

## Policy Statement

The Service has a commitment to providing services that respond to Service Users individual needs.

## Policy Protocols

- The Service will maintain a service culture that is inclusive and welcoming; that celebrates community diversity in all its forms (including cultural diversity, religious diversity, financial status, sexual preference, gender identity).
- The Service will develop and deliver services that are relevant and accessible to all members of the community including:
  - People from Aboriginal or Torres Strait descent;
  - People from culturally diverse backgrounds;
  - People who are financially disadvantaged;
  - People who are rurally isolated; and
  - People living with Dementia.
- Cultural issues and needs are incorporated into the Service Care Plan.
- The Service models and operations will be designed to adapt to demographic changes in the community.
- The Service will consult with local community members from diverse groups when developing forward service planning initiatives.
- The organisation will regularly review local demographic information to determine whether diverse groups are represented in the service in proportion to their local populations. Where this is not the case, the Service will investigate and take positive steps to ensure there are no barriers to access for diverse groups.
- The Service Team Members will undertake cultural awareness training/competency and in the use of translated materials and interpreting services to ensure a culturally appropriate service is provided.
- The Service will ensure easy accessibility to all its programs by:
  - Promoting them in the community in a manner that will reach the target group;
  - Implementing a clear transparent eligibility criteria;
  - Ensuring training of Team Members is designed to welcome and celebrate diversity; and
  - Ensuring information regarding “capacity to pay” is included in assessment and promotional material.