

Growing Organisational Engagement

Uniting



Summary

Uniting (NSW.ACT) is an organisation with well-developed aged care and child protection services. In recognition of the need to build a stronger, more sustainable, equitable and inclusive organisation, Uniting developed a 3-year Cultural Diversity Strategy 2017-2020 that governs a whole-of-organisation approach to diversity and inclusion.

Opportunity

The development of a strategy that spans the whole organisation and works to encourage and guide each area of the organisation to take action and accountability for being culturally responsive. The Cultural Diversity Strategy 2017-2020 paves the way forward in respecting cultural strengths and differences of our CALD consumers and multicultural staff.

Action

- With the employment of a specialist position and the creation of the CALD Advisory Forum with representatives from all service and support areas - the voice of consumers and employees from culturally and linguistically diverse backgrounds are being heard.
- Workforce development and training strategies have been designed and implemented to improve practices that grow cultural safety and responsiveness.
- Online training, supported with tools and guides, is available and accessible to all staff with a particular emphasis on supervisors and teams.
- One of the first teams to explore the training is the recruitment team considering the impact and prevalence of unconscious bias in recruitment processes. These resources are complemented by staff surveys and staff focus group consultations, participation in the Human Rights Commission, Racism. It Stops with me! campaign and organisational statements such as mission and values have been translated into community languages.

Achievement

- These initiatives have created organisational momentum towards developing a more culturally diverse and inclusive organisation for both staff and consumers.
- Ownership from all business and support units demonstrated through the participation in the implementation of the Cultural Diversity Strategy has increased considerably with tangible improvement in awareness of and resources to assist all parts of the organisation to effectively engage with diverse communities.

