



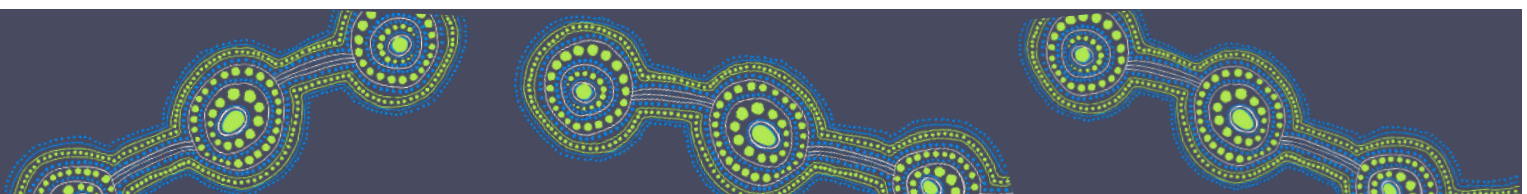
Cultural Diversity Charter

RESIDENTIAL AGED CARE

HOME CARE

RETIREMENT LIVING

5th March 2024



Why Have a Cultural Diversity Charter?

We are all similar; we want to feel respected, loved, understood, included, and supported. What makes each of us different is how we go about expressing, giving, as well as getting these things. We do this through our language, opinions and beliefs, the way we view the world, and interact with people around us. It is this process that makes each of us interesting and individual, and inspires us to want to know and understand each other better.

Recognising our similarities and appreciating our differences dissolves barriers and gives us the freedom to see each other for who we really are, as we are meant to be, which is – respected, loved, understood, included, and supported.

Our Purpose

To provide culturally appropriate care for the aged.

Our Vision

To be the preferred provider of culturally appropriate services to older people within the community.

Our Values

Our values are simple and we believe they reflect the philosophy at the heart of MYVISTA. These values guide us in our work and are the foundation on which our reputation is built and sustained:

- Respect – To show consideration and thoughtfulness for the feelings, wishes, rights, and differences of others.
- Care & Love - To approach and treat everyone with an open mind and show understanding for their thoughts, feelings, and past and present experiences.
- Contribution – To improve and add value to the care and services we provide each day, including acknowledging and embracing what others have given or shared.

MYVISTA acknowledges the First Nations People past, present and future and their rights to remain connected to community, people, heritage and have services that are culturally safe. This is represented through the use of pictorial / digital images based on the geographic location of our Corporate Office in Mirrabooka.

The information on the next page represents what residents, families, customers, staff, managers and Board members of MYVISTA think is important for a culturally diverse and inclusive environment.



Communication that meets individual needs

- The way we respond to language differences and
- Understand and adapt practices when individuals revert to their first language
- Talk openly and respectfully
- Understand and reflect practices to support an individual's deterioration in language communication and cognition
- Understand the importance of individual cultural significances and worth

Respecting differences

- Respect and respond to an individual's cultural values, beliefs, traditions, relationships, histories, social differences, and heritage
- Recognise and respond to what is important to individuals
- Embrace significant others/ family contribution to assist in understanding needs, interests, goals, and choice
- Consider and respond to individual customer services in respect to workforce personnel

Building trust

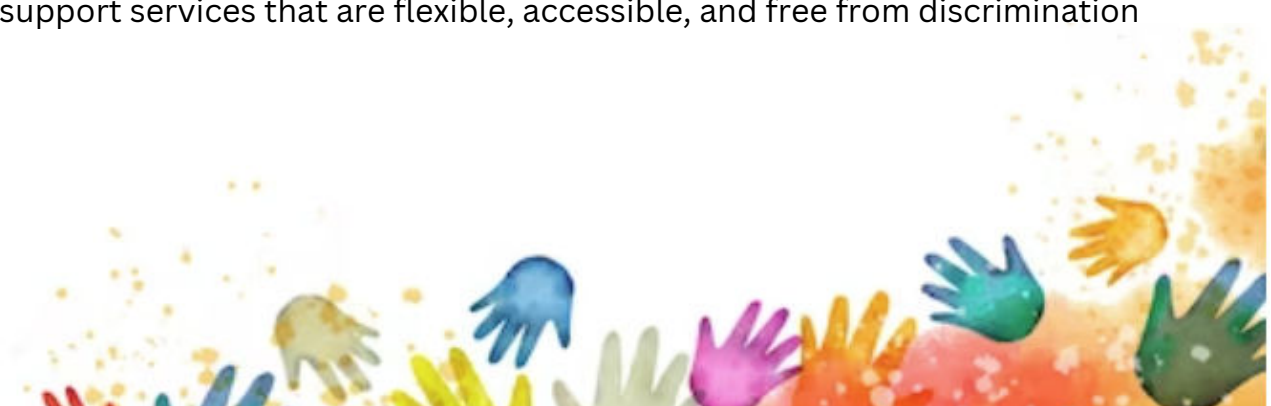
- Being accountable for what we say, do and present (don't assume)
- Understand the importance of community connection/s and
- Facilitate ongoing connections with community, family, and social networks
- Provide services that acknowledges and respects differences, needs, and choice
- Provide information in a way that is understood and informed
- Understand and prioritise cultural preferences to meet service needs

Sharing cultural knowledge and experiences

- Show a willingness to understand and listen to past experiences
- Consult with significant others/ family so cultural understandings are correct
- Capture and record cultural information to enhance services and ensure cultural safety

Creating an environment that promotes and values diversity and inclusion

- Realise we all have our own beliefs and cultural meanings that are important to us, just as others' beliefs will be important to them
- Show an awareness of the importance of an inclusive environment
- Acknowledge and facilitate activities that celebrate cultural significance
- Ensure active customer participation in service provision, that they are listened to and responded with what is important to them
- Embed inclusive and flexible customer feedback processes
- Provide and support services that are flexible, accessible, and free from discrimination





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