

GEN.C&LDP.01	CULTURAL & LINGUISTIC DIVERSITY (CALD) POLICY
--------------	--

Applies to:	All Staff and Participants
Specific responsibility:	CEO

Version:	1
Date:	13 February 2018
Review:	February 2020

Context:	Leapfrog Ability ensures equitable access is made available to our services for people from culturally diverse and indigenous backgrounds in order to provide culturally safe and appropriate services.
Legislation & Standards	Disability Inclusion Act 2014 NSW Disability Service Standards Australian Human Rights Commission Act 1986 Disability Discrimination Act 1992 Racial Discrimination Act 1975 NSW Disability Service Standards, Standard 2 Participation & Inclusion

1. POLICY STATEMENT

Leapfrog recognises that we are part of a culturally diverse society and view others through a broad lens which reflects the diversity of cultural experience. Leapfrog is committed to providing culturally safe and appropriate services, ensuring that equitable access to our services is made available for participants from culturally diverse and indigenous backgrounds.

2. CALD STRATEGIES

In seeking to meet the cultural, linguistic and spiritual requirements of our participants, Leapfrog will utilise the following strategies:

a) Recruitment and Professional Development

Leapfrog seeks to recruit staff that reflect the diversity of culture and provide them with professional development related to cultural awareness at least every 2 years.

In accordance with applicable Awards, Ceremonial Leave is granted to entitled employees. See [Leave Policy \(All Types\)](#).

b) Community Links

We will consult with and/or maintain links with Aboriginal and Torres Strait Islander and other community groups in order to be informed of our own service delivery. We will acknowledge, respect and value the beliefs of our employees and participants in order to support participants to identify, maintain and strengthen their cultural identity and connection to community.

c) Translation and Interpreter Services

¹Translation and Interpreter Services (TIS) may be available in conjunction with funded supports, as part of an NDIS Participant's plan.

Registration for a TIS National client code can be accessed by completing the [online registration form](#) available online.

¹ TIS [NGO Application for the Free Interpreting Service Form](https://www.tisnational.gov.au/en/Agencies/Forms-for-agencies/Application-for-exemption-from-TIS-National-charges): <https://www.tisnational.gov.au/en/Agencies/Forms-for-agencies/Application-for-exemption-from-TIS-National-charges>

d) Participant Feedback, Compliments and Complaints

Participant feedback, compliments and complaints are an important part of the way Leapfrog ensures ongoing cultural sensitivity and awareness. Your feedback or complaint will be handled sensitively and respectfully. You will not be treated differently for saying what you think or how you feel and we will respond and work to resolve any complaint within 30 days or tell you why.

Feedback, compliments and complaints may be provided through various channels including:

- Anonymously via -
 - a letter in the mail to *Leapfrog Ability, 37 Fern Street, Islington NSW 2294*
 - by telephoning *02 4979 7777* and requesting to provide feedback anonymously
- In person, by talking to one of us
- In writing, by –
 - email (<mailto:admin@leapfrog.org.au>)
 - letter to *Leapfrog Ability, 37 Fern Street, Islington NSW 2294*
 - completing the online form we have on our website: <http://www.leapfrog.org.au/feedback-compliments-and-complaints>. If you want to, you can ask any of our staff or a support person to help you complete this form.

More information at: <http://www.leapfrog.org.au/feedback-compliments-and-complaints>

Also refer: [Client Related Complaint Resolution Procedure](#)

e) CALD Preferences

As far as practical, Leapfrog services may be provided by staff members of a certain gender or ethnicity in order to meet the cultural, linguistic and spiritual requirements of our participants.

3. COMMUNICATION OF THIS DOCUMENT

This policy will be available in the following locations:

- Public website: <http://www.leapfrog.org.au/>
- Designated intranet folder, Current Policies & Procedures
- In hardcopy at each Leapfrog location in the Policies and Procedure folder

This policy will be made available to all employees at induction, and via management communication.

4. DOCUMENT CONTROL

Document Owner	CEO
Person responsible	CEO
Related documents	Code of Conduct Equity & Diversity Policy Leave Policy (All types) Client Complaint Resolution Procedure
Forms	Complaint Form

Version Tracking		
Review	Date Prepared	Description
1	February 2018	Initial release
2		
3		