

DIVERSITY POLICY		
1.	PURPOSE	<p>The Society is committed to dealing with all stakeholders without discrimination or bias, and to working with people in a manner which is culturally sensitive, respectful and free from judgement.</p> <p>The Society also commits to fulfilling all requirements of the Commonwealth, State and Territory Anti-Discrimination legislation, the National Standards for Mental Health Services 2010, the NDIS Practice Standard 2016 and the QIC Health and Community Services Standard 2017.</p>
2.	SCOPE	<p>This policy applies to all Society members, volunteers employees and stakeholders as well as companions, participants and carers, and contains guidelines for keeping the Society diversity-friendly in all its dealings, both internal and external.</p>
3.	DEFINITIONS	<p>Culturally and Linguistically Diverse (CALD): Persons of different linguistic, religious, racial and ethnic backgrounds. Cultural diversity embraces both Indigenous Australian and multicultural perspectives.</p> <p>Disability: An intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of these.</p> <p>Diversity: The concept of differing or defining attributes between individuals. Diversity may refer to differing beliefs, languages, circumstances, gender etc.</p> <p>Inclusive language: Language that is free from bias or discrimination and avoids stereotyping or assumptions about people on the basis of their individual / defining attributes.</p> <p>Stakeholders: Service users (including program Participants, carers, Centre customers, and companions), donors, employees, volunteers, members, job applicants and any other person with whom the Society deals</p>
4.	POLICY	<p>The Society will at all times adhere to the following diversity-related statements from its governing document "The Rule" (2012):</p> <p>Section 1.4 <i>"The Society serves those in need regardless of creed, ethnic or social background, health, gender, or political opinions."</i></p> <p>Section 3.2 <i>"The Society, in each of its Conferences makes no distinction regarding gender, wealth, occupation, social status or ethnic origin"</i></p> <p>Pursuant to this, the Society is committed to service provision, recruitment practices and all kinds of engagement with all stakeholders in a manner which is inclusive, non-prejudicial, equitable and respectful of diversity (whether that diversity arises from sex, marital status, pregnancy, potential pregnancy, breast feeding, sexual orientation, gender identity, gender history, health, race, nationality, colour, ethnic origin, age, religious or political conviction, impairment or disability, family responsibility, family status, culture, language, socio-economic status, criminal history, drug / alcohol use, divergent opinion, or if there be any other factors which may contribute to diversity).</p> <p>Furthermore, the Society makes the following statements:</p> <p>1. Determining the meaning of diversity within the community</p> <p>The Society shall diligently determine the meaning of diversity and cultural appropriateness in the context of the communities within which it operates, and as such is committed to:</p> <ul style="list-style-type: none"> • Identifying the various groups that connect with us: - Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse (CALD),

		<p>or groups which differ based on religious / spiritual beliefs, sexual orientation, gender, physical or intellectual disability, age, socio-economic status etc</p> <ul style="list-style-type: none"> • Ensuring that available and reliable data on identified diverse groups is collected, kept accessible and used to inform service delivery processes • Documenting and regularly reviewing the diversity-related needs of the community, and communicating this information to workers (so that they are equipped with the necessary knowledge and understanding of the diversity, values, beliefs and history of the community they work in) • Engaging with other service providers with relevant diversity expertise to ensure better engagement with persons of diverse needs • Maintaining appropriate links with relevant community groups to ensure services and programs remain inclusive, responsive and respectful with regards to diversity. <p>2. General matters regarding diversity</p> <p>The Society will interact with all persons in a manner which accounts for every aspect of cultural and social diversity, and as such is committed to:</p> <ul style="list-style-type: none"> • Incorporating diversity information into service planning and implementation as required • Training workers to access information and resources in order to provide diversity-appropriate services • Sourcing and documenting diversity-related information, and building a library of all such data • Ensuring diversity library resources are available and accessible to all workers, and are regularly reviewed and updated • Ensuring workers are trained in diversity and cross-cultural awareness, and in their obligations related to discrimination • Ensuring induction processes include diversity information relevant to the community we serve • Ensuring workers know how to access specialist services, such as interpretation services, AUSLAN services, and Aboriginal and Torres Strait Islander community and health services • Promptly addressing internal issues associated with prejudice, bias or discrimination to ensure non-discriminatory practices and equitable access to services. <p>3. Methods of providing and receiving information</p> <p>The Society is committed to making information about itself, its services and programs accessible to individuals and groups with specific diversity attributes, and as such:</p> <ul style="list-style-type: none"> • Information shall be made available in formats and languages appropriate to the diversity of the community (and all care shall be taken to ensure the use of inclusive language as defined above) • Information shall be provided to stakeholders in the language, mode of communication and terms which they are most likely to understand • Measures shall be taken to ensure service users have their needs understood in a way that is meaningful to them • Appropriate services shall be engaged to support clear communication, including the use of interpreters, who shall be accessed upon request of the stakeholder, or otherwise where this is evidently required
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5.	REFERENCES	<p>National Standards for Mental Health Services 2010 NDIS Practice Standard 2016 QIC Health and Community Services Standard 2017 (7th Edition).</p>
6.	APPENDICES	No Appendices

7.	RELATED DOCUMENTS	Special Works Service Delivery Policy (policy number CG-033) Special Works Operational Procedure Working with Diversity Groups
8.	APPROVED	Approved by the Canberra/Goulburn Territory Council at the 22 February 2019 meeting.
9.	APPPROVED DATES	This policy was approved on: 22 February 2019 This version takes effect from: 22 February 2019 This policy will be reviewed by: 22 February 2022
10.	POLICY OWNER	Director, Secretariat