

<b>POLICY</b>	<b>CULTURAL DIVERSITY POLICY</b>
Related Section	Governance
<b>PURPOSE</b>	
To ensure Alkira services are sensitive to and meet effectively the needs of participants, employees and volunteers from diverse cultural, linguistic and religious needs and backgrounds, and ensure support is provided to meet specific individual needs.	
<b>DEFINITIONS</b>	
CALD – Culturally and linguistically Diverse	
<b>GUIDING PRINCIPLES</b>	
<ol style="list-style-type: none"> <li>1. Alkira is enriched by having people from a variety of cultural backgrounds.</li> <li>2. People from diverse cultures and linguistic backgrounds are respected.</li> <li>3. Alkira provides services that respect cultural difference and strives to minimise the effects of any language or cultural barriers that may be present.</li> <li>4. Where participants and their families/carers do not have English as the primary language spoken within the home Alkira will make provision to:             <ol style="list-style-type: none"> <li>a) Use translation services to provide essential written material in the appropriate languages if necessary</li> <li>b) Use interpreters (formal or informal) to assist with verbal communication at meetings or during phone calls etc.</li> </ol> </li> <li>5. All participants will be informed of their right to have an accredited interpreter, when necessary.</li> <li>6. Every effort will be made to provide culturally appropriate meals, where required.</li> <li>7. Sensitivity to the needs for same gender interpreters, health and or personal care staff will be taken into consideration, and accommodated where possible.</li> <li>8. Every effort will be made to provide facilities for prayer requirements and appropriate religious representation when requested.</li> <li>9. Religious requirements impacting on meals, dress code, personal hygiene and palliative care will be dealt with in a sensitive manner.</li> <li>10. Staff will be provided with appropriate training in the use of interpreters and cultural sensitivity issues, as part of their professional development.</li> <li>11. Cross cultural awareness and training for participants, employees and volunteers will occur as appropriate and required.</li> <li>12. All new staff will be provided with information about Alkira’s CALD communities and policies/procedures regarding interpreter/transcultural care issues during orientation.</li> </ol>	
<b>REFERENCES - INTERNAL</b>	
<ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander Commitment to Inclusion Policy</li> <li>• Aboriginal and Torres Strait Islander Commitment to Inclusion Procedure</li> <li>• CALD Guideline Information</li> </ul>	
<b>REFERENCES - EXTERNAL</b>	
<ul style="list-style-type: none"> <li>• Equal Opportunity Act 2010</li> </ul>	

- Racial and Religious Tolerance Act 2001

## REVIEW

Alkira at its own discretion reserves the right to change the policy and procedure in line with relevant legislation and organisational needs.

If this policy can be improved please submit a Continuous Improvement Form to the Quality & Systems Officer.

Policies will be reviewed as required.

## VERSION CONTROL

<b>Authorised By:</b>	Board of Directors
<b>Process Owner:</b>	Chief Executive Officer
<b>Issue Date:</b>	11/05/2018
<b>Next Review Date:</b>	11/05/2021
<b>Last Review Date:</b>	19/09/2017
<b>Version:</b>	2018-1.1