

## CULTURAL & LINGUISTIC DIVERSITY

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### **POLICY:**

Riverlink Interchange Incorporated (Riverlink) is committed to the right of individuals to express and enjoy their cultural heritage and beliefs. In providing service, Riverlink will aim to ensure equal treatment and opportunities to all Carers regardless of their cultural background.

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### **PROCEDURES:**

Riverlink recognises the cultural diversity of the Local Government Areas covered by its services (Ryde, Willoughby, North Sydney, Lane Cove, Mosman, Hunters Hill, Baulkham Hills, Blacktown, Parramatta, Holroyd, Auburn).

Riverlink will endeavour to deliver services appropriate to the cultural and linguistic needs of the community and Carers and care recipients by:

- Ensuring equality of access and participation in Riverlink programs, activities, planning and development
- Encouraging representatives from ethnic/cultural communities to seek membership on the Management Committee
- Promoting Riverlink Services amongst ethnic/cultural groups in the community
- Responding to the specific cultural, linguistic and religious needs of Carers in the development of service plans which take into consideration the expressed needs and beliefs of Carers
- Providing translations of Riverlink policies and documents in the various languages of the Riverlink members through online facilities
- Utilising the knowledge, skills and resources of ethnic community workers, Interpreters and Aboriginal and Torres Strait Islander Services and community leaders to establish a network for information sharing and referral regarding Carer needs
- Ensuring that the requirements of Anti-Discrimination and Equal Employment Opportunity are upheld in the recruitment of Riverlink staff, support workers and volunteers

- Providing relevant orientation and training programs to enable staff and volunteers to understand and respect the cultural practices of Carers and their families
- Where the need for a worker from a specific cultural background or who speaks a specific language has been identified by the Carer / Co-ordinator, Riverlink will attempt to meet this need. In circumstances where Riverlink does not already employ a worker who meets this requirement a service may be purchased through an appropriate agency
- Maintaining a relevant and current library of information on multicultural issues, policies and resources
- Reviewing and maintaining Riverlink's ability to adequately address and meet the needs of Carers from a culturally diverse background within its service evaluation process.

**Related Forms:**

**Related Policies:**

- 2.24 Participation and Integration
- 2.25 Valued Status
- 3.05 Staff Code of Ethics and Conduct
- 3.09 Equal Employment Opportunity
- 3.10 Anti Discrimination

**Relevant Standards:**

NSW Disability Services Standards:

- Standard 1; Rights
- Standard 2; Participation and Inclusion

National Standards for Disability Services 2013:

- Standard 1; Rights
- Standard 2; Participation and Inclusion

Children's Standards in Action:

- Standard 7; Complaints and Disputes
- Standard 10; Protection of Human Rights and Freedom from Abuse

**Legislation:**

Anti-Discrimination Act 2004 (NSW)

Community Relations Commission and Principles of Multiculturalism Act 2000 (NSW)

Disability Discrimination Act 1992 (Commonwealth)

Disability Services Act (NSW) 1993

Racial Discrimination Act 1975 (Commonwealth)



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Ray Palmer  
Executive Officer



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Date

