

Diversity Policy

ONCALL

ONCALL/SACARE¹'s vision is to be nationally recognised as the leading integrated community service provider, empowering people to live their best lives. ONCALL is steadfastly focused on quality service that puts the client at the centre, is enabled through technology transformation, and delivered by people who are committed.

Quality and compliance are embedded into our daily actions and behaviours. ONCALL's policies and procedures provide the foundation and framework for our work and actions to ensure we provide best practice service quality and compliance. All staff are required to know and apply ONCALL policies and procedures that apply to their work.

Policy Purpose

This policy should be read in conjunction with ONCALL's Anti-discrimination, Anti-harassment, and Anti-bullying Policy, First Nations Diversity Policy, and Code of Conduct. The policy aims to:

- recognise, value and respect the diversity of ONCALL's employees, clients/customers, including children and young people, and the communities in which they live
- create an inclusive workplace which values and utilises the contribution of people with different backgrounds, experiences and perspectives
- ensure an equal opportunity workplace that is fair, impartial and provides equal access to opportunities in employment and efforts to identify and address any systemic barriers
- ensure clients/customers, including children and young people, of diverse race, nationality, religion, politics, disability, age, gender and sexuality, can access services and are free from stigma, discrimination and stereotyping
- ensure ONCALL's services are planned, designed and delivered to be relevant and sensitive to the cultural and/or personal diversity as determined by the client/customer

Policy Scope

This policy applies to all ONCALL staff, management, Board members, consultants and contractors, students and volunteers in all elements of employment and in service design and delivery.

Policy Statement

Diversity, Intersectionality and the Importance of Language

Diversity has many dimensions. ONCALL recognises and takes into account the multi-dimensionality, intersectionality and significance of language in its Diversity Policy.

Intersectionality

Intersectionality recognises the interconnected nature of social categorisations such as gender, sexual orientation, culture, race, age, ability, spiritual and political identities. These categorisations can create overlapping, interdependent and mutually reinforcing systems of discrimination and disadvantage to individuals and/or groups.

¹ ONCALL is inclusive of the following entities - ONCALL Group Australia; Ablecare Pty Ltd trading as ONCALL; SACARE Pty Ltd. Throughout this document, ONCALL/SACARE will be referred to as ONCALL.

Language and Terminology

ONCALL recognises that how we use language matters and that the use of inappropriate terminology and language can be disempowering. ONCALL recognises that terminology changes over time and is contested among individuals and communities. ONCALL is committed to using respectful language adopted in consultation with the individuals and communities involved.

First Nations People/Aboriginal and Torres Strait Islander People

ONCALL understands that First Nations People/Aboriginal and Torres Strait Islander People comprise of many communities and individuals, each with different experiences and opinions regarding appropriate terminology. ONCALL respectfully uses the terms First Nations People and Aboriginal and Torres Strait Islander People in this policy. Where possible ONCALL will engage with local communities to adapt and adopt the preferred community terminology.

ONCALL is committed to improved outcomes for children, young people and adults who identify as being of the First Nations People.

Lesbian, Gay, Bisexual, Trans, Intersex and Queer People (LGBTIQ+)

ONCALL recognises that that LGBTIQ+ people form a diverse group and sexuality, sexual orientation, sex and gender identity are only a dimension of a person's total identity. ONCALL uses the acronym LGBTIQ+ accepted by the Australian Human Rights Commission and the Rainbow Tick quality framework to describe lesbian, gay, bisexual, trans, intersex and queer or questioning people collectively, while acknowledging that many sub-groups form part of the larger LGBTIQ+ community.

ONCALL notes that discrimination can have a significant impact on the physical, mental and emotional wellbeing of LGBTIQ+ people. ONCALL is committed to creating a workplace and services that are inclusive of all individuals of all sexual orientations, gender identities and intersex variations.

Cultural and Linguistic Diversity (CALD)

ONCALL has respectfully adopted the term CALD to represent the diverse group of people of non-English speaking background born in Australia, as well as people born outside of Australia and whose first language is not English. ONCALL acknowledges the diversity of countries of origin, language, ethnicity, race, religions, cultures and experiences of people from CALD backgrounds.

With 5.5 million Australians using a language other than English at home and over 850,000 of this group reporting not being proficient in English (2021 Census) ONCALL is committed to ensuring our services are accessible by providing access to professional interpreters and translated information.

Diversity in the Workforce and Workplace

In order to promote and maintain diversity and equal opportunity in employment and to ensure a safe workplace free from discrimination, harassment and bullying. Refer to *Workplace Bullying and Harassment Policy*. ONCALL will:

- select candidates for employment, promotion, training or any other workplace benefit on the basis of their skills, abilities and merit
- ensure the integration of the principles of diversity, inclusion and equal opportunity in all relevant policies, procedures, decisions and operations and that policies, procedures, decisions and operations do not include any direct or inferred discrimination
- proactively target recruitment and selection procedures to attract candidates reflective of ONCALL's diverse client group and communities
- develop strategies in staff recruitment and retention that recognises and addresses individual or systemic barriers faced by individuals from under-represented and otherwise disadvantaged groups including active consideration of the intersectionality of social categories such as culture, gender, disability and sexual identity

- use non-discriminatory inclusive language to foster inclusion of staff members from diverse backgrounds, and be informed in language choices by the expressed preferences of communities and individuals
- support the optional use of individuals' preferred gender pronouns in ONCALL correspondence
- create a workplace which values, models and utilises the contributions of people with different attributes, backgrounds, experiences and perspectives
- acknowledge and respect significant religious and cultural events and dates
- contribute to combating discrimination in the wider community through partnerships with organisations such as the Australian Network on Disability, Aboriginal Community Controlled Organisations and Rainbow Health Australia

Equal Employment Opportunity

ONCALL is committed to equal employment opportunity for all including but not limited to people from culturally and linguistically diverse communities, First Nations People, people who identify as LGBTI, women, people with a disability, older people, children and individuals with caring responsibilities. ONCALL will:

- ensure that all documentation including job descriptions, job advertisements, application forms and contracts include no direct or inferred discrimination
- provide reasonable adjustments in the workplace that address barriers to employment and supports individuals' ability to participate in all aspects of work life and reach their full potential
- provide flexible working arrangements and support as far as is practicable to meet individual and business needs
- provide information, awareness and training to assist staff and managers in identifying and redressing conscious and unconscious bias in hiring and employment practices
- create an environment where all staff are knowledgeable and confident to avoid, identify, address, and/or report individual or systemic barriers to equal opportunity
- nominate a Human Resources equal opportunity Lead to focus on further strengthening and incorporating equal opportunity in ONCALL's quality management reporting

Diversity in Service Development, Delivery and Access

ONCALL respects the diversity of attributes, culture and lived experience of our customers/clients, including children. We will provide programs and services tailored to meet these diverse and unique identities and experiences by ensuring:

- ONCALL's policies and procedures (including Service Access Policy, First Nations Policy and Human Rights and Responsibilities Policy) provide direction to staff to ensure services are tailored to meet the unique and diverse characteristics of clients/customers including children and young people
- respect for the cultural knowledge that exists in Aboriginal and Torres Strait Islander peoples with lived experience of disability and welfare support and seek their views in regard to ONCALL policy and practice
- appropriate training, resources and understanding of respectful practice in relation to working alongside First Nations People including in the provision of services to children and young people; people from cultural and linguistically diverse communities; individuals who identify as LGBTI; and people with a disability
- diversity in the membership and contribution of the Client Reference Group in the development of policies and procedures that impact on upon service access and delivery
- access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand for all clients including children and young people

- efforts to improve service access for under-represented and otherwise disadvantaged groups including active consideration of the intersectionality of social categories such as culture, gender, disability and sexual identity.

Cultural Safety of First Nations Children and Young People

ONCALL supports increased access and quality of services and improved outcomes for children and young people who identify as being of the First Nations People. Refer to *First Nations Diversity Policy*.

ONCALL will provide a culturally safe environment for Aboriginal and Torres Strait Islander children by:

- assisting Aboriginal and Torres Strait Islander People to maintain and strengthen connection to their culture and community
- ensuring that Country, Culture and Community for First Nations People are considered in the decision-making, participation, advocacy and the provision of culturally tailored services
- paying particular attention to the intersectional needs of Aboriginal and Torres Strait Islander children and young people with disability and children and young people who identify as LGBTI
- providing opportunities for children and young people who identify as being of the First Nations People to be included as representatives in the Client Reference Group

Quality Improvement

ONCALL is committed to continuous improvement in the provision of a diverse and inclusive workplace and services. ONCALL will deliver continuous improvement by:

- incorporating diversity and inclusion in ONCALL's quality management system
- identifying, measuring and reporting diversity measures and gaps and recommended actions to the Audit, Compliance and Risk Management Committee
- maintaining relationships with members of, and service providers to, under-represented and disadvantaged groups to ensure an understanding of, and inform actions to address, emerging issues and barriers to diversity and inclusion
- developing plans and facilitating programs to successfully increase access and promote success for designated under-represented groups
- considering pertinent quality improvement initiatives such as the Rainbow Tick quality framework (<https://rainbowhealthaustralia.org.au/rainbow-tick>) and Access and Inclusion Index (<https://accessandinclusionindex.com.au/>)

Responsibilities

All Staff

- must contribute to maintaining a diverse, inclusive and discrimination free workplace and services by adhering to this policy, associated policies, and to ONCALL's Code of Conduct
- should actively seek information from customers/clients to facilitate the provision of services that are respectful and sensitive to the cultural, religious and/or personal diversity as determined by the individual
- must ensure services are accessible including in facilitating access to professional interpreters and translated information as required for people who speak or sign a language other than English
- have a responsibility to call out behaviour that does not align with this policy or Code of Conduct and to report breaches to their manager

Additional Responsibilities of Managers

- model and maintain an inclusive and welcoming culture and services respectful of individuals’ diversity and promote and support ONCALL’s Diversity Policy
- provide resources and information that support culturally respectful and appropriate practice and support staff to access relevant information and training
- monitor the work environment and address any individual or systemic issues or barriers
- contribute to developing and implementing strategies that strengthen diversity and inclusion and equal opportunity in the workplace and services
- collecting data and reporting on the progress of organisational strategies

Breaches of this Policy

The breach of this policy by a team member, director or officer of the company may lead to disciplinary action being taken in accordance with the company’s disciplinary procedure. Serious breaches may be regarded as gross misconduct.

All team members, directors and officers of the company will be expected to cooperate fully in any investigation into suspected breaches of this policy or any related processes or procedures. If an issue is identified with a supplier, we will work with them to prepare a corrective action plan and resolve all violations within an agreed upon time period. We reserve the right to terminate our relationship with individuals and organisations in our supply chain if they breach this policy.

Definitions

CALD	Cultural and Linguistic Diversity - people of non-English speaking background born in Australia, as well as people born outside of Australia and whose first language is not English (Victorian Government)
CULTURAL SAFETY	A culturally safe and secure environment is one where people feel safe and draw strength in their identity, culture and community (Australian Human Rights Commission)
DIVERSITY	Diversity refers to what makes us different. It covers gender, age, language, disability, ethnicity, cultural background, sexual orientation and religious belief. Diversity also refers to our many other differences in education, work experience, occupation, socio-economic background, marital status and whether or not we have family and carer responsibilities (Australian Human Rights Commission Diversity Strategy)
EQUAL EMPLOYMENT OPPORTUNITY	Ensures all employees are treated fairly and with equal access to employment opportunities based solely on their ability to do the job, regardless of personal attributes such as gender, race, colour or creed
FIRST NATIONS PEOPLE/S	A broad term referring to a diverse population of people who identify as such including any person who identifies as being of Aboriginal or Torres Strait Islander descent and is accepted as such by the community in which they live (Australian Government Style guide – summarised information)
INCLUSION	Inclusion occurs when a diversity of people feel, and are, valued and respected regardless of their personal characteristic or circumstance

INCLUSIVE LANGUAGE	Inclusive language is a way of acknowledging and respecting the diversity of individuals. It ensures people are not excluded in conversations and settings
INTERSECTIONALITY	An approach that understands the interconnected nature of social categorisations such as gender, sexual orientation, ethnicity, language, religion, class, socioeconomic status, gender identity, ability/disability or age – which create overlapping and interdependent systems of discrimination or disadvantage for either an individual or group. (Family Safety Victoria – Everybody Matters Inclusion and Equity Statement)
LGBTIQ+	An internationally recognised acronym which is used to describe lesbian, gay, bisexual, trans, intersex and queer people collectively. Many sub-groups form part of the larger LGBTIQ+ movement (Australian Human Rights Commission)

Related Documents

Policy, Procedure, Manual

Workplace Bullying and Harassment Policy
 Charter of Human Rights & Responsibilities Policy
 Code of Conduct
 Disciplinary Action Policy
 First Nations Diversity Policy
 Participation, Empowerment and Advocacy Policy
 Recruitment Policy
 Service Access Policy

Legislation

Age Discrimination Act 2004 (Cth)
 Anti-Discrimination and Human Rights Legislation Amendment (Respect At Work) Act 2022 (Cth)
 Disability Discrimination Act 2004 (Cth)
 Fair Work Act 2019 (Cth)
 Australian Human Rights Discrimination Act 1986 (Cth)
 Racial Discrimination Act 1975 (Cth)
 Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Act 2013 (Cth)

Document Control

Approval and Review

DOCUMENT OWNER	Audit, Compliance and Risk Management Committee (ACRM)		
APPROVAL DATE	October 2023	REVIEW DATE	October 2025

Access and Feedback

This policy will be made available to all staff on the ONCALL intranet and ONCALL database (Periscope), and to directors in the ONCALL Board orientation.

Users should provide comments and feedback on the accuracy, currency, and useability of the policy document to AskQuality@oncall.com.au.