

<b>5.18</b>	<b>DIVERSITY AND CULTURAL INCLUSION</b>
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<b>Applies to:</b> All Staff
<b>Specific responsibility:</b> All staff

<b>Version:</b> 1
<b>Date approved:</b> 5.8.14
<b>Next review date:</b> Aug 21

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

### **POLICY STATEMENT**

HECIS is committed to:

- ensuring a supportive workplace that respects and values diversity of customs, culture and beliefs
- ensuring that its services are delivered in a manner that respects and values the customs, culture and beliefs of its clients.
- preventing harassment or discrimination of any kind.

Cultural diversity and cultural inclusion refers to creating and maintaining a work place and culture that is respectful of all people. In particular this applies to:

- Aboriginal and Torres Strait Islander
- People from non-English speaking backgrounds
- People from diverse racial, religious or cultural backgrounds
- People with a disability
- Gay, Lesbian, Transgender, Bisexual or Intersex people

### **PROCEDURES**

HECIS has developed a cultural diversity strategy that ensures that:

- diversity and cultural inclusion is incorporated in the organisation's orientation (for clients, staff and members of the Management Committee).
- staff will receive cross cultural awareness/sensitivity training in areas such as, cultural and behavioural expectations, traditions and customs, food, social interactions, relationships, food and religious practices (where applicable to current clients, staff and Management Committee).
- it will encourage the active recruitment of staff from diverse backgrounds or staff who have previous experience in service delivery to people from culturally and linguistically diverse backgrounds.

*HECIS: Diversity and Cultural Inclusion*

- information on the services and programs is available in languages other than English (on our NESB Poster). For clients who are unable to communicate easily in English HECIS will access an interpreting service to assist communication between HECIS staff and client.
- 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 cultural or linguistically 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 cultural and linguistic needs

HECIS 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
- when conducting an assessments for clients from culturally and linguistically diverse backgrounds or Indigenous communities 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 identified by the client
- actively seek information from clients or where appropriate their family/carer 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)
- ensure, where possible, clients have access to staff (within the organisation and external services) from similar cultural or linguistic backgrounds

**DOCUMENTATION**

<b>Documents related to this policy</b>	
Related policies	
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	18.8.2015	HECIS CoOrdinator	Aug 2016
2	28.7.16	HECIS CoOrdinator	Aug 2017
3	14.8.17	HECIS CoOrdinator	Aug 2018
4	3.9.18	HECIS CoOrdinator	Aug 2019
5	20.8.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021

**INDEXING**

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