve CALD participants in the planning and delivery of services.
- ✓ AmeCare 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 backgrounds to share their culture with others thereby promoting respect and reciprocity.
- ✓ AmeCare will use the organisation's feedback mechanisms to understand and address the needs of CALD participants and document this through our continuous and quality improvement process.

Inclusive Service Planning and Delivery:

- ✓ AmeCare will ensure the adaptation of services to be culturally appropriate and responsive.
- ✓ AmeCare will ensure individualized support plans consider the cultural preferences and needs of participants. Plans will be regularly reviewed and adjusted plans to ensure they remain relevant and effective.
- ✓ AmeCare will:
 - Respect and strive to be informed about clients' culture and values in the delivery of service
 - Actively seek information at intake from clients about their preferences for service delivery and, where appropriate, facilitate their access to culturally specific services.
 - Have practice guidelines that mandate case specific consultation with culturally specific agencies when appropriate - for example, to always consult with the Victorian Aboriginal Childcare Agency (VACCA) when working with clients who are of indigenous heritage
 - Ascertain whether CALD clients require an interpreter and/or translated materials to fully participate in services
 - Ensure provision, when required, of an accredited interpreter during service delivery and/or have key service documentation translated for clients whose proficiency in English requires it

Organisational Culture

AmeCare will promote an organisational culture in which all staff:

- ✓ 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; AmeCare will ensure that all staff are aware of and know how to use interpreting services;
- ✓ Acknowledge participants' 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.

Complaint and Feedback Mechanisms:

- ✓ AmeCare will provide accessible ways for CALD participants, staff and service users to give feedback or make complaints.
- ✓ AmeCare will ensure that complaints are handled sensitively and in a culturally appropriate manner.

Community Engagement:

- ✓ AmeCare actively promote and deliver services to CALD (Culturally and linguistically diverse) groups and actively seek partnerships with organisations and leaders representing cultural groups prevalent in our catchment in order to identify their needs and develop effective service responses.
- ✓ AmeCare regularly promotes the active participation in CALD events such as cultural community events, CALD religious events, and CALD across all participants and service users.

Staff-Recruitment, Training and Development:

- ✓ AmeCare actively recruits people from community CALD backgrounds in a variety of roles.
- ✓ AmeCare will identify recruitment opportunities and seek appropriately qualified and skilled staff from diverse cultural backgrounds whom speak a language other than English fluently and have first-hand experience of another culture.
- ✓ CALD related flexible work arrangements requests are seriously considered
- ✓ As part of AmeCare's staff training and development, regular training programs will be made available to staff on cultural awareness and sensitivity. Ongoing CALD training will also assist staff in the development of skills to effectively communicate and engage with CALD participants. Training will be also be provided to familiarise all staff with the cultural beliefs and practices of Indigenous citizens and significant immigrant groups.

Data Collection and Analysis:

- ✓ AmeCare will collect information about country of birth, preferred language and whether an interpreter is required.
- ✓ AmeCare will use this data to improve service delivery and outcomes for CALD participants and this will be documented as part of AmeCare's quality and continuous improvement process.

Responsibilities

The director is responsible for maintaining this policy, its related procedures and associated documents.

The AmeCare Manager is responsible, and will be held accountable for the following:

- Ensuring the policy is effectively implemented across the service;
- Monitor staff compliance with the requirements of the policy
- Ensure training and information is provided to staff to carry out this policy

Team Leaders and Site Managers are responsible and will be held accountable for the following:

- Ensuring staff are familiar with the requirements of the policy, and have sufficient skills, knowledge and ability to meet the requirements.

All Staff will be held accountable for the following:

- Complying with the requirements of this policy.

Review

This policy will be reviewed yearly with participants, their families, stakeholders and staff of AmeCare.

This policy is not intended to be a static document and AmeCare will make a commitment to its ongoing development and implementation in order to provide evidence as to the planning and review principles, guidelines and procedural direction as per the nationally recognised Standards Framework of the National Disability Agreement (NDA) and National Disability Insurance Scheme.

Related AmeCare policies and documents

- Quality and Continuous Improvement
- Individual service delivery and expectations
- Feedback and Complaints
- Referral Form
- Client Profiles
- Service Agreements
- Aboriginal and Torres Strait Islander Policy
- Zero Tolerance Policy
- Staff training and development

Related Legislation

- National Disability Insurance Scheme (2013)
- National Disability Service Standards
- Disability Services and Inclusion Act 2023
- Disability Act 2006
- Disability Discrimination Act 1992
- Equal Opportunity Act 2010
- United Nations' Convention on the Rights of persons with Disabilities 2006