

Adelaide Quality Care

Policy 1

Cultural Awareness Policy

Document Control Information	
Policy Doc. Reference No.	P1 / O / 004
Document Location	Policy 1 AQC Organizational Governance

Document History			
Date	Version	Who Approved	Reason for change



Cultural Awareness

PURPOSE AND SCOPE

Adelaide Quality Care will welcome participants, visitors and employees, that reflects its ethos, values diversity, expresses a commitment to access and equity, and demonstrates ethical conduct.

Adelaide Quality Care has a commitment to cultural diversity and a commitment to Australian Indigenous peoples. It will recognise and value the multicultural nature of Australian society and give specific acknowledgement and support to the cultures of Australian Indigenous peoples.

Adelaide Quality Care will provide a diverse and flexible delivery of services and provide a work environment which supports, values and encourages cultural diversity. It will assist in the development of understandings through staff training.

Adelaide Quality Care will identify any real or potential barriers for the participant to access our services.

POLICY

Adelaide Quality Care recognises, respects, promotes and celebrates the value of cultural diversity and will adopt and implement inclusive policies and strategies, which advance cultural diversity.

PROCEDURE

Adelaide Quality Care will ensure that all participants are treated fairly and in a non-discriminatory manner. This will include referral and intake processes as well as service delivery. Information provided will be either in home language or using an interpreter. If a participant has a barrier of not being able to read or understand information, then a support

person will be supplied to assist the participant to understand what is being said or explained.

Employment policies and procedures will foster the cultural diversity of the staff. Training and development programs will be conducted to cultural diversity based on need. Input from employees, visitors and participants from diverse background will be sought to make changes to service provision and staff training to ensure that all participants and staff are being treated fairly and without discrimination.

RELATED DOCUMENTS

- Human Resource Management Policy
- Compliments, Complaint and Feedback Form
- Participant/Staff Handbook
- Participant Service Agreement
- Participant Intake form
- Staff Training

REFERENCES

- The Racial Discrimination Act (1975)
- NDIS Practice Standards and Quality Indicators 2018
- The Human Rights and Equal Opportunity Omission Act (1986)
- The Disability Act (1995)