



## ***CaLD CONSUMERS PERSPECTIVES***

**Developing culturally and linguistically responsive approaches  
to the Disability Services Standards**

2005

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## ***CaLD CONSUMERS PERSPECTIVES***

### **Developing culturally and linguistically responsive approaches to the Disability Services Standards**

**These CaLD consumers perspectives are for use in conjunction with the *Disability Services Standards* of the Disability Services Commission.**

An Easy *English Version* of the *Disability Services Standards* prepared by the Department of Family and Community Services is also available.

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“Consumers” in this document refers to people with disabilities who are from culturally and linguistically diverse backgrounds (CaLD).

In meeting the expectations of such consumers under the *Disability Services Standards*, in casework and programs, Agencies may seek input and guidance from:

- CaLD staff of their Agency
- the Agency’s consumer representatives
- networking with CaLD staff of other Agencies
- consumer stakeholder organizations
- consumers as consultants to agencies
- consumers in general.

This document is designed to be of assistance to Agencies in addressing CaLD disability perspectives in:

- Disability Services Standards
- quality reviews
- ongoing casework
- program development.

## Introduction

This **practical working document** was developed by EDAC, on a Service Improvement Grant from the Disability Services Commission, through a series of training and development workshops with people with disabilities from CaLD backgrounds, and the participation of carers and service providers. The participant group was selected to represent a range of disabilities, cultures, ages, gender and lifestyles.

The guide is not prescriptive, but a **framework** within which consumers can articulate their particular needs and Agencies can develop responses within the types of services they provide, their capacity and priorities, and the always changing nature and circumstances of their own particular local consumer population.

This guide is prepared in the form of:

- CaLD consumer perspectives on each of the Disability Service Standards; so that service providers can be aware of how CaLD consumers understand those standards from their own multicultural viewpoints;
- requirements under each of those standards, which CaLD consumers consider necessary to adequately meet their needs and expectations; and
- a practical checklist following each standard to assist Agencies to adopt their own considered 'best practices' to implement and demonstrate that they have met these requirements.

We trust that it will be of ongoing use:

- to consumer groups
  - in articulating their needs,
  - knowing their rights, and
  - exercising their responsibilities to contribute and participate in service development and delivery;

and

- to Agencies
  - in helping to meet the needs of their CaLD consumers in practical, appropriate, effective and demonstrable ways, and
  - that would encourage consumer engagement, participation and inclusion.

## 1. Service Access

Consumer:

***“As a consumer, I have equal rights to use the services provided by disability agencies, and these services should meet my needs and requirements to create and maintain quality of life – within the terms of reference of the funding arrangements of service agencies”.***

Agency:

- Meet the Disability Service Plan requirements, by ensuring that the premises/accommodation are located and designed to provide for ease and safety with physical access for a person with a disability.
  - Have a copy of the Disability Service Plan and review physical access and facilities relative to those requirements; make adjustments where necessary, or active plans to do so; and ensure this has been documented in Agency reports.
- Have the reception and other areas look welcoming for your consumers.
  - Create an environment that is user friendly for people from different cultures. For example, by demonstrating that diversity is valued by having signs, posters, pamphlets and booklets in languages other than English.
- Ensure reception, administrative, support and services staff have a friendly, respectful, welcoming and supportive attitude and behaviour towards consumers under all circumstances.
  - Take particular care in the selection, training and ongoing monitoring of reception staff and all others in this regard, and include in consumer feedback statements and reviews.
- Provide your consumers with information about services and programs in culturally and linguistically accessible ways.

Ensure that all information is:

- written in easy English,
- translated into community languages,
- placed clearly in places consumers usually visit, and
- provided in different ways so the culture and disability of consumers are not barriers to their being well informed.

- Actively promote services effectively so that your CaLD consumers are aware of them.
  - Identify cultural diversity within the Agency catchment area - through Australian Bureau of Statistics and Office of Multicultural Interests population data - and use culturally appropriate materials and promotion practices accordingly.
  - Network, liaise and co-operate with ethnic organizations and ethnic communities to promote the services available.
  
- Have written criteria for services and resources, which does not exclude or disadvantage your consumers because of their cultural differences.
  - State explicitly in the eligibility criteria for all services, programs and resources, that people with disabilities from all cultures are:
    - to be included equally; and that
    - this means that consumers may have to be assisted to meet eligibility criteria, or the program or service may need to be additionally resourced to cater for their needs, where their inclusion would otherwise be difficult.
  
- Establish a mutual rights and responsibilities agreement with your consumer in the initial contact as part of the client/consumer intake process.
  - Have a mutual rights and responsibilities agreement, to be signed as understood by the agency and consumer that includes cultural and language considerations, as part of the engagement process.
  
- Make sure that the consumers case/situation is attended to within a set time frame and has flexible service procedures.
  - Have flexible service procedures, such as appointment arrangements, that positively accommodate the difficulties inherent in multicultural and disability lifestyles.
  - Have the procedure and capacity to see clients that turn up without appointments, as may be the case in their own culture, but then inform and negotiate appointments for subsequent attendance.
  - Develop realistic and negotiated time-lines for actions as part of case management planning.
  - Ensure regular monitoring and review of the progress of individual cases against the negotiated timelines.

- Respond to the needs of consumers to the best of the Agency's capacity.
  - Provide services at the time consumers need them most.
  - Provide services in the ways most suitable for consumers.
  - Consult regularly with consumers and their family and/or significant others.
  - Ensure all cultural requirements of consumers are considered, e.g religious beliefs and practices, ceremonies, and food/dietary requirements.
  
- Provide consumers with support of a professional level that is culturally informed.
  - Employ bi-lingual bi-cultural staff.
  - Maintain updated training of all staff in multicultural awareness and sensitivity.
  - Have staff trained to recognize and determine the language a person speaks by using a multilingual guide or languages card.
  - Provide access to interpreting and translation support if needed.
  - Have a phone facility that is available to use for access to interpreting services e.g conference/speaker phone.
  - Ensure services staff have training in the use of interpreters.
  
- Ensure services and resources are fairly provided to all consumers.
  - All consumers have equitable access to the same type, quality and extent of services and resources without prejudice or discrimination as to their cultural background.
  
- Arrange referral to another agency if your service is not suitable or able to meet consumer's needs.
  - Put the best interests of consumers and their cultural needs first in determining that there may be a need for referral.
  - Develop and maintain a relationship with other agencies through networking with their bi-lingual and bi-cultural staff.
  - Ensure consumers are fully informed of the referral process and have their prior consent.
  - Follow-up, when necessary, to see if the referral service is appropriate.

## 2. Individual Needs

Consumer:

***“I am seen as a unique individual with needs both similar and different to those other people who belong to the same culture as I do, and I am helped to reach my own goals in the ways that personally suit me”.***

Agency:

- Include, consult and respect consumer’s decisions in ensuring services are appropriate for them personally and culturally, and for their age, gender and religion.
  - Include cultural considerations, as consumers determine them, in planning their services and developing their care/service plan.
  - Include consumers in determining which staff are allocated to them – providing for language support and respecting their cultural needs as they see them. This process also refers to other agencies to which they may be referred.
  - Provide consumers with regular progress reports about their case, inform them of any decisions and actions that have been taken, and incorporate consumer feedback.
- Involve input and support from consumer’s families and/or significant others, as and when they may think it is necessary.
  - Acknowledge and accept ways in which, for cultural as well as personal reasons, consumers may wish their families and/or significant others to be involved, including who as well as the extent and nature of involvement.
- Have workers well trained to understand consumers and their issues.
  - Value and support diversity *between* cultures and languages.
  - Appreciate and be sensitive to individual differences *within* cultures.
  - Be careful of assumptions and stereotyping when working with families and individuals, recognizing *individuality* both within and between cultures.
  - Recognize the uniqueness of each family unit in regards to composition, roles, responsibilities, styles of interactions and child-rearing practices.

- Recognise, discuss and ensure the provision of psycho-emotional support as consumers require.

This should include conditions associated with:

- personal trauma related to the event causing disability – such as post-traumatic stress,
  - difficulties that the consumer and/or their family and community may have in dealing with the disability, and
  - stress related to refugee/migration settlement issues.
- Have flexible programs and services to meet consumer's varying needs.
    - Ensure adaptability of programs and services to address the individual circumstances, needs and preferences of consumers.
    - Ensure programs do not compromise the cultural standards, values and beliefs of consumers.
  - Cooperate or consult with other service agencies to ensure an integrated holistic approach to meet consumer's varying needs.
    - Ensure consumers receive the full range of help they require, with services coordinated with other agencies when necessary.
    - Ensure sensitivity to the cultural and disability circumstances of consumers in referral requirements.
    - Recognise and respect that consumers may possibly have critical relations with (some) people of their same or other ethnicity, which are often based on their pre-migration history. Therefore, maintain total confidentiality within and between agencies unless with the explicit consent of the consumer.
    - Provide referral agencies only with the information they need to know regarding disability, ethnicity and personal matters, and only with the explicit consent of the consumer concerned.
  - Network with the ethnic organizations and communities, only with consent from consumers.
    - Network with ethnic communities to keep culturally informed, about information on particular cultural issues or concerns, and to consult for guidance on culturally sensitive approaches.
    - In doing so, maintain total confidentiality about consumers unless with their explicit consent.
    - When meeting with an ethnic organization after consent from a consumer has been obtained, discuss their disability sensitively and positively so as to counter the stigma and shame that may prevail among some ethnic communities.

### 3. Decision Making and Choice

Consumer:

***“I will be supported to be the main decision maker in determining services that I think are best for me”.***

Agency:

- Advise the range and extent of services that the agency provides so that your consumers can make choices and decisions about what best meets their needs.
  - Advise consumers in ways that ensure they understand what is being explained to them.
  - Operate with openness and transparency about services and eligibility criteria.
- Help consumers express what they want, to feel confident and secure in making decisions.
  - Facilitate consumer self-advocacy
  - Ensure the availability of advocacy is made known to consumers, understood, and operates in their interests as they request.
  - Respect decisions that your consumers make.
- Involve consumers and act on their input in developing different and/or flexible programs, to suit their circumstances and needs.
  - In developing new programs, ensure consumer input on service preferences relative to their needs and circumstances, and that it is acted upon as central to the decisions made.
  - In negotiating flexibility of programs to suit consumers.
  - In evaluating existing services for consumers.

- When assisting with choices and decision-making, respect and take into account, expectations and responsibilities related to the consumer's individual cultural standing and roles.
  - When assisting consumers with choices and decision making, ensure inclusion of their expectations and responsibilities related to their cultural standing and roles.
- Use formal guardianship arrangements only if it can be properly determined that consumers are unable to make decisions for themselves.
  - Address the difficulties of undertaking a culturally informed assessment in determining the capacity for consumers to make decisions for themselves. Especially, when they are of different ethnic and linguistic backgrounds and have varying types and degrees of disability.
  - Determine and support *cultural responsibility* arrangements where possible instead of engaging Guardianship processes, such as mobilizing roles and expectations within the family or extended family system
  - If Guardianship arrangements are entered into, build in identified and agreed cultural responsibility arrangements.

#### 4. Privacy, Dignity and Confidentiality

Consumer:

***“My right to privacy, dignity and confidentiality in all aspects of my life is recognized and is not in any way compromised”.***

Agency:

- Treat consumers with respect, as expected within their own culture.
  - Recognize the respect due to any consumer in their own culture, in terms of forms of address, the acknowledgement of family, community, social, and religious membership and roles, and professional standing, - and ensure similarly appropriate respectful relationship protocol in service delivery.
  - Ensure consumers are not subjected to any disempowering attributions and seek to positively correct any devaluing experience through the migration/settlement process, experiences of racism, and comments or feelings about being a recipient of services.
- Support, enhance and devote consideration to the consumer’s pride, honor and self-respect within their community.
  - Recognize the individual basis of pride, honour and self-respect of different consumers; be sensitive particularly to cultural aspects, and ensure a supportive approach to their maintenance and enhancement as central in service planning and provision.
  - Exercise particular care not to overlook, neglect, marginalise and devalue any aspect of a consumer’s identity, beliefs or lifestyle.
- Do not give any information about consumers without their permission.
  - Ensure consumer’s contact with the agency is confidential in all respects, and that this is understood at the outset (include this in the mutual rights and responsibility agreement).
  - Do not make contact with anyone in any way that might identify consumers without their consent, especially those within their own community. (Do not assume that any consumer wants their identity, disability or any other matters known to any other party including their own community).
- Ensure information about consumers is not used against their interests.
  - Establish explicit service procedures that protect against open access to consumer information.

- Ensure that all consumer information is used by the service only with the consumer's personal approval.
- Ensure the consumer understands and agrees with how the information would be used and best serve their interests.
- Ensure consumers understand any papers they are signing and any information they are required to provide.
  - Service procedures and practices guarantee that all documents to be signed by consumers, and the provision of any required information is done so on the basis of informed consent, particularly in regard to:
    - the content of any documents,
    - the reason why any organizations want information about them, and
    - what will be done with the information.
  - Consumer's personal information is stored securely, is not left on view, and is not accessible by the public or any unauthorized staff.
  - Consumers have the right to see their personal file or any information the agency keeps about them.
  - The service's Mutual Rights and Responsibility Agreement ensures that each consumer understands that they have the right not to provide information or sign documents until and unless they are satisfied that they understand the purpose and use and that they agree to do so.
  - Provide translation and/or qualified interpreting if necessary, to ensure consumer understanding of information and documents. (See also 1. Access).

## 5. Participation and Integration

Consumer:

***“Disability organizations support and encourage me to participate, be involved and to contribute as an integral part of the community”.***

Agency:

- Provide me with information about general community facilities and events and how to use and participate in them.
  - Ensure consumers are informed, have choices, and are supported in participating in the full range of activities associated with the specific purposes of the service, i.e. employment, education, etc.
  - Support the integration of consumers into the specific purposes of the service by addressing the inclusion of consumers into a holistic lifestyle and engaging in activities of their choice in the general community, i.e social, recreational, etc.
- Recognise possible critical relationships between people of the same general ethnicity, often based on their pre-migration history, and do not assume that they would like to engage with any groups or activities on the basis of their ethnicity.
  - Ensure consumers are informed of the cultural avenues of access to services and to community participation that is available.
  - Recognize, respect and be guided by the sensitivities consumers may have in relating to their activities and organizations of their own or other cultures.
- Present to the community, in a positive way, the inclusion of consumers' participation within the ethnic communities.
  - Wherever possible take opportunities to promote the enrichment value of consumer's cultural attributes by including them in activities.
  - Assist to positively redress any instances of cultural devaluing and exclusion that may occur by consumers themselves, or by service providers or community organizations.
- Develop programs that help consumers show their best qualities, in ways that are meaningful to them.
  - Ensure programs include developing the capacity for effective self-promotion by supporting consumer initiatives that are appropriate for the different cultural ways of particular consumers.

- Engage consumer's involvement but making sure that activities accommodate their cultural practices and beliefs.
  - Consult consumer representatives and stakeholders to help facilitate inclusion through adapting program delivery which meets consumer's cultural and religious needs – such as prayer facilities, the nature of food provided, etc.
- Develop flexible programs which ensure relevance of both content and intended outcomes, to the consumer's culture as well as age and gender.
  - Consult consumer representatives to assist with the flexibility of making content and outcomes of existing and new programs relevant for diverse cultures, age and genders.
  - Promote the value of multiculturalism through consumer contribution in all programs.
- Promote and demonstrate cross-cultural awareness and competencies in all dealings with CaLD consumers' activities.
  - Encourage and require that staff demonstrate cross-cultural awareness and competencies in relation to consumers in the agency and in the community.
- Ensure CaLD consumers' involvement in all programs, without consumers having to plead or argue for special considerations.
  - Have an inclusion policy, procedures and promotion to explicitly involve consumers and stakeholders from CaLD backgrounds in all programs.
- Assist the process of consumers' participation by providing interpreting and/or translating and advocacy support if necessary.
  - Provide interpreting, translation and advocacy support as necessary to assist consumer participation and integration into services and programs. (See also 1. Access; and 4. Privacy, Dignity and Confidentiality).

## 6. Valued Status

Consumer:

***“Disability organizations help me to achieve my goals, which in return bring me respect, happiness and friends”.***

Agency:

- Promote the valued understanding and respect of consumers and their cultural backgrounds.
  - Demonstrate respect, understanding and valuing of the different beliefs, values, attitudes and behaviors of consumers.
- Assist consumers by understanding how their cultural attitudes and practices influence the way they understand disability and how they live with it.
  - Understand that concepts about disability and their responses are considerably influenced by culture. Take this into account when engaging with consumers, their families and communities.
  - Recognize and understand that beliefs and concepts of emotional well-being vary significantly between individuals and from culture to culture.
- Assist consumers in understanding how disability is defined and managed in the Australian context, in comparison to expectations within their own culture.
  - Identify and negotiate practical resolution in areas of conflict in understanding and valuing practices regarding disability, between the consumer, their culture and Australian contemporary society.
- Understand things consumers expect, and also things they can not perform because of their cultural values and beliefs.
  - Be aware, understand and make respectful provision for cultural practices that may involve particular expectations and/or particular prohibitions – these may range from protocols of engagement with consumers to inclusion of care relationships within their families and communities, - and seek guidance in each case from those involved.
- Promote and respect the consumer’s social status in the way they see it.
  - Use appropriate forms of address to consumers, and about them to others.

- Show recognition of family, social, cultural, educational and professional standing of consumers, and ensure this is promoted in all dealings with others.
  
- Help consumers maintain, develop and apply their skills so they can become more independent and productive in ways that are valued by them and the community.
  
- Assist capacity building that is valued by consumers and also increases their valued status in the community.
  
- Represent consumers in positive ways.
  
- Represent consumers in positive promotional ways, that:
  - proactively responds to difficulties
  - focus's on the availability of effective solutions for inclusion; and
  - practise inclusion by emphasising the positive contribution that a person with disability from a CaLD background can make to the community as a result of their participation.

## 7. Complaints and Disputes

Consumer:

***I am listened to, and can discuss, without fear of judgement or retribution, things about the service I am not happy with; and suitable changes are made.***

Agency:

- Encourage consumers to provide feedback to ensure improvements in the services they receive.
  - Seek to obviate the need for formal complaints by encouraging consumers to proactively provide feedback regarding any area of dissatisfaction, and engage them cooperatively in the process of developing constructive improvement to services and their delivery.
- Establish complaints and grievance procedures that are appropriate for consumer's use.
  - Ensure that consumers understand there are formal complaints procedures available if they are dissatisfied with the services they receive and also inform them about the Mutual Rights and Responsibilities Agreement, if the organization has one.
  - If a consumer wishes to proceed formally with a grievance, ensure they are given the choice to resolve it internally, or externally, if they consider it necessary. Make sure consumers are informed and assisted with access to these procedures in ways that are appropriate for them. (For example, an external resolution may involve the Equal Opportunity Commission, Office of Health Review, or funding bodies).
- Respond to complaints without undue delay and inform consumers about the results within an agreed time frame.
  - Although issues experience by CaLD consumers with disabilities are often complex and time consuming, they should be provided with an immediate initial response and negotiate a process and/or a reasonable time frame for dealing with the complaint.
- Advise that consumers can have an advocate to represent them as part of the complaints and disputes procedure and that an advocate would operate in their best interest and under their direction.
  - Incorporate the availability of advocacy support in the complaints and grievance procedure/process and advise consumers at the time the complaint process is initiated.
  - Ensure the cultural competency of any advocacy support provided or recommended.

- Have trained workers who know how differences are dealt with in diverse cultures; understanding language and communication styles and interactions with people.
  - Maintain cross-cultural training of staff that includes awareness, understanding and skills in managing cultural differences in processes of dispute management and conflict resolution.
  
- Respect the consumer's opinion, and not hold against them any complaint or dispute they had about the service, including threatening the loss of services because of a disagreement with a service provider.
  - Provide assurance (in writing if necessary) to consumers prior to and post the complaint process that there will be no negative consequences from their complaint proceeding, such as discrimination in the provision of services or recrimination through the attitudes and behaviour of staff.
  
- Provide opportunities for alternative referrals to other culturally competent services if they wished.
  - Include in your written policy or in your initial Mutual Rights and Responsibilities Agreement, the right of consumers to disengage from the service, at any time and for any reason without undue consequence.
  
  - Provide an alternative referral to culturally competent services, without prejudice.

## 8. Service Management

Consumer:

***“I can expect that the organizations I am using are well organized and effectively managed, by staff who are professionally trained, so that I am comfortable and happy that my support needs are being met properly, adequately and in ways culturally satisfactory to me personally.”***

Agency:

- Make it a requirement that the cultural diversity of consumers is valued and catered for by the service.
  - Review agency mission statements, goals, policies, procedures and practices, and those of programs, to ensure they incorporate *best practice* principles that explicitly cater for and promote *cultural diversity*.
- Ensure that cultural diversity is embraced by *all* staff and reflected in *all* policies and practices.
  - Adopt a ‘whole of organisation’ approach by incorporating and catering to cultural diversity in all policies and procedures statements.
  - Within a policy, adopt an ‘embedded service’ approach by seeking participation from consumers and their families, key community members and stakeholder agencies - to assist the service and its programs to respond to the needs and preferences of culturally and ethnically diverse consumers.
- Make sure the services’ policies and practices meet all current legislative obligations including the promotion of a multicultural society in Australia.
  - Ensure that the agency’s mission statement, goals, policies, procedures and practices, and all programs, incorporates the principles and objectives of the WA Multicultural Charter as well as all relevant Commonwealth and State legislation including the Disability Services Act, Equal Opportunity Act, Discrimination Act and others.
- Involve people from CaLD backgrounds in the operations of the organization, including services and training.
  - Encourage nominations from the ethnic community, especially those people with disabilities, to the Board of Management, Advisory Committees, Steering Committees, Review Panels, and other offices.
  - Involve consumers, and CaLD people with disabilities generally, in:
    - the development of all programs,

- all aspects of service planning, management delivery and review, and
  - the cross-cultural training of staff.
- Provide education and training to consumers so they can contribute meaningfully in organizational reviews, assessments and inquiries, and provide cultural perspectives on service processes and issues, thus adding value to the operations of the service.
    - Develop the capacity of consumers, carers/families and cultural/disability stakeholders to contribute effectively to agency reviews, assessment processes and submissions by:
      - providing consumers, etc with information about the agency, its programs, and funding body requirements,
      - providing any necessary training and support for them to provide well informed input, such as Quality Assurance and Continuous Quality Improvement requirements, Disability Service Standards and assessment procedures, and
      - providing briefings on the nature and background to Inquiries and Reviews so consumers can offer informed and appropriate assistance.
  - Ensure that ethnicity and other cultural factors are adequately represented in service information and in the nature of the service delivery.
    - Ensure data collection categories on 'ethnicity' include those of the Australian Bureau of Statistics, the Disability Services Commission, Commonwealth Disability Services, and Centrelink – to allow collation and comparison of information – i.e. include country of birth, ancestry, language spoken at home, requirement for interpreters, and other indicators. (Recognise that this is an issue of ongoing concern and is under collaborative review and requirements may change – modify agency data recording practices accordingly).
    - Be sensitive to acculturation and the nature of service delivery. Ask consumers on what basis they conceive or define their ethnic identity and record any variations to the above and accommodate in service and program delivery – especially consider the balance of cultural life with the degree and nature of accommodation with the Australian ways of life.
    - Ensure data collection and collation procedures provide the agency with knowledge of the diversity of CaLD consumers they are assisting, and that comparative breakdown is enabled against all other service data.
  - Employ people who can be entrusted to attend to the personal wellbeing of consumers, ensuring that all reception and services staff are cross-culturally trained and competent and are provided with ongoing professional development on cultural awareness and skills.

- Include an evaluation of cross-cultural competencies in all case reviews, all staff appraisals and all consumer feedback statements.
- Require, enable and resource all staff to participate in professional development programs to enhance their knowledge and skills in culturally responsive service delivery.
- Include regular summary information of the above in reporting to Boards of Management and in Annual Reports.
- Ensure all service staff are vetted for past behaviours that might cause harm to consumers, including involvement in their culture or country of origin.
  - Obtain appropriate police clearances for all staff and volunteers.
  - As a condition of employment, require a confidential declaration of any involvement in conflict with people of the same or other cultures here or overseas – and give due consideration to case matching in terms of safety and wellbeing of consumers. Particular vigilance is necessary in this regard with applicants from circumstances of insurrection and repression, civil war, ethnic and religious conflict and inter-nation hostilities.
- Give preference to employing CaLD people with disabilities.
  - Implement a policy of affirmative action with regard to the employment of people with a disability who are of CaLD backgrounds, ensuring they have the necessary experience and skills, at all levels, and in all functions of the agency.
  - Have ongoing placement experience available for CaLD people with disabilities who are undergoing or have completed training in skills relevant to the service.
- Ensure that staff are continually improving their capacity to provide appropriate and effective services to CaLD consumers.

Demonstrate continual improvement in services by:

- Researching:
  - ongoing changes in the details of the local population's cultural demographics (such as new cultural arrivals, infant, child, adolescent, adult and aged population increases)
  - shifting patterns of local consumer needs (such as implications for culturally effective disability services associated with infant health, child care, schooling, vocational education, employment, recreation, health and aged care);
- Reviewing and incorporating:
  - *best practice* developments in related service provision; and

- effective strategies and new programs developed elsewhere with people from different cultural backgrounds, especially for those with disabilities;
- Continually seeking opportunities to resource the development of programs for CaLD people with disabilities; and
- Ensuring CaLD people with disabilities are explicitly addressed in all aspects of the agency's Quality Improvement (QI) and Continuous Quality Improvement (CQI) processes.
- Include relevant information related to these improvements in reports.
- Obtain and update relevant ethnic and disability related resources for consumers and for staff with disabilities.
  - Include items in all budgets and funding submissions to cover additional resources for services and participation of CaLD consumers – such as:
    - CaLD components of disability service provision;
    - translation, interpreting and multi-lingual publications (See also 1., 4. and 5.);
    - participation of CaLD consumers and stakeholders in staff cultural awareness training;
    - disability awareness training for CaLD consumers and community;
    - support and development for CaLD staff; and
    - CaLD consumers transport to attend meetings, training, and consultancy regarding program evaluation and development, reviews and submissions.
- Ensure that policies, procedures and practices of the Agency meet legislative obligations and guidelines for CaLD consumers.

For example:

- In the Agency's policy relating to the Disability Service Plan (see 1. Access);
- In the Agency's Policies, Procedures and Practices under the Disability Services Standards, indicating actions appropriate to the purpose and scope of the agency;
- In the Agency's Quality Assurance and Continuous Quality Improvement policy and strategies, including sector *best practice* in all areas of service access, delivery, and management (see above).
- In the Agency's considered response, integrating *inclusion* and *participation* principles explicitly into all agency policies, procedures and practices, of:
  - the *Multicultural Charter* of WA;
  - the *Equal Opportunity Act*; and
  - the *Disability Discrimination Act*;

or equivalents as may exist or be developed at Commonwealth and State levels.

- Provide open and fair use of resources.
  - Equity of access to resources can be demonstrated in all cases.
  - Explanation of criteria, conditions and priorities for resource access is readily made available as may be requested by an individual consumer, family/carer and stakeholder, while at all times protecting the confidentiality of others.
  - Any continuing dissatisfaction or conflict over equity of resource access can be pursued through the Complaints and Disputes procedures of the Agency.

(See also: 1. Access)

## 9. Protection of Human Rights and Freedom from Abuse and Neglect

Consumer:

***“I have the natural human right to services which protect me and assist me from being mistreated physically, mentally, culturally, socially or financially”.***

Agency:

- Have culturally trained people who can recognize, and help consumers to communicate any experience they may have of abuse and neglect.
- Make available to all staff, professional development training on abuse and neglect, including indicators, understanding and procedures that are sensitive to consumers from diverse cultures.
- Respond to any issue of abuse or neglect raised by CaLD consumers in a timely and appropriate manner.
  - Take immediate and continuing action to achieve consumer safety and issue resolution regarding any reporting of abuse or neglect.
- Develop procedures that protect human rights as well as complimenting their individual cultural values and beliefs.
  - Have procedures to ensure that actions taken protect consumers' safety, their human rights, their values and beliefs.
- Empower consumers to exercise their legal and human rights.
  - Provide consumers with advice on the availability of legal assistance, suitable to their cultural and financial circumstances and the nature of the issue of concern; referral as appropriate; and provision of advocacy support if required.
- Take into consideration consumers' cultural needs, responsibilities and relationships, ensuring they will not be neglected or disadvantaged in service provision.
  - Ensure as far as possible that the Agency avoids feelings of cultural neglect, or neglect for cultural reasons, by consumers and their families and stakeholders. (See: 2. Individual Needs).
  - Act pro-actively and respond to any such feedback immediately and constructively in consultation with the consumer, and family/carer and stakeholders as may be necessary.

- Assist consumers in protecting their property, finances and personal effects from any misappropriation.
  - Assist clients proactively and as issues arise for them or their family/carers, concerning appropriate care and management of their property in all respects.
  - Provide referral to financial advisors, or guidance with Guardianship and Power of Attorney or other such matters as may be advisable, to ensure consumer understanding, capacity to make informed decisions, and for protection. (See also: 3. Decision Making and Choice).