



## **Respecting Participant Culture, Diversity, Values, and Beliefs Policy**

### **Introduction**

At Launnie Care Services, we are committed to providing person-centered care that respects the unique needs, preferences, and values of each participant. Our approach focuses on empowering individuals to make informed decisions about their care and support, while promoting dignity, autonomy, and independence. This policy outlines our dedication to person-centered care and the principles that guide our interactions with participants.

### **Purpose**

This policy outlines our commitment to respecting and valuing the individual culture, diversity, values, and beliefs of each participant. We aim to create a supportive and inclusive environment where participants feel understood, respected, and empowered. regardless of their:

- **Age**
- **Disability**
- **Gender**
- **Gender identity**
- **Intersex status**
- **Marital or relationship status**
- **Pregnancy or parental status**
- **Race**
- **Religion or belief**
- **Sexual orientation**

### **Scope**

This policy applies to all employees, contractors, volunteers, and affiliates of Launnie Care Services involved in the provision of care and support to participants. It encompasses all aspects of care delivery, including but not limited to personal care, medical assistance, social activities, and emotional support.



## Key Principles

This policy aligns with the NDIS Practice Standards, which emphasise participant rights, including:

1. **Non-Discrimination:** It is against the law to treat participants differently because of their race, color, religion, sex, national origin, age, disability, marriage status, sexual orientation, gender identity, or any other protected trait.
2. **Choice and Control:** Participants have the right to make informed choices about their supports and the way they are provided.
3. **Individuality:** Participants have the right to have their individual needs, preferences, and circumstances respected.
4. **Respect and Dignity:** Participants have the right to be treated with respect and dignity, free from discrimination and abuse.
5. **Cultural Safety:** Participants have the right to receive supports in a way that respects their cultural background, beliefs, and values.

## Responsibilities

### All Staff and Employees

- Actively listen to and respect the cultural, social, and spiritual needs and preferences of each participant.
- Seek to understand and incorporate participant's cultural beliefs and values into support plans.
- Communicate respectfully and sensitively with participants from diverse backgrounds.
- Be aware of and avoid any language or behaviour that may be culturally insensitive or offensive.
- Report any concerns regarding cultural safety or discrimination to their supervisor or the designated Equal Opportunity Officer.

## Management and Supervisors

- Create a workplace culture that values and respects diversity.
- Provide training to all staff on cultural awareness, sensitivity, and cross-cultural communication.
- At the time of intake, make sure to get a complete hand-over from previous organisation as well as participant's family/guardian or COS to get a full picture of the



client's background – not just medical/disabilities but about culture, preferred gender, food and language preferences, etc. This information has to be documented and then Management has to ensure that support plans reflect participant's cultural needs and preferences.

- Regularly review and update this policy to ensure it remains current and effective.
- Investigate and address any concerns or complaints regarding cultural safety promptly and fairly.

## **Implementation**

### **1. Initial Assessment and Planning:**

- Conduct thorough initial assessments to understand participant's cultural background, values, beliefs, and preferred communication styles at the time of intake.
- Involve participants if they are able to, or with their COS/guardian/representative in the development of their support plans, ensuring their cultural needs and preferences are considered.
- Ensure support plans include specific strategies for addressing cultural needs and preferences.

### **2. Ongoing Support:**

- Regularly review and update support plans to ensure they continue to meet the evolving needs and preferences of each participant.
- Provide ongoing training and professional development opportunities for staff on cultural competency.
- Encourage open and honest communication between staff and participants regarding cultural needs and preferences.

### **3. Communication and Documentation:**

- Maintain clear and accurate documentation of all interactions with participants, including any discussions regarding cultural needs and preferences.
- Use clear and respectful language in all communication with participants.
- Ensure that all communication materials are accessible and understandable to participants from diverse backgrounds.



- Encourage open and honest communication about diversity and inclusion issues.

### **Compliance and Accountability**

Complaints Handling will be done as per the Grievances and Complaints Policy in a confidential manner. LCS team will investigate all complaints promptly, fairly, and impartially and take appropriate disciplinary action where necessary.

LCS will conduct regular reviews of support plans to ensure they are culturally appropriate and responsive to participant needs. LCS will also ensure compliance with all relevant legislation, including the NDIS Act and the Equal Opportunity Act.

### **Conclusion**

At Launnie Care Services, person-centered care is at the heart of everything we do. We are committed to empowering participants, honouring their choices, and promoting their well-being through individualized care and support. By embracing the principles outlined in this policy, we uphold our commitment to excellence and ensure that each participant receives the compassionate and personalized care they deserve.

For any questions or further clarification on this Respecting Participant Culture, Diversity, Values, and Beliefs Policy, please contact your supervisor or the Quality Assurance Manager.

### **Acknowledgement**

I, \_\_\_\_\_, have read, understood, and agree to abide by the Respecting Participant Culture, Diversity, Values, and Beliefs Policy.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## APPENDIX – I

LCS team will endeavour to organise Harmony Week to encourage diversity and feel people from all cultures are celebrated and valued.

“Harmony Week is the celebration that recognises our diversity and brings together Australians from all different backgrounds. It’s about inclusiveness, respect and a sense of belonging for everyone. You can wear orange to show your support, or you can attend/host a Harmony Week event.”

Launnie Care Services will strive to organise an annual event by using the Australian Government resource Kit available here:

[Resources](#)



### EVENT PLANNING KIT

We've taken the guesswork out of event planning. Check out this kit for ideas, tips and tricks for celebrating Harmony Day.

[VIEW KIT](#)

### ONLINE PROMOTION KIT

Spread the word about your Harmony Week event online and via social media. This kit includes graphics and tips to promote your event with your online audience.

[VIEW KIT](#)

## RESOURCES

MAKE YOUR EVENTS STAND OUT



### Posters

Make your own posters advertising your Harmony Week activity or event.

[VIEW POSTERS](#)



### Invitations

Make your own invitations for your Harmony Week activity or event.

[VIEW INVITATIONS](#)



### Certificates

Is there someone you would like to thank? Show your gratitude by giving them a 'Certificate of Appreciation'.

[VIEW CERTIFICATES](#)



### Instaframes

Share your favourite Harmony Week moments on social media with these colourful Harmony Week instaframes.

[VIEW INSTAFRAME](#)



### Snapchat Geofilter

Share your Harmony Week moments on Snapchat with a Snapchat filter.

[VIEW SNAPCHAT GEOFILTER](#)



### Postcards

Easy to use templates you can use to promote your Harmony Week activity or event.

[VIEW POSTCARDS](#)



### Infographics

Graphics to use on your website, in your emails and in social media to promote your Harmony Week activity or event.

[VIEW INFOGRAPHICS](#)



### Web Banners

Upload the Harmony Week web banner to your own website to show your support for Harmony Week.

[VIEW WEB BANNERS](#)



### Hand Tree - DIY

Simple art and craft activities to keep the kids entertained.

[VIEW HAND TREE - DIY](#)

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Translating and Interpreting Service