



[MIDLAS: C.A.L.D 2.1.3]

<b>2.1.3</b>	<b>Culturally Appropriate Service Delivery (Culturally and Linguistically Diverse Clients)</b>
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Applies to:
All MIDLAS staff and volunteers and clients.

Version: 1
Date approved: 12/1/2011
Next review date: 12/7/2012

<b>Policy context:</b> This policy relates to	
Standards or other internal requirements	

**POLICY STATEMENT**

This policy refers to culturally and linguistically diverse clients and MIDLAS' endeavor to meet the needs of **all** clients. MIDLAS acknowledges that many of our clients are linguistically and culturally diverse and that our service standards must accommodate the needs of different languages and cultures.

**PROCEDURES**

1. Staff provide appropriate support for all clients who are eligible for our service.
2. MIDLAS will use a variety of resource tools available when dealing with C.a.L.D. clients including: National Relay Service, translation and interpreting services.
3. When a client contacts MIDLAS via the phone, MIDLAS staff enquire if they have any sight or hearing difficulties. At which, the staff member who made the appointment would speak directly to the staff member involved.
  1. If required, a Disability Advocate may be used to sit in the interview with the client and the other staff member.
  2. However, all staff must attend to C.A.L.D. clients and not just the Disability Advocates.
4. MIDLAS expands its organisational knowledge by sending representatives to external workshops and training on how to better serve CaLD clients needs.

**DOCUMENTATION**

<b>Documents related to this policy</b>	
Related policies	Publications Policy Eligibility Policy Intake Policy Service Charter Referral Agencies Policy
Forms, record keeping or other organisational documents	N/A