



Cultural and Linguistic Diversity Policy

For Soaring Sparrows Pty Ltd

Document Control

Policy Title: Cultural and Linguistic Diversity Policy

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Policy Owner: Director

Purpose

To ensure that Soaring Sparrows Pty Ltd recognises, respects, and responds to the cultural and linguistic diversity of participants, staff, and stakeholders. This policy ensures services are inclusive, culturally safe, and accessible to all people, regardless of their cultural background, language, religion, or beliefs.

Scope

This policy applies to:

- All staff, contractors, and volunteers of Soaring Sparrows Pty Ltd.
- All participants receiving services from Soaring Sparrows Pty Ltd.
- Families, carers, and other stakeholders engaged in service delivery.

Definitions

- **Cultural and Linguistic Diversity (CALD):** A broad term that recognises the cultural, language, ethnic, and religious variety within the community.
- **Cultural Safety:** An environment where people feel respected, valued, and free to express their cultural identity without fear of discrimination or disadvantage.
- **Cultural Competence:** The ability of staff to understand, communicate with, and effectively interact with people across cultures, including awareness of

one's own worldview, attitudes towards cultural differences, and skills in cross-cultural communication.

- **Interpreter:** A trained professional who translates spoken communication from one language to another in real-time to ensure understanding between people who speak different languages.
- **Translation:** Converting written text from one language to another to ensure information is accessible to all.
- **Inclusive Practice:** Approaches to service delivery that recognise and respond to the diverse cultural, linguistic, and religious needs of individuals, ensuring equitable access and participation.
- **Community Engagement:** Building and maintaining relationships with diverse community groups to strengthen understanding, trust, and service delivery.

Policy Statement

Soaring Sparrows Pty Ltd is committed to creating a culturally safe and inclusive environment. We will:

- Respect and celebrate the cultural and linguistic diversity of all participants and staff.
- Ensure participants can access services in their preferred language or communication method.
- Collect data at intake about participants which involves their cultural and linguistic identity, diverse and unique needs and family background
- Provide culturally appropriate supports that are sensitive to individual values, beliefs, and traditions.
- Uphold the principles of equity, inclusion, and non-discrimination.
- Regularly review our policies, procedures and work practices to ensure that diversity and cultural competence are promoted

Responsibilities

Director/Management:

- Ensure policies, procedures, and practices reflect cultural safety and inclusiveness.

- Provide staff with training in cultural awareness and competence.
- Engage with diverse communities to improve service delivery.

Staff/Contractors:

- Respect the cultural and linguistic needs of participants.
- Use interpreters, translated materials, or culturally appropriate communication methods when required.
- Seek guidance when unsure how to support a participant's cultural needs.
- Develop relationships and consult with specific community groups

Participants and Families:

- Are encouraged to express their cultural and linguistic needs.
- Can request support from interpreters, cultural advisors, or advocacy services.

Procedures**1. Identifying Cultural and Linguistic Needs**

- Collect information about participants' cultural background, language preferences, and religious or spiritual practices at intake.

Example: During onboarding, ask participants if they prefer communication in English or another language.

2. Accessible Communication

- Provide information in plain language and, where possible, in the participant's preferred language.
- Arrange interpreters or translation services when required.

Example: If a participant speaks primarily Arabic, staff arrange an accredited interpreter for key meetings.

3. Culturally Appropriate Service Delivery

- Respect cultural practices, dietary needs, and traditions in service planning.
- Ensure service choices reflect participants' cultural preferences.

Example: If a participant observes specific cultural holidays, staff avoid scheduling supports on those dates.

4. Staff Training and Development

- Provide staff with training on cultural safety, cultural humility, and working effectively with interpreters.

5. Community Engagement

- Build connections with culturally and linguistically diverse (CALD) community organisations to strengthen service delivery.

Related Legislation

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

Other Relevant Documents

- Code of Conduct Policy
- Participant Rights and Responsibilities Policy
- Privacy and Confidentiality Policy
- Complaints and Feedback Policy
- Service Access and Exit Policy

Review

This policy will be reviewed every two years, or earlier if:

- There are legislative or regulatory changes.
- Feedback indicates improvements are required.
- An audit, review, or incident highlights a gap.

Approval

Approved By: Kathryn Soar

Position: Managing Director, Soaring Sparrows Pty Ltd

Date: 19/09/2025



Appendix

Cultural and Linguistic Diversity

Staff Quick Guide

Why this matters

- Every participant has the right to be respected, understood, and supported in ways that reflect their culture, language, and beliefs.
 - Inclusive practice helps build trust, safety, and better outcomes.
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DOs

- **Ask respectfully** about cultural preferences (e.g., language, diet, customs, holidays).
 - **Use interpreters** rather than family members or children when English is not the preferred language.
 - **Check understanding** by asking participants to explain back in their own words.
 - **Provide information** in plain English and translated versions where possible.
 - **Be flexible** with scheduling around cultural or religious practices.
 - **Seek advice** from cultural liaison services or supervisors if unsure.
 - **Acknowledge diversity** as a strength – avoid assumptions or stereotypes.
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DON'Ts

- Don't ignore or dismiss a participant's cultural requests.
 - Don't use jargon, slang, or complicated English.
 - Don't assume everyone from the same background has the same practices or beliefs.
 - Don't proceed with important discussions without proper interpreting support if it's needed.
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Working with Interpreters

- Book **NAATI-accredited interpreters** where possible.
 - Always **speak directly to the participant**, not the interpreter.
 - Allow extra time for conversations.
 - Brief the interpreter before starting, especially for sensitive matters.
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Examples in Practice

- A participant requests female staff only due to cultural or religious reasons → Respect this and adjust rostering.
 - A participant celebrates specific cultural holidays → Avoid scheduling key meetings on those dates.
 - A participant doesn't understand written English forms → Offer translated materials or arrange an interpreter to go through the content.
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Where to Get Support

- Speak with your **supervisor or manager** if you are unsure.
 - Use the **Interpreter and Translation Services** available to the organisation.
 - Refer to the **Cultural and Linguistic Diversity Policy** for full details.
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