

POLICY Cultural Security for Clients

1. PURPOSE

The purpose of this policy is to define Senses Australia’s approach to developing and delivering services that are culturally secure and responsive to clients’ cultural diversity.

2. SCOPE

This policy applies to all Senses Australia employees, volunteers, contractors and services.

Cultural security in this policy refers to practices that ensure that individuals are afforded the same favourable outcomes regardless of the cultural outlook they hold. Cultural security applies to Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, or any specific population with consideration given to age, gender, disability, faith and sexual orientation.

3. POLICY STATEMENT

Senses Australia recognises, respects and promotes cultural diversity and within its capacity, will provide services that are culturally secure. To this end, Senses Australia will:

- Respect and respond to cultural needs during the design, delivery and review of services at an organisational and individual level.
- Respect and promote clients’ cultural and community connection.
- Develop connections with culturally appropriate organisations and groups to promote the meaningful participation of clients within their chosen community.
- Provide cultural awareness training to employees where relevant.
- Make available information to clients, their families and carers in formats appropriate to their cultural needs.
- Where relevant, seek specialist advice from organisations and key community members regarding culturally secure practices.

RELATED POLICIES
POLICY Decision Making and Choice
POLICY Individual Needs and Provision of Services
POLICY Participation and Integration

SUPPORTING QMS DOCUMENTS

<u>PROCEDURE Support Worker's Training</u>
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<u>PROCEDURE Individual Planning for Clients</u>
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<u>PROCEDURE Training including Needs Analysis, Development of Training Plans, Conference Attendance and Study Leave</u>
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RELEVANT LEGISLATION OR STANDARDS
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Nil.
