

June 2022 - December 2025

CULTURAL & LINGUISTICALLY DIVERSE (CALD) ACTION PLAN



cafes  WE
CARE

Acknowledgement

In the spirit of reconciliation we give deepest respect to Australia's First Nations Peoples. Their histories, their stories, their resilience. Their connection to culture and land. The wisdom of their Elders past, present and emerging.

Child & Family Services (Cafs) acknowledge the Wadawurrung, Djab Wurrung and Dja Dja Wurrung people as Traditional Owners of the land on which we work and live. They are First Nations people of the Kulin nation. They have cared for the land and each other for generations, and continue this care today.

As a result of historical and ongoing violence, colonisation, assimilation, racism, discrimination, embedded structural disadvantage and a dominating Eurocentric culture in Australia, Aboriginal and Torres Strait Islander peoples have suffered many losses including family, land, culture and language. The impact of this dispossession has resulted in significant social, political, economic and health inequities between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians today. In spite of this adversity the strength of First Nations Peoples is seen in their ongoing fight for justice, self-determination, recognition, land, language and culture. We also acknowledge that our own past organisational policies and practices contributed to the irreparable breaking up of families through the Stolen Generation, especially in Ballarat and surrounding areas where a number of Aboriginal children were placed in children's homes.



INTRODUCTION

Cafs is proud to have developed this CALD Action Plan as part of the organisations overall commitment to Inclusion and Diversity. We believe in providing quality service provision, a culturally safe workplace, and assisting people in overcoming barriers that might hinder them living a full and dignified life.

Victoria is home to one of the most multicultural societies in the world and is among the fastest-growing and most culturally and linguistically diverse states in Australia. Close to half of all Victorians were born overseas or had at least one parent born overseas. About a quarter of Victorians speak a language other than English at home. Nationwide, nearly half of all Australians were born overseas, and these numbers continue to increase over time.

Despite increasing cultural and linguistic diversity in Victoria and in Australia, it is widely recognised that people of CALD backgrounds experience barriers such as limited or lack of English language skills, and institutional barriers that can prevent them from participating in social, civic and political processes that shape the society we live in. Not all people of CALD backgrounds face barriers when it comes to participating in community, but some experience barriers that affect their ability to fully participate.

The purpose of the Plan is to outline the strategies and actions that Cafs will undertake over the next 2 years to eliminate discrimination and improve access, equity, inclusion and participation for CALD people within the organisation, our service users, volunteers and the broader community.

Understanding the ever-changing environment created by the Covid 19 pandemic and to ensure the effectiveness and sustainability of this Plan, it is important to us to deliver outcomes in a variety of formats where face to face engagement isn't possible.



A message from the CEO

Culture goes to the heart of who we are and how we connect to others, defining our sense of identity and belonging and contributing to our health and wellbeing. As Victorians, we all benefit from the cultural diversity our state is known for. It shapes our communities, our daily interactions, our entire way of life.

Our challenge as an organisation responsible for supporting and enhancing the safety, health and wellbeing of children and families is to ensure that all the work we do takes into account the needs of our multicultural population. With around half of all Victorians being either born overseas or having a parent born overseas, addressing this challenge is not optional. It is core business for us as employers and service providers.

Cafs currently provides services to a broad geographical area which supports a rich and culturally diverse community. We are committed to ensuring that our services meet the needs of all people including those from culturally and linguistically diverse backgrounds.

This plan is Cafs second CALD Action Plan, and provides a range of actions and deliverables that will ensure that our services, programs and facilities are inclusive of all people, whilst providing the best possible support to all Cafs people and community members, regardless of their background. Our Plan will help us meet the needs of CALD community members who use, visit or work within our organisation. It will ensure that their interests and needs are considered in service planning and provision.

I am delighted to endorse this Plan. It is an important step in the progression of Cafs culture, and contributes to identifying areas where we can do better whilst aspiring to a shared vision for an equal and inclusive future.

In supporting the CALD Action Plan, Cafs commits to aligning our practices and processes with our vision of Wellbeing, Respect and Safety for All Children and Families.

WENDY STURGES she/her
Chief Executive Officer

A Message from Community

As part of ongoing wider community engagements to improve the overall branding, visibility, and participations of African Australians in the Ballarat Region, I am proud to support Cafs commitment to Inclusion and Diversity as set out in their current 'CALD Action Plan'.

As an overarching approach, the CALD Action Plan sets out Cafs' commitment to ensuring inclusivity across all their deliverables. Cafs is committed to reducing the systemic and institutional barriers that limit Australians of CALD heritage from participating in social, civic, and political processes by creating a culture where all employees, volunteers and community members who use their services or visit their organisation feel safe from harm in a more inclusive and culturally safe environment.

DR. MICHAEL AKINDEJU
President, Ballarat African Association

OUR BUSINESS & THE COMMUNITIES WE WORK IN

Cafs is a community service organisation that provides a range of programs across the Central Highlands of Victoria to children, young people and families who are vulnerable or in need of support. Our areas of service currently fall within the traditional boundaries of the Kulin Nation, with the Wadawurrung, Djab Wurrung and Dja Dja Wurrung people being the Traditional Owners. It is worth noting however, that the Aboriginal and Torres Strait Islander community in Ballarat and surrounds is largely comprised of persons whose traditional lands are outside Wadawurrung, Djab Wurrung and Dja Dja Wurrung country.

Our goal is to give every individual the optimal opportunity to live in, and be part of a safe and nurturing family. To maximise their potential and ability to participate within the communities of their choice.

At the time of writing this plan Cafs employs approximately 260 staff, engages with approximately 180 carers & volunteers, and provides help and support to more than 6,800 individuals and families each year. We have offices in Ballarat, Ararat, Daylesford and Bacchus Marsh. In addition, we run several youth residential houses and an Early Childhood Parenting Centre in Ballarat.

Based on a March 2022 Culture and Engagement Survey administered to all staff (146 respondents, or a 61% response rate), 7% of Cafs staff identified as being from a CALD background. This statistic falls well below the Australian workforce CALD representation of 38% (Diversity Council of Australia benchmark), and the Ballarat regional demographic of 17.6% CALD representation.



Cafs Inclusive Service Directory

Cafs translation and interpreting provider – Language Loop



Laura from Cafs CALD Action Group prepares for Cultural Diversity Week 2021 with her brother

CAFS VISION

Wellbeing, respect and safety for everyone.

CAFS MISSION

To deliver quality services with positive outcomes and experiences for the communities we serve.

CAFS VALUES

Respect

We treat all people, including ourselves, with dignity. We have genuine compassion for our colleagues and the individuals, families and communities we serve.

Integrity

We act ethically and do what is right – even if it's uncomfortable.

Collaboration

We embrace collaboration. We celebrate inclusiveness and work together with the individuals and families we serve to make a difference in their lives.

Kindness

We genuinely care about people and actively look for ways to offer a helping hand to those in need.

Innovation

We encourage and explore different ways of working and fresh ideas to improve our practice and outcomes for those we serve.

Measure / Indicator	Organisational results	CALD Specific results
	76.9%	76.5%
Engagement Index		
Quality Manager Index	78%	64%
Overall satisfaction with Manager relationship	85%	70%

We also learned that our CALD staff wanted to see more:

- Strengthening of relationships with all workers
- Understanding of the bigger picture
- Listening and collaboration
- Recognition of staff performing well; and
- Knowledge of the business

We thank all people who participated in Cafs Culture and Engagement Survey. It is important to acknowledge that not all feedback was positive. We invite, respect and learn from this commentary. These voices have been heard and through this plan we hope to address these concerns. Staff have taken the time to share their valuable thoughts (both negative and positive) and all feedback will contribute to a positive Cafs culture.

Legislative Context

There are a number of legislative requirements, regulations and policies that guide organisations in relation to matters of disability. Any review or updating of this CALD Action Plan will ensure compliance with the relevant legislation and regulations, and demonstrate Cafs’ commitment to the protection of the rights of Cafs stakeholders.

OUR ACTION PLAN

This Action Plan outlines our commitment to creating a fully inclusive and accessible community for all people. The Plan presents clear strategies for supporting the needs and aspirations of people who identify as culturally and linguistically diverse, who work with us and use our programs and services.

Evidence indicates that people from CALD communities experience discrimination, inequalities in health outcomes and social exclusion, which create social outcomes that are not to the individual's, or their family's advantage. 45% of adults living within the Central Highlands Region, believe that multiculturalism definitely makes life better, as opposed to the Victorian average of 55.4% (2014 data).

This Plan outlines the strategies and actions that we will undertake over the next few years, to improve access, inclusion and participation for service users, employees, volunteers and community members who identify as culturally, linguistically diverse.



The plan aims to:

- increase our understanding and respect of CALD communities
- build intercultural competency and awareness, and
- increase employment participation and engagement between Cafs and our CALD communities

This action plan should be considered in conjunction with the suite of Cafs other Inclusion and Diversity action plans, because we recognise the intersectional nature of marginalisation and discrimination. These are:



ACTION PLAN

Action 1

Strengthen Cafs profile, awareness of Cafs service offerings and CALD partnerships within the Central Highlands Region

Deliverables	Responsibility
Deliver and/or participate in 3 local CALD events or initiatives annually. e.g. Harmony Festival and Refugee Week	Marketing & Communications Team; CALD Action Group
Initiate and promote a Cafs presence at leading Ballarat CALD agencies like the Ballarat Regional Multicultural Council; Centre for Multicultural Youth and the City of Ballarat	Marketing & Communications Team; CALD Action Group
Ensure that Cafs documents and marketing collateral are accessible, in plain English, have the ability to be translated and include positive images of people from diverse backgrounds (such as: Cafs Welcome Letter and Welcome Packs; Cafs Website; Gamblers Help materials, Employment related documentation, etc)	Manager Brand Development; CALD Action Group



ACTION PLAN

Action 2

Build intercultural competency and awareness

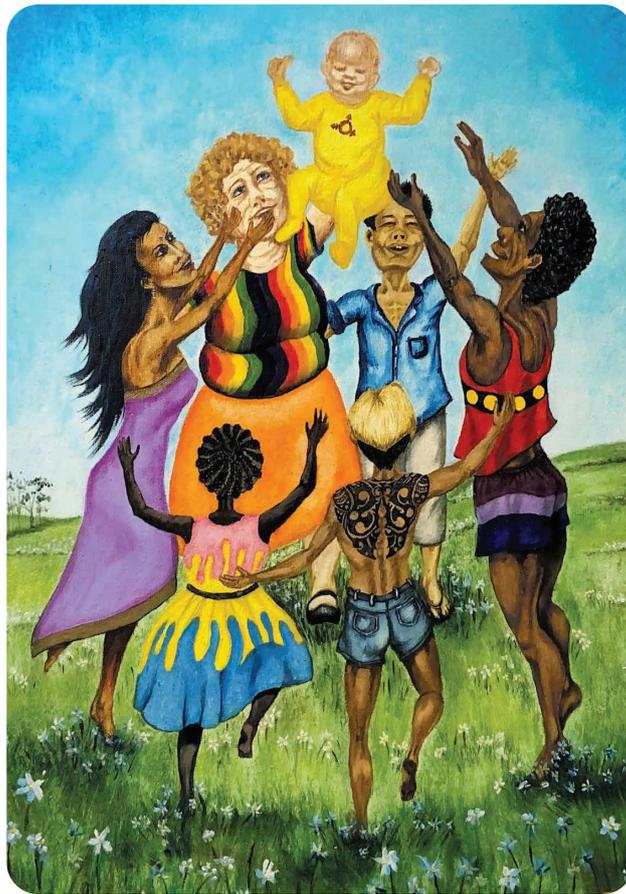
Deliverables	Responsibility
Develop and offer best practice training resources for Cafs staff, including a mandatory induction on-line cultural awareness module	Learning & Development Lead; CALD Action Group
Understand better what 'Inclusivity' means for Cafs CALD people, including the what and how of the employee / manager relationship	CALD Action Group
Provide translation & interpreting services to staff and clients as required through our service partner 'Language Loop'	Marketing & Communications Team; Inclusion & Diversity Lead
Maintain and promote Cafs <ul style="list-style-type: none">• Inclusive Service Directory• Translation & Interpreting Procedure; and• Annual Cafs Calendar of events	CALD Action Group

ACTION PLAN

Action 3

Increase employment participation and engagement between Cafs and our CALD communities

Deliverables	Responsibility
Research and better understand what the barriers to employment at Cafs are, for CALD people in our community	People & Engagement Team CALD Action Group
Building upon what the research identified as employment barriers, develop targeted employment strategies to increase Cafs CALD Workforce through pre-employment (including student placements) and other employment processes at Cafs	People & Engagement Team; CALD Action Group
Partner with CALD specific employment agencies	Marketing & Communications Team; CALD Action Group; People & Engagement Team
Invite new staff to participate in the CALD Action Group during the Corporate Induction session	Inclusion & Diversity Lead
Contribute CALD specific content for communications through Cafs Inclusion & Diversity e-newsletter	CALD Action Group; Marketing & Communications Team



Inclusion and diversity

I have used the Cafs company colours, green, blue and orange prominently.

You will notice that figures all stand on their left foot while lifting the right. This is to show that we follow our Policies and Procedures.

You will also notice that their heads are proportionally larger. This is to show that we remain continually mindful of our values, duty of care to our clients and of their rights.

The long grass depicts our company's continued commitment to growth and improvement. The daisies are a reminder to see the beauty that is always there when you choose to look for it.

The little girl's dress is in the colours of the pansexual flag.

The mother figure is of Indian descent and the young man of Asian descent.

The boy in the front has used a Maori tattoo to camouflage his spinal curvature and torso deformity.

The Nanna figure is gay.

The father figure is Aboriginal and bisexual.

The baby is transgender.

Lastly, we work together as a team, with diversity being our strength and inclusion being our culture.

Statement from the artist,
DENISE SWAN, Cafs Residential Carer 2020

Cafs is all about support.



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Cafs Bacchus Marsh

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Cafs Ararat

4 Banfield St, Ararat, 3377

Cafs Daylesford

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