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| Policy No: 4.19 | Policy Name:  **Diversity and Cultural Inclusion** |

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| Applies to: | Version: |
| Specific responsibility: | Date Approved: |
|  | Review Date: |

# Purpose

This policy establishes [Service Name] business processes to create a work environment that welcomes all people, regardless of their cultures, customs and beliefs.

This policy applies to all staff, [board / management committee] members, volunteers and students.

# Policy statement

[Service Name] is committed to:

* Ensuring a supportive workplace that respects and values diversity of customs, cultures and beliefs
* Ensuring that its services are delivered in a manner that respects and values the customs, cultures and beliefs of its clients
* Preventing harassment and discrimination of any kind.

# References

Racial Discrimination Act 1975 (Cth)

Anti-Discrimination Act 1977 (NSW)

# Definitions

Cultural diversity and cultural inclusion refers 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
* People from non-English speaking backgrounds
* People from diverse racial, religious or cultural backgrounds
* People with a disability
* Gay, lesbian, transgender / gender diverse, bisexual or intersex people

# Procedure

[Service Name] has developed a variety of systems and practices that ensures that:

* Diversity and cultural inclusion is incorporated into staff and [board / management committee] induction processes
* Staff will receive training and education in cultural competency and safety, and how to incorporate these into organisational values, practices, policies and service delivery
* It will encourage the active recruitment of staff from diverse backgrounds or staff who have previous experience in service delivery to people from culturally and linguistically diverse backgrounds
* Information on the services and programs is available in languages other than English which reflect the demographics of the target service areas
* Active consultation involving people from diverse cultural and linguistic backgrounds in identifying and prioritising needs is undertaken to inform service planning
* Changes to local cultural and linguistic demographics are identified through planning for new service initiatives
* Access policies and procedures are reviewed on a regular basis to ensure there are no barriers to people from culturally and linguistically diverse backgrounds
* Harassment or discrimination are not tolerated and that appropriate internal organisation and / or legal protocols are followed to prevent or address harassment or discrimination
* Flexible approaches are adopted in response to clients that recognise and meet cultural and linguistic needs

[Service Name] will ensure that its staff will:

* Demonstrate respect for cultural or religious customs and health practices
* Arrange for interpreters (including sign language interpreters) in circumstances where clients are unable to communicate easily in English
* When conducting an assessment for clients from a culturally and linguistically diverse background or from Indigenous communities, they should be conducted in a manner that is culturally appropriate and respectful. This may also include using accredited interpreters where required
* Actively seek information from clients, or where appropriate family members, about their customs, culture and beliefs where it may affect the provision of service (e.g. culturally appropriate diet preferences, or religious rituals)
* Attempt to meet specific requests from clients, where possible, to demonstrate respect for the client
* Ensure where possible and if appropriate, that clients have access to staff (within the organisation and external services) from similar cultural and linguistic backgrounds

[Service Name] will explore opportunities to strengthen cultural practices by utilising the guidance and resources available through Reconciliation Australia to develop its own Reconciliation Action Plan.

# Related documents

Staff induction policy

SCHADS Clause 35 Ceremonial Leave

# Review

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| **Reviewing and approving this policy** | | |
| Frequency | Person responsible | Approval |
| [How often will this policy be reviewed] | [Position of person responsible for reviewing policy] | [position of person/group who approves this policy] |

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| **Policy review and version tracking** | | | |
| Review | Date approved | Approved by | Next review date |
| 1 |  |  |  |
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