



## Why Have a Cultural Diversity Charter?

We are all similar: we want to feel respected, loved, understood and supported.

What makes each of us different is how we go about giving, as well as getting, these things. We do this through our 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 all 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 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** – What we do in our daily roles to improve and add value to the care and services we provide, which includes acknowledging and embracing what others have given or shared.

## **What do residents, families, customers and staff at MYVISTA think is important for a culturally inclusive environment?**

### **Communication that meets individual needs**

- The way we respond to language differences
- Talking openly and respectfully
- Understanding the importance of individual cultural meanings

### **Respecting differences**

- Respecting cultural values and beliefs
- Recognising what is important to individuals
- Embracing family's contribution to assist in understanding needs

### **Building trust**

- Being accountable for what we say and do
- Providing care that acknowledges and respects differences and needs
- Providing information in a way that is understood
- Prioritising cultural preferences to meet care needs

### **Sharing cultural knowledge and experiences**

- Showing willingness to understand and listen to past experiences
- Consulting with family members so cultural understandings are correct
- Capturing cultural information for consistency of care

### **Creating an environment that encourages and values diversity**

- Realising that we all have our own beliefs and cultural meanings that are important to us, just as others' beliefs will be important to them
- Showing awareness of the importance of an inclusive environment
- Providing activities that celebrate cultural significance

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April 2019

