

 ACCESS 2 PLACE HOUSING	CULTURAL DIVERSITY POLICY	Policy Number	QA06
		Version	2
		Date	December 2022
		Review Date	December 2024

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.

A2P also recognises the need to provide a culturally aware, supportive and safe workplace for employees.

3. Scope

This policy applies to all A2P employees and Board members.

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:

- Colleagues
- Board Members
- Tenants
- Applicants
- Other Stakeholders

5.2.2 are sensitive to the needs of people whose first language is not English; this includes Australia’s Aboriginal and Torres Strait Islander peoples;

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, tenants, or other stakeholders from culturally diverse backgrounds.

5.4. Employment

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

Through an Equal Employment Opportunities approach, A2P aims to expand the breadth of cultural representation amongst its employee base.

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

6. Procedure

6.1 Respecting Traditional Custodians

Staff and Board members are encouraged to be aware of the Traditional Place Names associated with the places where we work and undertake events. Where a member of A2P facilitates a formal event or meeting within the Adelaide Region traditionally owned by Kurna People, the employee will open the event with an Acknowledgement of Country, such as:

"I would like to begin by acknowledging the Traditional Owners of the land on which we meet today: the Kurna People; and pay my respect to Elders past and present."

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For formal A2P events and meetings that take place outside Karna Country, or if the employee is unsure who the Traditional Owners of the area are, alternative wording is provided below for use/adaptation as appropriate. If the Traditional Owners are known, they should be specifically acknowledged. Please note that the traditional ownership for some regions may not be established.

"I would like to begin by acknowledging the Traditional Owners of the land on which we meet today and pay my respect to Elders past and present."

6.2 Communication

A2P will provide options for people who may require translation or assistance with the English language (spoken and/or written). This 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;
- working with the person's nominated interpreter, such as a family member or friend – in this circumstance it is advised that staff confirm the interpreter's capacity and willingness to undertake this role.

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 may encompass people who:

- represent different cultural backgrounds
- come from different countries
- speak a language other than English
- have various religious beliefs

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](#)

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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](#)
- [A2P Code of Conduct](#)
- [A2P Cultural Charter](#)
- [A2P Tenant Engagement Strategy](#)
- [A2P 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.
December 2022	2	Stephanie Singleton	Document updated to be more contemporary and reflective of A2P's work on reconciliation (clause 6.1). Board members referenced more overtly.