

QPR 9:02	<b>Diversity and Inclusion Policy</b>
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Cerebral Palsy Support Network Inc (CPSN) is committed to diversity and inclusion in all aspects of its operations. CPSN will ensure that, all interaction with potential and current members and participants (and their representatives) are respectful of, and genuinely value, individual culture, diversity, values, and beliefs. CPSN is committed to ensuring the organisation is free from discrimination of any kind.

<b>Record of policy development</b>		
<b>Version</b>	<b>Date approved</b>	<b>Date for review</b>
3	August 2021	August 2022

<b>Responsibilities and delegations</b>	
This policy applies to:	CPSN potential and current members, participants and their representatives, the CPSN Board, employees, contractors and volunteers.
Policy approval:	Chief Executive Officer
Review of Policy Compliance	General Manager Quality and Practice
Specific responsibilities:	CPSN Board Chief Executive Officer (CEO) General Manager Business and Member Services General Manager Operations and Customer Outcomes General Manager People and Culture General Manager Quality and Practice CPSN employees

<b>Policy context</b> - this policy relates to:	
Standards	National Employment Standards NDIS Practice Standards
Legislation	Equal Opportunity Act 2010 Privacy Act 1988, including the requirements imposed by the Privacy Amendment (Notifiable Data Breaches) Act 2017 Freedom of Information Act 1982 Fair Work Act 2009 Equal Opportunity Act 2010 Equal Employment Opportunity (Commonwealth Authorities) Act 1987 Occupational Health and Safety Act 2004 Workplace Gender Equality Act 2012 Award / Industrial Instrument (as applicable to employees)
Organisation policies	Clinical Governance/Practice Framework Quality Policy and Framework Risk Management Policy and Framework Privacy and Confidentiality Policy Vulnerable Persons Policy Code of Conduct

	Complaints Management Policy Bullying and Harassment Policy Work Health and Safety Policy
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### **Policy Statement**

This Policy outlines how CPSN ensures an inclusive environment that values diversity and ensures a discrimination free environment.

CPSN recognises that all people are unique, and that all people have something different and important to offer to society and the organisation.

CPSN is committed to diversity and inclusion by providing safe and high-quality person-centred supports which enable customers to maximise choice and control over the supports they receive to live the life they choose as well as promoting a work environment that is diverse and inclusive and demonstrates the organisation's values.

CPSN is committed to giving all people the right to fair and equitable consideration in relation to using CPSN services as well as employment opportunities and giving all people the right to fair and equitable consideration in relation to a job or job-related benefits within CPSN regardless of any individual or personal characteristics.

CPSN is committed to supporting staff development and understanding of diversity, ensuring awareness is built across staff within the organisation and all its services.

### **Definition**

Diversity and inclusion refers to creating and maintaining an environment and culture that is respectful of all people. Diversity applies to:

- Aboriginal and Torres Strait Islander people
- People from non-English speaking backgrounds
- People from diverse racial, religious, or cultural backgrounds
- People with disability
- People who identify as LGBTIQ+

### **Principles**

The following principles underpin this policy:

- CPSN is committed to respect, honesty, integrity, and best practice in all aspects of its operations.
- Culture, diversity, values, and beliefs will not unduly exclude potential membership of CPSN nor employment volunteering or contracting to CPSN.
- Each member and participant will be invited to identify their culture, diversity, values, and beliefs that are important in designing their unique Client Service Agreement.
- In delivering its services, CPSN will support members and participants to maximise their choice and control over supports in a way that is respectful of their culture, diversity, values, and beliefs.
- Ensuring relevant data is collected in a sensitive, respectful manner.
- Creating awareness about diversity in the organisation and ensuring all CPSN stakeholders are informed and understand their role in creating and maintaining an inclusive environment.
- Ensuring staff receive training and education in diversity and safety, and how to incorporate these into CPSN's values, practices, policies, and service delivery.

- Providing accessible information to CPSN stakeholders, including Auslan interpretation, braille, and linguistically translated resources.
- Ensuring flexible approaches are equitable and accessible, with a genuine approach to flexibility, ensuring that no person is disadvantaged as a result.
- Actively consulting and engaging with people from diverse backgrounds in identifying and prioritising needs that will support the organisation to improve in its practices relating to diversity and inclusion.

### **Implementing this Policy**

Within CPSN the following roles communicate and operationalise this Policy:

- CPSN Board
- Chief Executive Officer (CEO)
- General Manager Business and Member Services
- General Manager Operations and Customer Outcomes
- General Manager People and Culture
- General Manager Quality and Practice
- CPSN Managers and
- CPSN employees

### **Roles and Responsibilities**

#### **The Board:**

The Board is accountable for service quality and safety of all people involved in services provided by CPSN, and leading a culture that demonstrates its values, commitment to inclusion, continuous improvement, and accountability for clinical practice. The Board is responsible for delegating operational requirements and decisions to the CEO.

#### **The CEO:**

The CEO is responsible for:

- Ensuring organisational adherence to legislation and principles that underpin diversity and inclusion.
- Creating a culture of person-centredness, safety, inclusion and continuous improvement of service provision, systems and governance that ensures CPSN achieves its strategic and operational goals.
- Promoting a flexible and equitable work environment that values diversity
- Leading and demonstrating respect and inclusion for all diverse people and practices, including beliefs and taboos.

The CEO also has responsibilities as listed below for CPSN Managers where any direct reports are included in this Policy.

#### **The General Manager People and Culture:**

The People and Culture Manager is responsible for:

- Ensuring equitable practice in accordance with this Policy and supporting Industrial Relations Legislation
- Ensuring recruitment practices for staff, Board and volunteers are reflective of equal employment opportunity, anti-discrimination legislation, and this Policy.
- Ensuring staff recruitment where possible reflects the diversity of CPSN participants.

The General Manager People and Culture also has responsibilities as listed below for CPSN Managers where any direct reports are included in this Policy.

### **General Manager Quality and Practice**

The Quality and Practice is responsible for ensuring the review of Policy compliance and ensuring the overall integrity of this Policy.

General Manager Quality and Practice also has responsibilities as listed below for CPSN Managers where any direct reports are included in this Policy.

### **General Manager Business and Member Services**

The General Manager Business and Member Services is responsible for:

Ensuring that all CPSN organisational communication and engagement strategies are inclusive of diversity, include appropriate messaging, both written and visual, and are presented in appropriate languages that demonstrate CPSN's commitment to diversity and inclusion.

- Ensuring that all contact with CPSN from members of the public and potential members and participants of CPSN demonstrate CPSN's commitment to diversity and inclusion.

The General Manager Business and Member Services also has responsibilities as listed below for CPSN Managers where any direct reports are included in this policy.

### **Operations and Customer Outcomes Manager**

The General Manager Operations and Customer Outcomes is responsible for:

- Ensuring all CPSN CP Connect, SupCo and CPIC service practice demonstrates CPSN's commitment to diversity and inclusion by providing safe and high-quality person-centred supports which enable participants to maximise choice and control over the supports they receive to live the life they choose.

The General Manager Operations and Customer Outcomes also has responsibilities as listed below for CPSN Managers where any direct reports are included in this policy.

### **CPSN Managers:**

CPSN Managers are responsible for:

- Leading and demonstrating respect and inclusion for all diverse people and practices, including beliefs and taboos.
- Maintaining equitable service and working environments that promote and value diversity and inclusive practices.
- Ensuring employees do not engage in any unlawful discrimination.
- Monitoring the work environment to ensure appropriate and inclusive standards of conduct.
- Responding to and reporting any breaches of this Policy as soon as practicable.
- Promoting flexible environments for all persons and ensure that flexible and equitable practices are accessible to people from diverse backgrounds.

### **CPSN Employees:**

All CPSN employees are responsible for:

- Demonstrating respect for individual culture, diversity, values, and beliefs.
- Not engaging in any unlawful discrimination.
- Actively seeking information from other stakeholders, including

Participants and members, where appropriate, about their individual culture, diversity, values, and beliefs and how this may affect service delivery, and what/how CPSN can adapt services to meet their needs.

- Actively engaging and participating in all training and development programs, including programs, designed to increase awareness, and understanding of diversity.
- Supporting and encouraging others to notify CPSN management where discriminatory or disrespectful practices have occurred, including reporting inappropriate practices/behaviour themselves where required.
- Providing feedback on the implementation and review of this Policy.

**Maintaining Appropriate Records:**

CPSN records are maintained using technical systems, Salesforce, FoundU and Office

365. Records kept in these and any subsequent or replacement systems will reflect the principles outlined in this Policy.

**Procedures under this Policy:**

- IC Service Agreement
- SupCo Service Agreement
- Goals and Outcomes Procedure
- Employee Diversity and Inclusion Procedure
- Bullying and Harassment Procedure
- Work Health and Safety Procedure
- Training and Professional Development Procedure
- Flexible Working Arrangements
- IC Manual
- SupCo Manual

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document*