

# Diversity and inclusion

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## Introduction

This policy aims to support and promote an inclusive environment that recognises, respects and values the individual differences of all people engaged with our services including participants and workers. These individual differences can include:

- gender
- age
- language
- ethnicity
- cultural background
- disability
- sexual orientation
- religious beliefs
- family responsibilities.

In our workforce, diversity is an important resource as it helps us:

- attract and retain employees from a wide pool of talent
- foster a culture that reflects our values and is open to all
- improve innovation, creativity and inspire worker engagement and satisfaction
- improve the connection between our people and the people we support.

When supporting participants, being culturally responsive is an important part of providing person-centred supports. Person centredness means the supports are “person focused” rather than “service focused” and culturally responsive means we are able to interpret, define and respond to the individual cultural needs of each participant.

## Applicability

### When

- applies to all areas of the business at all times.

### Who

- applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.

## Definitions

### Term

### Description

CALD	Culturally and linguistically diverse—people from CALD backgrounds speak a language other than English, they may practice cultural activities and have specific spiritual needs.
interpreting service	While registered NDIS providers can use any interpreting service, interpreting services through TIS National can be billed to the NDIA.

## Documents relevant to this policy

 <a href="#">NDIS (Quality Indicators) Guidelines 2018 (Cth)</a> 
 <a href="#">Racial Discrimination Act 1975 (Cth)</a> 

## Promoting diversity and inclusion

Diversity and inclusion is promoted by:

- filling employment openings based on merit
- fostering an inclusive environment respectful of all cultural backgrounds and beliefs
- fostering a workplace culture that is inclusive and embraces individual differences
- fostering a physical and cultural environment that encourages participation
- consulting participants, carers, family members, community groups, and other organisations on the needs of individual participants
- supporting and encouraging each participant to be part of the community
- ensuring participants have access to the same facilities and services as the rest of the community
- supporting participants with opportunities to socialise and build enduring relationships within their local communities
- providing supports and services in a way that is culturally responsive.

## Supporting participants from CALD backgrounds

When providing services to participants from CALD backgrounds, we will:

- where possible, recruit/match workers with the same background as the participant
- ensure all workers supporting the participant are trained in or are aware of how to provide services in a culturally sensitive way.

When organising planning and review meetings with participants from CALD backgrounds who do not speak English, we will:

- support the participant to bring a family member or carer who can speak English, or
- arrange an interpreter from an interpreting service if no family member/carers is available.

## Supporting participants that identify as LGBTQI+

We recognise that LGBTQI+ people are a diverse group that is comprised of a variety of sexual orientations and gender identities. People with diverse gender and/or sexual identities may be more vulnerable to abuse, isolation, mental

health conditions and other problems associated with discrimination. We understand this and are committed to providing inclusive services. To support participants that identify as LGBTQI+ our organisation will:

- foster an environment where participants feel safe to express and develop their gender identity and/or sexual orientation
- acknowledge that, as with all other participants, LGBTQI+ people have the right to voice their views on issues that affect them
- avoid assuming a participant's gender and sexual orientation
- use inclusive and respectful language when speaking to or about LGBTQI+ individuals
- include information about LGBTQI+ issues during worker training
- identify and challenge any discriminatory beliefs if they are present
- provide resources that help participants understand their identity
- where appropriate, refer participants to relevant LGBTQI+ support services if required (e.g. local social spaces)
- ensure that we observe appropriate levels of confidentiality regarding participants' information, including information about their gender identity and/or sexual orientation
- respect participants' right to not disclose their gender identity and/or sexual orientation.