

Policy 1.5	Diversity and Cultural Inclusion
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Policy Statement:

ODEEP is committed to:

- ensuring a supportive workplace that respects and values diversity of customs, cultures and beliefs.
- ensuring that its services are delivered in a manner that respects the cultural, religious, ethnic and socio-economic background of all families using the service.
- preventing harassment or discrimination of any kind.

Responsibilities and delegations

This policy applies to	Families, staff members, volunteers and Board of management at ODEEP to ensure that the services and supports offered by ODEEP are inclusive and reflect the diversity of cultural, religious, ethnic and socio-economic backgrounds of the families accessing the service.
Specific responsibilities	This policy is developed, communicated and reviewed by the ODEEP CEO and communicated to the ODEEP Board of Management and ODEEP staff.
Policy approval	The ODEEP CEO.

Policy context – this policy relates to:

Standards	NDIS Quality Standards and Indicators 2018
Legislation	NDIS Act 2013
Organisation policies	Individual Outcomes Policy 2 HR 5 EEO Equity and Diversity
Forms, record keeping, other documents and resources	ADHC (2010) Aboriginal Policy Statement. www.adhc.nsw.gov.au ADHC Cultural Diversity Strategic framework 2010-2013 www.adhc.nsw.gov.au Translating and Interpreting (TIS National) Service www.immi.gov.au Multicultural Disability Advocacy Association www.mdaa.org.au Disability Inclusion Act 2014 (NSW) ODEEP Staff job descriptions and appraisal documents Enrolment forms ODEEP Service agreement ODEEP CRMS “Echidna” system IFSP documents

Definitions

Cultural diversity and cultural inclusion refers to creating and maintaining a workplace and culture that is respectful of all people. In particular this applies to:

- Aboriginal and Torres Strait Islander people.
- People from non-English speaking backgrounds.
- People from diverse racial, religious or cultural backgrounds.
- People with a disability.
- Gay, Lesbian, Transgender, Bisexual or Intersex people.

Procedures

ODEEP has developed a cultural diversity strategy that ensures that:

- diversity and cultural inclusion is incorporated in the organisation's orientation (for both staff and members of the **Board of Management**).
- staff will receive training and education as available in cultural competency and safety, and how to incorporate these into organisational values, practices, policies and service delivery. Staff will use the written and electronic resources available to further skills themselves in cultural awareness.
- it will encourage the active recruitment of staff from diverse backgrounds or staff who have previous experience in service delivery to people from culturally and linguistically diverse backgrounds.
- information on the services and programs can be made available in languages other than English which reflect the demographics of the target service areas.
- active consultation involving people from diverse cultural and linguistic and backgrounds in identifying and prioritising needs and in planning service.
- changes to local cultural and linguistic demographics are reviewed in planning for future services.
- access policies and procedures are reviewed on a regular basis to ensure there are no barriers to people from cultural or linguistically diverse backgrounds.
- harassment or discrimination are not tolerated and that appropriate internal organisation and/or legal protocols, are followed to prevent or address harassment or discrimination.
- flexible approaches are adopted in response to clients that recognises and meet cultural and linguistic needs.
- Maintain links with the Orange Aboriginal Medical Service and other Aboriginal specific group to inform and evaluate the service delivery and practices for Aboriginal clients.
- Maintain links with the Orange City Council Multi Cultural Liaison Officer to inform service delivery and practices for clients from other community groups.
- Make an effort to achieve representation from the represented cultures in the Orange, Cabonne and Blayney communities and other service delivery areas as appropriate.

ODEEP will ensure that its staff will:

- demonstrate respect for cultural or religious customs and health practices including beliefs and taboos.
- arrange for interpreters (including sign language interpreters) in circumstances where clients are unable to communicate easily in English.
- when conducting an assessment for clients from culturally and linguistically diverse backgrounds or Indigenous communities they should be conducted in a manner that is culturally appropriate and respectful. This may also include using accredited interpreters

where required, or involvement of a larger group of extended family members identified by the client.

- actively seek information from clients or where appropriate their family/carer about their customs, culture and beliefs where it may affect the provision of service. (e.g. culturally appropriate diet preferences, or religious rituals or the need for staff to be of the same gender as the client).
- attempt to meet specific requests from clients, where possible, to demonstrate respect for the client (e.g. assistance in religious practices or help with establishing social networks).
- ensure where possible and if appropriate, that clients have access to staff (within the organisation and external services) from similar cultural or linguistic backgrounds.
- Be aware of the cultural and ethnic backgrounds of their Key Worker families as identified by the family at enrolment.
- Consider the developmental and linguistic levels of the children attending ODEEP.

Celebrations

Families will be consulted to determine their level of interest and support for programming for religious and culturally specific celebrations during small group sessions throughout the year and for whole of service celebrations. At the least signage will be used to acknowledge celebrations.

End of Year Celebrations

At the end of the year a celebration will be held to acknowledge the children’s achievements during the year. These celebrations will not necessarily have religious connotations.

Record of policy development		
Version	Date approved	Date for review
Version 2	March 2019	July 2021
Version 3	September 2021	September 2022