



INDIVIDUAL VALUES AND BELIEFS POLICY – CALD COMMUNITIES

Wagtail Therapy
Policy Title: Individual Values and Beliefs Policy – CALD Communities
Access Level: General
Approved: March 2022
Next Review date: March 2024
Document Uncontrolled When Printed



Policy Statement

The purpose of this policy is to ensure that the organisation's services are designed to be culturally sensitive and meet the needs of individuals with disabilities, their families, and carers from Culturally and Linguistically Diverse Backgrounds. This policy is reflective of the following references:

- NDIS Act 2013
- NDIS Code of Conduct
- NDIS Practice Standards
- UN Convention of Rights of Persons with Disability
- Disability Discrimination Act 1992
- Equal Opportunity Act 1984
- Universal Declaration of Human Rights

Scope

This policy relates to all Wagtail Therapy activities and applies to all employees, contractors, students, advocates, and others who may act on behalf of Wagtail Therapy.

Principles

Wagtail Therapy acknowledges the individual needs and beliefs of individuals with disabilities, their families, and carers from Culturally and Linguistically Diverse Backgrounds across all areas of service provision. Wagtail Therapy is committed to achieving equitable outcomes as well as equal opportunities by promoting sensitivity to the specific needs of clients and by eliminating systemic and cultural discrimination in policies, programs, and services.

Wagtail Therapy recognises, respects, promotes, and celebrates the value of cultural and linguistic diversity and will adopt and implement inclusive policies and strategies which promote cultural diversity in all areas of its services. Wagtail Therapy will:

- Structure its programs and services in a culturally sensitive and developmentally appropriate manner.
- Design and deliver its training, therapy programs and activities in a culturally sensitive and developmentally appropriate manner.
- Provide clients with access to a caring, safe, stimulating, and supportive learning environment for individuals from all cultural and linguistically diverse backgrounds.

Procedures

The following procedures are to be implemented to ensure that Wagtail Therapy meets its policy objective of designing and delivering services that are culturally sensitive and meet the needs of people with a disability, their families, and carers from Culturally and Linguistically Diverse backgrounds. Wagtail Therapy will:



- 1) Structure its programs and services in a culturally sensitive manner.
- 2) Design and deliver its training, therapy programs and activities in a culturally sensitive and developmentally appropriate.
- 3) Determine the cultural and linguistic background of individuals and their families to enhance the provision of culturally appropriate supports.
- 4) Respect individuals Culturally and Linguistically Diverse backgrounds and support their cultural practices within individualised goal setting, intervention planning and service provision.
- 5) Use an interpreter if needed.
- 6) Have key policies available in languages other than English, as requested.
- 7) Provide Cultural Awareness Training for staff on orientation
- 8) Provide equity of access to all eligible clients, their families and carers irrespective of their race, language, cultural or linguistic background.
- 9) Encourage clients and their families and/ or carers who are from Culturally and Linguistically Diverse backgrounds, to participate in decision making and goal planning.
- 10) Respect and support the rights of the individual and family to use an advocate by promoting their availability and use of appropriate agencies.
- 11) Develop networking relationships with culturally diverse bodies/ organisations.
- 12) Promote cultural activities which celebrate the diversity of both staff and clients.
- 13) Provide accessible information (verbal, written and visual) to individuals with disabilities and their families in a manner that is sensitive to their cultural and linguistic background.
- 14) Utilise a culturally appropriate mechanism to provide feedback about the services individuals from a Culturally and Linguistically Diverse background receive.
- 15) Support families and carers to apply for services, such as assist to complete forms where necessary.
- 16) Make provision in budgets and funding submissions for any additional resources required for delivering services to individuals with a disability from Culturally and Linguistically Diverse backgrounds.

Responsibilities

The following performance standards must be met to ensure that the procedures specified are implemented effectively:

- The Policy on Individual Values and Beliefs is available to clients, families, staff and contractors.
- Staff are provided with training in culturally sensitive practices specific to individuals from various Culturally and Linguistically Diverse backgrounds to become culturally competent employees.
- Staff are to lead by example in the promotion of cultural and linguistic diversity and acceptance.
- Staff are aware of the implications of disempowerment for individuals from a Culturally and



- Linguistically Diverse background and support these individuals to uphold their rights through training and advocacy.
- Staff provide services that create opportunities for individuals with a disability from a Culturally and Linguistically Diverse background to participate in and share their culture with the organisation and wider community.
- Staff provide information to individuals with a disability and their families from a Culturally and Linguistically Diverse background about services available in the local community allowing individuals to make informed choices and decisions about the services they access.
- Staff provide services and supports that are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
- Staff provide flexible arrangements in the location and time of service provision to meet the varying needs of individuals being aware and respectful of cultural practices of individuals and their families in the provision of services in a home environment.
- Staff are provided with training in assisting individuals from Culturally and Linguistically Diverse backgrounds to people to provide feedback about services and the feedback provided by individuals is addressed in a culturally aware and competent manner.

Review

This Policy will be reviewed on an annual basis. However, if at any time where change is identified as being needed through legislative changes or service requirements, the Policy will be amended accordingly. This Policy will still remain in force after its review period if not reviewed, or until changed or withdrawn.