



Cultural Awareness

PURPOSE AND SCOPE

Easy iCare Pty Ltd will welcome participants, visitors and employees, that reflects its ethos, values diversity, expresses a commitment to access and equity, and demonstrates ethical conduct.

Easy iCare Pty Ltd 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.

Easy iCare Pty Ltd 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.

Easy iCare Pty Ltd will identify any real or potential barriers for the participant to access our services.

POLICY

Easy iCare Pty Ltd recognises, respects, promotes and celebrates the value of cultural diversity and will adopt and implement inclusive policies and strategies, which advance cultural diversity.

PROCEDURE

Easy iCare Pty Ltd 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

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Authorised by	Karl Jenkins (Director)	Review Date	26/2/19
Author/Reviewer	Kerry Bolton (Safety & Compliance Manager)		
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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)

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