

Diversity Policy

Purpose

Each client of RIDBC has the right to access supports that respect their culture, diversity, values and beliefs. All clients have the right to equal access of resources and services that are appropriate to them, and to equity in the outcome of the services provided. This applies to clients from culturally and linguistically diverse (CALD) backgrounds, Aboriginal and Torres Strait Islander (ATSI) backgrounds, and any clients from specific populations regarding age, gender, disability, faith and sexual orientation.

Scope

This policy applies to all services at RIDBC. All services are aware of and sensitively respond to client culture, diversity, values and beliefs.

Policy

RIDBC considers the issues of culture and diversity in the delivery of programs and services.

1. RIDBC supports employees in making sure service delivery is flexible and culturally and linguistically sensitive and appropriate.
2. RIDBC identifies and builds networks with multicultural agencies to enhance awareness and improve access of RIDBC services.
3. RIDBC identifies specific needs and outreach opportunities, such as the hearing screening program for ATSI communities.
4. Information about RIDBC services is provided in accessible formats.
5. Interpreting services are available to all clients who require them in order to communicate in their preferred languages.
6. RIDBC acknowledges that our cultural backgrounds and experiences may create biases. Employees must seek education wherever possible to address the needs of diverse clients and must eliminate biases, prejudices and discriminatory practices.
7. Employees are provided with ongoing support and professional development to help implement diversity awareness in practice.

Policy

References

Rights Policy

Participation Policy

Individual Outcomes Policy

Service Access Policy

Service Management Policy

Use of Interpreting Services Policy

Child Protection Policy