

## Diversity and Inclusion Policy

[Insert organisation 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 or discrimination of any kind

Record of policy development		
Version	Date approved	Date for review
Click here to enter text.	Click here to enter text.	Click here to enter text.

Responsibilities and delegations	
This policy applies to	[broadly who this policy applies to: governing body/staff/volunteers]
Specific responsibilities	[identify specific governing body/staff/volunteer positions and responsibilities]
Policy approval	[identify position/s or groups responsible for approving this policy]

Policy context – This policy relates to:	
Standards	Aged Care Diversity Framework Australian Aged Care Quality Agency Australian Commission on Safety and Quality in Health Care Australian Skills Quality Authority Aged Care Workforce Strategy
Legislation	Aged Care Act 1997 Age Discrimination Act 2004 Disability Discrimination Act 1992 Racial Discrimination Act 1975 Sex Discrimination Act 1984 Australian Human Rights Commission Act 1986 Equal Opportunity Act 2010 National Disability Insurance Scheme Act 2013 Carer Recognition Act 2010
Contractual obligations	[list relevant contractual obligations]
Organisation policies	[List related policies]
Forms, record keeping, other documents	[List related documents]

# Inclusive Service Standards Template

## Definitions

Diversity and inclusion refers to creating and maintaining a workplace and culture that is respectful of all people. In particular this applies to people with special needs as outlined in the Aged Care Act 1997 Section 11.3 which are:

- people from Aboriginal and Torres Strait Islander communities;
- people from culturally and linguistically diverse backgrounds;
- people who live in rural or remote areas;
- people who are financially or socially disadvantaged;
- veterans;
- people who are homeless or at risk of becoming homeless;
- care-leavers;
- parents separated from their children by forced adoption or removal;
- lesbian, gay, bisexual, transgender and intersex people;
- people of a kind (if any) specified in the Allocation Principles.

## Procedures

[Insert organisation name] has developed a diversity and inclusion policy that ensures that:

- diversity and inclusion is incorporated in the organisation's orientation (for both staff and members of the Board/Management Committee).
- staff will receive training and education in inclusive practices and cultural 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 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 and peak bodies and key stakeholders working with clients from diverse backgrounds in identifying and prioritising needs and in planning service.
- changes to local cultural and linguistic demographics are reviewed in planning for future services.
- access policies and procedures are reviewed on a regular basis to ensure there are no barriers to people from 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 recognises and meet their diverse care needs.

# Inclusive Service Standards Template

[Insert organisation name] will ensure that its staff will:

- demonstrate respect for cultural or religious customs and health practices including beliefs and taboos
- arrange for interpreters (including sign language interpreters) in circumstances where clients are unable to communicate easily in English and the client requests one
- when conducting an assessments for clients from diverse backgrounds they should be conducted in a manner that is culturally appropriate and respectful. This may also include using accredited interpreters where required, or involvement of a larger group of extended family members or significant others as identified by the client
- actively seek information from clients or where appropriate their family/carers and significant others about their customs, culture and beliefs where it may affect the provision of service. (e.g. culturally appropriate diet preferences, or religious rituals or the need for staff to be of the same gender as the client)
- attempt to meet specific requests from clients, where possible, to demonstrate respect for the client (e.g. assistance in religious practices or help with establishing social networks)

---

*Disclaimer: This resource has been developed by BNG and the Centre for Cultural Diversity in Ageing as a starting point for your organisation and should be tailored according to the organisation's service type(s) and specific requirements. Every attempt has been made to ensure the accuracy and currency of this information, however it is not intended to be comprehensive nor does it constitute legal advice.*

LAST UPDATED: October 2020