

# Diversity Awareness, Values and Beliefs Policy and Procedure

## POLICY PURPOSE AND SCOPE

The purpose of this policy is providing clear expectations, policy and processes about:

- How Caddens Care will provide a supportive workplace that respects and values diversity of customs, cultures and beliefs.
- How Caddens Care will ensure that its services are delivered in a manner that respects and values the customs, cultures and beliefs of its client's preventing harassment or discrimination of any kind.

*This policy applies to all staff, participants, stakeholders and referral agencies.*

## DEFINITIONS

Word	Definition
<b>Diversity</b>	Diversity refers to aspects of people such as beliefs, attitudes, languages, social circumstances, ability, ethnicity, sexual orientation, gender history, health status and age.
<b>Cultural Diversity</b>	Cultural Diversity embraces Indigenous Australian and multicultural perspectives.
<b>CALD</b>	Culturally and linguistically diverse refers to backgrounds which are not Anglo Australian, demonstrated through country of birth (COB), language other than English being spoken at home, and English language proficiency.
<b>Culturally Secure</b>	Culturally Secure ways of working respect the legitimate rights, values and expectations of people.
<b>Disability</b>	A Disability may be defined as an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments.
<b>Diverse Sexuality and Gender</b>	Diverse Sexuality and Gender identities include people identifying as gay, lesbian, bisexual, transgender or intersex (GLBTI).
<b>Inclusive Language</b>	Inclusive Language is free of bias, discrimination and avoids stereotyping and mistaken assumptions about people on the basis of their, sex, marital status, pregnancy or potential pregnancy, sexual orientation, gender history, health status, race, nationality, colour or ethnic origin, age, religious or political conviction, disability, socio-economic status.
<b>Trauma</b>	A deeply distressing or disturbing experience or emotional shock following a stressful event or a physical injury, which may lead to long-term neurosis.

Word	Definition
<b>Trauma-informed</b>	Trauma-informed care could be described as a framework for human service delivery that is based on knowledge and understanding of how Trauma affects people's lives and their service needs.
<b>Domestic Violence</b>	Domestic Violence is made up of a variety of abusive and intimidating actions against an intimate current or former partner.
Care Leaver	Many of those who spent time in institutions or out-of-home care as children were deprived of love and a sense of belonging. Most were denied family support and contact and experienced separation, loss and abandonment. They were often taken from their families without permission.
Gender Fluid	Also known as non-binary, is a category of gender identities that are not exclusively masculine or feminine. Some identify outside the gender binary of male or female in their gender expression.

## POLICY

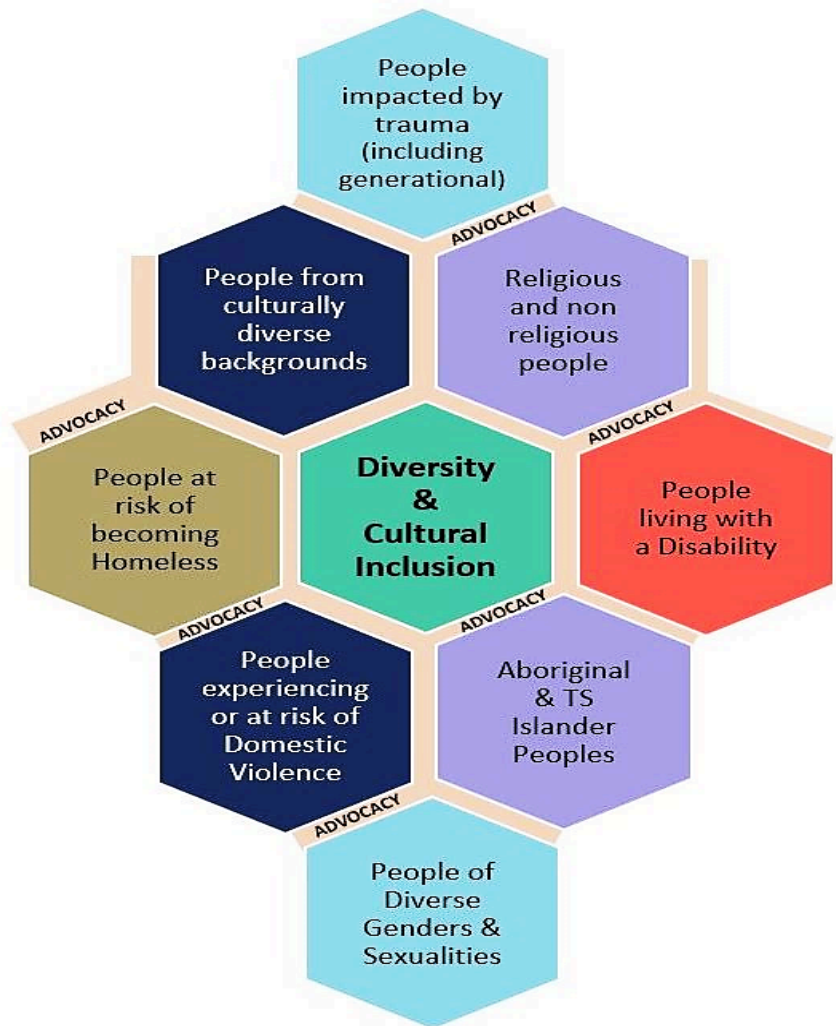
**This policy will underpin our actions to ensure Caddens Care is:**

- A supportive workplace that respects and values diversity of customs, cultures and beliefs
- Ensures that its services are delivered in a manner that respects and values the customs, cultures and beliefs of its participants and by preventing harassment or discrimination of any kind
- Will welcome participants, visitors and employees, that reflects its ethos, values diversity, expresses a commitment to access and equity, and demonstrates ethical conduct
- We value the choice and control of our participants to receive services that will sit their needs and wishes

Diversity and cultural inclusion refer to creating and maintaining a workplace and culture that is respectful of all people. In particular this applies to:

- Aboriginal and Torres Strait Islander people
- Religious and non-religious people
- People at risk of homelessness or 'leaving care'
- People of diverse genders and sexualities
- People from non-English speaking backgrounds
- People living with a disability
- People at risk of in the face of domestic violence
- People impacted by trauma

- Australia's First Peoples (cultural needs)



## PROCEDURE

All staff employees and contractors recruited in positions working within service delivery or allied health, will be required to complete a range of mandatory induction processes as well as a number of additional induction or training processes as determined by the Director or their delegated officer.

One of these modules or processes will be diversity and complexity within the NDIS. The induction to training content will be informed by the characteristics of the participant and staff member.

For example, if a Caddens Care participant is strongly influenced by their cultural heritage or family ties, and a staff member is sourced and is from the same culture, it is unlikely that staff member will require additional training in cultural diversity. This situation will vary from participant to participant.

## Assessment

It is the intake and assessment stage of a participant's journey with Caddens Care which is of most importance to gather the valuable information about a participant which will help to

build a person centred and culturally responsive support plan.

### **Person centred enabled**

Any responses from Caddens Care in relation to culture, diversity, values, beliefs or other sensitivities will be instigated only on the request of the participant. Caddens Care staff will not make judgments about the needs or wishes of any participant or their family members.

Where a participant has a community of choice, and social circle established, Caddens Care will ensure that those connections are maintained and where there is difficulty in supporting a person to maintain those connections 'of choice' the support worker or staff member will alert the Director (or their delegate) to develop strategies to ensure those connections are not lost.

### **System supports**

Whatever the cultural practices of the participant are Caddens Care will support staff to support a participant. This may include the use of interpreters, or translators and arrangement for program materials to be available in other languages.

Caddens Care will ensure feedback and consultation are targeted to capture the demographic of its participants, Australia wide.

### **RELATED DOCUMENTS**

- Human Resource Management Policy
- Complaint or Feedback Form
- Participant Handbook
- Participant Service Agreement
- Participant Intake form
- Staff Training

### **REFERENCES**

- The Racial Discrimination Act (1975)
- NDIS Practice Standards and Quality Indicators 2018
- The Human Rights and Equal Opportunity Omission Act (1986)
- The Disability Act (1995)