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# Multicultural Action Plan 2024

*Diversity is a fact. Inclusion is an action.*

## Summary Version

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St John's Youth Services (SJYS) is committed to providing a safe, welcoming, and culturally inclusive environment for all multicultural employees and young people.

The SJYS Multicultural Working Group (MWG) was established in 2018 to provide multicultural employees, young people and agencies with a platform to collaboratively discuss recommendations that promote a positive and culturally inclusive environment. St John's Youth Services is committed to supporting all employees on this dynamic and ongoing cultural journey, to ensure all are competent to identify and provide culturally appropriate responses that meet the needs of our culturally diverse young people.

The Multicultural Working Group is comprised of young people, employees and the leadership team. Group membership is not limited to those with multicultural backgrounds, but to all employees and young people who are passionate about understanding multicultural issues and supporting the aims of the Multicultural Action Plan.

St John's Youth Services' commitment to inclusion is guided by the following principles:

- 1. Promoting inclusion and equity** Ensuring the SJYS environment is culturally inclusive and free from racism and discrimination for all employees, volunteers, and multicultural young people.

St John's Youth Services values the diversity of our employees, volunteers and young people and does not tolerate any form of racism or discrimination. We are determined to ensure our environment is culturally inclusive and equitable in areas of governance, policy planning, infrastructure, and recruitment. Multicultural employees and young people are consulted about and participate in planning, developing and reviewing our services to ensure opportunities for improvement are identified and implemented.

- 2. Growing cultural capability** Increasing employees' sensitivity to and knowledge about intercultural safety and communication, and their motivation to direct their own cultural learning journey.

All employees and volunteers are equipped to deliver culturally safe and respectful communication and culturally responsive practices. SJYS adheres to the following standards of Cultural Capability:

- **Cultural respect** Understand different ways of knowing, being and doing in the context of history, culture, and diversity, and affirm these through ongoing learning, reflecting, and demonstrating in practice.
- **Culturally Safe Communication** Be sensitive about different types of communication and demonstrate flexibility in engaging with culturally appropriate, safe and sensitive communication that facilitates trust and nurtures respectful relationships with multicultural employees and young people.
- **Cultural Safety and Quality** Ensure that racism, discrimination and oppression do not exist in any form of verbal or non-verbal communication, and ensure all relevant matters are responded to and addressed in a sensitive manner.
- **Cultural reflection** Examine and reflect on cultural humility and self-awareness around how our own cultural paradigm influences perceptions of, and interactions with, people from multicultural backgrounds.
- **Cultural Advocacy** Recognise potential cultural barriers and challenges when working with multicultural young people and effectively utilise resources, advocate for equitable outcomes, and contribute to positive social change.

**3. Fostering participation and community engagement** Promoting opportunities with employees and young people around multicultural events to maximize participation for cultural immersion and learning.

St John's Youth Services values inclusion and believes that different opportunities for participation will enrich cultural understanding and nurture cultural capabilities for all.

**4. Active Leadership** Ensuring employees and volunteers are culturally capable in growing their own cultural capabilities and responding to cultural difference and challenges embedded in multicultural institutions and communities.

SJYS ensures all leaders adhere to the dimensions of Cultural Intelligence (CQ), to acquire cultural sensitivity and strategies to respond to racism and oppression. All leaders are driven to increase their Cultural Intelligence, so they are equipped to support employees and volunteers to grow their capacity to respond to cultural difference and the challenges embedded in multicultural institutions and communities.