

WK - DIVERSITY POLICY

Policy Aims

Wonder Kidz is committed to ensuring that each family accesses support that respects their culture, diversity, values, and beliefs.

NDIS Quality Indicators

In this regard, Wonder Kidz aims to demonstrate each of the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows, and other strategies referred to in this Policy and the Related Documentation:

- (a) At the family's direction, culture, diversity, values, and beliefs are identified and sensitively responded to.
- (b) Each family's right to practice their culture, values and beliefs while accessing support is supported.

Policy Statement

- (a) The people of Australia come from a wide range of backgrounds. Wonder Kidz creates an environment where everyone is treated with dignity and respect and where the traditions and histories of different groups are valued and appreciated. Wonder Kidz acknowledges and respects the land's traditional owners – Indigenous Australians.
- (b) Wonder Kidz supports diversity and, by extension, Workers and families from diverse languages, religions, ethnicities, cultures, abilities, sexual orientations, personal characteristics, backgrounds, and situations.
- (c) Wonder Kidz will:
 - i. Treat everyone uniquely, ensuring individual needs are met.
 - ii. Create a welcoming, ability-friendly, confidential, and culturally appropriate environment.
 - iii. recognise, value, and respect the diversity of Wonder Kidz's Workers, Clients and the families and communities in which they live.
 - iv. Ensure clients with diverse needs can access Wonder Kidz's services and are free from stigma, discrimination, and stereotyping.
 - v. Ensure Wonder Kidz's services and supports are culturally appropriate and sensitive to the confidentiality of personal diversity as determined by the Client.
 - vi. At the direction of the Client, identify and respond to the culture, diversity, values, and beliefs of the Client.
 - vii. support each Client's right to practice their culture, values and beliefs while accessing support.
 - viii. holistically acknowledge and respect a person's needs, unique history, life experiences and personal choices; and

- ix. ensure the Wonder Kidz Work Health and Safety Policy and Risk Management.
- x. Ensure all Workers are skilled in inclusive practice and service delivery.
- xi. Keep service delivery free of inappropriate conduct that detracts from principles of diversity and equality, including discrimination (including indirect discrimination) and harassment (including bullying, victimisation, and vilification).
- xii. expect Workers to respect local cultural etiquette, protocol, and communication techniques to ensure that their conduct, as a representative of Wonder Kidz, is appropriate and culturally sensitive.

Procedure:

Management is responsible for:

- Information to assist Wonder Kidz to identify and respond to the culture, diversity, values, and beliefs of our families:
 - 1) Identify and sensitively respond to the culture, diversity, values, and beliefs of the Client; and
 - 2) support the Client's right to practice their culture, values and beliefs while accessing support.
- Supporting cultural, linguistic, and diverse backgrounds:
 - (a) Wonder Kidz supports Aboriginal and Torres Strait Islanders and all other people from Cultural, linguistic, and diverse backgrounds (CALD) to maintain and strengthen the connection to their culture and community, which includes providing a culturally safe environment for Aboriginal and Torres Strait Islander children.
 - (b) Wonder Kidz supports the rights of individuals who identify as having a specific cultural or linguistic affiliation by their place of birth, ancestry, ethnic origin, religion, preferred language, language(s) spoken at home, or because of their parents' identification on a similar basis. Wonder Kidz provides a culturally safe environment for CALD children.
- Providing access to advocacy: Encouraging and supporting families to access legal or advocacy services can assist them in expressing their preferences to their culture and diversity to Wonder Kidz by providing information about how to access such services when needed.
- Train support staff:
 - (a) to assist them in understanding how to apply this Policy and these procedures in everyday practice during their induction and as part of ongoing refresher training and/or when processes change.
 - (b) to identify and report a breach of a child's rights by any other party.
- Policy adoption:

Adopt and maintain the Policy and Related Documentation, which assists Wonder Kidz to demonstrate the relevant NDIS Quality Indicators related to the Individual values and beliefs of NDIS Practice Standards.

Support Staff are responsible for:

- Identify and respond to our families' culture, diversity, values, and beliefs.
- Communicate in the communication mode and terms the child will most likely understand.
- Maintain Clients' rights to privacy.
- Welcome feedback concerning culture and diversity.
- Workers to commit to Policy.

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