



Diversity and Inclusion Policies & Procedures

Shop 5, 38 Princess Street
Bundaberg East Qld 4670

07 4361 6848

www.123supports.com

www.facebook.com/123supports

ABN: 14 930 943 229

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DIVERSITY AND INCLUSION

Scope

When

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

Who

- Applies to all representatives including key management personnel, directors, full time employees, part time employees, casual employees, contractors and volunteers.

Purpose

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 clients and employees. 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 employee engagement and satisfaction
- Improve the connection between our people and the people 123 Support Services support.

When supporting clients, being culturally responsive is an important part of providing person-centred supports. Person centredness means the supports are “person focused” and culturally responsive means 123 Support Services are able to interpret, define and respond to the individual cultural needs of each client.

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.

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 clients, carers, family members, community groups, and other organisations on the needs of individual clients
- Supporting and encouraging each client to be part of the community
- Ensuring clients have access to the same facilities and services as the rest of the community
- Supporting clients with opportunities to socialise and build enduring relationships within their local communities
- Providing supports and services in a way that is culturally responsive

Supporting participants from CALD backgrounds

When providing services to clients from CALD backgrounds, 123 Support Services will:

- Where possible, recruit/match employees with the same background as the client
- Ensure all employees supporting the client are trained in or are aware of how to provide services in a culturally sensitive way.

When organising planning and review meetings with clients from CALD backgrounds who do not speak English, 123 Support Services will:

- Support the client to bring a family member or carer who can speak English,
or
- Arrange an interpreter from an interpreting service if no family member/carers is available.

Supporting participants that identify as LGBTQI+

123 Support Services 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. 123 Support

Services understand this and are committed to providing inclusive services. To support clients that identify as LGBTQI+ our organisation will:

- Foster an environment where clients feel safe to express and develop their gender identity and/or sexual orientation
- Acknowledge that, as with all other clients, LGBTQI+ people have the right to voice their views on issues that affect them
- Avoid assuming a client's gender and sexual orientation
- Use inclusive and respectful language when speaking to or about LGBTQI+ individuals
- Include information about LGBTQI+ issues during employee training
- Identify and challenge any discriminatory beliefs if they are present
- Provides resources that help clients understand their identity
- Where appropriate, refer clients to relevant LGBTQI+ support services if required (e.g., local social spaces)
- Ensure that 123 Support Services observe appropriate levels of confidentiality regarding client's information, including information about their gender identity and/or sexual orientation
- Respect clients right not to disclose their gender identity and/or sexual orientation.

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Administration Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.