



Cultural and Linguistic Diversity Policy (Simple English)

Purpose

We want everyone at Soaring Sparrows Pty Ltd to feel safe, welcome, and respected. This policy makes sure our services are fair and accessible for people from all cultural and language backgrounds.

Scope

This policy is for:

- All staff, contractors, and volunteers.
 - All participants who use our services.
 - Families, carers, and other people involved in supporting participants.
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Key Words

- **Cultural and Linguistic Diversity (CALD):** Different cultures, languages, religions, and traditions in our community.
 - **Cultural Safety:** Feeling respected, accepted, and free to share your culture without fear.
 - **Cultural Competence:** Staff knowing how to work respectfully with people from different cultures.
 - **Interpreter:** A person who changes spoken words from one language to another.
 - **Translation:** Changing written information into another language.
 - **Inclusive Practice:** Making sure services work for everyone, no matter their background.
 - **Community Engagement:** Building good relationships with different community groups.
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What We Believe

At Soaring Sparrows we will:

- Respect and celebrate people's different cultures, languages, and beliefs.
 - Make sure participants can use their preferred language or way of communicating.
 - Ask participants about their culture, language, and family background when they start with us.
 - Provide supports that respect people's values, traditions, and needs.
 - Treat everyone fairly and without discrimination.
 - Review our practices regularly to make sure we are supporting diversity well.
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Responsibilities

Director/Management will:

- Make sure policies and practices are inclusive and culturally safe.
- Provide cultural awareness training for staff.
- Connect with different community groups to improve services.

Staff/Contractors will:

- Respect each participant's cultural and language needs.
- Use interpreters or translated information if needed.
- Ask for help if unsure about a participant's cultural needs.
- Build good relationships with community groups.

Participants and Families can:

- Share their cultural and language needs.
 - Ask for support from interpreters, cultural advisors, or advocacy services.
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Procedures

1. Learning about needs

- Ask about a participant's culture, language, and religion when they join.

- Example: “Would you like to use English, or another language, when we talk with you?”

2. Communication

- Give information in plain language.
- Use interpreters or translations when needed.
- Example: If someone speaks mainly Arabic, arrange an interpreter for important meetings.

3. Respecting culture

- Respect food choices, holidays, and traditions.
- Example: Avoid scheduling supports on cultural or religious holidays.

4. Staff training

- Provide training about cultural safety and how to work with interpreters.

5. Community engagement

- Work with different cultural and community groups to improve services.

Laws and Rules We Follow

- NDIS Act 2013
- NDIS (Quality Indicators) Guidelines 2018
- Disability Discrimination Act 1992
- Equal Opportunity Act 1984 (SA)
- Racial Discrimination Act 1975
- United Nations Convention on the Rights of Persons with Disabilities

Review

This policy will be checked every two years or sooner if:

- Laws or rules change.
- Feedback shows we need to improve.
- An audit or incident shows a gap.