

# DIVERSITY

**Civic is committed to supporting and promoting a culture of inclusion and diversity. Civic endeavors to promote respect in all that we do.**

Civic recognises diversity based on an individual's skills, interests, knowledge, identity, beliefs, heritage and aspirations. We acknowledge our differences which include culture, ethnicity, faith, age, class, disability, gender identity and expression, sexual orientation, and intersex status in our employees and our clients. We believe in the strength of a diverse workforce where the perspectives and life experiences of our people help us deliver great services to the people we support.

We also identify the CALD and ATSI communities which fall into the geographical catchment areas for our services, so we can serve them appropriately and encourage individual involvement in communities of the individuals' choice.

Civic works in ways that are both supportive and empowering of Aboriginal and Torres Strait Islander (ATSI) people and people from a culturally and linguistically diverse (CALD) background, their families and communities. Civic ensures all key information, including policies and procedures are available in Easy English / Plain

Language versions and can be explained to individuals using appropriate individualised communication supports.

Access to written or verbal information in languages other than English or in Braille will be arranged on request.

Civic builds cultural competency into the governance and management of the organisation by:

- Designing flexible and responsive services
- Employing staff from diverse cultural and language backgrounds
- Training, development and mentoring of staff to support reflective practice
- Active outreach to communities
- Networking and collaboration with all communities

We are committed to the principles of Equal Employment Opportunity (EEO) and ensure that all employees and potential employees are treated equitably and fairly.

We deliver services in a way that meets our legislative, regulatory and internal requirements for respecting all individual needs.

**Civic instructs that our services are always delivered in a culturally respectful way and seeks ways to continuously improve.**