

Diversity and Inclusion Policy

1. Purpose

This policy aims to support and promote an inclusive environment that recognises, respects and values the individual differences of all people engaged with the Inala Community House (ICH) National Disability Insurance Scheme (NDIS) service, including participants and workers. These individual differences can include:

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

In ICH NDIS's workforce, diversity is an important resource as it helps:

- Attract and retain employees from a wide pool of talent, foster a culture that reflects organisational values and is open to all
- Improve innovation and creativity
- Inspire worker engagement and maximise satisfaction
- Improve the connection between workers engaged within the program the people receiving support.

When supporting participants, being culturally responsive is an important part of providing person-centred supports.

2. Scope

This policy applies to all ICH NDIS representatives including key management personnel, Directors, full time workers, part time workers, casual workers, contractors, volunteers, students. For the purpose of this policy, these persons shall be referred to as workers.

3. Definition

Person-Centred Practice: When providing person-centred supports, the participant is at the centre of those supports, not the service provider. This means the focus is on what matters most to the participant and their family and/or carer.

Culturally Responsive: Means a worker within the service can interpret, define and respond to the individual cultural needs of each participant.

4. Policy

4.1 Promoting diversity and inclusion

Diversity and inclusion is promoted by:

- Filling employment openings based on merit
- Fostering an inclusive environment where all cultural backgrounds and beliefs are respected
- 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 that 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

The rights of participants are that:

- Each participant can access supports that promote, uphold and respect their legal and human rights.
- Each participant is enabled to exercise informed choice and control.
- Supports provided promote, uphold and respect individual rights to freedom of expression, self-determination and decision-making.

4.2 Supporting participants from CALD backgrounds

When providing services to participants from CALD backgrounds, ICH NDIS 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.

4.3 Supporting participants that identify as LGBTQI+

ICH NDIS recognise that LGBTQI+ people are a diverse group that is comprised of a variety of sexual orientations 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. Workers within ICH NDIS understand this and are committed to providing inclusive services.

To support participants that identify as LGBTQI+ the program will:

- Foster an environment where participants feel safe to express and develop their gender identity and/or sexual orientation

- Acknowledge that, as with all other participants, LGBTQI+ people have the right to voice their views on issues that affect them
- Avoid assuming a participant'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 appropriate levels of confidentiality regarding participants' information, including information about their gender identity and/or sexual orientation, are observed
- Respect participants' right to not disclose their gender identity and/or sexual orientation.

4.4 Arranging interpreting and translation services

Participants will be supported to make decisions about whether or not they require any foreign language services. Foreign language services include oral interpreting and, if required, the translation of written documents.

The role of an interpreter is to interpret spoken words only. The role of a translator is to translate written documents.

ICH NDIS may also engage the services of a Auslan (or other sign language) interpreter for participants who use sign language to communicate.

An interpreter or translator cannot provide:

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

Participants will be supported to find an interpreter that is most suited to their needs and preferences.

The participant has the right to request a specific interpreter. For example, this could be a specific individual or an individual from a particular background or cultural group.

The participant has the right to bring an English-speaking family member or carer to assist with interpreting. However, in general, assistance will also be obtained from a person from an external translation and interpreting service, such as Translating and Interpreting Services (TIS) National.

ICH NDIS will ensure to assess all key risks relating to interpreting and translating services. This includes risks relating to:

- Conflicts of interest
- Loss of objectivity; and

- Privacy breaches.

In addition, when an interpreter is required, the worker will record:

- The name and contact information of the interpreter
- Situations and service contexts when the interpreter will be required
- Whether any documents need to be translated
- How the interpreter will be contacted (e.g. face-to-face, telephone).

NDIS face-to-face meetings may include an onsite interpreter (where required).
Phone interpreter services may be used for shorter and less complex discussions.

It is acceptable to use any reputable interpreting and translation service. However, services provided by TIS National can be billed to the NDIA.

ICH NDIS may also utilise the skills of bilingual or multilingual workers to communicate with participants, this will occur in accordance with the preferences of the participant.

5. Review

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

This policy will be reviewed every two years or sooner as required.

6. Related Documents

Policies

ICH NDIS Participant Rights
ICH NDIS Abuse, Neglect and Exploitation Policy
ICH NDIS Person-centred Care Policy
ICH NDIS Duty of Care and Dignity of Risk Policy
ICH NDIS Decision Making and Consent Policy
ICH Anti-Bullying Policy
ICH Anti-Discrimination Policy
ICH Anti-Sexual Harassment Policy
ICH Service User Support Policy
ICH Service User Protection Policy

References

CentroAssist Policy Portal
NDIS (Quality Indicators) Guidelines (Cth)
National Disability Insurance Scheme Act (Cth)
Racial Discrimination Act 1975 (Cth)