



## POLICY – DIVERSITY, EQUITY, AND CULTURAL INCLUSION

ID No: FBC-18-813

Version: 1.0

Applies to:	<ul style="list-style-type: none"><li>• Board Members, Staff, Contractors, Volunteers</li></ul>
Applicable Standards:	<ul style="list-style-type: none"><li>• Aged Care Quality Standards</li></ul>
Applicable Legislation:	<ul style="list-style-type: none"><li>• Age Discrimination Act 2004;</li><li>• Disability Discrimination Act 1992;</li><li>• Racial Discrimination Act 1975;</li><li>• Sex Discrimination Act 1984; and</li><li>• Australian Human Rights Commission Act 1986</li></ul>

Family Based Care (FBC) is committed to:

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

### **Definition - Cultural diversity and cultural inclusion**

Refers to creating and maintaining a workplace and culture that is respectful of all people. In particular, this applies to:

- Aboriginal and Torres Strait Islander people,
- People from non-English speaking backgrounds,
- People from diverse racial, religious, or cultural backgrounds,
- People with a disability,
- People with diverse needs, characteristics, and life experiences,
- Gay, Lesbian, Transgender and Gender Diverse, Bisexual, Asexual, or Intersex people, and
- People of varying age demographics and generations.

FBC will strive to be a culturally competent and safe organisation for people of all cultural backgrounds, including:

- maintaining an awareness of the different cultures and backgrounds within the organisation, and the similarities and differences between these cultures,
- appreciating and valuing each person's cultural diversity for the strengths they bring to the organisation,
- ensuring everyone involved in the organisation feels that their cultural background and needs are understood and respected, and
- maintaining flexibility and adaptability to best respond to the diverse cultural needs within the organisation.

FBC has developed a cultural diversity strategy that ensures that:

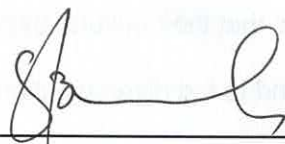
- cultural competence and the promotion and appreciation of diversity are set out in organisational documents eg FBC Diversity Plan vision, values, strategic plan,
- diversity and cultural inclusion is incorporated in the organisation orientation (for both staff and members of the Board),
- staff, including senior staff and management, will receive training and education in cultural competency and safety, and how to incorporate these into organisational values, practices, policies, and service delivery,

- 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,
- hiring practices and procedures work to mitigate any potential bias to ensure candidates are not disadvantaged by cultural perceptions,
- information on the services and programs is available in forms which reflect the demographics of the target service areas, such as:
  - languages other than English,
  - easy read formats, and
  - disability-accessible eg in audio form, or with larger font sizing for visually impaired clients,
- it undertakes regular, active consultation involving people from diverse cultural and linguistic backgrounds, to assist in identifying and prioritising needs and planning services,
- feedback and data collection from consumers and staff is reviewed and used in continuous quality improvement in service planning,
- changes to local cultural and linguistic demographics are reviewed in planning for future services,
- access, feedback, and complaint policies and procedures are reviewed on a regular basis to mitigate any actual or perceived 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, and
- flexible approaches are adopted in response to clients that recognise and meet individual cultural and linguistic needs.

FBC will ensure that its staff will:

- demonstrate respect for cultural or religious customs and health practices including beliefs and taboos,
- reflect on their personal cultural identity and potential biases on an ongoing basis to determine any potential improvements at an individual level,
- arrange for accredited interpreters (including sign language interpreters) in circumstances where clients are unable to communicate easily in English. FBC will endeavour to avoid using friends, family, or translation applications for interpreting purposes unless absolutely necessary eg in an emergency,
- conduct assessments for clients from culturally and linguistically diverse backgrounds or Indigenous communities in a manner that is culturally appropriate and respectful. This may also include involving a larger group of extended family, friends, or community members identified by the client to assist in providing a culturally safe environment, or providing relevant details eg health history where the client cannot provide this information themselves,
- 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 eg culturally appropriate diet preferences, 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 eg assistance in religious practices or help with establishing social networks, and
- ensure where possible, and if appropriate, that clients have access to staff (within the organisation and external services) from similar cultural or linguistic backgrounds.

Authorised by:



Date:

21/08/2023

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President of the Board