

Easy Read

Cultural and Linguistic Diversity Policy

Purpose

We want everyone to feel:

- Safe
- Welcome
- Respected

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

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
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- 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

Who this is for

- †† All staff, contractors, and volunteers
- & Participants using our services

• 🐉 Families, carers, and supporters

What we believe

At Soaring Sparrows we will:

- k 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

K Responsibilities

Director/Management:

- Give staff training about culture
- Connect with community groups
- A 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

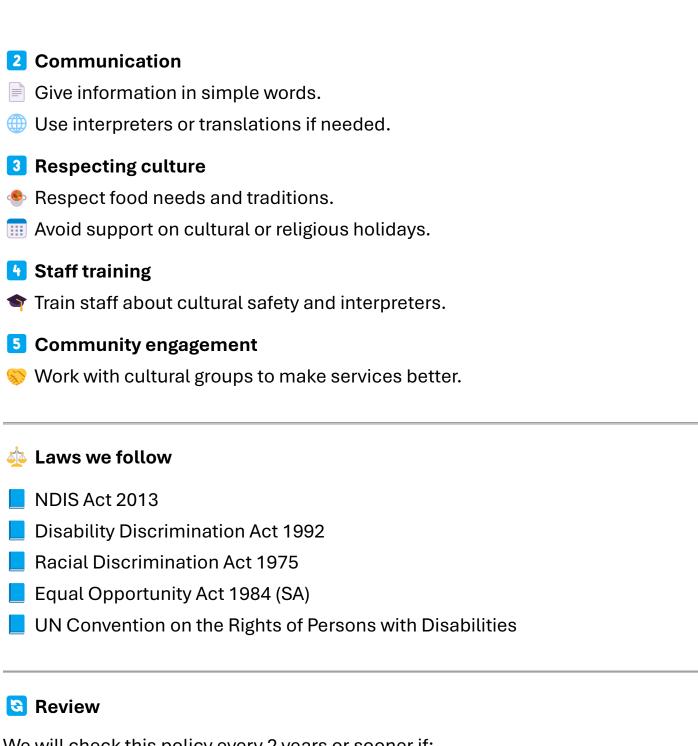
Participants/Families:

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

Procedures

1 Learning about you

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



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
- This is your Easy Read guide to Complaints and Feedback.

If you want the **full policy**, please ask us.