

Statement of Diversity and Cultural Inclusion.

Cultural diversity and cultural inclusion refers to creating and maintaining a workplace and culture that is respectful of all people including, but is not limited to: Aboriginal and Torres Strait Islander people; People from non-English speaking backgrounds; People from diverse racial, religious or cultural backgrounds; People with a disability; Gay, Lesbian, Transgender/gender diverse, Bisexual or Intersex people.

Livable is committed to:

- Ensuring a supportive workplace that respects and values diversity of customs, cultures and beliefs.
- Ensuring that its services are delivered in a manner that respects and values the customs, cultures and beliefs of its customers.
- Promoting employment opportunities and employment retention for Aboriginal and Torres Strait Islander People.
- Preventing harassment or discrimination of any kind.

Livable will ensure that its staff will:

- Demonstrate respect for cultural or religious customs and health practices including beliefs and taboos.
- Arrange for interpreters (including sign language interpreters) in circumstances where clients are unable to communicate easily in English.
- When conducting assessments for customers from culturally and linguistically diverse backgrounds or Indigenous communities they should be conducted in a manner that is culturally appropriate and respectful. This may also include using accredited interpreters where required, or involvement of a larger group of extended family members identified by the customer.
- Actively seek information from customers or where appropriate their family/carer about their customs, culture and beliefs where it may affect the provision of service (e.g. culturally appropriate diet preferences, or religious rituals or the need for staff to be of the same gender as the client).
- Attempt to meet specific requests from customers, where possible, to demonstrate respect for the client (e.g., assistance in religious practices or help with establishing social networks).



- Ensure where possible and if appropriate, that clients have access to staff (within the organisation and external services) from similar cultural or linguistic backgrounds.