



<b>Title</b>	<b>Diversity Policy</b>
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<b>Scope</b>	Corporate Services	<b>Risk Code:</b>	Low
<b>Department:</b>	General		
<b>Initial Authorisation:</b>	DCCS	<b>Date:</b>	10/03/2022
<b>Final Authorisation:</b>	CEO	<b>Date:</b>	12/05/2022

**Purpose:**

The policy is to be used to foster respect and celebrate diversity; promote participation; create accessible places, spaces and services to meet the diverse needs of our community and embed a culture of awareness in addressing diversity issues.

**Inglewood & Districts Health Service**

Understands that the community it serves is diverse in terms of age, gender, health issues, abilities, cultural and socio- economic background, language skills, education, spirituality, sexuality and lifestyle.

- Values and supports consumer and staff diversity
- Promotes the importance of individualised care and services to ensure continuity of care and optimal health outcomes for all
- Encourages staff to be conscious of their own attitudes, beliefs and diversity when engaging with consumers, so that clear communication and patient health outcomes are enhanced

**Target Audience:**

All Inglewood & Districts Health Service (IDHS) staff and volunteers

**Definitions:**

**Diversity**

In broad terms, diversity is any dimension that can be used to differentiate groups and people from one another, including but not limited to age, ethnicity, class, gender, physical abilities/qualities, race, sexual orientation or religion. The concept of diversity encompasses acceptance and respect.

**Cultural Responsiveness**

Cultural responsiveness means understanding that each individual is unique, while recognizing our own individual differences, and having the desire and ability to learn from, and relate respectfully with, people of your own culture as well as those from other cultures.

## **Cultural Safety**

A place that is physically, spiritually, socially and emotionally safe, where there is no assault, challenge or denial of a person's identity, of who they are or what they need to feel safe in that environment. It is about shared respect, shared meaning, shared knowledge and experience of learning together.

## **Health Equity**

Equity is the absence of avoidable or remediable differences among groups of people, whether those groups are defined socially, economically, demographically, or geographically. Health equity is the notion that everyone should have a fair opportunity to attain their full health potential and that no one should be disadvantaged from achieving this potential if it can be avoided.

## **Inclusion and access**

Inclusion is a state of being valued, respected and supported. It focuses on the needs of every individual and ensuring that the right conditions are in place for each person to achieve his or her full potential (whether a consumer or staff member). Inglewood & Districts Health Service and workplaces should be accessible to everyone in all ways and especially for those who have physical disabilities; communication difficulties; limited literacy skills; visual or auditory impairment; or an intellectual disability.

## **Procedure:**

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Inglewood & Districts Health Service and its staff will:

1. Support access to and delivery of services for consumers from diverse backgrounds by creating and implementing relevant guidelines and operational procedures
2. Identify an individual consumer's needs relating to their diversity on referral to Inglewood & Districts Health Service or at point of entry
3. Support staff to access training and education relating to diversity and cultural responsiveness
4. Ensure that services provided by Inglewood & Districts Health Service accommodate the inclusion and access needs of the diverse population it serves
5. Enable consumers and staff to communicate effectively, by using accredited interpreting and translation services
6. Ensure that Inglewood & Districts Health Service policies and procedures support the employment of staff from diverse backgrounds
7. In order to advise and inform planning for service delivery across the region, establish and support committees relevant to the composition and needs of the diverse community
8. Implement and support roles which are relevant to enhancing Inglewood & Districts Health Service's response to community diversity.

## **Key Related Documents:**

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- [Workplace Behaviour Policy](#)
- [Interpreter Services Policy](#)

## Key Legislation, Acts & Standards:

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- Charter of Human Rights & Responsibilities Act 2006
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Act 2006
- Australian Charter of Healthcare Rights in Victoria, 2016
- Human Services (Complex Needs) Act 2009
- Racial and Religious Tolerance Act 2001 (Vic)
- Equal Opportunity Act 2010
- Multicultural Act 2011
- Federal Disability Discrimination Act 1992
- Health Services Act (Vic) 1988 Standards / Codes of Practice / Industry Guide

## References:

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- Mildura Health – Diversity Policy

## Keywords:

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## Author / Contributions:

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Name	Position	Service / Program	Date Reviewed
Dallas Coghill	CEO	Corporate	12/05/2022

## Accreditation Standards:

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