

Diversity and inclusion

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Introduction

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 workers. These individual differences can include:

- gender
- age
- language
- ethnicity
- cultural background
- disability
- sexual orientation
- religious beliefs
- family responsibilities.

In our workforce, diversity is an important resource as it helps us:

- attract and retain employees from a wide pool of talent
- foster a culture that reflects our values and is open to all
- improve innovation, creativity and inspire worker engagement and satisfaction
- improve the connection between our people and the people we support.

When supporting participants, being culturally responsive is an important part of providing person-centred supports. Person centredness means the supports are “person focused” rather than “service focused” and culturally responsive means we are able to interpret, define and respond to the individual cultural needs of each participant.

This policy should also be read in conjunction with the NDIS (Code of Conduct) Rules 2018; Human Resources Management; Work health and safety; Whistle Blower Protections; Privacy policy

Applicability

When

- applies to all areas of the business at all times.




Who

- applies to all representatives including key management personnel, Board members, full time workers, part time workers, casual workers, contractors and volunteers.




Definitions

Term	Description
CALD	Culturally and linguistically diverse—people from CALD backgrounds speak a language other than English, they may practice cultural activities and have specific spiritual needs.
interpreting service	While registered NDIS providers can use any interpreting service, interpreting services through TIS National can be billed to the NDIA.

Governing regulations for this policy

-  Interpretation Act 1987 (NSW)
-  NDIS (Quality Indicators) Guidelines 2018 (Cth)
-  Racial Discrimination Act 1975 (Cth)

Applicable processes for this policy

-  Investigate incident
-  Manage complaint
-  Manage worker performance

Documents relevant to this policy

-  [Age Discrimination Act 2004 \(Cth\)](#) 
-  [Anti-Discrimination Act 1991 \(Qld\)](#) 
-  [Australian Human Rights Commission Act 1986 \(Cth\)](#) 
-  [Disability Discrimination Act 1992 \(Cth\)](#) 
-  [Easy Read - Diversity and Inclusion](#)
-  [NDIS \(Quality Indicators\) Guidelines 2018](#) 
-  [Racial Discrimination Act 1975 \(Cth\)](#) 
-  [Sex Discrimination Act 1984 \(Cth\)](#) 
-  [Work Health and Safety Act 2011 \(Cth\)](#) 
-  [Work Health and Safety Act 2011 \(Qld\)](#) 

1.0 Promoting diversity and inclusion

Diversity and inclusion is promoted by:

- filling employment openings based on merit

- fostering an inclusive environment respectful of all cultural backgrounds and beliefs
- fostering a workplace culture that is inclusive and embraces individual differences
- fostering a physical and cultural environment that encourages participation
- consulting participants, carers, family members, community groups, and other organisations on the needs of individual participants
- supporting and encouraging each participant to be part of the community
- ensuring participants have access to the same facilities and services as the rest of the community
- supporting participants with opportunities to socialise and build enduring relationships within their local communities
- providing supports and services in a way that is culturally responsive.

2.0 Supporting participants from CALD backgrounds

When providing services to participants from CALD backgrounds, we will:

- where possible, recruit/match workers with the same background as the participant
- ensure all workers supporting the participant are trained in or are aware of how to provide services in a culturally sensitive way.

When organising planning and review meetings with participants from CALD backgrounds who do not speak English, we will:

- support the participant to bring a family member, carer or other person of their choice who can speak English, or
- arrange an interpreter from an interpreting service if no family member/carer is available. Yumba Bimbi will maintain a TIS account as a certified interpreting service and promote participant access to this service

3.0 Supporting participants that identify as LGBTQI+

We recognise that LGBTQI+ people are a diverse group that is comprised of a variety of sexual and gender identities. People with diverse gender and/or sexual identities may be more vulnerable to abuse, isolation, mental health conditions and other problems associated with discrimination. Therefore, we are committed to ensuring our services are inclusive and respectful.

To support participants that identify as LGBTQI+ we will:

- foster an environment where participants feel safe to express and develop their gender identity and/or sexual orientation
- acknowledge that, as with other participants, LGBTQI+ people have the right to voice their views on issues that affect them
- avoid assuming a participant's or employee's gender and sexual orientation
- use inclusive and respectful language when speaking to or about LGBTQI+ individuals
- include information about LGBTQI+ issues during worker training
- identify and challenge any discriminatory beliefs if they are present
- provide resources that help participants understand their identity
- where appropriate, refer participants to relevant LGBTQI+ support services if required (e.g. local social spaces)
- ensure that we observe appropriate levels of confidentiality regarding participants' and employee's information, including information about their gender identity and/or sexual orientation
- respect participants' right to not disclose their gender identity and/or sexual orientation.

4.0 Legal responsibilities

Everyone at the workplace has a legal responsibility to prevent bullying from occurring.

Under Work Health Safety legislation YBSS has the primary duty to eliminate or minimise, as far as reasonable practicable, the risks to health and safety in the workplace. This duty includes the implementation of strategies to prevent workplace bullying.

Workplace participants are also required under the WHS Legislation to take reasonable care for their own health and safety, as well as that of others at YBSS' workplace. All workplace participants must also comply with any reasonable instruction given by YBSS.

5.0 Complaints

YBSS will take all complaints or allegations of bullying, harrassment, victimisation or discrimination seriously. All allegations will be investigated thoroughly in accordance with the Complaint management and Manage worker performance processes.

6.0 Employee assistance program

YBSS Board and staff are entitled to a certain amount of free, professional counselling from our employee assistance program. To access the employee assistance program, contact the Human Resources Coordinator.

Employee assistance program counselling is confidential and nothing discussed with a counsellor will be communicated back to YBSS unless requested by the individual employee. Employee assistance program counselling is available free to YBSS Board and staff regardless of whether the issue is related to a workplace problem or some other issue for the staff member.