

CARERS SA
**Multicultural
Action Plan**
2023 - 2024



CARERS SA MULTICULTURAL ACTION PLAN 2023-2024

This Action Plan outlines Carers SA's commitment to embracing and embedding cultural diversity, building a strong culturally competent workforce and enabling quality outcomes for Carers from multicultural backgrounds.



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Vision of the Action Plan

Carers SA is a culturally competent organisation that prioritises understanding of differing needs of Carers from culturally and linguistically diverse backgrounds in an empathetic and inclusive manner, ensuring their unique needs are met effectively and respectfully.

Aims of the Plan

- To ensure Carers SA is culturally competent, with a focus on quality, accessible and culturally responsive services and support for Carers from culturally and linguistically diverse backgrounds.
- Carers from culturally and linguistically diverse backgrounds have a positive experience with Carers SA.
- More hidden Carers from culturally and linguistically diverse backgrounds connect with Carers SA.



Statement of Commitment

Carers SA acknowledges and values diversity in all aspects and forms and recognises that having a diverse multicultural workforce enhances our cultural competency and ability to provide quality tailored services for Carers from culturally and linguistically diverse backgrounds.

Carers SA is committed to authentically engage Carers from diverse cultural backgrounds, to ensure their voices are heard which help inform improvements across the organisation that meet their needs. To foster a natural and authentic connection with Carers from a variety of cultural backgrounds, Carers SA is committed to a continuous improvement process that ensures regular review and enhancement of policies, procedures and ways of working that support cultural diversity and cultural competency.

Carers SA is proactive in continuing to evolve as a culturally competent organisation and acknowledges that the organisation operates in a multicultural environment and that cultural diversity is an asset; where investing time and resources to learn about different cultures, customs, values, and norms is valuable and necessary.



Who is Carers SA?

- Carers SA is a state-wide organisation, with skilled professional staff working across country and metropolitan South Australia.
- Carers SA delivers the federally funded Carer Gateway in South Australia. Carer Gateway is an Australian Government initiative which provides services and support to unpaid Carers across Australia. Services include Carer Support Planning, Peer Support, Counselling, Tailored Support Packages, Coaching, Young Carer Services and Emergency Respite.
- Carers SA also provides a range of supports for Carers including Carer Breaks and personalised services funded by the State Government – Department of Human Services.
- Carers SA advocates for the needs of Carers across the State with decision makers and politicians.
- Carers SA provides services for Carers from all backgrounds and cultures.



Carers SA's Vision and Purpose

Carers SA's Vision is to be recognised as the key 'Carer organisation' in South Australia.

Our purpose is to address the challenges for current and future Carers so they can care for others.

Our Values

Our values, listed below, represent how we will engage with Carers, each other and the broader community.

Inclusivity: All Carers are treated with respect, dignity and as a person in their own right.

Empathy: We are open, approachable and are always willing to provide assistance to Carers, the community and each other.

Integrity: We always act with honesty, accountability and transparency when engaging with Carers, the community and each other.

Professional Excellence: We strive to provide services of a high quality to Carers and other customers. We are progressive in our thoughts and actions and, aim to be leaders in the sector.

Collaboration: We work with Carers as partners, focusing on individual strengths with the aim to enhance positive outcomes. All external partnership opportunities are investigated and pursued to best serve the communities we work in and with.

What is meant by Cultural Competency?

The Federation of Ethnic Communities' Councils of Australia (FECCA) defines cultural competence as “a set of congruent behaviours, attitudes and policies that come together in a system, agency or among professionals and enable that system, agency or those professionals to work effectively in cross-cultural situations”.

Reference: [Cultural Competence in Australia - A Guide](#)

The Centre for Culture, Ethnicity and Health (CEH) defines cultural competence as “the ability of individuals, teams and organisations to work effectively with people from different cultures”.

Reference: [Cultural Competence Assessment for Organisations - Centre for Culture, Ethnicity & Health](#)

It requires knowing and reflecting on one's own cultural values and world view and their implications for making respectful, reflective and reasoned choices, including the capacity to imagine and collaborate in cross cultural contexts.

Cultural competence is ultimately about valuing diversity for the richness and creativity it brings to society.



Carers SA's Action Plan

Carers SA is committed to embedding this Plan and its key actions, which ensure continual ongoing learnings and improvements to achieve quality outcomes for Carers from culturally diverse backgrounds.

This will be achieved by implementing and embedding a range of strategies both:

Internally within Carers SA relating to workforce development and training, enhanced diverse and inclusive policies, procedures, and practices; and

Externally, ensuring various opportunities for authentic community engagement with multicultural stakeholders continues to occur, as well as ensuring the Carer voice is heard and represented by Multicultural Carers across South Australia.



Key Focus Areas

Key Focus Area 1

Multicultural Carers are authentically engaged and contribute to service improvement outcomes and help to inform our organisational cultural competence.

Actions:

- Carers SA facilitates connections and engagement with the Multicultural Carer Panel meetings up to 4 times per year. The Multicultural Carer Panel aims to bring Carers from different cultures together to help Carers SA better understand how we can continue to enhance our engagement and service provision for Multicultural Carers. We cannot do this without the voice of Carers from different cultures. The intention is to capture ideas, identify what works well, and what doesn't work so well, develop solutions, and connect Carers from different ethnicities, backgrounds and cultures.
- Multicultural Carers are actively engaged in the National Carer Survey when it occurs, with consideration on facilitating increased engagement with South Australia's multicultural community.
- Promote and facilitate engagement with Carers from culturally and linguistically diverse backgrounds through Carers SA's online engagement platform called Your Voice about topics relevant to Carers from different cultures.
- Seek opportunities to co-design strategies to reach wider audiences of multicultural Carers and communities, together with the Carers SA Multicultural Carer Panel.

Key Focus Areas

Key Focus Area 2

Create and embed a culturally competent Carers SA workforce that ensures diversity in the workplace as well as effective learning and development to better meet the needs of multicultural Carers.

Actions:

- Carers SA provides ongoing training and development opportunities for the workforce, enhancing their cultural competency and understanding of culturally diverse communities. This includes the rollout of a range of training and learning development options for Carers SA staff, including topics such as; unconscious bias, cultural norms and differences, use of interpreters and fostering an inclusive workplace.
- Explore job seeker platforms that reach more applicants from different cultures in addition to mainstream avenues for Carers SA vacancies to attract and hire a diverse workforce. This includes a workforce that is diverse in both culture and language.
- Carers SA recruitment processes continue to be inclusive and focused on the qualifications and competencies relevant to the role.
- Conduct an annual workforce survey to better understand cultural diversity in the workplace.



Key Focus Areas

Key Focus Area 3

Create opportunities for workforce participation that allows for enhanced awareness raising, understanding, and sharing of knowledge about cultural diversity and inclusivity.

Actions:

- Carers SA will observe, recognise and participate in key multicultural dates and/or events throughout the year such as Harmony Week, through a range of activities such as social media promotion, education, and cultural awareness activities.
- Host informal 'lunch and learn' opportunities for Carers SA staff to convene and learn about each other's cultural diversity and host topics that further support cultural competence across the organisation.



Key Focus Areas

Key Focus Area 4

Multicultural Carers, communities and stakeholders are aware of Carers SA, who is a Carer, and how to access supports and services.

Actions:

- Carers SA will continue to seek partnerships with multicultural community organisations and other key stakeholders who represent and engage culturally diverse population groups to reach, engage and meet the needs of Carers more effectively.
- Continue to work collaboratively with Carers SA multicultural partner agencies who support the delivery of quality services for Carers in the community.
- Engage the Carers SA Multicultural Carer Panel, seeking their insight and connections, to better identify key organisations and multicultural communities for Carers SA to connect with.
- Carers SA will participate and attend key external Multicultural events/expos to effectively connect and build rapport with multicultural communities and Carers and raise awareness about services available for Carers.
- Carers SA information and resources are accessible and facilitate effective communication and awareness about our services for multicultural Carers, this includes translation of material and connection with interpreters as required.
- Dedicated resourcing in Carers SA focused on multicultural community engagement is in place which creates strong linkages with communities, stakeholders and Carers from multicultural backgrounds.
- The uptake of Carers SA services and supports by multicultural Carers who are often 'hidden' continues to increase.
- Review and enhance Carers SA policies and procedures ensuring the use of inclusive language that is reflective of diverse populations such as multicultural Carers and communities.

Key Focus Areas

Key Focus Area 5

Assessment, continuous improvement and ongoing learning.

Actions:

- Investigate cultural competency tools available, that will enable an assessment and identification of improvements to support Carers SA to continue to effectively meet the needs of multicultural Carers.
- Carers SA will initiate and engage in a national forum with Carer Gateway providers who similarly engage and provide services for Carers from multicultural backgrounds. This will provide opportunities for cross learning and sharing of practices and procedures that foster proven and effective cultural competency to engage and reach multicultural Carers effectively and authentically.
- Continue to facilitate the Carers SA internal Multicultural Working Party comprising representation of a range of staff across the organisation, to develop and oversee the implementation of this Plan and as well as focus on continued service, policy and engagement improvement.
- Carers SA will continue to remain abreast and aligned to key policy and research developments at the State and Federal levels that help to inform and support our work at Carers SA.



Monitoring & Reviewing

This Plan will be reviewed on an annual basis and will be monitored and reported on throughout the year via the Executive Leadership Team and the Carers SA Multicultural Carer Internal Working Party.

Through these strategies, Carers SA will continue to advance our cultural competency and ability to provide quality services and support for Carers from culturally and linguistically diverse backgrounds.



338 - 340 Tapleys Hill Road
Seaton SA 5023

08 8291 5600

www.carerssa.com.au