

# CALD Service Info Sheet:

## Developing a CALD Service Plan or Policy July 2008

Victorian State Government legislation and policy now requires that all funded disability organisations undertake a range of measures that enhance access to their service programs by CALD Victorians who have a disability; and provide services in such a way that respects the client's cultural needs. Under the 2007 Quality Framework for Disability Services in Victoria, service providers are required to report to government on the strategies and measures they employ to provide a responsive service to CALD clients. Guiding principles contained in the State Disability Plan (2002-2012), Victoria's Multicultural Affairs Policy and the DHS Cultural Diversity Guide (2004) are those of:

1. **Equality:** Recognising that people with a disability of all backgrounds have the right to be respected, and to have equal opportunities to participate in the social, economic and political life of society.
2. **Dignity and Self-Determination:** Respecting and valuing the knowledge, abilities and experiences that all people possess. This principle means supporting people with a disability from all backgrounds to make choices about their lives.
3. **Valuing Diversity:** Promoting acceptance and harmony in the process of building an inclusive society that recognises and values individual differences.
4. **Non-Discrimination:** Recognising that all people have a right to live their lives free from discrimination. This means ensuring that all Victorians can access Government services and programs without too many obstacles.

Developing a CALD service plan, gives your service staff a framework for working with CALD families in a responsive way, and strategies to improve their knowledge and cultural diversity skills. See next page for best practice examples of CALD initiatives.

There are many useful policy and planning documents that have been developed to guide service providers in writing their CALD service plan:

### [Disability Services CALD Strategy \(2004\)](#)

This booklet is available from DHS and outlines seven goals for best practice CALD service provision. It also provides some key strategies for implementing each goal and appendices with CALD statistical data and CALD resource agencies within Victoria. Go to [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability) and look in Publications Library, or contact your regional DHS Program and Service Advisor for a hard copy.

### [Cultural Planning Framework and Resource Kit \(2004\)](#)

This cultural planning kit has key objectives and strategies for best practice service provision to CALD families. It is a helpful guide in developing your CALD Service Plan. This document can be found at [www.miceastmelb.com.au/cultural\\_resources](http://www.miceastmelb.com.au/cultural_resources)

### [HACC Cultural Planning Tool \(1996\)](#) (Currently being updated—due for release in 2008)

This planning tool is a succinct guide to developing a CALD service plan with seven key areas of focus: Access, Cultural Relevance, Consultation, Information, Special Program Needs, Service Co-ordination and Accountability. This tool was developed for HACC service providers but has useful application for disability-funded organisations. Copy available at [www.health.vic.gov.au/agedcare/publications](http://www.health.vic.gov.au/agedcare/publications).

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# Some Best Practice CALD Initiatives & Strategies within Victorian Disability Services 2005–2008.

- ◆ Cultural Diversity Week was celebrated by holding a staff multicultural lunch. Program staff regularly select a culture of the month, and explore that culture's food, festivals & imagery at the office.
- ◆ Cultural awareness training and use of interpreters is incorporated into orientation training for all new staff, and provided to existing staff.
- ◆ A respite program consulted with local cultural groups and leaders around their knowledge of disability respite service, their support needs, in order to build service relationships.
- ◆ A disability recreation program advertises in culturally relevant media for new support staff and project workers.
- ◆ A respite planner engaged an Arabic-speaking interpreter to assist a client through the service planning process and review session.
- ◆ A facility-based respite service celebrated religious events / feast days / naming days that were relevant to staff and clients of that service.
- ◆ A disability service provider consulted with parents of a Chinese support group around what respite activity would suit their needs. The result was a funded family day out at an adventure park attended and enjoyed by 16 families.
- ◆ A CALD liaison worker is appointed and CALD reference group established within an organisation to develop a workable CALD service policy.
- ◆ Provision was made within an agency's budget to fund the translation and printing of service brochures in two community languages each year for four years. The translations were also posted on the agency website.
- ◆ A respite planner worked together with an MIC settlement worker (and interpreter) to assess needs of a recently arrived Burmese family from a refugee camp in Thailand.
- ◆ A disability service provider received Victorian Multicultural Commission grant to hold a Chinese Carers Forum to improve access to disability respite services for Chinese families.
- ◆ A register of staff who confidently speak a language other than English is established within large disability organisation and is made available throughout the organisation.
  
- ◆ A project between two family support agencies to improve access to respite supports (host family model) for Vietnamese families caring for a child with a disability.
- ◆ A respite service provider in North West identified a large number of Arabic families who were not receiving services, and offered a weekend beach camp for Arabic families which was very popular.
- ◆ A disability recreation service staff visited their local Greek church and welfare groups and promoted their programs to these groups, using a Greek interpreter.
- ◆ A case manager has a client's service plan translated into Italian to assist her parents to fully understand which service providers are working with their daughter, and the type of support provided.

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