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VERSION HISTORY				
Version	Approved by	Revision Date	Description of Change	Author
1	Damian Thorp	Mar-11-2026	The policy review. Correction of grammar errors and formats.	LZP3
2	Damian Thorp	Jun-15-2026	Policy review	LZP3

APPROVAL AND REVIEW			
Process Owner:	Reviewed:	Approved:	I certify that the undersigned read and understand the details discussed in this policy. I acknowledge that adhering to standard practices is both required by the company and laws.
LEANDRO PERTIERRA III Clinical Process and Compliance Manager PRINT NAME SIGNATURE POSITION	DAMIAN THORP Chief Operating Officer PRINT NAME SIGNATURE POSITION	CATHERINE SUVA Director PRINT NAME SIGNATURE POSITION	PRINT NAME SIGNATURE POSITION
DATE:	DATE:	DATE:	DATE:

ADDITIONAL NOTES:

1. POLICY STATEMENT:

- 1.1. Compassionate Care WA is committed to ensuring each participant is treated with dignity and respect, has the freedom to maintain their identity, can make an informed decision on their care and services, and leads the life they desire.
- 1.2. Given this, Compassionate Care WA is committed to ensuring:
 - 1.2.1. Possesses a customer-focused, inclusive culture; and
 - 1.2.2. Encourages clients to exercise their right to choose; and
 - 1.2.3. Respects consumers' privacy.
 - 1.2.4. Promoting an inclusive culture that benefits employees' performance and well-being irrespective of their age, disability, family responsibilities, gender identity, sexual orientation, religion, political beliefs, ethnicity, or engagement in trade unions.
 - 1.2.5. Eliminating workplace bullying, sexual harassment, unlawful discrimination, and victimization through inclusive leadership and the promotion of a courteous and inclusive workplace

2. SCOPE:

- 2.1. This policy governs the delivery of all services and support to Compassionate Care WA participants.
- 2.2. Whether they are temporary, permanent, or casual, all contractors, volunteers, and support staff have a responsibility to ensure that everyone is aware of the promises made in this policy.
- 2.3. The relevant personnel indicated in the column corresponding to a procedure described in this policy are responsible for putting into practice the relevant systems, processes, workflows, and other strategies mentioned in the relevant procedure.

3. PURPOSE:

- 3.1. The procedures, policies, and related documentation described in this document support Compassionate Care WA in putting the distinctive values and principles of the NDIS Practice Standard into practice.

4. NDIS QUALITY INDICATORS:

- 4.1. In this regard, Compassionate Care WA aims to demonstrate each of the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows, and other strategies referred to in this Policy and the Related Documentation:
 - 4.1.1. At the direction of the participant, the culture, diversity, values, and beliefs of that participant are identified and sensitively responded to.
 - 4.1.2. Each participant's right to practice their culture, values, and beliefs while accessing support is supported.

5. DEFINITION OF TERMS:

- 5.1. The concept of "diversity" refers to the existence of differences among several attributes, including socioeconomic level, education, cultural background, gender, age, race, ethnicity, sexual orientation, handicap, and so on. It aims to respect and reflect these differences, often in support of greater tolerance and equality. It is about appreciating and recognizing the variety of perspectives and life experiences that individuals bring to a group or society.
- 5.2. Inclusion is the process by which a person feels valued, included, and capable of participating completely in the workplace, values, culture, and behaviours of an organization. It concerns a workplace in which all employees receive equal treatment and respect, as well as equal opportunities.
- 5.3. "Participant" refers to a Compassionate Care WA participant, including a NDIS participant.
- 5.4. "Key Management Personnel" refers to Catherine Suva, Paul Lloyd Hersey, and other key management personnel who occasionally work with Compassionate Care WA.
- 5.5. The Legislation Register is the list of laws, rules, standards, and regulations that Compassionate Care WA maintains.

- 5.6. "Policy Register" refers to Compassionate Care WA's policy registry.
- 5.7. Catherine Suva is the principal.
- 5.8. A support worker, which includes the principal, is any employee, contractor, or volunteer who works for Compassionate Care WA on a permanent, temporary, or casual basis.

6. GENERAL GUIDELINES:

- 6.1. It is advisable to review Compassionate Care WA's implementation of the previously mentioned NDIS Practice Standard in conjunction with the policies, procedures, and supporting documentation that correspond to this policy in the Policy Register.
- 6.2. The population of Australia is incredibly diverse. In the environment of Compassionate Care WA, everyone is treated with dignity and respect, and various groups' traditions and histories are valued and recognized. Compassionate Care WA acknowledges and respects Indigenous Australians as the original owners of the land.
- 6.3. Support workers and participants with various languages, beliefs, ethnicities, cultures, abilities, sexual orientations, personal characteristics, experiences, and situations are welcome because Compassionate Care WA promotes diversity.
- 6.4. Compassionate Care WA is going to:
 - 6.4.1. Treat every individual with respect, ensuring that their needs are met;
 - 6.4.2. Create a welcoming, inclusive, private, and culturally appropriate environment.
 - 6.4.3. Recognize, honour, and cherish the diversity of Compassionate Care WA's participants, support staff, families, and homes;
 - 6.4.4. Ensure that participants with diverse needs can access Compassionate Care WA's services and that there is no stigma, discrimination, or stereotyping;
 - 6.4.5. Verify that the participant has determined that the services and supports offered by Compassionate Care WA are appropriate in terms of confidentiality and sensitive to cultural variations;
- 6.5. Compassionate Care WA will:
 - 6.5.1. Acknowledge and respond to the participant's culture, diversity, values, and beliefs in accordance with their requests;
 - 6.5.2. Respect each participant's right to utilize resources in line with their culture, values, and beliefs; be considerate of each person's specific requirements;
 - 6.5.3. Demonstrate empathy, tolerance, and responsiveness to people who identify as homosexual, gay, bisexual, transgender, or intersex;
 - 6.5.4. Acknowledge and respect each person's unique needs, history, experiences, and preferences; and
 - 6.5.5. Check that the Compassionate Care WA **Work Health and Safety Policy BH-P-CC-020-04** and **Risk Management Policy BH-P-CC-014-03** provide methods for recognizing and reducing potential risks to equality and diversity.
- 6.6. Compassionate Care WA will:
 - 6.6.1. Verify the inclusive practices and service delivery abilities of all support staff.
 - 6.6.2. Keep the provision of services free from inappropriate conduct that compromises the principles of equality and diversity, such as discrimination (including indirect discrimination) and harassment (including bullying, victimization, and vilification); and
 - 6.6.3. To ensure that their conduct as representatives of Compassionate Care WA is appropriate and culturally aware, expect support workers to adhere to regional traditions, manners, protocols, and communication styles.

7. PROCEDURES:

- 7.1. The following procedures serve as a supplement to the policy, outlining its fundamental ideas and attempting to make plain the duties and responsibilities of the principal, board, important management, and other support staff.
- 7.2. Even though they are not listed in order of significance, each method is essential to achieving the policy statement's objectives and has a dynamic relationship with Compassionate Care WA and each other.
- 7.3. It is the duty of principals and important management personnel to supply data that will help Compassionate Care WA recognize and address the culture, diversity, values, and beliefs of the participants.
 - 7.3.1. Make sure that everyone who participates, including their advocates, family members, caretakers, and chosen community, receives our **Easy Read Client Information Booklet** and **Client Information Booklet Policy BH-P-CC-032-03** that includes:
 - 7.3.1.1. A statement of rights outlining Compassionate Care WA's dedication to honoring the diversity, culture, values, and beliefs of its participants; and
 - 7.3.1.2. As a Compassionate Care WA participant, the individual has certain rights, such as the freedom to exercise their culture, values, and beliefs while getting assistance, in addition to the rights outlined in the policy statement.
 - 7.3.2. A chance for the participant to share their values, beliefs, diversity, and culture with us, along with how Compassionate Care WA can:
 - 7.3.2.1. Recognize the participant's culture, diversity, values, and beliefs and respond to them with respect; and
 - 7.3.2.2. Respect the participant's right to live out their culture, values, and beliefs while they are receiving support.
 - 7.3.3. Details on how to contact bilingual employees or an interpreting service; and
 - 7.3.4. Details on how to obtain legal assistance, including independent advocacy or an advocate.
- 7.4. Recognize and address the participant's diversity, culture, values, and beliefs. It is the duty of each support worker to learn about the participant's culture, diversity, values, and beliefs and to respond to them when instructed to do so.
 - 7.4.1. Appreciating our individuality and realizing how special we are.
 - 7.4.2. Keeping in mind that differences may be based on socioeconomic status, race, ethnicity, gender, sexual orientation, or other characteristics, they may also be based on physical attributes, age, political or religious views, or other ideas.
 - 7.4.3. Establishing a nurturing, safe, and encouraging environment.
 - 7.4.4. By engaging in a dialogue with the participant in line with Section 7.5, we can help them talk about their culture, diversity, values, and beliefs. Additionally, we can guarantee that our support and services are tailored to their individual requirements.
 - 7.4.5. Meeting with the participant to learn about their history, needs, cultural background, religious background, life experiences, and personal preferences. We also want to know if the participant's experiences and background may affect their capacity to interact with services and supports so that we can respond to them sensitively.
 - 7.4.6. Respecting, advancing, and maintaining each participant's rights and obligations in addition to the other rights outlined in the policy, including acknowledging and defending their freedom to practice their culture, values, and beliefs while getting assistance.
 - 7.4.7. Granting equal opportunity and assistance to all people regardless of their circumstances, including but not limited to their ability, political opinions, religion, spirituality, sex, sexual orientation, language, national or social origin, or other traits.
 - 7.4.8. Acknowledging and adjusting to cultural and personal differences.
 - 7.4.9. Modifying services to accommodate participants' cultural requirements or preferences.
 - 7.4.10. Respecting cultural spaces, including prayer areas, is crucial when providing services or assistance in a participant's home.
 - 7.4.11. Paying close attention to the participant's and, if applicable, representative's words.

- 7.4.12. Collaborating with the participant to create the services and supports that will best fit their cultural background, unique needs, diversity, values, and beliefs by applying person-centered planning, thinking, and strategies.
- 7.4.13. It is important to acknowledge and address individual differences in language, culture, heritage, age, gender, sexual orientation, marital status, and other pertinent characteristics.
- 7.4.14. Make use of vocabulary, language, and a communication style that the participant is most likely to understand.
- 7.5. To make sure that our services and supports are tailored to each person's needs, all support workers assist participants in communicating about their culture, diversity, values, and beliefs in a way that suits their needs and uses language, communication style, and terminology that they are most likely to understand.
 - 7.5.1. Expressing oneself in all professional communications—verbal, written, and social media—in a courteous, truthful, transparent, and open manner.
 - 7.5.2. Use effective communication techniques, such as straightforward language, active listening, and encouraging questions, to help participants understand the topic of the conversation.
 - 7.5.3. Recognizing any obstacles to efficient communication and working in good faith to overcome them, such as exchanging resources and details regarding advocacy, legal, and interpreting services.
 - 7.5.4. Multilingual assessment personnel, language and sign interpreters, communication specialists, and pertinent advocacy organizations and services should collaborate to further facilitate participant inclusion, control, involvement, and informed decision-making.
 - 7.5.5. Speaking politely, truthfully, and clearly in all professional written, verbal, and social media exchanges;
 - 7.5.6. Employing plain language, active listening, direct questioning, and other successful communication strategies to aid participants in understanding the subject.
 - 7.5.7. Identifying any barriers to effective communication and making a sincere effort to remove them, particularly by providing resources and information about advocacy, legal, and interpreting services.
 - 7.5.8. Working together with communication experts, multilingual assessment staff, linguistic and sign interpreters, and important advocacy groups and services that can help enhance participant control, involvement, inclusion, and well-informed decision-making.
- 7.6. Promoting a range of linguistic, cultural, and ethnic origins is the responsibility of the principal and key management personnel.
 - 7.6.1. Compassionate Care WA assists CALD people in preserving and enhancing their connections to their culture and community by offering Aboriginal and Torres Strait Islander children a safe and culturally suitable environment.
 - 7.6.2. Compassionate Care WA offers a safe and culturally appropriate environment for CALD children, protecting people who identify as belonging to a particular language or culture due to their birthplace, ancestry, ethnic origin, religion, preferred language, language or languages spoken at home, or similar identification of their parents.
- 7.7. Making advocacy available is the responsibility of the principal and key management personnel.
 - 7.7.1. By giving them information on how to access advocacy or legal services and by supporting and motivating them to do so, we will help participants express their cultural and diversity preferences to Compassionate Care WA.
- 7.8. It is imperative that all support staff uphold the participants' right to privacy.
 - 7.8.1. Only in compliance with this policy and any related paperwork, or upon the participant's request, may records and information about them—including their cultural and religious preferences—be used to provide services and support. This protects the participant's right to confidentiality. To comply with applicable laws and documents, any additional information must be kept confidential and disseminated only as necessary.
- 7.9. Every support worker appreciates recommendations about diversity and culture.

- 7.9.1. To ascertain how Compassionate Care WA may expand and improve its support for participants' culture and beliefs,
- 7.9.2. Create a culture that promotes feedback on this policy and the implementation of these procedures from participants (including people with disabilities), employees, and other stakeholders.
- 7.9.3. Respond quickly to any complaints or incidents involving behaviour that undermines the values of diversity and equality, such as harassment (including bullying, victimization, and vilification) and discrimination (including indirect discrimination), in compliance with the **Incident Reporting and Management Policy BH-PO-CC-002-01-01-01** and **Feedback and Complaints Management Policy BH-PO-CC-014-01-01-01** (if applicable). Additionally, you ought to welcome criticism, even anonymous criticism.
- 7.9.4. Engage in active consultation with your participants to ensure that the best practices for service delivery are occurring.
- 7.9.5. Conduct an annual survey to gather input from all staff members, participants, their support networks, and other interested parties on how Compassionate Care WA can better implement this policy, particularly with regard to its dedication to the diversity, culture, and beliefs of its participants.
- 7.10. All support workers are required to follow the policy.
 - 7.10.1. This policy is part of the orientation and induction of paperwork that all support workers receive.
 - 7.10.2. According to the conditions of their employment contract, contractor agreement, or legally enforceable letter agreement, each Compassionate Care WA support worker oversees making sure that:
 - 7.10.2.1. A thorough comprehension of the duties specified in this policy, as well as the protocols and additional tactics intended to guarantee the observance of its tenets; and
 - 7.10.2.2. Ensuring the implementation of the policies, practices, and other tactics described in this policy in their day-to-day activities.
- 7.11. The principal and key management personnel are responsible for training support workers.
 - 7.11.1. Support staff should receive assistance and training on how to spot and report any infringement of a participant's rights by another party.
 - 7.11.2. Provide staff members with training to help them understand how to use this policy and these procedures in their daily work, either at orientation, continuing education, or if processes change. Support staff should be given guidance and instruction on how to spot and report any third-party violations of a participant's rights.
- 7.12. The board is responsible for establishing policies.
 - 7.12.1. To Compassionate Care Western Australia (W.A.) to exhibit the pertinent NDIS quality indicators in relation to the specific values and beliefs of the NDIS Practice Standard, it is necessary to adopt and enforce the policy and any accompanying documents.

8. RELATED POLICIES:

- 8.1. Client Information Booklet Policy BH-P-CC-032-03
- 8.2. Easy Read: Client Information Booklet (East Read)
- 8.3. Feedback and Complaints Management Policy BH-PO-CC-014-01-01-01
- 8.4. Incident Reporting and Management Policy BH-PO-CC-002-01-01-01
- 8.5. Risk Management Policy BH-PO-CC-009-01-03-01
- 8.6. Workplace Health and Safety Procedure BH-PO-AD-003-01-01-01