

Guide Dogs.

Guide Dogs NSW/ACT

Cultural and Linguistic Diversity Plan.

2025 to 2027



Overview.

Guide Dogs NSW/ACT strives for continual improvement in our processes and practices to ensure a workplace and environment where all employees, Clients, volunteers, donors and other stakeholders feel valued.

Throughout 2024, we undertook comprehensive consultations to create our Diversity, Equity and Inclusion (DEI) Strategy. These consultations identified the need to add the additional focus area of Cultural and Linguistic Diversity (CALD) to our existing Disability Inclusion Action Plan (DIAP) and our

Reconciliation Action Plan (RAP). We have prioritised CALD in response to the 2024 self-reported employee data, which showed that our employees come from 25 different countries and speak 30 different languages.

Our CALD plan forms a key component of our broader DEI Strategy. It supports our internal culture of inclusion and builds on our established expertise to create meaningful change, provide greater opportunities and achieve equity for our current and future staff, Clients and other stakeholders.



Our key CALD activities between 2025 to 2027 will include:

1. People.

Priority:

Be recognised as an employer of choice for people from diverse cultural backgrounds and as a culturally aware, accessible and inclusive workplace.

Approach:

We will achieve this by listening to our people, learning from their cultures, and improving our practices and environments to better meet everyone’s needs, regardless of their cultural background or identity.

Success measurement:

By 2027, our people will be confident that their cultural diversity is valued, respected and recognised within their workplace.

Actions:

- Engage with our people at the local level to better understand the cultural diversity within each office and identify any areas where individuals feel their cultural needs are not being adequately met.
- Provide appropriate spaces and opportunities for cultural or religious practices to be observed within the workplace where appropriate and reasonable. For example, identifying a space within each office where staff, volunteers and Clients can reflect or pray.
- Offer opportunities for each office to engage in social and team building activities that foster a better collective understanding of cultural diversity, both at a local level and across Guide Dogs NSW/ACT. This may include activities like bringing a plate of culturally significant food to share with colleagues at a team lunch. Or team and local participation in a culturally important festival or activity, like the Chinese New Year dragon boat races.
- Engage and empower our volunteers to help grow our knowledge of cultural diversity and engagement practices. For example, introduce and expand Connections Services activities for Clients of culturally diverse backgrounds and identities.
- Provide mandatory cultural diversity awareness training for staff.

2. Practices.

Priority:

Be recognised as a culturally inclusive workplace, and a culturally aware, considerate service provider.

Approach:

We will achieve this by ensuring our workplaces are welcoming, safe and supportive for all staff, regardless of cultural background or identity.

Success measurement:

By 2027, there will be increased participation and employment of staff from culturally diverse backgrounds. There will also be higher service engagement and outcomes from a more diverse Client base.

Actions:

- Build accountability and transparency through our DEI reporting processes.
- Include and recognise culturally significant days of celebration in our internal events calendar and facilitate staff awareness and engagement of these events through our social channels and activities.
- Utilise technology and alternative translation services to assist practitioners to better serve our Clients.
- Provide Client and supporter materials in additional languages.



3. Leadership.

Priority:

Be recognised by our community as culturally aware and inclusive of diverse cultural needs.

Approach:

We will achieve this by embracing culturally inclusive innovation for our staff, Clients and stakeholders.

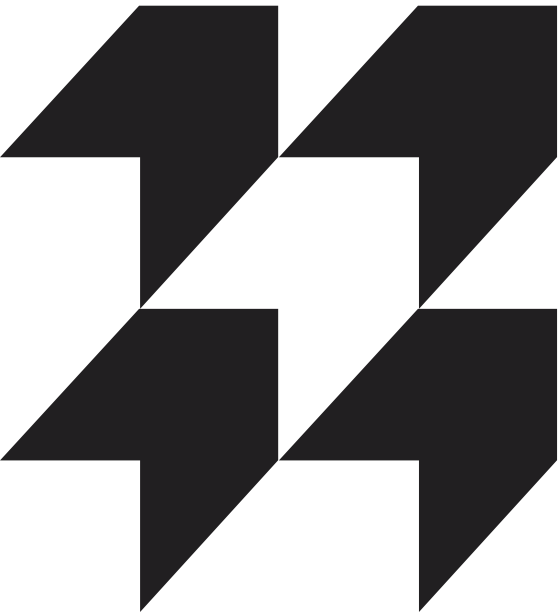
We will build relationships and networks, and use our experience, success, and influence to raise awareness and champion systemic improvements to accessibility and disability inclusion.

Success measurement:

By 2027, we will demonstrate active involvement and influence with key external cultural organisations and networks.

Actions:

- Provide access to Guide Dogs NSW/ACT produced materials in multiple languages.
- Actively participate in key cultural community activities.
- Contribute our expertise to public policy and political engagements, particularly in relation to the intersectionality of disability and cultural diversity.





We're here whenever you need us.



1800 484 333



nsw.guidedogs.com.au

Guide Dogs.