

# CCA Carers & Caring for Carers Australia

## Diversity & Inclusion



### 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 Carers, participants and workers. These individual differences can include:

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

#### 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.

- 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.

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## Diversity & Inclusion



When supporting Carers and/or 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 Carer and/or participant.

### Documents relevant to this policy

NDIS (Quality Indicators) Guidelines 2018 (Cth)  
Racial Discrimination Act 1975 (Cth)

### 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 belief
- 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.

# CCA Carers & Caring for Carers Australia

## Diversity & Inclusion



### 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 Carer and/or participant
- ensure all workers supporting the Carer and/or participant are trained in or are aware of how to provide services in a culturally sensitive way.

When organising planning events with Carers and/or participants from CALD backgrounds who do not speak English, we will:

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

### Supporting Carers and/or 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 Carers and/or participants that identify as LGBTQI+ our organisation will:

- foster an environment where Carers and/or participants feel safe to
- express and develop their gender identity and/or sexual orientation
- acknowledge that, as with all other Carers and 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

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## Diversity & Inclusion



- provide resources that help Carers and/or 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 Carers' and/or participants' right to not disclose their gender identity and/or sexual orientation.