

## Diversity Policy

### Commitment

Ilowra is committed to providing and maintaining quality Specialist Disability Accommodation (SDA). This policy outlines how we respond to diversity, in line with legislation and standards.

We believe everyone has the right to:

- maintain and strengthen their identity
- have their identity respected at home and in the workplace
- make complaints and provide feedback using mechanisms suited to their needs.

We respect diversity by:

- treating every individual with value and respect
- having policies and practices that are equitable and inclusive
- ensuring people living or working in our services are free from stigma, discrimination and stereotyping
- supporting the knowledge, skills and attitudes of staff in relation to diversity, inclusion and equity.

### Scope

This policy relates to everyone working with Ilowra, including Supported Independent Living (SIL) providers and contractors who interact with residents. This policy also applies to applicants, residents, their families and visitors.

### What is diversity and why do we have a policy for it?

Diversity is the personal differences that make us who we are as individuals. It can refer to differences in ability, age, attitudes, beliefs, community, country of birth, culture, health, gender, language, marital status, social circumstances and sexuality.

Ilowra respects diversity with a welcome culture. This policy is to ensure diversity is part of everything we do. It also gives clear information to prevent stereotypes, stigma or discrimination.

We acknowledge some differences are personal, and would not necessarily be something you ask someone about in conversation. SDA may bring people who don't know each other to live together. To make sure everyone will get along with each other, and ensure everyone's support needs can be met, it is important to consider some similarities and differences, particularly where this is important to people.

### **What are some of the differences this policy refers to?**

Some differences are commonly understood, like age, marital status (whether we are married), the language we speak, the country we were born in or whether we have a disability. Some differences are not as clear. When we use the following terms, this is what we mean:

**Aboriginal and Torres Strait Islander (ATSI)** is a person of ATSI descent who identifies as being of ATSI origin, with values and traditions passed from one generation to another.

**Cultural safety** involves acknowledging a person's cultural identity and needs, so they feel spiritually, socially and emotionally safe. Consideration is given for any loss, trauma or displacement that may have occurred as a result of a person's CALD or ATSI background.

**Culturally and linguistically diverse (CALD)** refers to cultural, language, religious, racial and ethnic backgrounds. CALD values and traditions may be passed from one generation to another. Cultural and religious beliefs may include views on gender and sexuality.

**Gender** is part of a person's identity. It can be the same or different to the sex a person is allocated at birth. We use the Australian Government Guidelines on the Recognition of Sex and Gender to be clear, consistent and respect privacy. Our application asks people to identify as male, female or other. Other can include intersex or not disclosed.

**Sexual orientation** means a person's sexual attraction towards people of a different sex, same sex, both sexes or no one. LGBTI is commonly used to describe people who identify as lesbian, gay, lesbian, bisexual, transgender and intersex.

### **What is equity and inclusion and why is it in the diversity policy?**

While equality is treating everyone the same, equity is trying to give everyone what they need to be successful. Equality works where people have the same needs, or start from the same place, but generally people have diverse needs and backgrounds. For example, we could give everyone the same written information, but if you cannot read, speak another language or have a vision impairment this will not meet your needs.

Inclusion is about all of us. It is about living full lives and learning to live together. Inclusion values diversity and builds community. It ensures everyone has opportunities to participate and achieve their potential. Inclusive behaviour is free of bias, discrimination and avoids stereotyping and mistaken assumptions about people on the basis of their personal characteristics and background. Illowra respects diversity through equity and inclusion.

### **Diversity and employment**

Illowra is an equal opportunity employer. We ensure employment policies and practices respect diversity and prevent discrimination. This can include:

- recruitment and selection procedures
- flexible work practices
- internal training
- dealing with discrimination and harassment.

## **Diversity and vacancy management**

While every community and household is different, people living under one roof often come together because they share common interests, values and experiences. When residents get along, households are happy and stable.

Vacancy management procedures are designed to establish harmonious households. Personal similarities and differences are considered. While we respect everyone's right to privacy, this detail can help find the best match. Any personal details provided are treated confidentially, and there is clear instruction that this information is not to be used to discriminate.

## **Maintaining your information**

In line with our Privacy Policy, privacy of personal information is maintained and information is stored securely.

## **Responsibilities**

**Managers** are responsible for:

- modelling our values of respect, diversity, equity and inclusion
- engaging all stakeholders
- considering diversity in policy, planning and practice
- monitoring to ensure this policy is implemented
- ensuring staff participate in related training
- addressing any concerns.

**Staff** are responsible for:

- working in line with this policy
- tailoring information to meet the needs of residents and applicants
- participating in related training and development.

**Residents, applicants, families and other stakeholders** are responsible for:

- providing relevant information
- respecting the privacy and diversity of others.

**SIL providers** are responsible for:

- working in line with this policy in the context of the collaboration agreement and vacancy management procedure.

## **Diversity Policy questions and feedback**

If you would like a copy of this policy, or if you have any privacy questions or feedback, please contact us at:

[info@illowraliving.com.au](mailto:info@illowraliving.com.au)

**1300 455 697 (1300 illowra)**

## **Legislation, Standards and Agreements**

The following legislation applies to this policy and supporting documentation:

- [Aboriginal Heritage Act 2006](#) (Vic)
- [Age Discrimination Act 2004](#) (Cth)
- [Charter of Human Rights and Responsibilities Act 2006](#) (Vic)
- [Disability Act 2006](#) (Vic)
- [Disability Discrimination Act 1992](#) (Cth)
- [Equal Opportunity Act 2010](#) (Vic)
- [Multicultural Victoria Act 2004](#) (Vic)
- [National Disability Insurance Scheme Act 2013](#) (Cth)
- [Racial Discrimination Act 1975](#) (Cth)
- [Sex Discrimination Act 1984](#) (Cth)

The following Standards apply to this policy and supporting documentation:

- [Human Services Standards – 2015](#)
- [National Standards for Disability Services \(DSS\) – 2013](#)
- [National Employee Standards](#) (NES)
- [NDIS Provider Toolkit and SDA requirements](#)
- [United Nations Convention on the Rights of Persons with Disabilities \(2006\) \(CRPD\)](#)

The [Rainbow eQuality Guide](#) is a useful resource.

## **Related internal documents**

- Collaboration Agreement
- Participant Agreement
- Privacy Policy
- Sharing Information Form
- Staff Policy
- Participant Agreement/ Sub-lease

<b>Diversity Policy</b>	<b>Policy Matrix: Engagement</b>
<b>Version</b>	<b>Details</b>
Version 1	29 November 2017
Version 2	21 May 2019
Endorsed	Managing Director
Changes	