



# Diversity & Inclusion Policy

## Overview

This policy aims to support and promote an inclusive environment that recognises, respects, and values the individual differences of all people engaged with our services, including participants and staff.

### **Diversity**

Diversity refers to the presence of differences, including but not limited to:

- Age
- Gender
- Ethnicity
- Cultural background
- Disability
- Sexual orientation
- Religious beliefs
- Family responsibilities.

### **Inclusion**

Inclusion is the practice of creating environments where any individual or group feels welcomed, respected, supported, and valued.

Diversity and inclusion enable us to:

- Attract and retain employees from a broad talent pool.
- Foster a culture that reflects our values and is open to all.
- Improve innovation, creativity, and inspire staff engagement and satisfaction.
- Strengthen the connection between our people and the participants we support.

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## Promoting Diversity & Inclusion

We celebrate the diversity of our participants and staff, recognising that it enriches our community and enhances service delivery. We promote diversity and inclusion by:

- Filling employment openings based on merit
- Fostering an inclusive environment respectful of all cultural backgrounds and beliefs
- Creating a workplace culture that embraces individual differences.
- Ensuring physical and cultural environments encourage participation.
- Consulting with participants, carers, family members, community groups, and other organisations on individual needs.
- Supporting participants in community integration and access to equal services.
- Encouraging socialisation and relationship-building within local communities.
- Providing culturally responsive supports and services.

## Supporting Participants

### Culturally And Linguistically Diverse (CALD) Backgrounds

We acknowledge the diverse experiences and needs of people from CALD backgrounds. When providing services, we will:

- Recruit/match staff with similar backgrounds where possible.
- Train staff in culturally sensitive service delivery.

### LGBTQIA+

We are committed to inclusive services for participants with diverse gender and sexual identities, understanding they may be vulnerable to discrimination, isolation, and mental health concerns. We will:

- Create a safe environment for participants to express their gender identity and/or sexual orientation.
- Ensure all participants have the right to voice their views on issues affecting them.
- Avoid assumptions about gender and sexual orientation.
- Use inclusive and respectful language.
- Provide LGBTQIA+ awareness training for staff.
- Address discriminatory beliefs or behaviours.
- Provide resources and referral support for LGBTQIA+ participants.
- Maintain confidentiality regarding participants' gender identity and/or sexual orientation.

## Interpreting & Translation Services

To ensure effective communication, we assist participants in accessing interpreting and translation services.

### Interpreters

Interpreters convert spoken language into another language, including sign language, ensuring seamless communication.

### Translators

Translators work with written documents to convey meaning and style accurately.



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An interpreter or translator cannot provide:

- Counselling services
- Advice regarding any form of support provision
- Advice about the NDIS

We support participants in selecting an interpreter best suited to their needs, including specific cultural or language preferences. While participants may bring English-speaking family members for assistance, we also engage professional services, such as **Translating and Interpreting Services (TIS) National**.

## Commitment to Cultural Respect

We will assess the risks relating to:

- Conflicts of interest
- Loss of objectivity; and
- Privacy breaches.

In addition, when an interpreter is required, we will record:

- Interpreter's name and contact details
- Contexts where interpreting services will be required
- Any necessary document translations
- The method of contact (e.g. face-to-face or telephone)

NDIS face-to-face meetings will typically include an onsite interpreter, while telephone interpreters may be used for brief discussions. Services provided by TIS National can be billed to the NDIA.

## Commitment to Cultural Respect

- At the direction of the participant, their culture, diversity, values, and beliefs will be identified and responded to sensitively.
- Each participant's right to practice their culture, values, and beliefs while accessing supports will be respected and encouraged.

## Relevant Items

This policy aligns with:

- *NDIS (Quality Indicators) Guidelines 2018 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*