

SHAPE DISABILITY CULTURAL AWARENESS POLICY

1. Purpose

The purpose of this policy is to ensure that all culturally and linguistically diverse (CALD) people have equal access to Shape Disability programs and that Shape Disability develops tailored approaches, when appropriate, to meet their needs.

Shape Disability acknowledges the unique gifts and needs of people from CALD backgrounds. Shape Disability seeks to be sensitively aware of Shape Disability clients' cultural issues, recognising that we are all shaped by our cultural background. At the same time Shape Disability appreciates that no individual can be reduced to a set of cultural norms and that their individual needs and preferences are most important.

2. Scope

This policy applies to all existing and potential Shape Disability staff, participants and their family members/Individual Support who have requested, or currently receiving supports and services.

3. Principles

Shape Disability shall:

- 3.1 make itself aware of cultural diversity and issues in the potential and actual participant population.
- 3.2 promote access to its services for people from a CALD background.
- 3.3 will support and encourage self-protective strategies and behaviours that take into account participants' individual and cultural needs.
- 3.4 will, as far as is practical, accommodate the cultural, linguistic and spiritual requirements of Shape Disability participants.
- 3.5 People who may not be able to articulate their needs effectively through use of the English language will be given the opportunity to work with an interpreter if desired, including an Auslan interpreter. Shape Disability employees and volunteers will respect clients' right to refuse interpreting services.

Shape employees shall:

- 3.6 make use of written information to the participant in their preferred language where available. In cases where the participant does not speak English an interpreter service will be used to ensure that the participant understands the assessment and review process, the services being offered, and the general information provided e.g. In the participant's support plan.

- 3.7** where appropriate, continually improve their awareness of, and skills in responding to, the particular barriers faced by CALD people.

4. Procedures

4.1 Service Planning

The Director is responsible for ensuring that annual operational planning:

- Facilitates community participation in service design and development identifies the needs of the local and/or targeted community.
- Communicates Shape Disability's planning objectives in the preferred language of participants and their families, and
- Offers a variety of ways to provide feedback
- Ensure the service takes into consideration the cultural, linguistic and religious needs and preferences of participants when planning and reviewing services, with input from their families and members of the local community.

4.3 Interpreters

Shape Disability shall inform participants and their families of their right to access professional interpreting services at any time, and of the availability of telephone interpreting services. The need for an interpreter service shall be clearly identified in the participant's file.

Professional interpreting services shall be offered to participants:

- When support plans are developed and reviewed
- Whenever informed consent is required; and
- As requested by the participant and/ or their families / representatives.

4.4 Human Resources

When a participant is referred to Shape Disability, the Director (or delegate) shall consider the best employee match such as that the cultural background, age and gender of the worker is most appropriate to the participant's needs/ interests.

Shape Disability staff are trained in cultural sensitivity and will be able to work directly with indigenous clients and people from CALD background.

4.5 Culturally Appropriate Individual Support

All Shape Disability employees are aware of the cultural and religious impact on the acceptability of providing certain health and personal support procedures.

Shape Disability will provide culturally appropriate food services that meet clients' cultural and religious needs and preferences concerning diet and food preparation.

4.6 Family and Cultural Supports

Shape Disability participants will be assisted to maintain cultural and other support networks.

Staff are sensitive to norms and traditions about receiving help from outside family networks including those associated with critical life events.

4.7 Spiritual Support

Shape Disability supports the current and desired practices and beliefs of participants.

Where appropriate, the current and desired practices and beliefs of clients is noted. Shape Disability assists clients to maintain religious networks and facilitate appropriate religious representation as required.

The impact of religion on all services, including health and personal support and food requirements are documented (This includes Individual Support Plan, file notes, roster) and strictly followed.

5. Communication

Communication about this policy should be implemented in a way that suits each person with regard to their cultural background e.g. use of an interpreter or easy to read documents.

This policy will be:

- communicated to the key internal and external stakeholders of Shape Disability;
- communicated to Shape Disability staff through professional development opportunities;
- accessible through Shape Disability Google Drive.

6. Review of Policy

This policy will be reviewed every two years.

