

# Cultural Safety Procedure

## 1. Introduction

This Procedure provides guidelines for ensuring an understanding and acceptance of cultural safety for 360 employees. 360 Health + Community will deliver services that take into account the cultural and social diversity of its clients and aim to meet their needs throughout the phases of care and support.

The concept of cultural safety is applicable to all ethnic/cultural groups.

### 1.1 Purpose

360 will strive to provide a culturally appropriate and safe space and will endeavour to develop strategies to ensure access and equity is acceptable for all clients. 360 is committed to working with all members of the community. This includes but is not limited to:

- Aboriginal and Torres Strait Islander People
- Culturally and Linguistically Diverse People
- People with a disability
- People who identify as Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Intersex, Asexual and Aromantic
- People from a refugee background
- People who are homeless or at risk of homelessness
- People involved with the child protection system
- All the above people with mental illnesses

### 1.2 Guiding Principles

Health Services policies are aligned with 360's vision, mission and core values and promote the expectations we have of our working environment.

## 2. Definitions

|                        |   |
|------------------------|---|
| <b>360</b>             | 360 Health + Community  |
| <b>CEO</b>             | Chief Executive Officer who is responsible for implementing this Procedure and monitoring its performance.  |
| <b>Contractor</b>      | All third-parties contracted or authorised to perform specified work on behalf of 360, which includes students on practicum placement.                    |
| <b>Manager</b>         | Any individual responsible for managing or supervising an employee.   |
| <b>Cultural Safety</b> | Cultural Safety is a commitment to provide services that promote and respond to cultural rights, values and expectations of people from diverse cultures. |
| <b>Mastercare</b>      | The electronic client record database.  |

## 3. Responsibilities

### 3.1 360 Board

The Board has overall responsibility for the governance of the organisation; the safety of clients and employees and robust business processes.

|  |                                       |                          |             |
|--|---------------------------------------|--------------------------|-------------|
| Title                                      | Cultural Safety (Diversity) Procedure | Version                  | 2           |
| Authorised By                              | Board                                 | Date Ratified            | 24/03/2020  |
| This document is CONTROLLED – DO NOT PRINT |                                       | Date for Review: 04/2021 | Page 3 of 3 |

### 3.2 Chief Executive Officer (CEO)

The CEO will oversee the implementation of this Procedure: they will work with the Executive Managers and the People & Culture Manager to develop performance indicators for measuring employee's embodiment of inclusiveness and trust.

### 3.3 Executive Manager (EM)

The EM's will work with the managers of their teams to ensure a culture of safety & trust. They will provide performance indicators the managers can use to monitor the Procedure application in their teams.

### 3.4 Manager

Managers will lead by example in providing a culturally safe environment for their team. In addition, they will use the performance system to identify opportunities for improvement.

### 3.5 Employees of 360

Every employee will be responsible for abiding by the instruction of any Procedure, per the terms of their employment.

### 3.6 Office & Business Support Manager [OBSM]

The OBSM is responsible for registering the Procedure, arranging for its journey through committees until it's approved. They will then add the Procedure to the Documents Register and disseminate it to all 360 employees

### 3.7 Clinical Governance Officer [CGO]

The CGO will assist the PCM with induction and induction feedback.

## 4. Procedure

### 4.1 Cultural Awareness

Cultural awareness is:

- Knowledge about the experiences of cultures different from our own or the dominant culture.
- Understanding of cross-cultural communication skills
- Knowledge and understanding of customs, values and beliefs of diverse cultures.

### 4.2 Cultural Sensitivity

Cultural sensitivity is the ability to self-reflect on personal attitudes and experiences and how this may impact on their interactions and practice with people from diverse cultures, especially those different from their own.

### 4.3 Culturally Safe Practice

360 are committed to being a culturally safe practice that promotes and applies cultural awareness and cultural sensitivity in the workplace to create cultural safety for clients, their families and employees.

During extreme conditions, such as pandemics or disasters, 360 may need to change practices to keep clients, their families and employees safe. However, we will always strive to be as culturally safe as possible within the imposed restrictions.

360 will not discriminate or refuse care or support to any client based on gender, ethnicity, disability, religion, Indigenous status, sexual preference or medical condition. 360 will consult with specialist services and organisations where required and seek out

|  |                                       |                          |             |
|--|---------------------------------------|--------------------------|-------------|
| Title                                      | Cultural Safety (Diversity) Procedure | Version                  | 2           |
| Authorised By                              | Board                                 | Date Ratified            | 24/03/2020  |
| This document is CONTROLLED – DO NOT PRINT |                                       | Date for Review: 04/2021 | Page 3 of 3 |

specialised training, to ensure that all employees are culturally competent and able to meet the needs of clients from all backgrounds.

Clients will be encouraged to self-identify their ethnic background, with this information recorded in their Mastercare file.

#### 4.4 Responses to Racist or Discriminatory Behaviour

360 will not accept nor tolerate any acts that are reasonably likely to intimidate or vilify a person or group of people because of their race, national or ethnic origin, or beliefs and behaviour related to their culture.

### 5. Related Organisational Documents

- 360 Code of Conduct
- 360 Unsatisfactory Performance and Discipline Procedure
- 360 Equity and Access Procedure
- 360 Translator (Use of Interpreter) Procedure
- 360 Clinical Governance Framework

### 6. Implementation and Monitoring

#### 6.1 Implementation

Once approved, the Procedure and its associated procedures will be made available in 360's Procedure Store on the intranet. The OBSM as Procedure gatekeeper will keep a record of this.

As the Procedure + Procedures replaces a previous version, the OBSM as gatekeeper will remove the outdated copy from the Procedure Store and keep a record of this.

All Program employees will be notified of the completed revision (e.g., by e-mail, employees meeting) and will be required to sign an acknowledgement sheet. The CGO will keep the Procedure Acknowledgement sheets.

#### 6.2 Monitoring

Monitoring will be through the 360 Performance System.

|  |                                       |                          |             |
|--|---------------------------------------|--------------------------|-------------|
| Title                                      | Cultural Safety (Diversity) Procedure | Version                  | 2           |
| Authorised By                              | Board                                 | Date Ratified            | 24/03/2020  |
| This document is CONTROLLED – DO NOT PRINT |                                       | Date for Review: 04/2021 | Page 3 of 3 |