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**Title:** Diversity and Inclusion  
**Department:** Corporate: Community  
**Approved by:** Senior Management Team

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**Purpose:** To provide care that is responsive to the needs of consumers and the wider community and improves health status and experiences.  
Care and services take into account a person's uniqueness and complexity of need, and is conducted in a manner that is respectful of each individual's characteristics, circumstances, preferences and goals.

**Scope:** All Kyabram District Health Service management and staff

**Definitions:**

**Cultural responsiveness** - Refers to health care services that are respectful of and relevant to the health beliefs, health practices, cultural and linguistic needs of diverse consumer/patient populations and communities.

\*This definition is as per the Victorian Department of Health's Cultural Responsiveness Framework

**Interpreter** - A person who renders verbally one language into another and vice versa, thus facilitating spoken communication between parties who speak two different languages.

**Translator**

A translator renders (translates) written information from one language into another in an accurate and objective manner.

**Auslan:** Australian Sign Language

**CALD:** Cultural and linguistic diversity

**ATSI:** Aboriginal and Torres Strait Islander

**GLBTI:** Gay, lesbian, bisexual, transsexual and intersex

**Policy**

Kyabram District Health Service acknowledges that everyone has a right to high quality health care that meets their needs, regardless of cultural, linguistic, religious, sexual orientation and socio-economic considerations.

KDHS is committed to providing responsive and accessible services that meet the needs of diverse communities including Aboriginal and Torres Strait Islander people and the GLBTI community. This includes provision of quality, professional language services if required.

KDHS will develop an annual diversity plan to identify and address issues of clients with special needs within our regional catchment.

KDHS employees are required to work in line the Code of Conduct which reflects the need to adhere to the values of our organisation, including the principles of diversity and equity.

Kyabram District Health Service is committed to ensuring recognition, responsiveness and management of diversity across the following domains:

**Organisational effectiveness**

- Kyabram District Health Service (KDHS) has a functioning Community and Culture Governance Committee and an Aboriginal Health Governance Committee who are for the operational management of KDHS's diversity, equity and inclusion strategies

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- The Chief Executive Officer is the Executive sponsor of the diversity, equity and inclusion portfolio
- KDHS has relevant organisational policies, procedures and resources to guide staff in working with diverse communities with mechanisms for scheduled review
- All areas of KDHS will collect data and information relevant to diversity (within the parameters of privacy legislation) and use this information in service planning, delivery and evaluation
- Resources and information will be provided to support diversity and inclusion responsiveness as appropriate and available

### **Community Engagement/Consumer participation**

- KDHS will engage in meaningful ways with its diverse consumers and community
- CALD consumer, carer and community members are involved in the planning, improvement and review of programs and review of programs and services on an ongoing basis
- Services will support consumers to acknowledge cultural and religious events relevant to them

### **Communication**

- KDHS will endeavour to communicate effectively with its consumers and employees using a variety of communication techniques including electronic communication
- Consumers who have limited English proficiency, or whose first language is Auslan, shall have access to information in their preferred language at critical points in care, such as admission, assessment/planning, consent or change to treatment/service and discharge. Interpreter and translation services are provided as required. Translated information will be provided, where appropriate and available, as a supplement to interpreting
- Access to a professional (NAATI accredited) interpreter will be offered, where available, to all consumers who have limited or no proficiency in English, or whose first language is Auslan in accordance with the KDHS Language and Interpreter Services Policy

### **Spirituality**

- Pastoral care will be offered to all consumers and employees and will be respectful to their religious or faith tradition. KDHS supports a flexible approach in the provision of meals that cater to cultural dietary requirements
- KDHS will ensure employees are aware of the available dietary options and will actively promote these to consumers
- Where appropriate and/or requested religious services/resources in the preferred language of consumers will be provided when possible.

### **Dietary**

- KDHS supports a flexible approach in the provision of meals that cater to cultural dietary requirements
- KDHS will ensure employees are aware of the available dietary options and will actively promote these to consumers

### **Effective workforce/Staff development**

- Employees at all levels will be provided with ongoing professional development opportunities to enhance their responsiveness to diversity and inclusion
- Resources and information to support access, care and services for ATSI and GLBTI consumers is available and promoted to all staff

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**Key Aligned Documents:**

- [Australian Charter of Health Care Rights](#)
- KDHS Cultural Responsiveness Plan
- [HACC Diversity Plan](#)
- [Consumer and Community Participation Framework](#)
- [KDHS Communication Plan 2015-2018](#)
- [Interpreter and Language Services Policy](#)
- [Aboriginal Health Plan](#)
- [GLBTI Inclusive Practice Guideline](#)

**Key Legislation, Acts & Standards:**

- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)
- [Age Discrimination Act 1992](#)
- [Disability Discrimination Act 1992](#)
- [Equal Opportunity Act \(1995\)](#)

**References :**

Well Proud: A Guide to Inclusive Practice – Department of Health and Human Services  
Gay and Lesbian Health Victoria

[www.glhv.org.au](http://www.glhv.org.au)

Koolin Balit – DHHS Aboriginal Health Strategy

<https://www2.health.vic.gov.au/about/health-strategies/aboriginal-health>

Rainbow Network

[www.rainbownetwork.com.au](http://www.rainbownetwork.com.au)

Gay & Lesbian Health Victoria

**Author / Contributors:**

	<b>Date</b>	<b>Name</b>	<b>Position</b>
Author	01.03.2012	B McLaine C Jones	Quality/Risk Manager Community Health Manager
Reviewer/s	23.04.2015	B McLaine	Manager, Safety & Quality
	July 2015	Senior Management Team	
	15.08.2016	B McLaine	Manager, OPD

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CALD, ATSI, GLBTI, Responsive, Diversity, Language Services, Interpreting, Translating