

DIVERSITY AND CULTURAL INCLUSION POLICY



Purpose

Aurora Support Services understands and values the unique identities, cultures, abilities, diversity, beliefs and life experiences of participants and staff.

The purpose of this policy is to establish the commitment to creating a workplace that respects and values diversity where individuals from all backgrounds feel welcomed, respected and valued.

Scope

This policy applies to all employees, students, volunteers, contractors and members of the Committee of Management of Aurora Support Services.

This policy is relevant to all participants who attend Aurora Support Services as well as to their family members and any other supports who may interact with Aurora Support Services on their behalf.

Definitions

Diversity	Diversity is the range of human differences including but not limited to race, ethnicity, gender, disability, identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, and political beliefs.
Cultural Inclusion	Cultural inclusion is the recognition of people's cultural diversity, as well as the distinct contributions that individuals from diverse cultures can bring to the table.
Inclusion	Occurs when people feel and are valued and respected. Regardless of their personal characteristic or circumstance.

Policy

Aurora Support Services ensures that:

- We value diverse ideas and our diverse workplace
- Diversity and cultural inclusion is incorporated in the organisation's orientation
- Maintaining an awareness of the different cultures and backgrounds within the organisation, and the similarities and differences between cultures
- We support, respect and include each other
- Flexible approaches are adopted that recognise and meets participants' and staff members' linguistic needs
- Cultural traditions are celebrated and provides opportunities for employees and participants to learn about different cultures
- Respect for cultural or religious customs and health practices including beliefs and taboos
- Interpreters are arranged (including sign language interpreters) in circumstances where participants are unable to communicate easily in English i.e. Language Loop and information on the services and programs can be made available on request in language other than English via VITS Translation Services and a range of translated NDIS brochures/information



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- When conducting assessments for participants from culturally and linguistically diverse backgrounds or indigenous communities they should be conducted in a manner that is culturally appropriate and respectful. This may also include using accredited interpreters where required or involvement of a larger group of extended family members identified by the participant
- We actively seek information from participants or where appropriate their family/carer about their customs, culture and beliefs and how services may be adopted to accommodate their needs and preferences (e.g. culturally appropriate diet preferences, or religious rituals or the need for staff to be of the same gender as the participant)
- Attempt to meet specific requests from participants, where possible, to demonstrate respect for the participant (e.g. assistance in religious practices or help with establishing social networks)
- Where possible and if appropriate, that participants have access to staff (within the organisation and external services) from similar cultural or linguistic backgrounds

Policy Review

Document Approver	Assistant Executive Director
Date Reviewed	04 April 2025
Timeframe For Next Review	This policy is reviewed on a two-yearly basis. The policy will, however, be reviewed before this time if it is identified that changes in the legislative, policy and/or funding environment have rendered the policy no longer appropriate in its current form.
Next Review Due	04 April 2027

Policy Context

NDIS Rules and Standards	NDIS (Code of Conduct) Rules 2018 NDIS (Provider Registration and Practice Standards) Rules 2018 NDIS Practice Standards, Core Module 1, Individual Values and Beliefs
Relevant Legislation	Disability Act 2006 National Disability Insurance Scheme Act 2013 Age Discrimination Act 2004 Australian Human Rights Commission Act 1986 Charter of Human Rights and Responsibilities Act 2006 Disability Discrimination Act 1992 Equal Opportunity Act 2010 Racial Discrimination Act 1975 Sex Discrimination Act 1984
Contractual Obligations	NDIS Conditions of Registration Individual Service Agreements for NDIS Participants Individual Brokerage Agreements for DSOA Participants
Related Policies and Procedures	Employee Code of Conduct Agreement Employee Professional Standards Policy Employee Recruitment and Selection Policy Equal Opportunity Employment Policy Individual Needs Policy Participant Rights Policy Participant Service Charter
Related Forms and Documents	Participant Profile