	CULTURAL DIVERSITY POLICY		Policy Number	QA06
			Version	1
			Date	September 2019
			Review Date	September 2021

1. Purpose

This policy supports A2P to recognise, respect, promote and celebrate the value of cultural diversity; and to adopt and implement inclusive policies and strategies that ensure that A2P services are of a culturally sensitive nature.

2. Context

A2P aspires to be an organisation that is characterised by tenancy management services that are grounded in culturally diverse and sensitive policy and practice. In addition, the delivery of culturally responsive, equitable services is a core quality expectation of community services, underpinned by key government legislation and program standards and guidelines.

3. Scope

This policy applies to all A2P employees.

4. Risk

An absence of a cultural diversity policy could mean that A2P will not be successful in embracing a culturally diverse and sensitive environment where individuals from different backgrounds are recognised, employed and supported throughout the delivery of services.

5. Policy Detail

5.1. General Policy


A2P is committed to demonstrating cultural inclusion in all aspects of the company’s behaviour, policies, practice and communications.

A2P is committed to providing services through an open and inclusive approach which values learning from others (particularly from different cultural backgrounds) and respects diversity of perspectives.

In order to achieve this policy, A2P will develop and adapt its policies, procedures and practices to integrate the principle of respect and support for cultural diversity. It is, however, recognised that resource constraints may affect the extent and/or timelines within which implementation can be achieved.

5.2. Workplace Culture

Consistent with the mission and values of A2P, relevant policies procedures and practices will promote a culture in which all members of A2P:

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5.2.1 understand, value and have informed respect for cultural diversity in all interactions between and among:

- Staff
- Tenants
- Tenants and staff

5.2.2 are sensitive to the needs of tenants and staff whose first language is not English; this includes Australia's Indigenous people;

5.2.3 have the right, within reasonable limits, to adhere to their cultural traditions and to express their opinions, while respecting the rights of others, without fear of discrimination, harassment or bullying;

5.3. Decision Making

Decision making within A2P will, wherever reasonably practicable, be informed by input from staff and/or tenants from diverse backgrounds.

5.4. Employment

Employment policies and procedures will, where appropriate, foster cultural diversity of the workforce.

A2P will explore how it can best expand employment of culturally diverse people.

A2P will offer employees training and development opportunities of relevance to cultural diversity, on the basis of need.

5.5. Responsibilities

The Chief Executive Officer (CEO) is responsible for ensuring compliance with this policy.

All staff members are responsible for being familiar with, and complying with, this policy.

6. Procedure


6.1 Expression of Respect

Formal events and meetings within the Adelaide Region that are facilitated by an employee of A2P will be opened with the following statement.

"We acknowledge the land that we meet on today as the traditional lands for the Kurna people and we respect their spiritual relationship with their country. We also acknowledge the Kurna people as the custodians of the Adelaide region and their cultural and heritage beliefs as important to the Kurna people today."

This statement acknowledges the traditional Aboriginal ownership of the land on which the event is being held.

For **formal** A2P events and meetings that take place outside the Adelaide metropolitan area, alternative wording is provided below for use/adaptation as appropriate. It does not preclude the

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direct naming and acknowledgement of the traditional owners where this is specifically known. Please note that the traditional ownership for some regions may not be established.

"We acknowledge and respect the traditional custodians (name of language group here, if known) people whose ancestral land we are meeting on today. We acknowledge the deep feelings of attachment and relationship of Aboriginal people to country. We also pay respect to Aboriginal people present here who are visiting/attending from other areas of South Australia."

6.2 Communication

A2P will have arrangements in place to navigate situations where people are unable to read and/or unable to adequately comprehend spoken English. Such arrangements may include:

- Explaining policies and procedures in English for individuals who are able to comprehend English;
- Requesting that employees of A2P who can interpret the explanation do so for the individual not able to comprehend English;
- Obtaining external translation and interpretation services.

7. Definitions

7.1 An **Aboriginal and Torres Strait Islander** person is one who:

- is of Aboriginal or Torres Strait Islander Descent; and
- identifies as an Australian Aboriginal and/or Torres Strait Islander person; and
- is accepted as such by the community in which s/he lives or has lived.

7.2 The **Culturally and Linguistic Diverse (CALD) Community** encompasses any individual who does not identify with the majority 'Anglo-Celtic' population of Australia. These individuals may experience differences in a number of different areas such as language, dress, traditions, food, societal structures, art and religion.

8. Reference Documents and Links

8.1. Directive Documents


- *The Racial Discrimination Act 1975*
- *The Human Rights and Equal Opportunity Commission Act 1986*
- *The Disability Discrimination Act 1992*
- *The Racial Hatred Act 1995*

8.2. Supporting Documents

- *Human Rights and Equal Opportunity Commission* <http://www.humanrights.gov.au/>

8.3. Related Documents and Resources

- *A2P Constitution*
- *A2P Tenant Charter*

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- *A2P Code of Conduct and Cultural Charter*
- *A2P Tenant Engagement Policy*

9. Policy Approval

Content Author:	Delegated Authority: CEO
Date: September 2019	Date approval given: 17 th September 2019
Name: Rebecca Chapman Position: Policy Adviser	Name: Jonathan Lardner

10. Revision History

<i>Date</i>	<i>Version</i>	<i>Author / Amended By</i>	<i>Comments / Review History</i>
September 2019	1	Rebecca Chapman/Russell George	The original draft developed by Russell George in 2018 was significantly changed by Rebecca Chapman before seeking CEO approval.