

	ONE2ONE POLICY			
	Title	Cultural Inclusion	Policy No	04
	Indicator	CM1 – Rights and Responsibilities	Review Date	06/01/2021

1. PURPOSE AND SCOPE

The purpose of this policy is to establish standards that recognise and respect cultural diversity, including but not limited to people from culturally and linguistically diverse backgrounds, and Aboriginal and Torres Strait Islander culture. The policy has been framed around Standards 1 to 6 of National Standards for Disability Services (2013). This policy applies to all of the organisation’s programs and activities.

One2One acknowledges that its responsibilities in meeting these standards cover the areas of:

- access in the provision of services offered by One2One;
- access in employment by One2One;
- access in the provision of information offered by One2One;
- access to any training and development offered by One2One and
- access to events hosted by One2One.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

2. POLICY STATEMENT

Based on the Australian Government’s [Charter of Public Service in a Culturally Diverse Society](#) One2One is committed to meeting the needs of our culturally and linguistically diverse society by:

- **Access:** As a service provider, One2One will make services available to everyone who is entitled to them, free of any form of discrimination on the basis of a person’s country of birth, language, culture, race or religion.
- **Equity:** As a service provider, One2One will develop and deliver services on the basis of fair treatment of all those consumers who are eligible to receive them.
- **Communication:** As a service provider, One2One will use all necessary strategies to inform eligible consumers of the services available, their entitlements, and how they can obtain them. Providers shall also consult with their consumers regularly about the adequacy, design and standard of services.
- **Responsiveness:** As a service provider, One2One will be sensitive to the needs and requirements of consumers from diverse cultural and linguistic backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.
- **Effectiveness:** As a service provider, One2One will be focused on meeting the needs of consumers from all backgrounds.
- **Efficiency :** As a service provider, One2One will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of consumers.
- **Accountability:** As a service provider, One2One will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its consumers.

3. POLICY CONTENT

- All One2One staff shall, wherever practicable, have adequate support and training to provide services and information accessible to all people.
- One2One will ensure its programs are designed and constructed to provide equal access for all users.
- One2One, in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.
- One2One shall, wherever feasible, assess proposals for any new (or substantially revised) policies or programs for their direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals.
- Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds shall, wherever feasible, be developed by One2One in consultation with people from those backgrounds.
- One2One shall, wherever feasible, for any new (or substantially revised) policies or program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.
- One2One shall provide resources so that publicly available and accessible information on its policies and programs is, where necessary, communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.
- One2One shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.
- One2One shall require that any agents, contractors, or partners of One2One deliver outcomes consistent with this policy, and shall, in bidding for tenders or contracts, budget, where appropriate, for special provision for linguistic and cultural diversity.
- One2One shall, where necessary and feasible, provide for the special needs of clients from diverse cultural and linguistic backgrounds by providing language assistance through the use of interpreters or facilitators.
- One2One shall consider cultural diversity issues in the design and delivery of any training programs and events it provides.
- One2One shall, where necessary and feasible, provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
- One2One shall, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to consumers' needs.
- One2One shall promote diversity in the membership of its boards, committees and working groups.
- One2One shall keep in its consumer data collection record, (where appropriate), such data as birthplace; whether a person's first language spoken was English; Aboriginal or Torres Strait Islander background; Australian South Sea Islander background; date of birth; year of arrival in Australia; birthplace of parents; sex; and religion (the collection of data will not always include all these items, as the relevance of these data items will vary depending on the service delivery context).
- One2One shall protect the privacy of individual consumers when collecting this data. Consideration will be given to:

- collecting only data essential to the particular service delivery or evaluation purpose;
- guaranteeing anonymity; and
- ensuring that all data collection proposals are non-intrusive.

4. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One