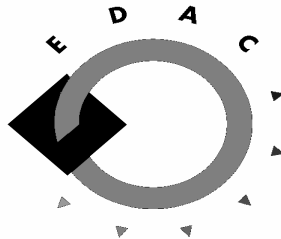


**Developing culturally and linguistically responsive
approaches to the Disability Services Standards (1-9)**

CaLD CONSUMERS' PERSPECTIVES

2006

Professional Version



**Ethnic Disability Advocacy Centre
320 Rokeby Road
Subiaco WA 6008**

**Service Improvement Project
Funded by Disability Services Commission**

The **ETHNIC DISABILITY ADVOCACY CENTRE** (EDAC) is a community based advocacy service representing people with disabilities from culturally and linguistically diverse (CaLD) backgrounds, their families and carers in equitable service access and empowerment of their rights. EDAC provides individual and systemic advocacy, support, information and training. It also provides ongoing consultancy and training to assist service providers to pro-actively meet the recommended self-monitoring processes within the Disability Services Standards, in relation to 'best practice' and the inclusion of people with disabilities from CaLD backgrounds, their families and carers.

ACKNOWLEDGEMENTS

Firstly, thanks to the Disability Services Commission for a Services Improvement Project Grant - continuing to recognize CaLD people with disabilities as an important special needs group requiring a voice of their own in assisting agencies to include them to best meet their cultural needs in the design, provision and evaluation of services.

Sincere thanks go to the EDAC Consumer Reference Group and others who were participants in the series of Workshops where each of the Disability Services Standards was reviewed from their personal experiences with disability services. Thanks also to the staff of EDAC for their support and input contributing from their considerable experience assisting CaLD clients with their issues with disabilities services. The Project Officer was Nadia Loncar, assisted by Boris Turpin.

In a separate later Project, also funded by DSC, EDAC held a series of Workshops on the new Standard 9, producing a revision of the CaLD Consumers' Perspectives for that section of the Disability Services Standards – now integrated within this August 2006 version. The Project Officer was Vivien Palcic, again assisted by Boris Turpin. We also wish to thank EDGE Employment for facilitating Dept of Employment and Workplace Relations (DEWR) workplace IT support, and the Association for the Blind for technical support.

For enquiries regarding training and consultancy support contact EDAC Training Coordinator Dr Anne Atkinson or Executive Officer Jenny Au Yeong by phone on 9388 7455 or by email at admin@edac.org.au.

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INTRODUCTION

This EDAC initiative was funded as a Service Improvement Project by the Disability Services Commission WA. By being available to all disability service providers it is aimed at improving the cultural aspects of services provided to people with disabilities in WA who are from culturally and linguistically diverse backgrounds (CaLD). It can be used as a self-development tool by any service agency. Also EDAC is available to provide both training and implementation support in this regard to agency staff, to consumers and carers and their communities, and also to assist the cultural aspects of DSC service monitoring of the Disability Services Standards.

Disability Services Standards (1-9) define what governments expect services to achieve when assisting people with disabilities and their families and describe how the principles and objectives of the Disability Services Act (1993) should be put into practice in disability services. They represent a framework that assists people with disabilities, their families/carers and service providers to collaborate in the development and maintenance of high quality services.

All funded disability service providers are expected to be fully compliant with all the standards. There are two major checks on how well services are meeting the standards:

- through a **self assessment** that the service completes each year and provides to the funding body ; and
- through a **standards monitoring visit**.

In both of these processes, consumers have an opportunity to have a say about the service, how well it runs, what they are satisfied with and what changes they would like to see.

EDAC has developed a practical guide on the Disability Services Standards 1-9, for service providers, based on the perspectives of consumers of Culturally and Linguistically Diverse (CaLD) backgrounds, with participation of carers and service providers, through a Service Improvement Grant from the Disability Services Commission. The working group was selected to represent a range of cultures and disabilities, ages, gender and lifestyles. This guide was produced after many development workshops and training sessions with people with disabilities and their families/carers.

These guidelines encourage awareness and sensitivity in recognising and responding to appropriate service access and human rights issues with CaLD people with disabilities in the contemporary Australian context.

RECOMMENDATIONS AND GUIDELINES FOR IMPLEMENTATION

We recommend that the guidelines be used in conjunction with the generic or standard version of *Disability Services Standards* of the Disability Services Commission.

“Consumers” in this document refers to people with disabilities who are from culturally and linguistically diverse backgrounds (CaLD), their families/carers and communities who together, make up what may variously be considered as the 'consumer unit'.

The guide is not prescriptive, but acts as a **framework** within which consumers can articulate their particular needs. Agencies can develop responses or action plans within the types of services they provide, their capacity and priorities, and adapt to the frequent changing nature and circumstances of their CaLD consumer population.

This document can offer assistance to agencies in meeting the individual needs and duty of care issues. It can also facilitate effective consumer participation, such as informed inclusion in the disability services standards self-assessment process and standards monitoring of the agency.

This guide is prepared in the form of:

- **Consumers' perspective** - so that service providers can be aware of how CaLD consumers *understand* this Standard from their own multicultural viewpoints.
- **Agency requirements** - what CaLD consumers consider *necessary* for Agencies to adequately meet their needs and expectations under that standard.
- **A practical checklist** () - to assist service providers to adopt and develop 'best practices' demonstrating their *implementation* of these requirements.

To meet the CaLD consumers' perspectives and needs, it is recommended that service providers:

- understand, respect and value cultural diversity;
- develop strategies to address additional needs and vulnerabilities arising from people facing double discrimination due to cultural/linguistic difference *and* disability;
- are sensitive to those CaLD consumers suffering double trauma and difficulties of both disability *and* pre-migration, refugee and settlement experiences; and
- are actively committed to substantive equality.

It is strongly recommended that CaLD consumers are included in all standards consultations, training and evaluation, as they have the lived experience of culture and disability and will provide valuable input in how services are delivered.

HUMAN RIGHTS BASED SERVICE

It is suggested that Human Rights be considered as an overall framework within which associated legislation and guidelines are supported in practice by the Disability Services Standards

Accordingly, the overall Human Rights perspective of Standard 9 is considered as cross-referring to and providing a basis for all other Standards.

**Cultural rights
and
the rights of people with disability
are an integral aspects of all human rights.**

Accordingly the *CaLD Consumers' Perspectives* on Standard 9 provides for cultural rights to be applied to all aspects of all Disability Services Standards 1-9.

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

This final *CaLD Consumers' Perspectives* on the *Disability Services Standards* can be accessed for your own use from the EDAC website www.edac.org.au. Please respect that it is copyright to EDAC, including restriction to EDAC for any use for training or organizational consultancy and support purposes.

DISABILITY SERVICES STANDARDS

CaLD Consumers' Perspectives

1. SERVICE ACCESS

CaLD Consumers' perspective:

"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 requirements:

- **Meet the Disability Access and Inclusion Plan (DAIP: previously Disability Service Plan) requirements, by ensuring that the premises/accommodation are located and designed to provide for ease and safety of physical access for a person with a disability.**

Identify and enhance cultural aspects of physical access.

- periodically review cultural aspects of physical access and facilities relative to disability requirements;
- make adjustments where necessary, or active plans to do so; and
- ensure progress is monitored and documented in Agency reports.

Issues for consideration include location and transport re demographics of cultural populations; provision for accompanied family/community consultation and respect for protocols of protection and feelings of safety; provision and practice of outreach services; etc.

- **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, demonstrate 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.**

Maintain cultural competence of all staff.

- take particular care in the selection, training and ongoing monitoring of reception staff and others from a cultural perspective, 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 (including in different formats – eg. graphics/pictures, braille, large print, audio, electronic formats) so the culture and disability of consumers are not barriers to their being well informed.

- **Actively promote services so that your CaLD consumers are aware of them.**

Identify cultural diversity within the Agency catchment area - through Australian Bureau of Statistics, Office of Multicultural Interests population data or other local resources - and use culturally appropriate materials and promotion practices accordingly.

Network, liaise and co-operate with ethnic organizations and ethnic communities within your local region to promote your services.

- **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 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 (for example, the need to communicate with both parents).
 - Have the procedure and capacity to see consumers that turn up without appointments, as may be the case in some cultural practices, but then inform and negotiate appointments for subsequent attendance.
 - Develop realistic and negotiated time-lines for actions as part of case management planning (some clients may expect immediate outcomes, which may not be possible).
 - 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 - recognizing that some may not access services proactively but in immediate need.
 - 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 cultural care practices; religious beliefs and practices such as protocols of respect, ceremonies, prayer and food/dietary requirements.

- **Provide consumers with support of a professional level that is culturally informed.**
 - Employ bi-lingual bi-cultural staff - reflecting the cultural demographics of the service catchment area.
 - Maintain updated training of all staff in multicultural awareness and sensitivity (and keep records of same).
 - 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 that referrals (particularly the cultural aspects) have their prior consent.
 - Follow-up when necessary, to see if the referral service is appropriate, including cultural suitability.

2. INDIVIDUAL NEEDS

CaLD Consumers' perspective:

"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 requirements:

- **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 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.
 - Include cultural considerations, as consumers determine them, centrally in planning their services and developing their care/service plan.
 - Provide consumers with regular progress reports about their case, inform them of any decisions and actions that have been taken, and incorporate consumer feedback in monitoring any changing needs.
- **Involve input and support from consumer's families and/or significant others, as and when consumers and they may think it is necessary and/or culturally appropriate.**
 - 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 CaLD consumers and their cultural 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 within the culture 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 - and how it is managed culturally;
 - difficulties that the consumer and/or their family and community and cultural community may have in dealing with the disability; and
 - stress and/or trauma 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 - including cultural aspects.
 - 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 as necessary.
 - Ensure sensitivity to the cultural and disability circumstances of consumers across the full range of 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, always be guided by them in all referral considerations and cultural activities, and 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 for consultation and 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

CaLD Consumers' perspective:

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

Agency requirements:

- **Advise the range and extent of services that the agency provides so that your consumers can make informed 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.**
 - Provide support and assistance to consumers to make their own decisions and choices as appropriate within their own capacity and cultural context.
 - Facilitate self-advocacy of individual consumers, families and cultural community.
 - Ensure the availability of advocacy is made known to consumers, is understood, and that it 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, similarly.
 - In evaluating existing services for consumers, similarly.

- **When assisting with choices and decision-making, respect and take into account, expectations and responsibilities related to the cultural standing and roles of the individual consumer and others.**
 - Identify and ensure respect and inclusion of expectations and responsibilities related to consumer's cultural standing and roles, in assisting decision-making and choice.

- **Use formal guardianship arrangements only if it can be assured that consumer's capacity to make decisions can be appropriately assessed and determined.**
 - Be aware of the difficulties of undertaking a culturally informed assessment in determining the capacity for consumers to make decisions for themselves, considering their different ethnic and linguistic backgrounds and 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

CaLD Consumers' perspective:

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

Agency requirements:

- **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 ensure 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 show consideration to the pride, honor and self-respect of the consumer within their cultural community.**
 - Recognize the individual basis of pride, honour and self-respect of different consumers, being 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 each consumer's contact with the agency is confidential in all respects, and that this is negotiated and understood by all concerned at the outset (include this in writing if possible, ie. a 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 cultural community. (Do not assume that any consumer or family wants their identity, disability or any other matters known to any other party).
- **Ensure information about consumers is not used against their interests.**
 - Establish explicit service procedures that protect against any access to or use of consumer information without their prior consent/approval.
 - Assure and ensure that any use of consumer information by the service will not unfairly disadvantage, harm or adversely affect the consumer in any way.

- ensure that any 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 the intended use of any information they are required to provide.**
 - Guarantee in service procedures and practices that all documents to be signed by consumers, and the provision of any required information, is 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.
 - Securely store consumer's personal information and ensure that at no time is it left on view or is accessible by the public or any staff or person unauthorized by the consumer.
 - Inform consumers that they have the right to see their personal file or any information the agency keeps about them.
 - Ensure also 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: Standard 1, Service Access).

5. PARTICIPATION AND INTEGRATION

CaLD Consumers' perspective:

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

Agency requirements:

- **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 community activities associated with the specific purpose of the service, i.e. employment or education or accommodation support, etc.
 - Support also the right of consumers to a holistic lifestyle through 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 the activities and organizations of their own or other cultures.

(See also: Standard 2, Individual Needs)

- **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, and support consumer initiatives that enhance inclusion and value positive contribution by consumers from different cultures.

- **Encourage consumer involvement through ensuring activities accommodate their cultural practices and beliefs.**
 - Consult consumer representatives and stakeholders to help facilitate inclusion through adapting program delivery to cultural and religious needs – such as cultural processes of responsibility and care, and prayer facilities and the nature of food provided (such as halal), 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 CaLD 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 facilitating participation of CaLD 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: Standard 1, Service Access; and Standard 4, Privacy, Dignity and Confidentiality).

6. VALUED STATUS

CaLD Consumers' perspective:

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

Agency requirements:

- **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, and promote that in others.
- **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 responses to it are considerably influenced by culture. Take this into account when engaging with consumers, their families and communities.
 - Recognize and understand also that beliefs and concepts of emotional well-being vary significantly between individuals and from culture to culture, and influence individual, family and community goals regarding their quality of life.
- **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 that may exist in understanding and valuing of 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;
- focuses on the availability of effective solutions for inclusion; and
- practises 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

CaLD Consumers' perspective:

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 requirements:

- **Encourage consumers to provide feedback to ensure improvements in the services they receive.**
 - Seek to prevent 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 the agency has formal complaints procedures available if they are dissatisfied with the services they receive. Also inform/remind them of the agency's Mutual Rights and Responsibilities Agreement or equivalent.
 - If a consumer wishes to proceed formally with a grievance, ensure they are given the choice to resolve it internally, or externally. 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 experienced by CaLD consumers with disabilities are often complex and time consuming, they should be provided with an immediate initial response and a process negotiated with 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 expressing dissatisfaction, 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 and subsequent to the complaint process, that there will be no negative consequences from their complaint, 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 wish.**
 - 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

CaLD Consumers' perspective:

"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 requirements:

- **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, include 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 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 work in with and respond to the needs and preferences of culturally and ethnically diverse consumers.

- **Make sure the service's policies and practices meet all current legislative obligations and guidelines for CaLD consumers including the promotion of a multicultural society in Australia.**

Ensure that the agency's mission statement, goals, policies, procedures and practices, and all programs, incorporate the principles and objectives of cultural rights as expressed in the

- WA Charter of Multiculturalism, and
- Equal Opportunity Act,

in meeting the requirements of disability services under the Disability Discrimination Act and Disability Services Act and others or equivalents as may exist or be developed at Commonwealth and State levels.

For example, explicitly and practically address cultural rights in:

- the Agency's policy relating to the Disability Access and Inclusion Plan (DAIP) of DSC, if applicable to your service;
(See also: Standard 1, Service Access)

- the Agency's Policies, Procedures and Practices under all aspects of the Disability Services Standards, indicating actions appropriate to the purpose and scope of the agency;
 - the Agency's Quality Assurance (QA) and Continuous Quality Improvement (CQI) policy and strategies, including cultural aspects of sector *best practice* in all areas of service access, delivery, and management (see above);
 - the Agency's integration explicitly of the Citizenship principles of *inclusion* and *participation* in practical ways of *involvement* in all agency policies, procedures and practices (Key Objectives, WA Citizenship Strategy 2004-2009).
- **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 of the agency.
 - 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 cultural diversity 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 knowing 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 input.

- **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 both acculturation and cultural protection in the nature of service delivery. Ask consumers on what basis they conceive or define their ethnic identity. Record any variations that may occur. Accommodate in service and program delivery – especially consider their own particular balance of their cultural life with the degree and nature of their accommodation with 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 service data.

- **Employ people who can be entrusted to attend to the personal wellbeing of consumers, ensuring that all reception and services staff are trained and competent with cultural diversity and are provided with ongoing professional development on cultural awareness and skills.**
 - Include an evaluation of cultural diversity 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 and as appropriate in Quality reviews and Disability Services Standards monitoring.

- **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.
- Provide and/or facilitate workplace support as necessary for CaLD employees with disability to achieve substantive equality of employment opportunity.

- **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 your agency's local catchment population's cultural demographics (such as new cultural arrivals, and infant, child, adolescent, adult and aged population increases); and
 - 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.
- Ensuring CaLD people with disabilities are explicitly addressed in all aspects of the agency's Quality Improvement (QI) and Continuous Quality Improvement (CQI) processes, Disability Services Standards monitoring processes, including participation in all evaluations.
- Including relevant information and achievements 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 and CaLD staff with disabilities – such as:

- CaLD components of the agency's disability service provision;
 - translation, interpreting and multi-lingual publications.
(See also: Standard 1, Service Access; Standard 4, Privacy, Dignity and Confidentiality; and Standard 5, Participation and Integration);
 - 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 (and staff) transport to attend meetings, training, and consultancy regarding program evaluation and development, reviews and submissions.
- **Provide open and fair use of resources.**
 - Ensure equity of access to resources is addressed and demonstrable in all cases.
 - Make readily available explanation of criteria, conditions and priorities for resource access as may be requested by an individual consumer, family/carer and stakeholder, while at all times protecting the confidentiality of others.
 - Pursue any continuing dissatisfaction or conflict over equity of resource access through the Complaints and Disputes procedures of the Agency.

(See also: Standard 1, Service Access)

9. PROTECTION OF HUMAN RIGHTS AND FREEDOM FROM ABUSE AND NEGLECT

CaLD Consumers' perspective:

"I have the right to services which promote my natural human rights and also protect and assist me from being mistreated physically, mentally, culturally, socially or financially".

Agency requirements:

- **Have policies and procedures developed in conjunction with CaLD consumers with disabilities.**

- Ensure reference to and consistency with current legislation and guidelines as they regard disability *and* cultural rights.

In all agency policies and procedures:

- enhance awareness of *human rights*, including the right to culture, and that this in turn includes involvement of cultural values, roles and responsibilities, and that this is addressed for individuals, families and communities;
- ensure all practices promote substantive equality of *quality of life* for people with disabilities, which in all aspects includes the right to cultural expression;
- promote the principles of *citizenship*, with rights of cultural inclusion (e.g. WA Citizenship Strategy);
- operate within *discrimination* and *disability* legislation (e.g. Equal Opportunity Act; Disability Discrimination Act), recognising cultural and disability discrimination as forms of abuse and neglect;
- are consistent with current cultural protection guidelines (e.g. WA Charter of Multiculturalism);
- guarantee continual vigilance and monitoring in maintenance of cultural rights;
- apply these requirements across all Disability Services Standards.

(See also: Standard 8, Service Management - and Standard 5, Participation and Integration; and Standard 6, Valued Status).

- Ensure policies, procedures and resources provision are explicit and practical in meeting the special needs of CaLD consumers to achieve equitable quality of life and opportunity in culturally appropriate ways.

To be achieved by:

- taking into consideration, in all aspects of case-work, their cultural needs and cultural responsibilities and relationships;

- promoting their cultural engagement and inclusion in service design, delivery and evaluation, avoiding feelings of cultural exclusion and neglect;
- providing them with language translations and easy English versions of consumer rights and agency information, and resourcing interpreter services regarding this as they may require.

(See also: Standard 8, Service Management).

- Develop a Mutual Rights and Responsibilities Agreement with consumers.

Guarantee:

- they are not disadvantaged in service provision because of their language and cultural differences – in entitlement to access, service options or effectiveness of outcomes;
- resources are provided equitably and flexibly, including taking into account cultural aspects of services - within the extent and the capacity of the role of the agency to reasonably do so;
- individual consumers and their families/carers and cultural community are informed and assisted to participate and be included in receiving and contributing to agency services.

(See also: Standard 1, Service Access).

- Include overseas checks in staff employment procedures.

Do so as appropriate, when ensuring:

- that all staff have *Police Criminal Records Clearance* as required under DSC Funding Agreements; and,
- that any staff working with children under 17 years of age have a current *Working With Children Card [Working With Children (Criminal Record Checking) Act 2004]*.

(See also: Standard 8, Service Management).

- **Protect the fundamental human rights of all clients and their families/carers and communities, including their rights to self expression of cultural values, beliefs and practices.**

- Ensure 'duty of care' encompasses in all actions the protection of human rights, including cultural values, practices and beliefs which may be reflected in case work, training, staffing and other organisational practices and services.

Examples include respect and inclusion of cultural identity and roles and responsibilities of authority, guidance and care; and also religious and cultural observances such as fasting and prayer time.

- Prioritise consumer-centred support by utilizing cultural strengths and capabilities of individuals, families and cultural communities.

Include:

- recognizing and supporting individual, family and cultural community rights, responsibilities, values, preferences and practices as central to service provision; and
- where appropriate, encouraging supplementary use of culturally responsive professional care.

Facilitate cultural components within all aspects of service delivery.

- Ensure as far as possible that the agency does not neglect clients for cultural reasons (i.e. through difficulties in accommodating culture in services).
(See also: Standard 1, Service Access).
- Ensure also there is no neglect in providing for client culture as central to/in all components of service.
(See also: Standard 2, Individual Needs).

Respect and support the rights of cultural self-determination of all consumers in relation to services.

- Practice sensitivity and respect for individual consumers to determine their own cultural identity, lifestyle and capabilities.
- Accordingly assist them to negotiate the nature and extent of cultural aspects of services to be provided.
- Recognize and negotiate, where appropriate, involvement also of the cultural values, rights, responsibilities and capabilities of the family and the community.

(See also: Standard 2, Individual Needs).

Provide support in ways that will maximize consumer self-advocacy, independence, self-empowerment and self-realisation.

- Recognize their ability and assist the development of capacity-building so that they can act on their own authority.
- Provide agency representation only with proper consultation and consent (not pre-empting or assuming authority to act on behalf of consumers).

(See also: Standard 2, Individual Needs).

Encourage and facilitate independent living skills in all aspects of life as a natural right of consumers, negotiated relative to their capacity and culture.

Recognize and respond sensitively to the fact that aspects of consumer rights to culturally responsive independent living can be inadvertently neglected in:

- mainstreaming of services;
- overprotective responses by agencies and also by family and community;
- institutionalization.

(See also: Standard 2, Individual Needs).

Uphold individual legal rights, respecting cultural responsibilities.

- Should conflict arise between individual legal rights and the cultural rights and responsibilities within family and community, particularly across generations, seek and negotiate solutions with input from senior agency staff and cultural authorities as appropriate, and resolve within existing legal and cultural guidelines.

(See also: Standard 2, Individual Needs; and Standard 3, Decision Making and Choice).

Enable the right of each consumer to be valued as a contributing member of our multicultural society.

- Encourage equity of inclusion, through supporting resourced adaptations regarding disability and culture in education, employment, social/leisure activities and living conditions.
- Address this flexibly according to cultural aspects of client needs and aspirations, as well as their strengths and limitations.

(See also: Standard 6, Valued Status; and Standard 5, Participation and Integration).

Observe CaLD carers' rights.

- Especially attend to support and respite care, and access to employment, education and training - each provided in a culturally appropriate manner.

- **Provide support to ensure equality and effectiveness in the ability of consumers to exercise their human rights.**

Provide consumers with advice and support, facilitating the availability of *legal* assistance suitable to their cultural and financial circumstances, personal capacities and the nature of the issue of concern.

Inform and provide culturally appropriate *referral* to alternative or additional services, as requested, with follow-up to ensure that consumer needs are effectively met. (See also: Standard 1, Service Access).

Facilitate *advocacy* support if required, that is effective, consumer directed and meets the cultural needs of consumers.

Facilitate and/or provide individual, family and community *counseling* support that is sensitive to their cultures.

- Especially, have regard to disability trauma, and the recovery and adjustment status of consumer, family and community - providing or ensuring support as necessary.
- Also ensure cultural conceptualisations of disability are considered, and the implications for responsibility and care relationships, sexuality, generational issues, gender and acculturation.

(See also: Standard 1, Service Access).

- Ensure that the agency complaints procedures are accessible, understandable and useable for consumers from other cultures.
- Include the right to interpreter support and to translated materials regarding complaints procedures.
- Appreciate and work sensitively with the fact that acceptability for a consumer to exercise their right to make a complaint may be influenced by cultural factors.

(See also: Standard 8, Complaints and Disputes).

- Pay particular attention to CaLD people with disabilities who are especially at risk of the cultural aspects of their human rights being neglected or compromised.
- Pay particular attention in this regard to provision of services by mainstream agencies and staff, and to services received by children, people in institutions and people without family/carer support.

- **Train staff to recognize and help consumers to communicate and resolve any human rights and quality of life issues they may have, in particular, any experiences of abuse and neglect.**

- Ensure training procedures, information resources and training providers are appropriate and effective for CaLD people with disabilities.

That they:

- are capable of addressing the lived experience of the various disabilities *within* different cultural understandings and language backgrounds;
- are appropriate for assisting providers to effectively engage the possible disability, language and cultural barriers to understanding by consumers;
- reflect experience and understanding in the ability to address diverse cultural realities through practical personalised examples, to provide practically effective and culturally responsive implementation support, and to seek and utilize ongoing cultural feedback evaluation constructively.

- Have staff trained to be aware and competent in assisting consumers to achieve all aspects of *human rights* and *quality of life* within their different cultural contexts.

(See also: Standard 1, Service Access; and Standard 2, Individual Needs).

- Provide staff professional development/training on *abuse and neglect*.

Include:

- *understanding* abuse and neglect in the context of good practice in different cultures; including identifying indicators, and what constitutes reasonable concern under duty of care, that is sensitive to consumers from diverse cultures and avoids cross-cultural assumptions; and

- appropriate *action* and *procedures*, such as:
 - ensuring *consumer safety* regarding abuse or neglect, including strengthening cultural avenues of care and responsibility;
 - capability to appropriately and effectively assess the need and utilise suitable *interpreter services*, on these types of issues, with CaLD consumers;
 - case note documentation, informing a supervisor or senior member of staff, engaging the relevant agency procedures, and seeking cultural advice as necessary; and
 - *Serious Incident Reporting* where indicated (Disability Services Act, Sections 25(4) and 53 – requires as obligatory the reporting of any significant physical or psychological harm, or ill treatment, neglect, or risk likely to cause such – for advice and information contact DSC Service Contract and Development Officers).
- Establish ongoing engagement with other professionals, workers and consumers in continually developing and sharing ‘best practices’ on human rights for CaLD people with disabilities.
- Provide staff training and consumer (individual, family and community) development support, on *self-protective values* and *self-advocacy*.

Include:

- overcoming cultural reluctance to acknowledge disability;
 - overcoming cultural reticence to raise and act on issues of neglect and abuse;
 - understanding the contemporary notions of disability and its causes, and, related to this, differing cultural expectations and acceptability regarding what constitutes abuse and neglect;
 - dealing with cultural feelings of stigma, guilt or shame;
 - negotiating the relationships of care in the consumers’ culture to contemporary approaches to care in the Australian society.
- **Respond to any human rights issue, especially involving abuse or neglect, raised by CaLD consumers, in a timely and appropriate manner.**
 - Respond immediately and constructively to any human rights and quality of life issues, in consultation with the consumer, and, with their agreement, with significant family and cultural community stakeholders as appropriate.

In particular:

- achieve consumer safety through immediate action, including any required reporting of abuse or neglect;
- pursue resolution of all human rights issues through planned and continuing attention.

In each case:

- provide understanding and assurance regarding preserving the right of the consumer to make their own decisions and choices about all matters at all stages of reporting and action, especially regarding abuse and neglect;
 - advise the consumer of any issues regarding mandatory reporting that may possibly arise;
 - as appropriate, assist with resolving the issue within the family as the first step, and as necessary within the consumer's cultural community - as, and only if, and how, agreed by the consumer;
 - recognize and assist in addressing the cultural difficulties consumers may have raising some sensitive issues within their family and community, and/or raising them with a service agency; and
 - provide for shared understanding and guarantee of consumer control of privacy and confidentiality.
- Assist consumers with their right to be free from fear of reprisal from family, community, care institutions or service organisations as a consequence of raising issues of concern, especially about any forms of abuse or neglect.
- Initiate advocacy for consumers that promotes systemic change arising from individual issues.
- **Assist consumers, proactively and as issues arise, in protecting their property, finances and personal effects, and, also in knowing and accessing pension and other disability support entitlements.**
- Assist consumer resource protection.

Where appropriate ensure consumers are supported in:

- recognition of cultural aspects of individual, family and community property rights, especially as regards negotiating responsibilities in resourcing their care;
- being adequately informed regarding pension eligibility and disability support entitlements and the relationship of such to personal and family resources;
- protection from any cultural misappropriation of finances and resources by family or community or by institutions through legal or other means.

- Provide referral for financial advice, guidance regarding Guardianship and Power of Attorney, or other such matters as may be advisable to ensure consumer protection.

To include:

- facilitating understanding by individual consumer, family/carer and community;
- ensuring and supporting their capacity to negotiate matters and make informed decisions; and
- clarifying shared recognition of cultural responsibilities and practices, prioritizing resourcing and management of continuing care within the family.

(See also: Standard 3, Decision Making and Choice).

For definitions, such as of 'abuse' and 'neglect', 'duty of care', 'serious incidents' and 'appropriate action', etc, refer to the *Standard 9 Training Manual*, Disability Services Commission.

LEGISLATIVE REQUIREMENTS AND GUIDELINES

UNITED NATIONS

Universal Declaration of Human Rights 1948

Includes cultural rights as well as civil, political social and economic rights.

International Covenant on Civil and Political Rights

International Covenant on Economic, Social and Cultural Rights

Includes language, culture and religion.

(Recognised by the Human Rights and Equal Opportunity Commission (HREOC) Australia 1981)

International Convention on Rights of People with Disabilities

AUSTRALIA

Racial Discrimination Act 1975

Includes race, colour, descent and national or ethnic origin.

Human Rights and Equal Opportunity Commission Act 1986

Disability Discrimination Act 1992

People with disabilities are to be treated the same as the rest of the community.

It is unlawful to discriminate against them in areas of life like education, access to premises, administration of Australian Government laws and programs, and the provision of goods, services, and facilities.

All organisations are to demonstrate that they meet the Disability Services Standards.

WA

Equal Opportunity Act 1984

Includes discrimination on the basis of impairment - also race, politics or religion.

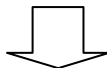
Disability Services Act 1993 (WA)

The Disability Services Act provides a foundation for developing a range of disability support services aimed at increasing individual independence and integration of people with disabilities within the community. The Disability Services Commission was established under the Act. Under the Disability Services Act, services are required to meet the Disability Services Standards.



Disability Services Standards

The Disability Service Standards are guidelines to assist agencies to have good quality disability services in place that treat people with disabilities well and protect their rights.



CaLD Perspectives on the Disability Services Standards

(EDAC 2006)

Assists in applying the Disability Services Standards to include the *cultural* rights of peoples with disabilities who are from CaLD backgrounds.

Adapted from: *Human Rights and Disability Discrimination*, EDAC Facilitators Workshop. Dr Anne Atkinson 2006.
Culture and Disability Training, EDAC. Dr Anne Atkinson 2005.
Let Me Speak: Self-Advocacy Training for People With Disabilities from Culturally and Linguistically Diverse Backgrounds, EDAC. D Meecham 2005.

HUMAN RIGHTS

Civil and Political Rights

These include, for example, the right to:

- Life
- Liberty
- Free speech
- Free movement
- Political thought
- Religious practice
- Privacy
- Voting.

Economic, Social and CULTURAL Rights

These include, for example, the right to:

- Food
- Shelter
- Water
- Health Care
- Education

RESPECT FOR CULTURAL PRACTICES AND LANGUAGE.

Humanitarian Rights

These include rights related to:

- Being in armed conflict
- Treatment of prisoners of war
- Treatment of refugees.

Rights Defined by the Category of the Holder

These are rights assigned to particular groups, such as:

- Workers
- Children

PEOPLE WITH DISABILITIES.

Adapted from: *Standard 9 Training Manual*, Disability Services Commission.

**WESTERN AUSTRALIAN CITIZENSHIP STRATEGY
2004-2009**

Key Objective: Inclusion

Strategies and Actions

Embrace diversity in all its forms, connecting across background, *cultures*, gender, generations, lifestyle and location:

- Recognise the *diversity* of needs of all Western Australians and ensure that they are appropriately addressed.
- Develop new civic initiatives and build on existing programs to address specific community needs.
- Acknowledge the valuable contribution of *bicultural* and *bilingual* workers.
- Recognise, embrace and cater for *difference and diversity* within the public sector.
- Expand all programs to assist civil and corporate sectors to embrace *diversity* at all levels.

Adapted from: *A Voice for All: Strengthening Democracy*. Western Australian Citizenship Strategy 2004-2009.
Refer also: *Consulting Citizens: Planning for Success*. 2004.
Citizens and Civics Unit, Dept of Premier and Cabinet, Government of Western Australia.

WESTERN AUSTRALIAN CHARTER OF MULTICULTURALISM

Protects your rights as a person from a culturally and linguistically diverse (CaLD) background.

The Multicultural Charter was developed to allow all West Australians of all cultural and language backgrounds, religions, and histories to be equally involved in political, social, and economic life in the state. It promotes a Western Australian society based on mutual respect, freedom from prejudice and discrimination, equal opportunity, and full participation.

Principles

Civic Values

Everyone has the right to equal respect, dignity and individual freedom as long as they obey the law.

Fairness

No-one can be discriminated against because of their *culture, race, language, or religion*.

Equality

Everyone has the right to opportunities which allow them to reach their potential.

Participation

Everyone has the right to full and equal participation in society.

The principles of the Charter try to make sure that everyone respects the different cultures and backgrounds which make up the West Australian community

- Everyone has the same rights and responsibilities.
- Everyone is a full and equal member of the Australian community.
- Everyone has a sense of Australian identity.
- Everyone gets the same treatment and protection under the laws of Australia.
- Everyone can participate and enjoy all aspects of society.

Adapted from: *WA Charter of Multiculturalism*, Office of Multicultural Interests.

Where you can go for more information

Ethnic Disability Advocacy Centre	www.edac.org.au
Disability Services Commission	www.dsc.wa.gov.au
Office of Multicultural Interests	www.omi.wa.gov.au
Human Rights and Equal Opportunity Commission	www.hreoc.gov.au
Equal Opportunity Commission	www.equalopportunity.wa.gov.au
Citizens and Civics Unit, Dept of Premier and Cabinet	www.citizenscape.wa.gov.au