



Diversity and Inclusion Policy

Our rules to respect
that every one is different.

When you see the word **we** in this book



- it means Activ.



Easy English

September 2020.



In this book

We know people can be different.

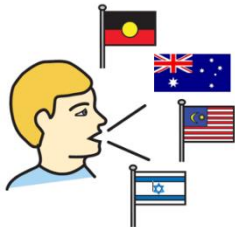
Like they have different backgrounds.

We call this **diversity**.

We want to know about your differences like



- where you are from



- what language you speak

- what you celebrate



- what you believe in.



Differences may also be about

- how old you are



- what you can afford



- your level of ability.



You may also have different ways of

- how you see your self



- who you love

- how you live your life.

We respect differences in every one.



Like

- our workers



- our customers like you.

We believe differences are important.

We believe every one should be

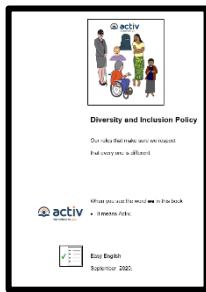


- treated in a fair way



- included in groups

- included in our services.



Our workers know our policy

We get new workers who

- are from different backgrounds
- know about people from different backgrounds.



We make sure all our workers and leaders

- know every one is different



- makes sure every one feels **included**.

You feel **included** when you feel like you belong.



What we do to include you

We make sure our workers treat you



- in a safe way
- in a way that is right for you
- the same as other people.

We make sure you are

- **not** treated with **discrimination**
- **not** treated with **harassment**.

Discrimination means some one

does **not** treat you in a fair way.

Like you are



- left out of groups because you are different
- **not** given things you need.

Harassment means some one upsets you

many times and



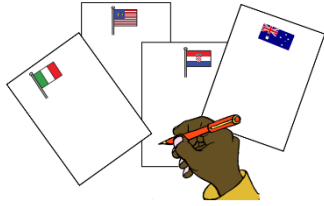
- they mean to do it
- **and**
- it makes you feel scared of them.



Our inclusive services

We make sure our services are right for **you**.

Like



- we write our information in different languages



- we use an interpreter to help you communicate.



Your interpreter may be

- from an agency



- your family
- your friend
- another person **you** choose.



We may ask you about your culture and other differences.

We may ask other people too.

Like



- your family
- your carer
- other workers who are from the same background.



We can help you meet with other people.

Like

- people who have the same background.



This helps us make sure our services fit your differences.

Like

- we will **not** do things that are against your beliefs.



We make sure that every one who needs our services can use our services.



People from different backgrounds help us plan our services.



We make sure nothing stops you to join in



- our services



- your community.



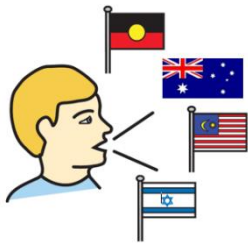
We include people who



- live with a disability



- are Aboriginal or Torres Strait Islander



- grew up speaking a different language



- are homeless.

We also include people who



- see themselves as a different gender
like they look like a girl
but
see them selves as a boy.



- have diverse sexuality
like
a man who loves another man.



- get **abuse** at home
like
some one at home hurts you.

We call this **domestic violence**.



- have had some thing bad happen to them
and
 - feel very sad
 - feel very worried.

About this book

Our Policy follows information from

- many laws
- Australian standards
- other Activ policies.



The Accessible Information Service at VisAbility wrote the Easy English.

September 2020.



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- The Activ logo



- The VisAbility logo.



Activ Policy
 Controlled Document
Diversity and Cultural Inclusion Policy

Policy Statement
 Activ is committed to providing a supportive workplace that respects and values diversity of cultures, identities, customs and beliefs. This policy underpins delivery of our services using a person centred approach that respects and values the diversity of customers, ensures safe and equitable access to supports and prevents harassment or discrimination of any kind.

Principles
 Activ will:

- ensure diversity and cultural inclusion is incorporated in orientation for staff and directors
- train staff in cultural competency and safety to align service delivery practices with organisational values, policies and procedures
- actively recruit staff from diverse backgrounds and people with previous experience in service delivery to people from diverse backgrounds
- ensure staff treat customers equitably and with respect, regardless of their background, culture, language, beliefs, gender identity, age, sexuality, socioeconomic status, level of ability, family structure or lifestyle
- ensure harassment or discrimination are not tolerated and that appropriate policies, procedures and/or legal protocols are followed to prevent or address harassment or discrimination
- provide information on services and programs in languages that reflect the demographics of target service areas
- arrange for interpreters (including sign language interpreters) in circumstances where customers are unable to communicate easily in English, and/or involve family, friends or other supporters identified by the customer who can assist in communication
- conduct assessments for all customers in a manner that is appropriate and respectful to their culture, identity, customs and beliefs
- try to provide customers with access to staff (within the organisation and external services) from similar cultural or linguistic backgrounds
- seek information from customers or where appropriate their supporters, family and/or representative about their culture, identity, customs and beliefs where it may affect the provision of service
- encourage and support cultural and community connections for all customers
- consult people from diverse backgrounds to assist planning services aligned to local demographics and review Activ policies and procedures to ensure they do not impose barriers to accessing services and supports
- address barriers to participation, particularly for people identifying as:
 - living with a disability
 - Aboriginal and Torres Strait Islander
 - from non-English speaking backgrounds
 - diverse gender identity and sexuality
 - homeless or at risk of homelessness
 - victims of, or at risk of, domestic violence

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This book helps you understand the **Activ Diversity and Cultural Inclusion Policy**

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Make sure you print our latest version.