

5.4 Working with People from Cultural and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islanders (ATSI) Backgrounds Policy

Owner:	Customer Experience Manager	
Approver:	CEO	
Date last reviewed:	January 2018	

SCIA is committed to a policy of non-discrimination against persons on the basis of race or culturally diverse backgrounds. SCIA staff will endeavour at all times to be innovative and flexible when working with people from CALD and ATSI backgrounds.

Respect for race and cultural diversity will be followed in all interactions with clients and stakeholders of SCIA. Where language barriers exist, all efforts will be made to communicate in the most effective way possible. Any issues that arise that may cause cross-cultural misunderstandings will be identified and maximum efforts will be applied to resolve any differences.

All effort will be taken to recognise and deal with any attitudes, values or bias on the part of SCIA Staff that may negatively impact on the Service-Client relationship. The SCIA Policy on Human Rights and Freedom from Abuse will be observed where it is stated that SCIA staff recognise the full rights of people to receive services without discrimination and that SCIA staff are recruited and receive training to ensure they have a full understanding of the legal and civil rights of people with disability.

A series of procedures have been established for staff to follow when dealing with clients of a CALD or ATSI background. These are outlined in the 5.4a CALD & ATSI Procedures.

It is the responsibility of the Board to ensure:

- That a culture of non-discrimination and respect for clients from CALD and ATSI backgrounds is embedded across all business areas.
- That appropriate policies and procedures are in place to ensure this occurs.

It is the responsibility of the CEO to ensure:

- That CALD and ATSI policies and procedures are being adhered to by all staff.
- Each business area demonstrates its commitment to non-discrimination against clients on the basis of CALD or ATSI backgrounds.

It is the responsibility of Managers to ensure:

- That a culture of non-discrimination and respect for clients with a CALD or ATSI background is reflected in their delivery of service
- Staff are aware of the issues around working with people from CALD or ATSI backgrounds.

It is the responsibility of Staff to ensure:

- That the procedures for delivering a non-discriminatory service to clients with a CALD or ATSI background are followed
- They are aware of the issues around working with people from CALD or ATSI backgrounds