



BEYONDLIMITS
CARE & SUPPORT SERVICES

Diversity Policy

Policy area	Service Delivery
Document type	Policy
Applicable to	Beyondlimits Care & Support Services
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Related policies	Support Planning Policy Service Access and Exit Policy Service Delivery Policy Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy Client Health and Wellbeing Policy Duty of Care Policy Psychosocial Recovery Coach Policy Human Resources Management Policy Client Advocacy Policy Consent Policy Privacy Policy Information Management Policy
Authority	NDIS Act 2013 NDIS Practice Standards and Quality Indicators NDIS Code of Conduct NDIS Inclusion and Diversity Framework NDIS Workforce Capability Framework Aged Care Act 1997 Aged Care Quality and Safety Standards Aged Care Code of Conduct Universal Declaration of Human Rights

PURPOSE

The purpose of this policy is to explain our organisation's commitment and approach to diversity and inclusion.

SCOPE

This policy applies to all our workers (employees, contractors and volunteers).

DEFINITIONS

Term	Definition
CALD	The acronym for 'Culturally and Linguistically Diverse'. It refers to people from a range of countries and ethnic, racial, cultural and religious groups.
Diversity	The representation (inclusion) of people in an environment of different cultures, ethnicity, race, religion, gender, sexual orientation and preference, ability, age, family structure, lifestyle, socioeconomic status.
Inclusion	This is how well the contributions, presence and perspectives of a diverse group of people are recognised, valued and integrated in the organisation.

CONTEXT

Our organisation welcomes and supports diversity and inclusion. We believe every individual has the right to be recognised, respected and valued. We are committed to providing all clients with person-centred, safe and appropriate services and supports. This includes the following diversity groups:

- people with disability;
- people of mature age;
- people living with dementia;
- Aboriginal and Torres Strait Islander Peoples;
- people who live in rural or remote areas;
- people from culturally and linguistically diverse (CALD) backgrounds;
- people who identify as Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning, Asexual plus (LGBTIQA+);
- people who are financially or socially disadvantaged;
- veterans;
- people who are homeless or at risk of becoming homeless; and/or
- people living with mental health illness.

POLICY STATEMENT

1. Service Access

- We will identify and remove barriers for new and existing eligible clients to access our services.
- We will provide safe and welcoming environments for our clients.
- We have zero tolerance for any form of discrimination.

- We will strive to increase access and community participation and engagement opportunities for our clients in diverse groups.
- We will partner with the client to identify other services and supports to enhance their health, safety and wellbeing and help them achieve their goals and we will assist them with accessing these services and supports, if requested.

2. Recognise, Understand and Value Diversity

- We will treat all people with kindness and respect, and equally according to their human rights.
- We understand the diversity of the clients that use our services, including those at higher risk of harm, and we will tailor information, communication and services to meet their diverse needs.
- We will develop a trust relationship with our clients and seek to understand their culture, ethnicity, religious/spiritual beliefs, gender identity, family structure/circumstances and/or lifestyle choices.
- We will recognise and value our clients' lived experiences.

3. Support Provision

- We will provide services and environments that make our clients feel welcome, respected and supported.
- We will partner with the client and other stakeholders to identify strategies to provide services and supports that are trauma-aware, healing-informed and culturally safe.
- We will build effective partnerships with the client and/or their family/alternate decision-maker/advocate to foster relationships, increase participation and engagement and promote the client's health and wellbeing.
- We will, in partnership with the client, identify others involved, or who should be involved, in their care and ensure coordination with them.
- We will ensure appropriate safeguards are in place to protect the client against any form of violence, abuse, neglect, exploitation or discrimination.
- We will provide services and supports that build on the client's strengths and encourage them to increase their skills where possible.
- We will support our workers to understand the different ways our clients communicate, including people living with dementia and people with difficulties communicating, and to communicate effectively with them, both verbally and non-verbally.

- We will ensure relevant cultural and linguistic diversity needs and preferences are accurately recorded in the Support Plan and Service Agreement and that all relevant workers are aware of the client's specific needs and preferences.

4. Information and Record-keeping

- We will ensure information and records are accurate and up to date.
- We will ensure the client has provided us with all required written consents.
- We will store the information securely to ensure privacy, dignity and confidentiality and make sure it is accessible to the client and only other stakeholders authorised to access it.

5. Worker Training and Supervision

- We will maintain a skilled and trained workforce which recognises and supports diversity and inclusion and is culturally aware.
- We will maintain processes to adequately monitor and supervise workers.

SUPPORTING DOCUMENTS

Related procedures and forms include:

- Diversity Procedure
- Support Planning Procedure
- Service Access and Exit Procedure
- Service Delivery Procedure
- Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Procedure
- Client Advocacy Procedure
- Psychosocial Recovery Coach Procedure
- Participant Information Consent Form
- Participant Information in Easy English

RESPONSIBILITIES

Managing Director is responsible for:

- maintaining this policy, its related procedures and associated documents;
- ensuring the policy is effectively implemented across the service;
- monitoring workers compliance with the requirements of this policy; and
- ensuring training and information is provided to workers to carry out this policy.

All workers are responsible for complying with the requirements of this policy.

COMPLIANCE

Deliberate breaches of this policy will be dealt with under our misconduct provisions, as stated in the Code of Conduct Agreement.