



## Policy Statement

# Diversity and Inclusion

Helping Hand is dedicated to supporting a diverse and inclusive culture across the Helping Hand community. The Helping Hand community includes, but is not limited to, the workforce, residents, clients, families, volunteers, external contractors and other key external stakeholders.

Helping Hand respects the identity, culture and diversity of all people and delivers care and services that are responsive, inclusive and sensitive to Aboriginal and Torres Strait Islander people; culturally and linguistically diverse people; lesbian, gay, bisexual, transgender, intersex, non-binary and queer people; and Forgotten Australians/Care Leavers.

Helping Hand respects that the consumer defines their own identity. This is respected and not questioned. Helping Hand understands the needs and preferences of consumers and delivers care and services that reflect a consumer's social, cultural, language, religious, spiritual, psychological and medical needs.

The consumer defines what cultural safety is. It is their experience of the care and services they are given and how able they feel to raise concerns. The key features of cultural safety are: understanding a consumer's culture, acknowledging differences, and being actively aware and respectful of these differences in planning and delivering care and services.

We promote diversity and inclusion and work to eliminate discrimination in our workplace, and in our service delivery. Our aim is to ensure that all employees, job applicants, residents, clients and volunteers are given equal opportunity and that our organisation is representative, and respectful, of all sections of society.

This policy reinforces our commitment to providing equality and fairness to all in our employment and service delivery and to never discriminate or disadvantage someone on the grounds of age, ability, gender identity, relationship status, pregnancy and maternity, race, ethnic origin, colour, nationality, religion or belief, or sex and sexual orientation. As an organisation, Helping Hand is opposed to all forms of discrimination, including on the grounds of values and choices.

Every employee, job applicant, volunteer, resident, client, family member, visitor and contractor is valued and is treated fairly and with respect.

Through the Diversity and Inclusion Policy, Helping Hand endorses the following commitments:

- Respect the traditional owners of the land it provides services on, and support the Aboriginal and Torres Strait Islander people in our organisation, plus support the process of Reconciliation.
- To embrace principles of diversity and inclusion at all levels of the organisation.
- To create a sense of belonging for all staff, volunteers, residents and clients.
- To create an ongoing and enduring culture of inclusion.
- To create an environment in which individual differences and the contributions of all team members are recognised and valued.
- To create a working environment and a service delivery environment that promotes dignity, respect and safety for everyone.



- To create a culture of mutual respect and to not tolerate any form of intimidation, bullying, harassment, abuse, neglect or exploitation and to discipline those that breach this policy where disciplinary action is achievable.
- To provide training, development, and progression opportunities to all staff so that they are aware of best practice principles in regard to diversity and inclusion.
- To promote equality in the workplace, which reflects core values as set out in The Helping Hand Way.
- Discrimination is unlawful and no member of the Helping Hand community should feel compelled to tolerate discrimination at any time or in any situation. We are committed to supporting anyone who feels they have been subject to discrimination to safely raise their concerns so that Helping Hand can work in partnership to resolve any concerns.
- To ensure everyone in the Helping Hand community treats each other with dignity and respect.
- To regularly review all our employment and service delivery practices and procedures so that the principles of this Policy continue to reflect best practice principles for diversity and inclusion.

## Links to Quality Standards

Standard 1: Consumer dignity and choice