



Transport solutions for people and communities

Diversity Policy

LINK Community Transport recognises and respects the diversity of the people and communities that we support. We are committed to developing and delivering services that respond to people's specific needs, and to continually improving our capacity to accommodate them. We support employees, volunteers and customers from diverse languages, religions, ethnicity, cultures, abilities, sexual orientations, personal characteristics, backgrounds, and situations.

Objectives:

The purpose of this policy is to ensure:

- LINK staff, volunteers and customers recognise, value and respect diversity;
- Customer's with diverse needs can access LINK services and are free from stigma, discrimination, and stereotyping; and
- LINK's services are culturally appropriate and sensitive to the confidentiality of a person's diversity as determined by the customer.

Responsibilities:

LINK will be promoted in a manner which ensures broad community awareness of cultural needs and inclusion. All staff are responsible for implementation and compliance monitoring of the policy in their work areas:

- a) To support a deeper awareness, comprehension and appreciation of customer needs, choices and decision making;
- b) To improve practices sensitive and relevant to the diversity of customers;
- c) To support sustainability of LINK into the future by nurturing an inclusive environment that is creative, flexible, productive, and competitive;
- d) Implement strategies that promote diversity within LINK, including but are limited to, Equal Employment Opportunity and Anti-discrimination and Harassment policies, Internal Grievance procedures, flexible working arrangements for staff and volunteers, and
- e) Promote LINK's Code of Conduct which articulates standards of behaviour consistent with encouraging diversity.

All staff and volunteers have the responsibility to:

- Inspire trust always and role model LINK's values and integrity;
- Ensure attendance and participation in training and development in customer engagement, participation, and feedback;
- Ensure that the principles and components within this policy are applied in daily work, and
- Provide feedback to managers regarding processes and practices, so that the organisation can learn and improve on what it does.

Rick Lawford
Chief Executive Officer, February 2017

Context and/or Referenced Documents

[Disability Act 2006](#) – (Vic)

[Charter of Human Rights and Responsibilities Act 2006](#) – (Vic)

[Disability Discrimination Act 1992](#) – (Cth)

[Multicultural Victoria Act 2004](#) – (Vic)

[Sex Discrimination Act 1984](#) – (Cth)

[Racial Discrimination Act 1975](#) – (Cth)

[Age Discrimination Act 2004](#) – (Cth)

[Equal Opportunity Act 2010](#) – (Vic)

[Aboriginal Heritage Act 2006](#) – (Vic)

[National Standards for Disability Services \(DSS\) – 2013](#)

Version History

Version Number	Date	Summary of Changes
1	February 2017	Established a Crisis & Emergency Response Policy
1.1	February 2018	Update policy with new template

Authorisation

Authorization	Date	Next Review Date
Author: Miranda Blok, HSEQRC Coordinator	February 2018	February 2019
Authorized by: Sohail Pasha, Finance & Business Services Manager	February 2018	February 2019