

Policy Statement

MVACTG Inc. has a commitment to providing services that respond to Consumers individual needs.

Policy Protocols

- MVACTG Inc. will maintain a service culture that is inclusive and welcoming; that celebrates community diversity in all its forms (including cultural diversity, religious diversity, financial status, sexual preference, gender identity).
- MVACTG Inc. will develop and deliver services that are relevant and accessible to all members of the community including:
 - People from Aboriginal or Torres Strait descent;
 - People from culturally diverse backgrounds;
 - People who are financially disadvantaged;
 - People who are rurally isolated; and
- Cultural issues and needs are incorporated into the Service Care Plan.
- The Service models and operations will be designed to adapt to demographic changes in the community.
- MVACTG Inc. will consult with local community members from diverse groups when developing forward service planning initiatives.
- The organisation will regularly review local demographic information to determine whether diverse groups are represented in the service in proportion to their local populations. Where this is not the case, the Service will investigate and take positive steps to ensure there are no barriers to access for diverse groups.
- MVACTG Inc. Team Members will undertake cultural awareness training/competency and in the use of translated materials and interpreting services to ensure a culturally appropriate service is provided.
- MVACTG Inc. will ensure easy accessibility to all its programs by:
 - Promoting them in the community in a manner that will reach the target group;
 - Implementing a clear transparent eligibility criteria;
 - Ensuring training of Team Members is designed to welcome and celebrate diversity; and
 - Ensuring information regarding “capacity to pay” is included in assessment and promotional material.

Related Procedures

- [PRO 3.03-1](#) Access to Service and Promotion of Services
- [PRO 3.04-1](#) Diversity

**Manning Valley & Area Community Transport Group Inc.
Section 3 Service Delivery
Policy 3.04-v2 Diversity**

Standard

HCS 2, 3
DSS 1, 2,
5

Relevant Standard

Home Care Standards

- 2. Appropriate Access & Service Delivery
- 3. Consumers Rights & Responsibilities

Disability Service Standards

- 1. Rights
- 2. Participation & Inclusion
- 5. Service Access

Policy History

No: 3.04-v2	Diversity		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
30/6/18	8/3/16	See improvement request	Team members	Meeting	17/3/16