

Inclusion and Diversity Policy

Document name	Inclusion and Diversity	CEO Approved	
Category	Work Practice		
Version	1	Approval date	August 2025
Implementation date	31 August 2025	Review date	August 2028

Purpose

To provide a framework outlining Identitywa Disability Services Limited (Identitywa) commitment to inclusion and diversity and how it actively manages and promote these across the organisation.

Who is this policy for?

This Policy applies to all Identitywa workers, as well as participants, their families and representatives.

Policy statement

Identitywa is committed to providing a service that is inclusive and responsive to all needs of participants and workers, ensuring fair and equal access to physical environments, information, communication, and services.

In line with the [National Standards for Disability Services](#) and the [NDIS Practice Standards and Quality Indicators, Core Module on Rights and Responsibilities and Person-Centred Supports \(page 5\)](#), participants will be actively supported and encouraged to engage/connect with family and friends and to feel included in their chosen communities. This will be based around the participant's interests, identity, heritage and aspirations and the focus on 'valued role' will be one of the participant's choosing. Identitywa will work with the wider community to promote participation and inclusion.

Identitywa is dedicated to promoting and encouraging a diverse and inclusive organisation by fostering an environment of mutual learning, respect, dignity, openness to other cultures and an appreciation of difference and other perspectives.

Identitywa recognises the benefits of participation and inclusion of people from Culturally and Linguistically Diverse (CaLD) backgrounds, creating an environment where traditions and histories of different groups are valued and appreciated. Identitywa utilises strategies which promote community and cultural connection for Aboriginal and Torres Strait Islander people.

Furthermore, in line with the [NDIS Practice Standards and Quality Indicators on Rights and Responsibilities and Individual Values and Beliefs \(page 5\)](#) Identitywa will:

- Sensitively respond to the culture, diversity, values and beliefs of the participant at their direction.
- Support each participant's rights to practice their culture, values and beliefs while accessing support.

Identitywa supports equal rights and is committed to keeping the organisation free of inappropriate conduct which detracts from the principles of inclusion and diversity, including discrimination (including indirect discrimination) and harassment (including bullying, victimization, and vilification). For further details, please refer to the Bullying, Harassment and Discrimination in the Workplace Policy and Procedure.

Principles

- All people live with a sense of purpose and belonging, and their individuality is promoted and respected with traditional roles and cultural practices supported.
- In order to provide a flexible service, a person-centred approach is adopted in conjunction with participants, their families and their chosen communities.
- Identitywa is committed to ensuring workers are capable of identifying and addressing issues and in effectively and proactively responding to allegations of discrimination.
- Identitywa is endorsing participants right to be actively involved in their chosen communities.
- The unique needs of participants are fostered and maintained through the resourcing of meaningful inclusion and participation opportunities.
- Identitywa understands and acknowledges that different means and standards of communication and interpersonal protocols are essential to providing a quality service.
- Open communication is promoted and practiced between Identitywa Workers and diverse participants, their families and chosen communities.
- Participants are linked to appropriate external supports, which they may require to achieve personal outcomes and goals.
- Diversity as a concept is addressed and discussed in relevant Identitywa training and development opportunities, comprising diverse peoples and situations in relevant training scenarios.
- Identitywa endeavours to recognise the cultural customs, traditional laws, and special events significant to participants and workers.
- Identitywa workers are to collaborate and embrace and respect inclusion and diversity through policy and practice.

Accessibility

Non-English speakers

If a participant or part of the participant's support network, speak a language other than English and an interpreter is required, the Translating and Interpreting Service (TIS) are engaged for free translation services.

Easy Read options

Information may be made available in alternative formats such as Easy Read upon request.

How do we know we are getting it right?

This policy will be reviewed within the framework of Identitywa's quality assurance and continuous improvement process. Process performance and policy effectiveness will be measured against Identitywa's standards, objectives, and practices as part of a scheduled review of the policy and related documents based on the level of risk to participants and the organisation.

All our policies and procedures are measured against the NDIS Service Standards and other applicable standards, such as the National Catholic Safeguarding Standards.

Definitions

Culturally and Linguistically Diverse (CaLD)

Applies to people who identify as having cultural or linguist affiliations due to their place of birth, ancestry/ethnic origin, religion, preferred language, or languages spoken at home.

Culture

Refers to social patterns of acting and thinking and feeling. Cultures are dynamic, constantly evolving and a total way of life of a people.

Discrimination

Discrimination is treating a person, or a group of people less favourably than another person or group based on (but not limited to) race, colour, physical features, sex, sexual preference, gender identity, lawful sexual activity, age, physical or mental disability, marital status, family responsibilities, pregnancy, breast feeding, carer responsibilities, religion, political opinion, national extraction, social origin, industrial activity or trade union membership. It also refers to diverse ways of thinking and ways of working.

Diversity

The visible and invisible differences that exist between people, including (but not limited to) race, colour, physical features, sex, sexual preference, gender identity, lawful sexual activity, age, physical or mental disability, marital status, family responsibilities, pregnancy, breast feeding, carer responsibilities, religion, political opinion, national extraction, social origin, industrial activity or trade union membership. It also refers to diverse ways of thinking and ways of working.

Inclusion

Ensuring that current, future and potential participants and workers have equality of opportunity in the organisation without any barriers or obstacles as a result of their race, colour, physical features, sex, sexual preference, gender identity, lawful sexual activity, age, physical or mental disability, marital status, family responsibilities, pregnancy, breast feeding, carer responsibilities, religion, political opinion, national extraction, social origin, industrial activity or trade union membership. It also refers to diverse ways of thinking and ways of working.

Participant

A person supported by Identitywa, such as a client, resident or other recipient of services.

Valued role

An individually chosen adult role, desired by participants and respected by society, such as worker, professional, employee, volunteer, student, spouse/partner, parent or homemaker.

Worker

A person who carries out work in any capacity for a person conducting a business, including work as:

- An employee
- A contractor or sub-contractor/sole trader
- An employee of a contractor or sub-contractor or sole trader
- A student, trainee, apprentice, volunteer or host

The Legal and Regulatory Requirements we have to follow

[Australian Human Rights Commission Act 1986](#)

[Disability Services and Inclusion \(DSI\) Act 2023](#)

[Equal Opportunity Act 1984 \(WA\)](#)

[Guardianship and Administration Act 1990](#)

[National Disability Insurance Scheme \(NDIS\) Act 2013](#)

[NDIS Code of Conduct](#)

[NDIS Practice Standards and Quality Indicators](#)

[NDIS \(Provider Registration and Practice Standards\) Rules 2018](#)

[NDIS \(Quality Indicators for NDIS Practice Standards\) Guidelines 2018](#)

[Privacy Act 1988](#)

[Racial Discrimination Act 1975](#)

Other related documents

Advocacy Policy and Procedure

Bullying, Harassment and Discrimination in the Workplace Policy and Procedure

Decision Making Policy and Procedure

Duty of Care Policy

Identitywa Code of Conduct

Maintaining a Culture of Safety

Participation in Service Improvement Policy and Procedure

Person Centred Approach Policy

Protection of Participants Policy and Procedure

Safeguarding Children and Young People Policy / Procedure

Service Access Policy and Procedure

Workplace Equal Opportunity Policy and Procedure

Other useful resources

[Factsheet – Culturally Safe Practice](#) – Australian Government Department of Social Services

Do you need to know more?

If you have any questions regarding policies, procedures, and reviews or if you would like to be involved in our policy development program, please contact the Quality and Compliance Team: Contact - Telephone: (08) 9474 3303.