



Cultural Safety and Diversity Policy

1. Purpose

Unidex Healthcare is committed to providing a safe working environment for all staff, and ensuring services provided to participants is reflective of the diversity of the broader Australian community. Unidex Healthcare will work with and support all people regardless of:

- Race
- Cultural background
- Country of birth
- Religious or spiritual belief
- Caring responsibility
- Sexual orientation, gender identity or intersex status
- Marital status
- Family composition
- Pregnancy
- Age
- Health status
- Disability
- Residency status

2. Scope

This policy applies to all Unidex Healthcare staff and the services provided by Unidex Healthcare to participants.

3. Policy

Service Delivery

Equal Opportunity to Access Services

Consistent with anti-discrimination legislation, all eligible people will be given equal opportunity to access Unidex Healthcare's services. In instances where a person in need does not meet the eligibility criteria, all efforts will be made to offer a referral to an alternative service that can meet their identified needs.

Culturally Safe Services

Each participant's diversity will influence the way in which Unidex Healthcare services are delivered. Wherever possible services will incorporate the participant's identity, concept of family, unique life goals, sense of community and customs and be consistent with the participant's disclosed values and beliefs.

Service delivery practices should be modified where practices are identified that do not support and promote diversity.

Inclusive Practices

Inclusive practices should be used wherever required to overcome barriers to working with participants of diverse backgrounds and promote their participation. Inclusive practices include but are not limited to the provision of interpreters, providing information in languages other than English and using communication aids.

Wherever possible, Unidex Healthcare will collaborate with diverse community networks and services to deliver individualised services to a participant, where the participant has consented to that involvement.

Partnerships with Services Representing Diverse Interests

Partnerships with other services in the community which reflect participant diversity, should be developed so that each participant is able to participate in their chosen community and receive culturally safe support.

Staff, members and volunteers are encouraged to initiate working relationships with other services and networks to enhance the support provided to diverse clients. This will ensure that appropriate referral pathways are available where required.

Confidentiality

Information provided by participants will remain confidential, except where a participant or their guardian/next of kin, has consented to release this information, or disclosure is required under law to uphold Unidex Healthcare's duty of care. Where information relating to participant diversity is collected for reporting activities, participants will be



informed of the purpose of collecting the data and of protections that will be applied to the data to maintain participant confidentiality.

Discrimination

Discrimination against participants on the basis of their diversity is contrary to the values of Unidex Healthcare. Unidex Healthcare's feedback and complaints management process is available to all participants who wish to submit a concern relating to discrimination.

Staff Development


Staff will be provided with ongoing training to support them to effectively respond to diversity. Managers should provide supervision to complement training initiatives so that cultural safety can be applied to local services

4. Definitions

For the purposes of this policy/procedure the following definitions apply:	
Diversity	The concept of diversity recognises that each person has different characteristics and experiences which make them unique. Diversity encompasses lifestyle, cultural and other differences between people. Unidex Healthcare participants receive a personalised service where diversity is taken into account in service delivery.
Cultural Safety	Cultural safety is a way of working which enables diversity in human service environments. It encourages those involved in delivering services to understand their own values and attitudes in order to recognise and avoid stereotypical barriers. Cultural safety recognises that there are other ways of doing things beyond those practiced by people delivering services to participants. Services that are culturally safe do not deny participants recognition of their identity and instead move to incorporate their world views, beliefs and values.
Inclusive Practices	Inclusive practices help to provide culturally safe services to Unidex Healthcare participants by ensuring that participants are engaged in ways that suit their individual needs. Inclusive practices recognise the right of all people to access services and acknowledge that some people will require information, support or working relationships that are different to what other people require to promote participation. Inclusive practices may involve making adjustments to the service environment, to benefit the participant and their supports.
Equal Opportunity	Equal opportunity encompasses the belief that all people deserve to be safeguarded from bias and disadvantage. It includes a range of practices which promote the equal or similar treatment of all people.
Discrimination	Discrimination occurs when a person is treated less favourably than another person in the same or similar circumstances because they are different. Discrimination can take the form of exclusion, harassment, inappropriate comments, slander or rumours. Discrimination can be direct or indirect.

5. References

Related documents and policies	
Code of Conduct Consent to Obtain and Release Information Form Feedback and Complaints SOP-06 Recruiting and Selection of UHC Staff SOP-10	Equal Employment Opportunity Policy POL-015 Work Health and Safety Policy POL-006 Privacy and Confidentiality Agreement FRM-048 Privacy and Information Handling Policy
Related legislation	
Australian Fair Work Act, 2009 Age Discrimination Act 2004 Aged Care Act 1997 Australian Human Rights Commission Act 1986 Disability Discrimination Act 1992 Disability Services Act 1993 (SA, as amended 2013) Guardianship and Administration Act 1993 (SA) Guardianship and Administration Act 2000 (QLD) Guardian Act 1987 (NSW) Guardian Act of Adults 2016(NT) Guardian and Administration Act 2019 (VIC) Guardian and Administration Act 1990 (WA) Guardian and Administration Act 1995 (Tasmania) National Standards for Disability Services Native Title Act 1993	NDIS Act 2013 NDIS Practice Guidance and Quality Indicators 2021 Mental Health Act 2009 (SA) Mental Health Act 2016 (QLD) Mental Health Act 2007 (NSW) Mental Health Act 2014 (WA) Mental Health and Related Services Act 1998 (NT) Mental Health Act 2013 (Tasmania) Mental Health and Wellbeing Act 2022 (Victoria) Privacy Act 1988 Racial Discrimination Act 1975 Sex Discrimination Act 1984 United Nations Convention on the Rights of Persons with Disabilities

Version	Date Effective	Description of Change	Reviewer / Approver
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