



ALPHA CARERS
AUSTRALIA

Policy & Guidelines - Awareness of Culture, Ethnicity and Anti-Discrimination

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ALPHA CARERS

A U S T R A L I A



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Version	Documented Change	Originator	Approved By	Date
0	AWARENESS OF CULTURE, ETHNICITY & ANTI DISCRIMINATION POLICY AND GUIDELINES	Joan Gregory	Joan Gregory	September 2016
1	AWARENESS OF CULTURE,ETHNICITY & ANTI DISCRIMINATION POLICY AND GUIDELINES	Abel Bhebhe	Joan Gregory	September 2017

This policy should be read, implemented and referenced to the `ABORIGINAL SECURITY GUIDE for HUMAN SERVICES ORGANISATIONS` as well as all other relevant and supportive documents

This should be done across:

- Table 1 [Organisational and structural /systemic level]
- Table 2 [Service delivery and program level]
- Table 3 [Human resource management of Aboriginal staff in the organisation]

The policy should be implemented in supportive accordance with the ACA Equity, Anti-Discrimination and Workplace Harassment Policy and SOP in addition to another relevant and supportive ACA polices and guidelines.

Purpose of the policy

- To create awareness of anti-discriminatory policies that should be adopted by ACA staff towards clients, their families their advocates as well as toward fellow tam members.
- To raise awareness amongst ACA staff that they must show respect for culture, ethnicity, value and beliefs of different groups.
- To make ACA staff aware that variations in culture, ethnicity, values and beliefs may affect client`s care plans
- To ensure that ACA staff avoid stereotyping on the grounds of culture, ethnicity, creed, religion, age, gender or marital status.
- To ensure that there are mechanisms in place to address grievances, so that all issues of discrimination are addressed, challenged and eliminated with ACA circles.
- To provide support to the existing policies relating equal opportunities.

Scope

This policy is applicable to all ACA staff, stakeholders and volunteers.

What you must NOT do

Discrimination

No ACA staff member must discriminate against any staff member, client, service user, visitor, contractor, volunteer, public (while under the direction or work-time of ACA) directly or in-directly on any of the following:

- Race
- Disability or impairment

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AWARENESS OF CULTURE, ETHNICITY & ANTI DISCRIMINATION POLICY & GUIDELINES

- Colour
- Age
- Gender
- Sexual orientation
- Marital status
- Parenthood
- Cultural difference
- Ethnicity
- Religious beliefs
- Political beliefs or affiliation
- Creed

What you must do

Language

ACA staff should be aware of and sensitive to a client/service user's first, preferred or mother tongue language. All efforts and attempts should be made by ACA to avail support for clients or service users whose language is different from English (Australian official language). ACA has access to face-to-face interpreter services as well as telephonic or video-call interpreter services.

Death arrangements

ACA staff should be aware of, sensitive to and become basically conversant with the client's preferred last rites e.g. request for a priest, last offices and requests for organ transplants...if any.

Dietary needs and preferences

ACA staff should be aware of, sensitive to and become basically conversant with the client's dietary preferences, foods/alcohol forbidden by their religion and manner of preparing foods.

Personal care

ACA staff should be aware of, sensitive to and become basically conversant with the client's preferred dress code, hygiene needs, hairdressing needs and other personal care requirements.

Family Values & other beliefs

ACA staff should be aware of, sensitive to and become basically conversant with the client's beliefs in terms of women at work, contraception, pregnancy, childbirth and naming systems and ceremonies.