

Diversity and Inclusion Policy

Cerebral Palsy Support Network Inc (CPSN) works in partnership with our members to share knowledge, create connections and provide support.

CPSN is committed to rights-based, person-centred, high-quality, effective, and safe services and supports.

CPSN is committed to diversity and inclusion in all aspects of its operations. CPSN will ensure that all interactions with potential and current members, clients (and their representatives) and workers are respectful of, and genuinely value individual culture, diversity, values, and beliefs. CPSN is committed to ensuring the organisation is free from discrimination of any kind.

CPSN will ensure an environment that genuinely respects and values all people, customs, cultures and beliefs.

Record of policy development		
Version	Date approved	Date for review
4	August 2022	August 2024

Responsibilities and delegations	
This policy applies to:	CPSN potential and current members, clients and their representatives, the CPSN Board, employees, contractors, and volunteers
Policy approval:	Board
Review of Policy Compliance	General Manager People and Culture
Specific responsibilities:	CPSN Board Chief Executive Officer (CEO) General Manager Business and Member Services General Manager Operations and Customer Outcomes General Manager People and Culture CPSN employees

Policy context - this policy relates to:	
Standards	National Employment Standards NDIS Practice Standards, 2021 Victorian Child Safe Standards, 2021
Legislation	Charter of Human Rights and Responsibilities Act 2006 (Vic) National Disability Insurance Scheme Act 2013 (Cth) Disability Discrimination Act 1992 (Cth) Children Youth and Families Act 2005 (Vic) Child Wellbeing and Safety Act 2005 (Vic) Careers Recognition Act 2012 (Vic) Charities Act 2013 (Cth) Australian Charities and Not-for-profits Commission Act 2012 (Cth) Equal Opportunity Act 2010 (Vic) Privacy Act 1988 (Cth), including the requirements imposed by the Privacy Amendment (Notifiable Data Breaches) Act 2017 Freedom of Information Act 1982 (Vic)

	Fair Work Act 2009 (Cth) Occupational Health and Safety Act 2004 (Vic)W Workplace Gender Equality Act 2012 (Cth) Award / Industrial Instrument (as applicable to employees)
Organisation policies	Human Rights Policy and Framework Practice Governance Policy and Framework Quality Assurance Policy Workforce Policy Risk Management Policy and Framework Child Safe Policy Code of Conduct Privacy and Confidentiality Policy Safeguarding Vulnerable Persons Policy Complaints Management Policy Bullying and Harassment Policy Work Health and Safety Policy
Other Conventions	United Nations Convention on the Rights of People with Disabilities (CRPD), 2006

DEFINITIONS

Diversity and inclusion refers to creating and maintaining an environment and culture that is respectful of all people. Diversity applies to:

- Aboriginal and Torres Strait Islander people
- people from non-English speaking backgrounds
- people from diverse racial, religious, or cultural backgrounds
- people with different ages, genders, gender identities, marital status, or parental status
- people with disability
- people who identify as LGBTIQ+.

Diversity can include a range an infinite range of individual unique characteristics and experiences, and other variables, that influence personal perspectives.

Inclusion occurs when people feel, and are, valued and respected regardless of their personal characteristic or circumstance, and where they:

- have the opportunity to fulfil their individual and combined potential
- have access to opportunities and resources
- can contribute their personal best in every encounter
- can contribute their perspectives and talents
- have a sense of belonging.

POLICY STATEMENT

Policy Statement

This policy outlines how CPSN ensures an inclusive, discrimination-free environment that values diversity.

CPSN recognises that all people are unique, and that all people have something different and important to offer to society and the organisation.

CPSN is committed to diversity and inclusion by providing safe and high-quality person-centred services, which enable people to maximise choice and control over the supports they receive to live the life they choose as well as promoting a work environment that is diverse, inclusive and demonstrates the organisation's values.

CPSN is committed to giving all people the right to fair and equitable consideration in relation to

using CPSN services, as well as to employment opportunities. All people have the right to fair and equitable consideration in relation to a job or job-related benefits within CPSN regardless of any individual or personal characteristics.

CPSN is committed to supporting staff development and understanding of diversity, ensuring awareness is built across staff within the organisation and all its services.

Principles

- CPSN is committed to respect, honesty, integrity, and best practice in all aspects of its operations.
- Culture, diversity, values, and beliefs will not unduly exclude potential membership of CPSN nor employment, volunteering or contracting to CPSN.
- Each member and client will be invited to identify their culture, diversity, values, and beliefs that are important in designing their unique Client Service Agreement.
- In delivering its services, CPSN will support members and clients to maximise their choice and control over supports in a way that is respectful of their culture, diversity, values, and beliefs.
- CPSN will ensure relevant data is collected in a sensitive, respectful manner.
- CPSN is committed to creating awareness about diversity in the organisation and ensuring all CPSN stakeholders are informed and understand their role in creating and maintaining an inclusive environment.
- CPSN will ensure staff receive training and education in diversity and safety, and how to incorporate these into CPSN's values, practices, policies, and service delivery.
- Accessible information will be provided to CPSN stakeholders.
- CPSN will include Auslan interpretation, braille, and linguistically translated resources where available.
- CPSN will ensure flexible approaches are implemented that are equitable and accessible for all people, including vulnerable persons and children, and will ensure no person is disadvantaged.
- CPSN will actively consult and engage with people from diverse backgrounds in identifying and prioritising needs that will support the organisation to improve its practices relating to diversity and inclusion.

IMPLEMENTING THIS POLICY

Within CPSN, the following roles communicate and operationalise this policy:

Roles and Responsibilities

The Board

The Board is accountable for service quality and safety of all people involved in services provided by CPSN, and leading a culture that demonstrates its values, commitment to inclusion, continuous improvement, and accountability for clinical practice. The Board is responsible for delegating operational requirements and decisions to the CEO.

The CEO

The CEO is responsible for:

- ensuring organisational adherence to legislation and principles that underpin diversity and inclusion
- creating a culture of person-centredness, safety, inclusion, and continuous improvement of service provision, systems, and governance that ensures CPSN achieves its strategic and operational goals
- promoting a flexible and equitable work environment that values diversity
- leading and demonstrating respect and inclusion for all diverse people and practices, including beliefs and taboos
- ensuring the review of this policy compliance and ensuring the overall integrity of this policy.

The CEO also has responsibilities as listed below for CPSN General Managers where any direct reports are included in this policy.

The General Manager People and Culture

The General Manager People and Culture is responsible for:

- ensuring equitable practice in accordance with this Policy and supporting Industrial Relations legislation
- ensuring recruitment practices for staff, Board and volunteers are reflective of equal employment opportunity, anti-discrimination legislation, and this policy
- ensuring staff recruitment where possible reflects the diversity of CPSN clients.

The General Manager People and Culture also has responsibilities as listed below for CPSN General Managers where any direct reports are included in this policy.

General Manager Business and Member Services

The General Manager Business and Member Services is responsible for:

- ensuring that all CPSN organisational communication and engagement strategies are inclusive of diversity, include appropriate messaging, both written and visual, are presented in appropriate languages, and age-appropriate formats that demonstrate CPSN's commitment to diversity and inclusion and reflect CPSN's values
- ensuring that all contact with CPSN from members of the public and potential members and clients of CPSN demonstrate CPSN's commitment to diversity and inclusion.

The General Manager Business and Member Services also has responsibilities as listed below for CPSN General Managers where any direct reports are included in this policy.

General Manager Operations and Customer Outcomes

The General Manager Operations and Customer Outcomes is responsible for:

- ensuring all CPSN Telehealth, Support Coordination and Innovative Choices enable clients to maximise choice and control over the support they receive to live the life they choose.

The General Manager Operations and Customer Outcomes also has responsibilities as listed below for CPSN General Managers where any direct reports are included in this policy.

CPSN General Managers

CPSN General Managers are responsible for:

- leading and demonstrating respect for inclusion for all diverse people and practices, including beliefs and taboos
- maintaining equitable working environments that promote and value diversity and inclusive practices
- not engaging in any unlawful discrimination
- monitoring the work environment to ensure appropriate and inclusive standards of conduct
- responding to and reporting any breaches of this policy as soon as practicable
- promoting flexible environments for all persons and ensuring that flexible and equitable practices are accessible to people from diverse backgrounds.

CPSN Coordinators with responsibilities for supervising staff

Supervising Coordinators are responsible for the following:

- communicating and supporting staff in understanding their responsibilities under this policy
- ensuring procedures and work instructions are clear to staff
- not engaging in any unlawful discrimination
- monitoring implementation and contributing to the review of this policy.

CPSN Employees

CPSN Employees are responsible for:

- upholding their employee obligations
- demonstrating respect for diverse cultural or religious customs and health practices
- not engaging in any unlawful discrimination
- actively seeking information from other stakeholders, including clients and members, where appropriate, about their customs, culture and beliefs and how this may affect service delivery and what/how CPSN can adapt services to meet their needs
- supporting and encouraging others to notify CPSN management where discriminatory or disrespectful practices have occurred, including reporting inappropriate practices/behaviour themselves where required
- maintaining appropriate skills, qualifications, and screenings/checks as required by their roles, CPSN, and/or applicable legislation
- participating in CPSN-directed training, development, or supervision programs
- upholding client safeguarding practices
- upholding work health and safety practices
- engaging in proactive continuous improvement processes
- reporting to their manager when they are unable to meet their obligations
- acting in accordance with the NDIS Code of Conduct at all times.

Maintaining Appropriate Records

CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation. Records kept in these and any subsequent or replacement systems will reflect the principles outlined in this policy.

Employee records will be kept in accordance with the Fair Work Act 2009.

Procedures under this policy

- Innovative Choices Service Agreement
- Support Coordination Service Agreement
- Diversity and Inclusion Procedure
- Bullying and Harassment Procedure
- Recruitment Procedure
- Work Health and Safety Procedure
- Training and Professional Development Procedure
- Flexible Working Arrangements Procedure
- Innovative Choices Manual
- Support Coordination Manual

End of Document