



Diversity and Inclusion Policy



"My identity and what's important to me is acknowledged and valued.

Mā te rongo, ka mōhio; Mā te mōhio, ka mārama; Mā te mārama, ka mātau;
Mā te mātau, ka ora.

From listening comes knowledge; From knowledge comes understanding;
From understanding comes wisdom; From wisdom comes wellbeing.

Intent

We plan, implement and regularly review strategies to improve our responsiveness to diversity and to give better effect to [Te Tiriti o Waitangi](#) as part of service planning and development, quality improvement and performance review activities.

We prioritise cultural safety and promote an environment in which it is safe to ask the question "how do institutional and systemic racism and other inequities operate here?"

We recognise that inequality and discrimination occur in many forms. We respect and comply with the Human Rights Act 1993 and other laws addressing discrimination and inequality. Where relevant and practicable, we give effect to key international human rights instruments concerning



indigenous rights and the rights of tamariki, women, people with disabilities, Pasifika and other minorities.

Responsibilities

The board will support inclusive leadership of the organisation and apply this policy to its processes and decisions.

Management will:

- use recruitment and employment practices to comply with the law and this policy
- monitor, review, and report to the board, as appropriate, on the effectiveness of our systems and measures to:
 - remove discrimination
 - facilitate inclusion and responsiveness to diversity
- identify any systemic trends inconsistent with this policy and address them
- lead a culture that values diversity at all organisational levels.

Kaimahi and volunteers will participate in training and other initiatives to support implementation of this policy and to grow their skills and confidence to provide equitable and inclusive services.

Requirements

Non-discriminatory recruitment and review

Recruitment and appointment practices and decisions must comply with the [Human Rights Act 1993](#) and [Employment Relations Act 2000](#). They must not involve:

- any form of [unlawful discrimination](#) in the course of duties nor induce or attempt to induce others to do so



- victimisation, harassment or intimidation of anyone on a discriminatory ground or other circumstances.

Cultural competence will be assessed as part of recruiting new staff/kaimahi, reviewing performance and supporting development.

Concerns about unlawful discrimination and unfair treatment in recruitment and review processes will be raised and addressed by management or the board.

Accessible services

A range of strategies will be used to facilitate access to the organisation and respond to the needs of rangatahi, for example:

- interpreters and communication tools for when a person speaks a language other than English or uses Auslan, Braille, sign language
- venues are physically accessible
- rangatahi/whānau are linked with advocacy and identity-based consumer groups (eg LGBTI+, disabled groups) as needed
- strategies to grow and support our Disability confidence.

Rates of service usage and non-usage across diverse groups in the community will be monitored and reviewed (e.g by recording demographics such as ethnicity, gender, age, iwi and hapū affiliation) and results used to inform planning for accessibility.

Foster confidence

Training and induction for kaimahi and board members should address cultural competency and diversity issues (eg cultural safety training, working with LGBTI+ people, children with learning disabilities, adults with literacy issues).



Staff, kaimahi and volunteers will pronounce kupu Māori correctly, particularly the names of people and places and be supported to learn and use languages of the client group (e.g New Zealand Sign language, Samoan, te reo Māori, Auslan).

Kaimahi will be supported to access and use cultural supervision and cultural advice as needed.

Promote diversity

The rights of tangata whenua, the place of Te Ao Māori and value of diversity in the population will be supported. For example:

- diversity will be celebrated through visual materials and participation in community events (eg. signage, posters, website, celebrating Matariki, Samoan language week, Children's Day, Youth Week, International Day of Older Persons)
- Tikanga Māori will be adhered to as appropriate in governance and operations (e.g. mihi whakatau, waiata, whakamoemiti and karakia)
- relationships and networks will be built (where possible) with mana whenua and diverse stakeholders such as Pasifika organisations, advocacy and consumer groups (e.g LGBTI+, disabled persons & local muslim associations)
- opportunities will be provided for diverse stakeholders to express their views and participate in the organisation. For example:
 - new initiatives will be developed in consultation with those likely to be affected and/or benefit
 - job applicants who identify with a disability will be asked about reasonable accommodations they would need for the job
 - kaimahi are recognised for their cultural competence and given opportunities that recognise this (eg training other staff; leadership)



- feedback from rangatahi, whānau and other stakeholders about cultural safety and responsiveness of the organisation will be obtained and considered
- the parenting and caregiving roles of kaimahi are respected and supported through [flexible working](#), welcoming whānau of staff to the premises, appropriate provision for [breastfeeding pēpē](#).
- [the feedback and complaints mechanisms](#) will be accessible to rangatahi, their whānau and other stakeholders who have concerns and complaints about [discrimination or unfair treatment](#).

Learn, plan and improve

Our commitment to improving and growing our capacity to respond to Te Tiriti o Waitangi and diversity will be demonstrated in the way we:

- engage in reflective and self-aware practice and grow practice skills in safe and inclusive ways of working
- address diversity and inclusion in all strategic and organisational planning and review processes (e.g strategic planning, policy development and review, performance reviews
- assess proposals for new initiatives and review existing initiatives for likely impact on social and organisational inclusion before implementing them
- implement new developments in diversity practice as needed.

Breach

See [here](#) for examples of culturally unacceptable behaviours and consequences.

Compliance

Social Sector Accreditation Standards Level 2 Cultural competence; Client-centred services 2.0, 3.0; Level 3 Client-centred services 1.0



NZS 8134.1.1.4 Consumer rights, Recognition of Māori values and beliefs

NZS 8134.1.1.5 Consumer rights, Recognition of Pacific values and beliefs

NZS 8134.1.1.6 Recognition and respect of the individual's culture, values and beliefs

NZS 8134.1.1.7 Consumer rights, Discrimination

NZS 8134.1.1.8 Consumer rights, Good practice

NZS 8134.1.1.11 Consumer rights, Advocacy and support

Employment Relations Act 2000

Human Rights Act 1993

Helpful links

- [Cultural Competency and Responsiveness Plan](#)
- [Whāia Te Ao Mārama 2018 to 2022: The Māori Disability Action Plan](#)
- [Statement on cultural safety and He Ara Hauora Māori: A Pathway to Māori Health Equity.](#)
- <https://www.mcnz.org.nz/about-us/news-and-updates/statement-on-cultural-safety/>
- [Ola Manuia: Pacific Health & Wellbeing Action Plan 2020-2025](#)
- [Māori Health Strategy: He Korowai Oranga](#)
- [Lead Toolkit A guide for employing disabled people](#)
- [NZ Disability Strategy 2016-2026](#)
- [Employing Disabled People](#) ODI Guidance and resources

Digital resources

- [Learning and education modules on understanding bias in health care](#)
 - Understanding and addressing implicit bias



- [Who me- biased? He ngākau haukume tōku? HQSCNZ. \(youtube\)](#)
- Experiences of bias
- [TED talk: From the inside out diversity, inclusion, belonging Wendy Knight Agard, 2020.](#)

Review

Date: July 2021

Next review: by June 2023