

## CLEAR Principles

### Cultural Awareness

Understanding that cultural awareness is a key attribute for a successful organisation, but also a personal attribute for effective relationships within and outside of the organisation.

Understanding of cultural beliefs, practices, language, and norms of CaLD communities.

Understanding that CaLD communities are diverse and not monolithic or homogenous.

### Lived Experience

Appreciation of different experiences of CaLD communities such as migrants, children of migrants, and refugees.

Appreciation of experiences that individuals bring with them from their countries of origin (e.g. appreciating that a migrant who just arrived in Australia from war-torn/conflicted countries may have different lived experiences about safety compared to someone who has been here for 10 years).

Appreciation of knowledge gained from fellow firefighters' experiences working with CaLD communities (i.e. informal, 'learning on the go') and facilitating the sharing of these insights with others (lived experiences of those on the ground).

### Engagement

Commitment to be visible and integrate into the community through school visits, home visits, religious festivals, and cultural events.

Commitment to being an active and contributing community member within the scope of firefighter role.

### Applicability

Focussing on the accessibility of communication messaging for cultural communities.

Focussing on the readability, relatability, and availability of information and/or messaging (e.g. language, translations, visuals, cultural symbols, colours).

Focussing on culturally appropriate and sensitive communication/messaging.

### Relationships

Respecting ongoing responsibility to integrate with communities and establish rapport and trust.

Respecting the role the organisation plays in the safety and cohesiveness of our community.

Respecting the role that individuals within our communities play in maintaining ongoing relationships.

## TLC Protocols

Protocols	Organisational	Managerial	Operational
<b>Train</b>	<p>Has the organisation implemented a formal cultural awareness training scheme?</p> <p>Has the organisation provided adequate time and resources to equip employees with such training opportunities?</p>	<p>Have all team members completed their cultural awareness training?</p> <p>How can I apply my cultural awareness training to my leadership at the station?</p> <p>What can I share with my firefighters about my experiences in engaging with CaLD communities?</p>	<p>What have I learned from my cultural awareness training (e.g. home visits, school visits)?</p> <p>What insights can I get from my fellow firefighters about positively engaging with CaLD communities?</p>
<b>Localise</b>	<p>Has the organisation considered appropriate translation of language (e.g. use of acronyms, the play of words when translated, rhyming of words when translated, culturally appropriate visuals that reflect the community composition)?</p> <p>Does the organisation have awareness of broader cultural values apart from just language?</p> <p>Has the organisation localised materials/content and approach (e.g. knocking on doors, removing shoes, women, men as strangers in the house, use of visual aids/cues/flash cards and non-verbal gestures)?</p>	<p>How can I apply my cultural awareness in helping my team approach CaLD communities effectively?</p> <p>Does my station have visual aids to use when making home or school visits?</p> <p>Are my team members aware of locally specific CaLD communities and the cultural beliefs, practices, language, and norms of these communities?</p>	<p>How can I apply my cultural awareness in helping my team approach CaLD communities effectively?</p> <p>Do I have access to and confidence in using applicable visual aids when conducting home or school visits?</p> <p>Do I know how to use non-verbal gestures and communication techniques with non-English speaking CaLD communities?</p> <p>Do I understand locally specific CaLD communities and the cultural beliefs, practices, language, and norms of these communities?</p>
<b>Connect</b>	<p>Has the organisation identified what community-based activities are important to respective areas (school visits, home visits etc)?</p> <p>Has the organisation provided appropriate two-way communication between community groups and fire stations?</p>	<p>How can I plan participation in community-based activities for my station (e.g., can we join a cultural festival)?</p> <p>How can I make our station a culturally safe space for employees and community members?</p>	<p>Do I have the confidence in communicating with various cultural groups within my operational area?</p> <p>Have I been given and used the opportunities to connect with community members and groups not only as a firefighter but as a fellow community member?</p>