

## POLICY

### Cultural Security for Clients

#### Purpose

The purpose of this policy is to define Palliative Care ACTs (PC ACT) approach to developing and delivering services that are culturally secure and responsive to clients' cultural diversity.

#### Scope

This policy applies to all PC ACT employees, volunteers, contractors and services. Cultural security in this policy refers to practices that ensure that individuals are afforded the same favourable outcomes regardless of the cultural outlook they hold. Cultural security applies to Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, or any specific population with consideration given to age, gender, disability, faith and sexual orientation.

#### Policy Statement

PC ACT recognises, respects and promotes cultural diversity and within its capacity, will provide services that are culturally secure. To this end, PC ACT will:

- Respect and respond to cultural needs during the design, delivery and review of services at an organisational and individual level.
- Respect and promote clients' cultural and community connection.
- Develop connections with culturally appropriate organisations and groups to promote the meaningful participation of clients within their chosen community.
- Provide cultural awareness training to employees and volunteers.
- Make available information to clients, their families and carers in formats appropriate to their cultural needs.
- Where relevant, seek specialist advice from organisations and key community members regarding culturally secure practices.

#### All PC ACT volunteers and staff will:

1. Be aware of their own cultural background/experiences, attitudes, values, and biases that might influence their ability to assist clients from diverse cultural populations. It is

essential that staff and volunteers correct any prejudices and biases they may have regarding different cultural groups.

2. Seek education wherever possible to enhance their understanding and to address the needs of culturally diverse clients. This may involve learning about cultural, social, psychological, political, economic, and historical material specific to the particular ethnic group being served.
3. Recognise that ethnicity and culture may have an impact on a client's behaviour.
4. Assist clients to become aware of their own cultural values and norms, and facilitate discovery of ways clients can apply this awareness to their own lives and to society at large, as well as within the organisation.
5. Respect the client's religious and/or spiritual beliefs and values.
6. Work to eliminate biases, prejudices, and discriminatory practices.
7. Provide information in a language that the client can understand.
8. Provide information in writing, along with oral explanations.