

Cultural and Linguistic Diversity

Objective

To provide people with disabilities, their families and carers from culturally diverse communities and backgrounds, equal access to supports and services that meet their needs in culturally appropriate ways.

Scope

Board Members, Staff, Students, Volunteers

Policy Statement

Pinarc recognizes and respects the value of a diverse community. We are committed to upholding the principles of;

- Equity
- Respect
- Dignity and self-determination (choice)
- Diversity
- Non-discrimination

Planning for Services

The culture, diversity, values and beliefs of a customer are identified and sensitively responded to. Every customer's right to practice their culture, values and beliefs is supported. Assessment and planning will address individual cultural, linguistic, religious and spiritual needs.

Staff awareness

Staff have access to training and professional development opportunities to increase their understanding of cultural and linguistic diversity, including how to seek information in a culturally sensitive way from customers about their specific needs.

Staff need to be skilled in facilitating the session/s when an interpreter is involved. It is expected that staff will participate in relevant training in this area prior to engaging and working with interpreters.

Language and Communication

Where possible and preferred by the customer, customers with specific cultural and linguistic needs will be supported by staff who share the same, or like, culture and language.

Cultural and Linguistic Diversity continued

Language Use of Interpreters/Translators:

Staff will assess the most appropriate mode and/or language for communication with customers/families/carers, taking into consideration disability, gender, sexuality, culture and ethnicity. Language services are to be provided by appropriately qualified professionals either face to face, by phone or internet. Pinarc accesses interpreters through VITS Language Loop ensuring appropriately skilled and qualified interpreters are engaged.

The use of family, friends or other non-professional translators can lead to breaches of confidentiality, misinterpretation, withholding of particular information, role conflict and conflict of interest. The use of persons under 18 years old is unacceptable, as this is deemed not to be in the interests of a child's welfare.

Multilingual staff may be utilised to support the communication of basic information to a customer where appropriate. It is not appropriate to use multilingual staff for discussions outside their professional skills boundaries.