

Cultural and Linguistic Diversity (CALD) Awareness Policy

Introduction

PANDSI is committed to the tenet that individuals, regardless of diverse religious, cultural and linguistic backgrounds, have the right to equal access to services and to be treated with respect and dignity. PANDSI attempts to meet the specific needs of individuals from CALD backgrounds whenever possible.

As a service PANDSI will:

- provide services to clients, free of discrimination on the basis of country of birth, language, culture, race or religion
- develop relationships with CALD community groups
- ensure that staff induction processes include CALD policy and resources awareness
- develop the capacity and confidence of staff to engage inclusively with all clients, regardless of background, by providing CALD awareness opportunities to staff
- ensure that clients and staff have access in translation/interpretation services
- supply CALD agencies with current information about PANDSI services where possible
- collate and maintain referral resources from CALD agencies as these organisations are identified

PANDSI support staff will:

- treat every individual, regardless of CALD background, with respect, dignity & equity
- attend CALD awareness building opportunities as provided by PANDSI management
- make every effort to ensure that they are aware of the individual requirements of clients from CALD backgrounds
- utilize available support organisations and interpreting services as required