

Diversity and Inclusion Policy

1. Purpose

Our service is committed to fostering a respectful, inclusive, and culturally safe environment for all children, families, staff, and stakeholders. This policy ensures that diversity is recognised, valued, and embedded in all aspects of our practice, particularly in the delivery of child-focused services.

2. Scope

This policy applies to:

- All employees, contractors, and volunteers
- Clients and families accessing services
- Referring professionals and external stakeholders
- All service environments, including supervised contact visits, changeovers, intake processes, and reporting

3. Policy Statement

We believe that every individual has the right to be treated with dignity, fairness, and respect regardless of their cultural background, religion, gender, age, disability, family structure, socio-economic background, language, or life experience. We are committed to providing services that are equitable, non-discriminatory, and responsive to the unique needs of each child and family.

4. Guiding Principles

- **Child-Focused Practice:** All decisions are guided by the best interests of the child.
- **Cultural Safety:** We create environments where individuals feel safe expressing their identity.
- **Equity of Access:** We work to reduce barriers through clear communication and flexible service responses.
- **Respectful Engagement:** Staff engage with families in a neutral, respectful, and non-assumptive manner.
- **Inclusion in Practice:** Inclusion is reflected across intake, service delivery, and reporting.

5. Responsibilities

Management will:

- Promote a culture of inclusion and respect
- Ensure policies reflect inclusive practice
- Provide diversity awareness training
- Address discrimination or exclusion promptly

Staff will:

- Treat all individuals with respect and professionalism
- Use inclusive, unbiased language
- Be aware of cultural and personal differences
- Seek guidance when supporting diverse needs
- Maintain neutrality and avoid assumptions

6. Non-Discrimination

Discrimination, harassment, bullying, or exclusionary behaviour will not be tolerated. Any concerns will be addressed in accordance with organisational procedures.

7. Communication

We aim to communicate in ways that are clear, respectful, culturally sensitive, and adaptable to individual needs where possible.

8. Continuous Improvement

We are committed to ongoing reflection and improvement through regular review of practices, seeking feedback, engaging in professional development, and monitoring legislative and best-practice changes.