

## 1. POLICY CERTIFICATION

Policy title:	<b>Aged Care Diversity Policy</b>
Policy number:	<b>FACS030</b>
Category:	<b>Policy</b>
Classification:	<b>Community Services</b>
Status:	<b>Approved</b>

## 2. PURPOSE

The purpose of this policy is to:

- Provide an overarching policy and ethical approach to ensuring diversity awareness and cultural competence as it relates to culture, gender, identity, age, location, language and communication preferences, spiritual beliefs and values.
- Ensure each resident, care recipients, staff, and members of the public regardless of their cultural background, beliefs, socio-economic status, sexual orientation and/or gender identity are treated with respect and dignity.
- Ensure the privacy is protected for residents, care recipients, staff, customers, and members of the public in relation to their cultural background, beliefs, socio-economic status, sexual orientation and/or gender identity.
- Prevent any form of harassment or bullying, including ridiculing or ignoring someone because of their cultural background, beliefs, socio-economic status, sexual orientation and/or gender identity.
- Ensure the rights and responsibilities of all residents, care recipients, staff, customers, and members of the public are enforced.
- Reduce the potential for discrimination based on residents, care recipients, staff, customers, and members of the public cultural background, beliefs, socio-economic status, sexual orientation and/or gender identity.
- Ensure services and programs will be planned, promoted and delivered in a manner that is sensitive and appropriate to the age, sex, culture, linguistic and religious background and preferences of each individual.
- Provide an approach to service delivery that supports staff to know each individual to whom we provide services in recognition of the value of understanding individual and community needs and building relationships.
- Ensure that service design, delivery and review are informed by and responsive to individuals and communities, through the forming of relationships with other service providers, organisations and community leaders.
- Ensure that the identified needs, goals and aspirations of customers (care recipients/residents) inform why, how and when services are provided.

### **3. ORGANISATIONAL SCOPE**

This policy applies to the Council, management, and all Roper Gulf Regional Council employees and/or volunteers engaged in:

- Any type of work for the organisation; and,
- Management and review of employees and/or volunteers on behalf of the organisation

### **4. POLICY STATEMENT**

Roper Gulf Regional Council is committed to providing a safe, supportive and respectful environment for residents, care recipients, staff, customers, and members of the public regardless of their cultural background, beliefs, socio-economic status, sexual orientation and/or gender identity.

Roper Gulf Regional Council acknowledges the number and variety of linguistic and cultural groups in Australia. We recognise that a person's background (including their religion, ethnicity, culture or nationality) can significantly influence their values and beliefs and can therefore impact on their activity, relationships and well-being.

The organisation is committed to providing an inclusive environment for all residents, care recipients, staff, customers, and members of the public.

Roper Gulf Regional Council values diversity among its residents, care recipients and staff and will not tolerate discrimination against any person based on their cultural background, beliefs, socio-economic status, sexual orientation and/or gender identity.

Roper Gulf Regional Council will strive to provide best practice in embracing and accepting diversity in relation to residents, care recipients, staff, customers, and members of the public.

Roper Gulf Regional Council will use education and training, research to inform practice, and external resources to enhance the skills/knowledge of staff and service delivery across a diverse range of customers (care recipients/residents).

Roper Gulf Regional Council will provide services and programs that:

- are non-discriminatory;
- are culturally safe and appropriate;
- ensure respect for service participants' diversity through informed, inclusive and flexible approaches; and
- are sensitive to the language, communication preferences, social, gender, cultural and spiritual beliefs, values and cultural practices of service participants, their families, carers and communities.

## 5. DEFINITIONS

Organisation	Roper Gulf Regional Council
Residents/ Care Recipients	Clients receiving Aged Care and Disability Services from Council
Services	Aged Care and Disability Services funded by the Australian and Northern Territory Governments

## 6. PRINCIPLES

### 6.1 Risks

Rating	Overview	Risks / Mitigation
High	The organisation would be at a major risk without an immediate policy.	Review policy against the Service Access Policy, Professional Standards and relevant legislation on an bi-annual basis.

### 6.2 Consultation

Quality Assurance Manager  
Council  
Chief Executive  
Strategic Leadership Team  
Finance Committee  
Audit Committee

### 6.4 Customer Participation and Review (Resident, Client, Consumer, Representative)

Consumer Advisory Group

## 7. REFERENCES

Acknowledgements (original author/source documents)	Babyboomers Pty Ltd licenced template 2016
Related Policies	<ul style="list-style-type: none"> <li>• HR009 Volunteer Policy</li> <li>• WS003 Work Health and Safety Policy</li> <li>• ADM 012 Delegations of Authority Document</li> </ul>

Related Publications	<ul style="list-style-type: none"> <li>• HR001 Code of Conduct</li> <li>• RGRC Strategic Plan 2013-2016</li> <li>• Aged Care Act 1997</li> <li>• Accountability Principles 2014</li> <li>• Quality of Care Principles 2014</li> <li>• Accreditation Standards</li> <li>• Home Care Standards</li> </ul>
Relevant Forms	

### 8. DOCUMENT CONTROL

Policy number	<b>FACS030</b>
Policy Owner	<b>Director Council and Community Services</b>
Endorsed by	<b>Ordinary Meeting of Council</b>
Date approved	<b>27 July 2016</b>
Revisions	
Amendments	
Next revision due	<b>July 2018</b>

### 9. CONTACT PERSON

Contact person	<b>Manager Governance and Corporate Planning</b>
Contact number	<b>08 8972 9000</b>