



Cultural Awareness Policy and Procedure

Cultural Awareness Policy and Procedure v6

Controlled Document Number:	POL-51
Policy Name:	Cultural Awareness Policy and Procedure
Policy Area:	Corporate Services/ People and Culture
Policy Owner:	Executive Manager Corporate Services

PURPOSE

The purpose of this policy is to outline how Richmond Wellbeing (RW) meets its obligations to ensure equitable access to services for people from culturally diverse and indigenous backgrounds and to address the current underutilisation of services, communication barriers and cultural differences in the understanding of mental illness/distress and treatment.

SCOPE

This policy applies to all employees, students, board members and volunteers of RW.

POLICY STATEMENT

As far as is practical, the organisation will acknowledge and meet the cultural, linguistic, physical, psychological, emotional and spiritual requirements of residents. Richmond Wellbeing is part of a culturally diverse society, and views people through the broad lens which reflects the diversity of cultural experience.

RW seeks to recruit staff that reflects the diversity of culture including Aboriginal and Torres Strait Islanders, culturally and linguistically diverse communities (CaLD), those of different ages and abilities, social class, ethnicity, gender and people who identify as LGBTI. We seek to understand the cultural context and take a holistic view of mental health that is sensitive to cultural diversity.

Richmond Wellbeing will develop partnerships with the Statewide Aboriginal Mental Health Service and other Aboriginal, CaLD and LGBTI organisations to facilitate culturally sensitive

work practices. We recognise that an Indigenous agency will be able to support and best assist us to meet the needs of our Indigenous clients and residents.

Staff will receive cultural sensitivity training at least every two years across a broad range of cultures and cultural issues. There is a commitment for culturally appropriate training to include our commitment to the Indigenous people and to providing a service, which meets the needs of Aboriginal clients.

Our policy is to promote access to our services for CALD people and professional interpreter services are an important part of achieving that goal. Although a person may speak some English, they may not be able to articulate their needs effectively in English and should therefore be given the opportunity to work with an interpreter if desired. Auslan interpreters may also be required for hearing-impaired persons.

Alternatively, they have the right to refuse interpreting services. Although a worker may think that an interpreter is required, a client may not choose this for a number of reasons, (e.g. size of their local community making confidentiality an issue).

Professional interpreting services are to be used with client consent when:

- Conducting Intake interviews.
- Recovery plans are developed and reviewed.
- Informed consent is required.
- Requested by clients or their families.

PROCEDURE

Given agreement from the client and prior approval from Corporate Services Manager (if payment is required), the Telephone Interpreter Service (TIS) (Phone 131 450) can be contacted to book a face-to-face or telephone interpreter.

Free interpreter services are available via TIS. However, because TIS only make a certain number of face-to-face sessions free in each week, they do require a few weeks' notice to ensure access to a free session. Interpreter services will be provided regardless of the availability of a free session.

TIS require that we fax the completed standard form as soon as possible, including the following information:

- Language of CALD person (and dialect if relevant).
- Purpose of interview e.g. Health / Mental Health Issues (this requires a higher level of expertise than a basic interpreter).
- Name of Organisation (i.e. Richmond Wellbeing).
- Date and time interpreter required.
- Location of appointment.
- Whether male or female interpreter is required.
- Name and contact number of person making request.

- Any additional information that they may need.

Once received, TIS will contact with the job number and confirm their attendance.

Before a session begins, the worker should meet/speak briefly with the interpreter to clarify and agree on the procedure for the session to ensure that the session will run smoothly. RW confidentiality forms should be signed by the interpreter.

At the conclusion of the session the worker should also provide the interpreter with an opportunity to debrief. TIS recommends this in case anything raised during the session may be emotionally distressing for the interpreter.

If an Auslan Interpreter is required services can be accessed after receiving approval for these services from relevant Senior Manager.

Key Considerations

As there is one main interpreting service in Perth some clients may have already built rapport with a particular interpreter. Check this out with the client, or referring agency, and see if they have a preference for a particular interpreter based on past experiences. If a preference is indicated for someone who has worked with the client in the past, ask the interpreting service for this person to be available for your appointment.

Be aware of the consumer's own preferences and that our own cultural influences will affect how we perceive people.

Be aware we may judge other people's behaviour and beliefs according to the standards of our own culture, and we need to reflect on our practice to begin to understand the person.

Be aware of making assumptions about cultural influences and applying generalisations to individuals.

Understand that the behaviour and beliefs of people within each culture can vary considerably. Respect the variance and don't stereotype.

Understand that not all people identify with their cultural or religious background.

Increase your knowledge about different cultural practices and issues through cultural awareness training or cultural background information.

Understand the importance of appropriate communication and adjust your communication accordingly.

Don't pathologise. Always explore cultural explanations.

If at all possible, never use family members to interpret for you.

Some ethnic groups favour talking to women over men and vice versa. Ask about the consumer's gender preference before booking an interpreter.

Always remember to talk to the client and not to the interpreter.

Remember to use short sentences and to stop frequently for the interpreter to repeat to the client. Big pieces of dialogue can take a while for interpreters to repeat and the interpreter can forget parts if he/she has to wait for you to finish.

During the session check to make sure the client has understood what has been interpreted. Quite often words or concepts do not translate well into other languages.

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Access to information

When necessary, information about services should be made available in the preferred language of service recipients.

RELATED DOCUMENTS

QIC Health and Community Services Standards

National Standards for Mental Health Services

Rainbow Tick Standards

Disability Services Standards

National Disability Insurance Scheme Act 2013

National Disability Insurance Scheme (Provider Registration and Practice Standards)

Rules 2018

SUPPORTING INFORMATION

RW Diversity Statement

RW Cultural Safety Framework

REVIEW TIMEFRAME AND RESPONSIBILITY

Date of effect:	February 2008
Review Period	3 Years
Next review date:	June 2023
Prepared by:	Executive Manager Corporate Services
Preparation date:	28 May 2020
Reviewed by:	Executive Manager Corporate Services
Review date:	28 may 2020
Approved by:	CEO
Approval date:	10 June 2020