

ECHO POLICY

CULTURAL SAFETY

The application of this Policy is by adherence to:

Related Standard	1.2 Care and Services are culturally safe
Related Documents	Diversity and Inclusion Policy Consumer Care Service Policy Complaints and Feedback Policy Trauma-Informed Care Policy Cultural Safety Plan Intake Procedure Reassessment procedure Client Service Agreement Support Care Plan Code of Conduct

PURPOSE

The purpose of this policy is to:

- establish an organisational culture of acceptance and respect within ECHO for staff and clients from culturally and other diverse communities and deliver culturally safe and responsive care and support services which support the Client-Directed-Care Policy
- identify and establish measures within the organisation, towards ongoing improvement and development of policies and procedures to govern culturally safe care and services.

POLICY STATEMENT

ECHO welcomes clients and staff from all cultures, including those from culturally and linguistically diverse (CaLD) backgrounds. ECHO is committed to developing an organisational culture and competent staff to provide culturally responsive care and services, and to ensure a work environment for staff and clients so they feel supported and safe from diversity-related discrimination and harassment.

Scope

This policy applies to the Board, CEO and all ECHO staff, volunteers and contractors.

Definitions

Cultural Safety – refers to a way of operating, ensuring all individuals and groups are respected, and their unique culture and diversity is acknowledged and accommodated, free of harassment and discrimination.

Diversity – recognises each person’s unique identity and characteristics, shaped by but not limited to, their individual cultural and life experiences, lifestyles, religion, sexual identity and affinity.

Inclusive practices – refer to the development and maintenance of a work environment and processes, that is culturally safe and appropriate and meets the diverse needs and preferences of the individual.

Culturally Safe Service Delivery

The following principles guide ECHO's Cultural Safety initiative:

1. **Equal opportunity** – for clients accessing ECHO's services and candidates participating in ECHO's recruitment processes, in line with anti-discrimination legislation and ECHO's policies and procedures.
2. **Culturally safe services** – Services are assessed, planned and delivered in collaboration with the client to ensure the client's unique physical and cultural needs and preferences can be met.
3. **Inclusive practices** – a client-centred approach in all processes, care planning and delivery provides an opportunity for client participation to ensure needs and preferences due to diversity, life experiences and past traumatic events are identified and overcome, including where ECHO cannot support the client due to these barriers.
4. **Identification and cooperation with other services** that represent diverse interests and support for a person from a CaLD background will be engaged where ECHO cannot meet the client's needs and preferences.
5. **Trauma Informed Care** – recognising traumatic events that could affect a client or staff member and influence their needs and preferences.
6. **Confidentiality** – all information provided by a person will remain confidential and protected as per ECHO's Privacy and Confidentiality Policy, including disclosure of information.
7. **Discrimination and harassment** against a staff member, volunteer or client is in direct violation of ECHO's policies and may incur disciplinary action. Staff and Clients are informed of the mechanisms to submit a complaint which was felt to be discriminatory, or where harassing activities are observed, suspected or experienced.

Cultural Safety development

This is a newly endorsed policy for ECHO with strategies and processes still in development. ECHO is committed to continuously improving this cultural safety initiative and developing inclusive practices, and culturally responsive care and services. The following principles will guide the development of a culturally safe approach in ECHO:

1. **Service development** must consider staff and client diversity for all new services, and when reviewing services or considering new proposals the impact on cultural safety and diversity must be assessed in consultation with the client and staff.
2. **Policy Development** of all new policies, procedures or work instructions, where existing policies are updated or reviewed, must be in line with this policy.
3. **Staff skill and knowledge development** will be continuously provided and embedded in various training opportunities during the orientation and onboarding processes and ongoing supervision. Through ongoing training and support, ECHO will develop a service delivery culture and skilled staff to deliver services.

Monitoring client outcomes

Feedback regarding client outcomes for this policy requirement is obtained from multiple sources:

- Ongoing communication with clients by Support Workers and Client Advisors, which may include conferences or other forms of communication with clients and or representatives.
- Complaints issued by clients.
- Client re-assessments, which include a review of client activity, their experience of services, and their self-assessment of how well they have attained their goals.
- Formal client feedback surveys, which include clients' assessment of the organisation's performance regarding dignity and respect and maintaining their identity and culture.

Process Owner	General Manager (Operations)		
Application:	All employees and volunteers (ECHO people)	Exceptions:	Nil
Author:	General Manager (Operations)	Reviewed By	Quality Manager
Approved:	CEO	Date:	09/01/2023
Issue	For review every 2 years as a minimum	Date:	09/01/2024
References	<p>Aged Care Quality Standards</p> <p><i>National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds</i></p> <p><i>National Aboriginal & Torres Straits Islander Health Plan 2013-2023</i></p> <p><i>Aged Care Act 1997(Cth)</i></p> <p><i>Anti-Discrimination Act 1977</i></p> <p><i>Disability Discrimination Act 1992 (Cth)</i></p> <p><i>Work, Health and Safety Act 2020</i></p> <p><i>Racial Discrimination Act 1975</i></p> <p><i>Privacy Act 1988</i></p>		

Revision history		
Rev #	Date	Summary
01	18/07/2023	Updated some grammatical and spelling errors.