

# CULTURAL COMPETENCY POLICY

**Applies to:**

Direct Care Australia

**Version Number:**

12

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August 2022



## POLICY STATEMENT

DIRECT CARE AUSTRALIA is committed to meeting the support needs of all people. The organisation has dedicated itself to providing services, programs and policies that are culturally appropriate and accessible to diverse populations and those who encompass a broad range of human differences such as ability and disability, age, educational level, ethnicity, gender, geographic origin, race, religion, sexual orientation, socio-economic class, and values. To make this vision a reality, DIRECT CARE AUSTRALIA encourages all staff to enhance their abilities to provide culturally competent services.

DIRECT CARE AUSTRALIA recognizes that significant disparities exist between the outcomes experienced by minorities and Aboriginal and Torres Strait Islanders and is committed to overcoming those disparities.

## DEFINITIONS

### Cultural Competence

Cultural competence refers to the processes and practices that foster inclusiveness and establish the progression of learning about diversity and differences and their impact on the way services are delivered, received, accessed and promoted. Organisations providing culturally competent services understand the communities in which they operate and recognise that there are multiple levels of diversity within and between communities.

### DIRECT CARE AUSTRALIA WILL ENHANCE ITS CULTURAL COMPETENCE BY:

- Acknowledging that numbers of people from Australian indigenous communities and from culturally and linguistically diverse (CALD) backgrounds are significant within Australia
- Additionally, acknowledging that numbers of older people and people with disabilities from culturally and linguistically diverse (CALD) backgrounds will continue to increase. The proportion of older people from CALD backgrounds requiring case management services is expected to increase due to an ageing Australian population.
- Employing culturally competent personnel – staff with appropriate skills, knowledge and attitudes to embrace and support diversity.
- Culturally competent services – interventions and services proven effective with individuals from the diverse communities likely to be supported
- Promoting itself as a culturally competent organisation – policies, administrative procedures, collaborative practices and management practices, designed to ensure access by the broader community.

The major components to DCA's strategy to enhance cultural competence, as applied to case management and service delivery practice are:

- Recruitment practices that promote diversity and cultural competence as one key driver for selection;

- Ensuring that training and induction practices expand staff awareness of how their own cultural values, norms and experiences influence their work with clients from different cultures;
- Expanding staff understanding of how different cultural norms, values and experiences influence use of community care services;
- Ensuring that staff see each client as an individual and not a stereotype.

Staff will be supported and encouraged to constantly improve their skills and increase their knowledge. The organisation will seek to recruit and educate culturally skilled and knowledgeable people. It will strategically anticipate which cultural communities are likely to request services and develop the competence and source relevant networks to appropriately and equitably meet that need.

Should the organisation find that it lacks staff skilled in the culture or language of a client requiring services; it is incumbent upon the organisation to consult with, or refer to, the appropriate channels. Prior to calling upon specialist services or making referrals, the organisation will have established relationships and formally defined protocols with them.

In crisis situations, the organisation would endeavour to meet any immediate needs and make a referral for culturally appropriate follow-up.

## Related policies

Access  
 Eligibility  
 Client Assessment  
 Client Risk Assessment  
 Referral Policy  
 Code of Conduct

## Related procedures

Intake Procedure  
 Referral Procedure  
 Client Risk Assessment Procedure

## Legislation/Standards

Racial Discrimination Act 1975 (Cth)  
 Disability Discrimination Act 1992 (Cth)  
 Age Discrimination Act 2004 (Cth)  
 Equal Opportunity Act 1984  
 Children and Young People (Safety) Act 2017  
 Mental Health Act 2009 (SA)  
 Guardianship and Administration Act 1993 (SA)  
 Intervention Orders (Prevention of Abuse Act) 2009 (SA)  
 NDIS Practice Standards – St. 1(Person-Centred Supports), St.2 (HR Management), St. 3 (Support Planning)  
 Aged Care Quality Standards – St.1 Consumer Dignity and Choice, St. 4 Services and Supports for Daily Living,  
 St. 7 Human Resources.