




Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

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 and booked activities anytime



MALENY NEIGHBOURHOOD CENTRE

2022 Diversity and Inclusion Policy

Authorised By:	Maleny Neighbourhood Centre (MNC) Management Committee	
Responsibility for the review:	MNC Management Committee and Centre Coordinator and Development Worker (CCDW)	
Policy Developed:	November 2021	
Last Review:	NA	
Approved by Management Committee:	Signed: 	Dated: <i>2 FEB 2023</i>
Date of Next Review:	May 2024	
Review Process	<p>Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to the CCDW for action and updating of policy documents.</p> <p>Policy changes relevant to staff and volunteers will be either emailed or discussed at staff and volunteer meetings.</p>	
POLICY CONTEXT		
Queensland Standards for Community Services:	Standard 3. Responding to Individual Need	
Other Standards:	Standard 1. Governance and Management Standard 4. Safety, Wellbeing and Rights Standard 6. Human Resources	
Relevant Policies:	Ethics Policy Work Health & Safety Policy	
Forms or other organisational documents:	NA	
Legislation or other requirements:	Fair Work Act 2009 (Cwth) Work Health and Safety 2011 (Qld) Sex Discrimination Act Racial Discrimination Act	

Equal Opportunity for Women in the Workplace Act 1999 (Cwth)	
Purpose	<p>The Maleny Neighbourhood Centre is committed to:</p> <ul style="list-style-type: none"> - Ensuring a supportive workplace that respects and values diversity of customs, cultures and beliefs - Ensuring that its services are delivered in a manner that respects and values the customs, cultures and beliefs of its clients - Preventing harassment or discrimination of any kind
Scope	<p>Cultural diversity and cultural inclusion refers to creating and maintaining a workplace and culture that is respectful of all people. In particular this applies to:</p> <ul style="list-style-type: none"> ● Aboriginal and Torres Strait Islander people ● People from non-English speaking backgrounds ● People from diverse racial, religious or cultural backgrounds ● People with a disability ● Gay, Lesbian, Transgender/gender diverse, Bisexual or Intersex (LGBTQI+) people
Policy	<p>Maleny Neighbourhood Centre's cultural diversity strategy ensures that:</p> <ul style="list-style-type: none"> ● diversity and cultural inclusion is incorporated in the organisation's orientation (for both staff and members of the Management Committee). ● staff will receive training and education in cultural competency and safety, and how to incorporate these into organisational values, practices, policies and service delivery ● it will encourage the active recruitment of staff from diverse backgrounds or staff who have previous experience in service delivery to people from culturally and linguistically diverse backgrounds ● information on the services and programs is available in languages other than English which reflect the demographics of the target service areas ● active consultation involving people from diverse cultural and linguistic backgrounds in identifying and prioritising needs and in planning services ● changes to local cultural and linguistic demographics are reviewed in planning for future services ● access policies and procedures are reviewed on a regular basis to ensure there are no barriers to people from cultural or linguistically diverse backgrounds ● harassment or discrimination are not tolerated and that appropriate internal organisation and/or legal protocols, are followed to prevent or address harassment or discrimination ● flexible approaches are adopted in response to clients that recognises and meet cultural and linguistic needs
Procedure	<p>Maleny Neighbourhood Centre ensures that its staff will:</p> <ul style="list-style-type: none"> ● demonstrate respect for cultural or religious customs and health practices including beliefs and taboos ● when conducting an assessment for clients from culturally and linguistically diverse backgrounds or Indigenous communities they should be conducted in a manner that is culturally appropriate and respectful to the best of MNC organisational ability. This may also include involvement of a larger group of extended family members identified by the client

	<ul style="list-style-type: none"> ● actively seek information from clients where necessary or where appropriate their family/carer about their customs, culture and beliefs where it may affect the provision of service. (e.g. culturally appropriate diet preferences, or religious rituals or the need for staff to be of the same gender as the client) ● attempt to meet specific requests from clients, where possible, to demonstrate respect for the client (e.g. help with establishing social networks) ● ensure where possible and if appropriate, that clients have access to staff (within the organisation and external services) from similar cultural or linguistic backgrounds
	<p>External Interpreter Services All attempts should be made to find an interpreter to provide an inclusive environment.</p> <p>Where appropriate, requested and/or necessary, staff can dial 131 450 or go to https://www.tisnational.gov.au to be able to assist people from diverse linguistic backgrounds or Auslan.</p>
	<p>Discrimination towards Clients</p> <ul style="list-style-type: none"> - All staff and volunteers are expected to treat clients of any background with respect - If any discrimination towards a client is witnessed or made aware of, please complete the relevant documents as follows: <ul style="list-style-type: none"> - Complaint Form - Incident Report - Incident Register <p>Discrimination towards Staff and Volunteers</p> <ul style="list-style-type: none"> - All clients should treat staff and volunteers of any background with respect - All staff and volunteers of any background should treat each other with respect - If any discrimination towards a staff or volunteer is witnessed or made aware of, please action the following: <ul style="list-style-type: none"> - raise this to the relevant supervisor and/or Centre Coordinator, and - complete the Incident Register and Report