



Policy

Title: Diversity and Inclusion Policy

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1 Introduction

1.1 Purpose

This policy supports and promotes a diverse, inclusive, and culturally safe environment that recognises, respects, and values the individual differences of all people engaged with Focused Health Care services—including participants, families, carers, and staff.

We are committed to creating a culture that upholds human rights and supports people of all backgrounds and identities. This includes, but is not limited to, differences in gender, age, language, ethnicity, cultural background, heritage, disability, sexual orientation, religious beliefs, and family responsibilities.

We promote person-centred care that is respectful of individual identity and life experience, and we strive to ensure every person feels safe, valued, and heard.

1.2 Scope and Context

This policy applies to all personnel, including Directors, staff, trainees, contractors, consultants, consumer advisory board members, and shareholders of Focused Health Care.

2 Policy Statements

2.1 Commitment to Cultural Safety

Cultural safety means creating environments that are spiritually, socially, emotionally, and physically safe for people, where there is no challenge to their identity, values, or culture. Focused Health Care ensures cultural safety by:

- Respecting and valuing the cultural identities of participants and staff.
- Embedding culturally safe and trauma-aware practices across all levels of care and service delivery.
- Acknowledging the impact of colonisation, systemic inequity, and intergenerational trauma.
- Providing cultural safety training to staff.
- Encouraging open dialogue and feedback from participants about their experience of inclusion and respect.

2.2 Workforce Diversity and Inclusion

We recognise workforce diversity as a strength that:

- Broadens our collective knowledge and skills
- Fosters innovation, engagement, and creativity
- Builds stronger connections with the diverse communities we serve

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We promote diversity and inclusion by:

- Recruiting based on merit while encouraging applications from diverse backgrounds
- Providing a culturally inclusive physical and social environment
- Offering regular training on cultural safety, inclusive language, unconscious bias, and human rights
- Respecting employees' cultural and personal obligations, including spiritual observances
- Monitoring workplace practices to ensure equity and fairness

2.3 Supporting CALD Communities

When supporting participants from culturally and linguistically diverse (CALD) backgrounds, we will:

- Where possible, match workers with the participant's cultural background or preferred language
- Arrange interpreting services or support participants to bring a family member who speaks English
- Ensure all staff receive training on cultural awareness and inclusive communication
- Be aware of cultural preferences, traditions, and dietary/religious considerations in support plans

2.4 Supporting Aboriginal and Torres Strait Islander Peoples

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and commit to:

- Creating culturally safe spaces for First Nations participants and workers
- Building respectful partnerships with Aboriginal and Torres Strait Islander communities
- Offering staff training on cultural awareness, reconciliation, and First Nations history
- Supporting access to Aboriginal Community Controlled Health Organisations (ACCHOs) and other culturally appropriate services
- Using Acknowledgement of Country at key events and meetings

2.5 Supporting Participants that Identify as LGPTQI+

Focused Health Care recognise that LGBTQI+ people are a diverse group that is comprised of a variety of sexual orientations and gender identities. We recognise that people with diverse gender and/or sexual identities may be more vulnerable to abuse, isolation, mental health conditions and other problems associated with discrimination and are committed to providing inclusive services that:

- Foster environments where participants feel safe to express and develop their gender identity and/or sexual orientation
- Uphold the rights of LGBTQI+ people to voice their views on issues that affect them
- Do not assume the gender and/or sexual orientation of any person
- Use inclusive and respectful language when speaking to or about LGBTQI+ individuals
- Provide staff who have received training in understanding LGBTQI+ issues during induction
- Makes available resources that help participants' understand their own identity
- Challenge and appropriately respond to any discriminatory beliefs where they are present
- Support access and referrals to relevant LGBTQI+ support services if required or requested
- Observe appropriate levels of confidentiality regarding participant information, including information about their gender identity and/or sexual orientation
- Respect a participants' right to not disclose their gender identity and/or sexual orientation.

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2.6 Trauma- Informed and Inclusive Practice

We acknowledge that many individuals, especially those from refugee, First Nations, or LGBTQI+ backgrounds, may have lived through trauma. We are committed to trauma-aware service delivery by:

- Creating safe, predictable, and empowering support environments
- Recognising signs of trauma and responding with sensitivity
- Avoiding practices that re-traumatise or disempower individuals
- Engaging in reflective supervision and staff self-care planning

2.7 Monitoring, Evaluation and Continuous Improvement

We regularly monitor and review the effectiveness of our inclusion and cultural safety strategies through:

- Participant and staff feedback and satisfaction surveys
- Complaints and incident trend analysis
- Staff diversity and training participation data
- Ongoing review of service access, equity, and outcomes
- Co-design initiatives and community partnerships
- Integration with our Quality and Risk Management Framework

Findings inform continuous improvement plans and are reviewed by leadership, with oversight from the governance body.

2.8 Access to Interpreting and Communication Support Services

Focused Health Care is committed to ensuring that all participants, regardless of language, cultural background, sensory ability, or communication preference, can fully understand and participate in their care and services.

We ensure access to interpreter and communication services as follows:

Spoken Language Interpreters

- Where a participant has limited English proficiency, we will:
 - Arrange access to interpreters via the Translating and Interpreting Service (TIS National) by calling 131 450.
 - Support participants to bring a trusted family member or carer for support (when appropriate).
 - Ensure translated written information is provided where available and relevant.

Sign Language Interpreters

- For participants who are Deaf, deafblind, or hard of hearing, we will:
 - Arrange Auslan interpreters through the National Sign Language Program or TIS National when appropriate.

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- o Offer written communication tools or assistive technology to aid communication.

Aboriginal and Torres Strait Islander Language Interpreters

- For Aboriginal and Torres Strait Islander participants whose first language is not English, we will:
 - o Access culturally appropriate interpreters through services such as Interpreter Connect or regional Aboriginal interpreter services.
 - o Provide culturally safe and respectful communication that recognises the participant's unique language and cultural background.

Support for Participants with Vision Impairment

- For participants who are blind or vision-impaired:
 - o We will engage with Vision Australia and similar services to provide accessible formats, assistive technology, and support.
 - o Information will be provided in alternative formats upon request, such as large print, audio, or Braille.

All interpreting and communication supports are provided at no cost to the participant.

3 Related Documents

3.1 Related Documents

Document Type	Document ID	Document Title
Policy	FHCPOL0075	Complaints Management
Policy	FHCPOL0068	Advocacy
Policy	FHCPOL0114	Privacy and Confidentiality
External		Racial Discrimination Act 1975
External		Sex Discrimination Act 1984
External		Australian Human Rights Commission Act 1986
External		Queensland Human Rights Act 2019
External		Disability Discrimination Act 1992
External		Equal Opportunities Act 2010
External		Privacy Act 1988
External		National Disability Insurance Scheme Act 2013
External		Aged Care Act 1997

3.2 Related Regulations/Legislations

Regulation/Legislation	Mapping
NDIS Practice Standards and Quality Indicators November 2021 Version 4	1. Rights and Responsibilities - Individual values and beliefs
The NDIS Code of Conduct Guidance for Workers May 2018	Part 1: The NDIS Code of Conduct 11
NDIS Practice Standards and Quality Indicators November 2021 Version 4	1. Rights and Responsibilities - Individual values and beliefs

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NDIS Practice Standards Interpretive Guide	Outcome 1.2 Individual values and beliefs - Quality Indicators
Revised Aged Care Quality Standards Draft for Pilot March 2023	Standard 1: The Person Intent of Standard 1 Standard 1 expectation statement for older people Outcome 1.1 Person-centred care Outcome statement 1.1.2 a & F Outcome 2.1: Partnering with older people Actions 2.1.4 & 2.1.5 Outcome 2.2: Quality and safety culture Outcome statement Standard 7: The Residential Community Intent of Standard 7 Term and Definition
NDIS Practice Standards Interpretive Guide	Outcome 1.2 Individual values and beliefs Quality Indicators

4 Document Controls

4.1 Document Review and Approval

Version	Release Date	Review Date
1.0	01/04/2020	22/07/2025

4.2 Document Update Information

Version	Clause	Updated Information
1.1	3.3	Added related regulations/legislations
1.1	4.2	Added document update information
1.1	Footer	Changed document control