

Culture Policy

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Policy statement	<p>Protective Group has process in place to ensure safe and appropriate services are delivered to people from a variety of cultural and linguistically diverse backgrounds.</p> <p>We will ensure we provide culturally competent services which respect a person's culturally and linguistically diverse identity.</p> <p>We will ensure we maintain appropriate community linkages, including formal and informal collaborations to meet the cultural, spiritual and language needs of people using our services.</p> <p>We will ensure interpreters are readily available for people requiring them.</p> <p>We will support people with cultural and linguistically diverse backgrounds to maintain their cultural identify and connection to community.</p>
Scope	The code applies to all Directors, employees, volunteers and contractors of Protective Group and its companies.
Guiding principles	<ul style="list-style-type: none"> • Use translation services to provide essential written material in the appropriate languages if necessary • Use interpreters (formal or informal) to assist with verbal communication at meetings or during phone calls, etc. • Respect and adhere to specific cultural needs. For example: dietary restrictions related to religion or culture • Regard the ability to speak a second language as a positive attribute where all other staff recruitment and selection criteria are met • Promote a culture of awareness of, and respect for diversity, across the organisation and specific awareness in relation to supporting the cultural or diversity needs of individual participants • Provide staff and volunteers with cross cultural awareness training. This will occur as appropriate and required • Collaborate with, and refer to, other organisations to meet the needs of culturally and linguistically diverse groups
Definitions	<p>Protective Group: The company and its associated entities- Protective Services, TekSafe and International Student Care.</p> <p>Employees: Persons formally engaged and paid by the organisation to undertake work on its behalf.</p> <p>Contractors: Persons engaged by an agreement for a short or medium period to carry out work for the organisation. This may be in a paid or unpaid capacity.</p> <p>Clients: Persons who are assisted by or receive services from the organisation.</p> <p>Customers: Organisations that refer clients to the organisation or seek services from the organisation</p>

Date	Status	Document name	Version	Review	Page
June 2020	Current	Culture Policy	1.0	June 2022	Page 1 of 1