

[insert organisation name/logo]

Diversity Sensitivity Checklist

Name:

Date:

<u>Inside the organisation</u>		
Action	Yes / No	Comments
The mission statement, policies and procedures are regularly reviewed to ensure that they incorporate principles and practices that promote diversity and cultural sensitivity.		
Established performance targets to achieve service utilisation rates which complement the cultural mix of its target population. In line with these performance targets the agency has a process for prioritising potential consumers from diverse backgrounds		
Planning processes which include action to enhance the cultural sensitivity of the organisation have been developed		
Representatives from diverse backgrounds participate in the organisation's governing body		
Staff, consumers and others use inclusive spoken and written language, free from stereotyping or bias and inclusive in valuing diversity		
Sensitive approaches to documentation are used		

<u>Consumers</u>		
Action	Yes / No	Comments
Data in relation to consumers' diversity needs, and where appropriate the backgrounds of family members, are recorded		
Processes which identify consumer needs at the point of intake or initial assessment are used		
Consumers receive appropriate referrals and resources		

Mechanisms for consultation and feedback from consumers with diversity needs are in place		
---	--	--

Staff		
Issue	Yes / No	Comments
Employment practices encourage the recruitment and retention of people from diverse backgrounds		
Demonstrated knowledge and experience in diversity issues is included as a criterion in position descriptions related to job advertisements		
Diversity education and training are provided to staff, volunteers and students		

Linguistic diversity		
Issue	Yes / No	Comments
There is an interpreter and translating budget line. There is an established account with the Telephone Interpreter Service		
Staff are trained in using Telephone Interpreter Service		
The organisation has clearly outlined policies and procedures for the use of interpreters and translators		
Signage exists so that people can indicate their preferred language of choice		
General information pamphlets in a variety of languages are accessible to consumers		

Resources and environment		
Action	Yes / No	Comments
A welcoming, inclusive environment is provided		
In waiting areas, diversity posters, stickers and/or symbols are displayed		
Diversity target group information and images are displayed in educational or promotional materials produced by the service		
The organisation provides listings or advertising of the service in specialised press or directories		

Diversity target group related health and service information is displayed in English and in other languages where possible and appropriate		
The resource library includes information and resources about diversity issues		
Print information uses images that are culturally diverse and culturally sensitive		
The organisation provides information in languages other than English		

<u>Community linkages</u>		
Issue	Yes / No	Comments
The organisation uses culturally sensitive strategies when outreaching to specific communities.		
Develops links with specific communities and workers in relevant communities as diversity consultants when needed.		
Liaises with specific community organisations in the target area.		

This checklist was adapted from:

Multicultural Disability Advocacy Association of NSW, *Fact Sheet No.6 Cultural Sensitivity Checklist for Agencies*.

Ministerial Advisory Committee on Gay, Lesbian, Bisexual, Transgender and Intersex Health and Wellbeing, 2009, *Well proud: A guide to gay, lesbian, bisexual, transgender and intersex inclusive practice for health and human services*, viewed on 28 August 2010, <www.health.vic.gov.au/glbtimeac>