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## 1.05 Cultural Safety and Diversity Policy

Practice Standard linked to: 1. Rights and Responsibilities / 1.2 Individual values and beliefs

### Purpose

This policy supports an organisational commitment to recognising, supporting and promoting cultural safety and diversity among Muddy Puddles team members (employees, volunteers and contractors), children, families and carers, and to reducing the sense of personal risk that some people experience when coming to a program or service.

A culturally safe and diverse environment is one where people feel safe and draw strength from their identity, culture and community.

### Scope

This policy recognises diversity in:

- gender
- age
- language
- ethnicity
- cultural background
- disability
- sexual orientation
- religious beliefs
- family responsibilities

and other ways in which people are different, such as:

- educational level
- life experience
- work experience
- marital status
- socio-economic background, and
- personality.

### References

Age Discrimination Act 2004  
Disability Discrimination Act 1992  
Racial Discrimination Act 1975

Sex Discrimination Act 1984  
Anti-Discrimination Act 1977 (NSW)  
Australian Human Rights Commission Act 1986

## Related policies

Rights and Responsibilities Policy  
Service Access Policy  
Service Design and Planning Policy  
Board Recruitment, Induction and Training Policy  
Employee Recruitment and Induction Policy  
Employee Supervision and Development Policy  
Volunteer Management Policy

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## Muddy Puddles Team members

When advertising for, recruiting and developing employees, volunteers and contractors, Muddy Puddles must ensure that:

- opportunities are advertised through a variety of channels, including community centres, local community groups and cultural associations
- recruitment documentation uses clear language and avoids jargon
- recruitment documentation encourages people with diverse backgrounds to apply
- job criteria are clearly defined and based on what needs to be done, not how it should be done
- opportunities to train and develop people with the right abilities are recognised
- reasonable adjustments are made to accommodate people with disabilities when applying for a position, attending interviews, and carrying out their duties if selected
- employment decisions are based on merit, and are transparent, equitable and procedurally fair
- work and training arrangements are flexible (hours, attendance times, location, leave)
- individual performance goals reflect diversity
- all team members have been trained in, or are given documentation on, understanding diversity and developing an awareness of unconscious bias
- all team members are encouraged to contribute ideas for policies, programs and services

## Children and Young People, Families and Carers

When supporting cultural safety and diversity amongst the children and young people at Muddy Puddles and their families, guardians and carers, Muddy Puddles must:

- work closely with local cultural groups, such as Aboriginal and Torres Strait Islanders, to understand and respond to cultural safety needs
- develop positive relationships of trust and understanding to convey respect for diversity
- provide support to remove barriers to accessing services, such as finding translation services
- provide information on and referrals to other services that may provide culturally specific programs and supports



- ensure important information (such as service descriptions and the Feedback and Complaints Policy) is available in a language that clients can fully understand
- recognise cultural differences in parenting practices and codes of behaviour according to age and/or gender
- recognise that some cultures rely on family to resolve issues regarding their children and may not be used to working collaboratively with a service provider
- discuss children’s emotional or behavioural difficulties within their cultural context, in a supportive and non-judgemental manner
- work with clients to develop culturally appropriate services and personal goals for each child.

### Versions and approval

Version	Change	Approved by	Date Approved	Review Date
V2.0	Update to new template; align with NDIS Practice Standards	Board	August 2019	August 2021
V1.1		Board Chair	June 2018	June 2019
V1.0		Board Chair	May 2017	May 2018

