Diversity and Inclusion Policy and Procedure

Purpose

We are committed to diversity and inclusion. This sets out how we do it.

Scope

**This policy applies to all:**

* organisation managed sites
* staff, including management, contractors and volunteers
* NDIS participants and the support networks they choose.

Policy

We provide a welcome, inclusive and safe environment for all.  We recruit staff from different backgrounds, which reflects the needs of participants and their support networks. Staff provide person-centred supports that value individual differences.

**Individual differences can include:**

* age
* disability
* culture
* religion/ beliefs
* language
* relationship status
* gender identity
* sexual orientation

Everyone has a right to their individual differences, and their privacy. These rights will be respected. We do not tolerate discrimination.

If one person’s rights or choices affect another person’s rights, or are not legal, staff will review supports with participants.

Procedure

**We promote diversity through:**

* the organisational code of conduct
* policies for cultural safety, discrimination, harassment and complaints
* feedback from participants and their support networks
* recruitment procedures to select the right staff
* diversity training/ information for staff
* active community networks.

**Staff will:**

* work with participants to identify needs and plan supports
* involve chosen support networks
* provide information about rights in a way that is easiest to understand (using interpreters/ translators if needed)
* allow time for people to make decisions
* document needs, preferences and plans
* provide supports in line with plans
* remove any barriers
* review plans and supports.

Responsibilities

**Management is responsible for:**

* recruiting and training staff
* asking for feedback
* checking this policy is followed
* responding to concerns.

**Staff are responsible for:**

* respecting individual differences
* documenting needs and preferences
* providing responsive support
* following the Codes of Conduct
* raising any concerns.

**Participants and their support networks are responsible for:**

* letting staff know any needs/ preferences for support
* treating others with respect
* raising any concerns.