

# Strategic Objective:

## 1. Excellence in Service Delivery



<b>POLICY:</b>	<b>1.6</b>	<b>Cultural Competency – Cultural and Linguistically Diverse People</b>	
Approval By:	Manager Learning & Development	Approval Date:	09.07.2014
Document Owner:	Director of Nursing	Next Review Date:	09.07.2016
<b>Purpose</b>	<p>QEC recognises the valuable contributions made by and the strength and diversity of Cultural and Linguistically Diverse People and their communities, past, present and future.</p> <p>QEC is committed to Reconciliation. This document sets out embed cultural respect into QEC policy and procedures.</p>		
<b>Target Audience</b>	Board Member, QEC Staff, Visitors, Clients, External organisations, stakeholders, program partners.		
<b>Definitions</b>	<p><b>Cultural and Linguistically Diverse People</b> are those who have a cultural heritage different from that of the majority of people from the dominant Anglo Australian culture.</p> <p><b>Migrant</b> are people who have left their country of origin voluntarily to seek a better life for a range of personal and economic reasons. They have made the choice to leave, had a chance to plan and prepare for migration and can return at any point if they wish to.</p> <p><b>Asylum Seeker</b> are people who has applied for recognition and protection as a refugee but has not had their application for refugee status finally decided. Asylum seekers who are found to be owed Australia’s protection under the Refugees Convention and who satisfy health, Character and security requirements are granted a permanent Protection visa.</p> <p><b>Refugee</b> are people who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion is outside the country of his or her nationality and is unable or owing to such fear, is unwilling to avail themselves of the protection of that country.</p> <p><b>Culture</b> the customary beliefs, social forms and material traits of a racial, religious or social groups. Also it refers to the set of shared attitudes, values, goals and practices that characterize a system, company or corporation.</p> <p><b>Cultural Competence</b> is a set of congruent behaviours, attitudes, and policies that enable a system, agency or professionals to work effectively in cross cultural situation.</p> <p><b>Cultural Awareness</b> is understanding cultural difference, cultural diversity and an awareness that cultural differences may necessitate a different approach to people of that other culture.</p> <p><b>Cultural Respect</b> is attitudes and values that accept and promote the uniqueness, diversity and strengths of the other culture.</p>		

1.6 Cultural Competency- Cultural and Linguistically Diverse People

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**Policy**

**Cultural Responsiveness** the ability and skill to relate effectively with people of another culture.

QEC recognises and respects Cultural and Linguistically Diverse People and the contributions they have made to Australian society.

QEC Is located in one of the most culturally diverse cities in Australia.

While culturally specific services act a safe harbour for migrant families, QEC seeks to establish a workforce that reflects the diversity of the families it supports. QEC works in partnership with communities and through Community Peers to support workers to facilitate culturally specific groups for families and within communities to develop communities’ strengths.

QEC aims to builds respect for and understanding of Cultural and Linguistically Diverse People and their culture within all QEC programs

The following principles guide QEC’s work with CALD families:

- An ecological perspective how the child and families sit within their community
- Empowerment to ensure children, families and communities make their own decisions and responsibility for their lives while staff guide and scaffolded their learning
- Work in partnership with community members , recognising an d strengthening the relational style of informal community leaders , especially women
- Develop models for clustering services which meets the needs of individual communities and allow for community members to easily access the service

All QEC staff regularly participate in education and training which enhances the understanding, awareness and needs of CALD people to avoid stereotyping, bias and develop the understanding of the perspectives of specific groups. This ensures a workforce which is culturally competent

QEC will participate in activities which display commitment to CALD culture and issues.

**Related Links**

Achieving Outcomes for Children and Families from Culturally and Linguistically Diverse Backgrounds. ARACY 2008  
National Framework for Protecting Australia’s Children 2009-2020

**Key Legislation, Acts and Standards**

PLEASE PLACE A ‘Y’ IN THE BLANK COLUMN relating to the applicable standards below:-  
e.g.

<b>1.0</b>	<b>1.1</b>	Understanding Rights & Responsibilities	Y
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<b>Empowerment</b>	<b>1.2</b>	Exercising Rights & Responsibilities	
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### DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	Y
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	Y
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	Y
	4.6	Life Skills - Develop Sustain Strengthen	

### ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	
5.0 Management Responsibility	5.1	Management Responsibility	
	5.2	Customer Focus	
	5.3	Quality Policy	
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	
	5.5.3	Internal Communication	
6.0 Resource Management	5.6	Management Review	
	6.1	Provision of resources	
	6.2	Human resources	
	6.3	Infrastructure	
7.0 Product Realization	6.4	Work Environment	
	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
7.5	Production and service provision		

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	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

**Key Legislation, Acts and Standards**

Multicultural Victoria Act 2011  
 Culturally & Linguistically Diverse Families – web resources, Australian Institute of Family Studies, [www.aifs.gov.au](http://www.aifs.gov.au)

**Key words**

Cultural, linguistically diverse, competency, CALD, NESB, cultural awareness

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