

People from Culturally and Linguistically Diverse (CALD) backgrounds

Strategies to consider include:

- Developing a recruitment strategy to attract, recruit and retain a diverse workforce with skills in working with CALD communities at the board, management, staff and volunteer levels; including an orientation program that familiarises new staff and volunteers with local CALD communities and provides relevant resources, and employing staff who speak other languages or have experience and understanding of other cultures
- Cultural awareness training to facilitate change and improved organisational and individual staff cultural competency and awareness
- Encouraging staff and board participation in local multicultural events and celebrations, such as cultural diversity week
- Allocating time to proactively promote services to CALD community groups, for example, newly arrived migrant or refugee groups

Partnerships and relationships to consider include:

- Engage with Access and Support workers in the area (if available) to better understand the needs of their clients and improve service coordination practices
- Ethno-specific and multicultural organisations in Victoria can provide resources and a specialist response to meeting the needs of CALD groups
- Opportunities for formal and informal collaboration with multicultural or ethno-specific organisations and groups, such as community consultation, staff training activities and the development of CALD information resources
- Participating in regular discussions and planning with ethno-specific and multicultural organisations to discuss the specific needs of the catchment's service delivery and access issues for CALD groups
- Proactively promoting and providing practical support for participation of CALD community members in planning and decision-making groups or as volunteers for community activities and events

Language services

Strategies to consider:

- Targeted CALD communications strategy using culturally sensitive information in appropriate languages
- Whether you use interpreters in service access and delivery in line with the Victorian Government's language services policy
- Developing an organisational language services policy and procedures for using translating and interpreting services based on the Victorian Government language services policy

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