

# CREATING FUTURES



Cultural Diversity Framework  
2021 - 2024



## OUR VISION

*Our vision as an organisation is to celebrate cultural diversity with an open heart and open mind.*

*We value a highly professional and skilled workforce who have the knowledge and capacity to support people from diverse backgrounds in ways that are meaningful to them.*

*We commit to supporting action and lasting change to improve the lives of culturally and linguistically diverse people through advocacy on social justice issues and participation in social, economic, cultural and civic activities.*



# A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

I am proud to present Communicare's Cultural Diversity Framework 2021-2024. Our Framework reflects our ongoing commitment to champion the many people from different backgrounds who we exist to serve, and those who work with us.

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It aligns with our vision, values and principles, as an organisation with a rich history of walking alongside people from culturally and linguistically diverse backgrounds embarking on new life journeys.

Many are new arrivals to Australia, walking a fine line between hope for a better future and sadness at what they may have left behind. Often, they have fled war, internal conflict, poverty and persecution in their countries of birth.

Communicare is here to reach out a guiding hand and lend a strong voice for advocacy, enabling people to realise their dreams of safety, independence, respect, social inclusion and economic participation.

Our Cultural Diversity Framework provides us all with the resources to create a future where people of all cultural backgrounds feel understood, valued, supported and respected – those we serve, our own employees, stakeholders, corporate partners and members of our community.

I look forward to working with you all as we continue our journey to achieve an inclusive, cohesive and equitable society that embraces people of all backgrounds.



**Melissa Perry**  
Chief Executive Officer







## OUR INTENT

Our Cultural Diversity Framework brings together our vision, principles and pillars and provides the foundation from which we can strengthen and celebrate our rich cultural diversity.

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This Framework is central to our commitment to working in a deeply respectful way to actively embrace and support all culturally and linguistically diverse individuals and groups within our organisation and our community.

It is a dynamic document that enables us to advance the way we understand cultural diversity, while improving the way we provide support to culturally and linguistically diverse individuals and families, in particular women, children and young people. We recognise this will occur at different levels and through a variety of activities, allowing us to respond to the emerging issues and the needs of our clients, staff and culturally diverse stakeholders in the most appropriate way.

The Framework allows us to respond to emerging issues. We will be accountable for its progress through an annual Action Plan which will identify and report on priority actions and ensure it is integrated with other Communicare initiatives and strategies.

Our Cultural Diversity Framework aligns with our Innovate Reconciliation Action Plan, which has been designed to enhance our understanding of, and support for, First Nation's people. The two plans will be delivered in tandem to enhance our service quality and commitment to social justice.

# OUR PRINCIPLES

Our Cultural Diversity Framework is underpinned by principles that are designed to guide our decision making, advocacy approach, service design and stakeholder relationships.

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## Our principles inform our commitment to and understanding of cultural diversity.

1. Every person deserves respect and to be considered as equal to all others.
2. Every person has the right to express their cultural values openly and honestly.
3. Every person has the right to receive a high-quality service regardless of their cultural, ethnic, linguistic and religious background or beliefs.
4. The links between culture, ethnicity, language and religion need to be understood to improve how we develop and deliver services for culturally and linguistically diverse communities.
5. Embedding cultural responsiveness in our day to day work is important to achieve positive outcomes for the culturally and linguistically diverse individuals, families and communities.



# OUR PILLARS

## 1. LEADERSHIP

*“Leadership isn’t just a handful of people who are passionate about something – it’s everyone throughout the whole organisation”.*

Demonstrate leadership that is accountable, authentic and respectful in promoting community outcomes, addressing social justice issues and developing our organisation.

- Build our workforce at all levels so it reflects the cultural diversity of our community.
- Provide opportunities and pathways for our multicultural staff to attain leadership roles within our organisation.
- Cultivate and foster organisational resilience through purposeful conversations about diversity and difference.

## 3. PLACES AND SPACES

*“When I walk into an office, I want to see and feel like the world is represented here”.*

Create environments that are safe, welcoming and incorporate the cultural diversity of our community.

- Plan workspaces to be physically and visually representative of the culture, ethnicity, language and religious background or beliefs of people who use the space now and in the future.
- Apply a cultural lens to our website and social media presence, so they are accessible and user friendly for people from diverse backgrounds.
- Design our digital platforms and information provision to support culturally and linguistically diverse communities to engage in the digital economy.

## 2. LEARNING AND DEVELOPMENT

*“Learning is an ongoing process. It’s an opportunity to immerse ourselves in other cultures, traditions and religions... just learn and absorb”.*

Provide learning and development opportunities to build staff and volunteers’ confidence to work in a culturally competent way.

- Build staff understanding of cultural diversity through formal learning and development opportunities which are supported by organisational policies and procedures.
- Recognise learning as a continuous process whereby individuals build their knowledge and confidence through enquiry and experience.
- Appreciate the talent and potential of our multicultural colleagues to identify themselves as ‘subject matter guides’ to help in our learning journey.

## 4. CLIENT EXPERIENCE

*“We need to look at every client as an individual with their own unique strengths and challenges. And then give them the confidence to make decisions that are safe and right for them and their family”.*

Provide learning and development opportunities to build staff and volunteers’ confidence to work in a culturally competent way.

- Services and programs are co-designed with measurable outcomes to assess the unique experience and needs of culturally diverse communities.
- Services, frameworks and policies are developed and implemented with people with a lived experience.
- Policies and procedures are in place to ensure language is not a barrier to people accessing information, services or providing feedback.
- Meaningful data on cultural diversity is collected, analysed and embedded into our service planning processes.

## 5. PARTNERSHIPS

*“It’s all about building trust. Partnerships based on trust will achieve a genuine connection with others”.*

Establish partnerships that are built on mutual trust, respect and a shared responsibility to make a real difference.

- Build meaningful relationships with groups, communities, organisations, business and others whose values and vision are aligned with ours.
- Recognise the voice of multicultural and ethno-specific groups and communities as integral to developing and providing services to their community.
- Collaborate with others on initiatives, activities and celebratory events that promote the value and benefit of cultural diversity within communities.

## 6. ADVOCACY

*“Some people think having English as a second language is a bad thing. It’s a strength!”*

Champion universal human values and the benefits of cultural diversity through targeted advocacy and education.

- As custodians of White Ribbon Australia, increase awareness and understanding of gendered violence in multicultural communities.
- Advocate on key local, national and global social justice issues which impact culturally diverse individuals and families, ethno-specific groups and communities.
- Promote the significant contributions of refugees and humanitarian entrants to increase understanding, empathy and community inclusion.

# OUR STATEMENT OF COMMITMENT TO DIVERSITY

Communicare supports and encourages diversity in Australia where individual difference deepens the richness of our communities.

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Our commitment to diversity is built on a belief that all people and groups are to be valued and included. While each person is an individual and unique in their identity, our shared humanity binds us together.

We have a strong and enduring commitment to diversity and inclusion and we work to ensure this is demonstrated through a workforce that represents the communities in which we work, consistently reviewing the suitability of our programs to meet the diverse needs of people and through strategies that maximise the access and inclusion of all people. Our leadership in building social justice makes clear our commitment for all people to be included and to create and be afforded social and economic opportunities.

Communicare requires all employees to work in a manner which respects diversity and builds inclusion. Our approach to learning and development includes opportunities to build a greater understanding of diversity.

Our organisational culture will be informed by a clear commitment to diversity, respect and fairness.



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 White  
Ribbon  
Workplace

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