

Corporate Governance Policy Culturally and Linguistically Diverse

Last reviewed	June 2016
Review date	July 2017
Ratified by	Q Shelter Executive
Person responsible	Executive Officer
Relevant Service Standards	<p>Community Housing Standards Section 3: Tenants rights and participation Section 5: Governance and Organisational Management</p> <p>Disability Service Standards Standard 2: Participation and inclusion Standard 6: Service Management</p> <p>Mental Health Service Standards Standard 4: Diversity Responsiveness Standard 8: Governance, Leadership and Management</p> <p>Supported Accommodation Assistance Program Standards Standard 4: Cultural and Heritage Community Ties Standard 11: Service Management</p> <p>ISO Standards QMS 9001:2008</p> <p>Quality Improvement Council Standards (Community Services) Standard 1.2: Management Systems Standard 2.3: Ensuring cultural safety and appropriateness</p>

Culturally and Linguistically Diverse (CALD) is the current term used to describe the many cultures and languages that are part of Australian life.

Our community as a whole is culturally diverse - all members are of a cultural background. Within this policy, CALD communities refer specifically to people of languages and cultures that are not considered the mainstream language and culture. Non-CALD communities are the mainstream.

Universal Declaration on Cultural Diversity

Article 1 of the **UNESCO Universal Declaration on Cultural Diversity** states that “cultural diversity is as necessary for humankind as biodiversity is for nature; it is the common heritage of humanity and should be recognised and affirmed for the benefit of present and future generations”.

Adopted 2 November 2001, 31st Session of the General Conference of UNESCO

Policy Statement

Cultural diversity is now seen as central to Australia's way of life, identity and relations with other countries. It has been enshrined in the country's multicultural policy formulated in 1989 under the title National Agenda for a Multicultural Australia. It was further integrated into the public services in 1998 when the Commonwealth Government adopted the Charter of Public Service in a Culturally Diverse Society. The Charter is a broad statement of rights and responsibilities of public authorities and their clients in a multicultural society.

This policy acknowledges the importance of diversity in our community, building an inclusive community and Council's commitment to strengthen and support the community.

The policy and action plan provides for 3 different perspectives in developing an inclusive community:

- responding to the specific needs of CALD communities
- strengthening the community through connections across the community and between and within CALD and non-CALD communities
- guiding the overall work across Q Shelter

This is a whole of Q Shelter policy. Areas across Q Shelter will be responsible for implementation of the identified actions. Q Shelter continues to be an inclusive community with people of diverse cultures, languages and faiths from across the world.

The diversity in our community is valued. We live and work in harmony and the community is well connected. Groups within our community retain their own identity and are also part of the wider community.

Q Shelter and the community including leaders, representatives, groups and services work in partnership to develop and respond to the strengths and issues of our community.

Principles

Engagement

Q Shelter actively encourages participation in consultation, planning and service development processes.

Community Focus

Outcomes for the community direct the development of services and programs.

Leadership

Q Shelter shows and supports leadership on issues with the community that will advance identified issues.

Access

Q Shelter works to develop strategies to increase access for people from culturally and linguistically diverse backgrounds to key services and processes in the organisation.

Partnership

Q Shelter works with members of the community to achieve identified outcomes.

Advocacy

Q Shelter raises issue on behalf of and in partnership with the community related to its needs, issues, strengths and opportunities.

Commitment

- Promoting the community's linguistic and cultural diversity
- Celebrating the diversity within our community and creating knowledge and interaction between people of all cultures.
- Communicating using strategies relevant to language, culture, faith and ethnic background.

Priority areas

Areas identified through the redevelopment process included the:

- need for employment, education and training opportunities
- effects of isolation, alienation and lack of connectedness
- lack of participation in decision-making and representative forums by CALD communities members
- need to support and strengthen the capacity of CALD families in adapting to family life in a new culture
- need for increased communication to assist CALD communities to participate
- need to create connections to strengthen and promote community harmony.