



## Easy Read

# Cultural and Linguistic Diversity Policy

### Purpose

We want everyone to feel:

- ✓ Safe
- ✓ Welcome
- ✓ Respected

No matter your culture, language, religion, or beliefs.


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### Key Words

- **Cultural and Linguistic Diversity (CALD):** Different cultures, languages, religions, and traditions 🌍 🗣️
  - **Cultural Safety:** Feeling respected and safe to show your culture ✨
  - **Cultural Competence:** Staff knowing how to work well with people from different cultures 🧑 🧑
  - **Interpreter:** A person who helps people talk in different languages 🗣️ ➡️ 🗣️
  - **Translation:** Changing written words into another language 📄 ➡️ 🌐
  - **Inclusive Practice:** Making services work for everyone, no matter their background 🤝
  - **Community Engagement:** Building good relationships with community groups 🏠
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### Who this is for

- 🧑 All staff, contractors, and volunteers
- 🦽 Participants using our services

-  Families, carers, and supporters
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## **What we believe**

At Soaring Sparrows we will:





-  Respect and celebrate different cultures and languages
  -  Help participants use their own language or way of talking
  -  Ask about culture, language, and family background when you join
  -  Provide supports that respect your values and traditions
  -  Treat everyone fairly — no discrimination
  -  Check our practices to keep improving
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## **Responsibilities**



### **Director/Management:**

-  Give staff training about culture
-  Connect with community groups
-  Make sure policies are inclusive

### **Staff/Contractors:**

-  Respect each person's culture and language
-  Use interpreters or translated information if needed
-  Ask for help if unsure
-  Build good relationships with communities

### **Participants/Families:**



-  Share your cultural and language needs
  -  Ask for interpreters, cultural advisors, or advocates if you want
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## **Procedures**



### **Learning about you**

-  We ask about your culture, language, and religion when you join.

## **Communication**

-  Give information in simple words.
-  Use interpreters or translations if needed.

## **Respecting culture**

-  Respect food needs and traditions.
-  Avoid support on cultural or religious holidays.

## **Staff training**






-  Train staff about cultural safety and interpreters.

## **Community engagement**

-  Work with cultural groups to make services better.

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## **Laws we follow**

-  NDIS Act 2013
-  Disability Discrimination Act 1992
-  Racial Discrimination Act 1975
-  Equal Opportunity Act 1984 (SA)
-  UN Convention on the Rights of Persons with Disabilities


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## **Review**

We will check this policy every 2 years or sooner if:

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

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 This is your Easy Read guide to Complaints and Feedback.  
If you want the **full policy**, please ask us.