

PURPOSE

This policy outlines Nextt’s commitment to a diverse workforce and support environment as part of a broader and valued diverse communityⁱ. Nextt knows that respect for diversity creates innovation, inclusion and stronger outcomes for clients, employees and communities. Nextt will provide information to employees, clients and their representatives, about how Nextt ensure that all programs and services it provides have a diverse and multifaceted workforce to provide support and services to people of all backgrounds regardless of:

- Gender
- Sex
- Ethnicity
- Socio-economic status
- Ability
- Thinking styles
- Experience
- Sexuality
- Age
- Language
- Religion

Nextt recognises that employees and clients and their representatives have different cultural, linguistic, educational and employment backgrounds, age groups and gender identity and needs. Nextt recognises and respects each individual’s right to expression of their identity and works in partnership with clients and employees to recognise these rights.

Nextt also recognises that cultural competence involves not only ensuring that cultures are represented within an organisation (cultural diversity), but also that the values and practices of the organisation actively support and promote the safe expression of cultural identity. Nextt wants to ensure that cultural safety goes beyond cultural awareness and ‘involves actions that recognise, respect and nurture the unique cultural identity of a person and safely meet their needs, expectations and rights.’ⁱⁱ

BACKGROUND

Nextt has both an ethical and a regulated requirement to comply with the relevant Standards which include ensuring people from diverse backgrounds, including First Nations People, are provided with every opportunity to access supports and services.

Employment opportunities are included in this and Nextt is committed to ensuring its workforce is diverse and appropriate to the needs of clients wherever possible.

SCOPE

This policy includes employees and all clients of Nextt programs and services.

DEFINITIONS

Key Term	Definition
CALD	Cultural and Linguistic (language) Diversity

LGTBIQA+	lesbian, gay, bisexual, transgender, intersex variation, queer (or questioning), and asexual.
First Nations People	A term inclusive of all Aboriginal and Torres Strait Islander People

POLICY STATEMENT

- Nextt will provide a service or support to any person regardless of gender, ethnicity, socio-economic status, physical and mental ability, thinking styles, experience, sexual orientation, age or language.
- Nextt will refer appropriately (and reserve the right to refer appropriately) if we are unable to provide a service or support due to any reason and will advise the client of the reasons should we be unable to deliver the required support.
- Nextt will ensure employees have access to training in providing support to a diverse community.
- Nextt will assist Clients to access information in an appropriate format, if we do not have it in our resources. This will be accomplished by accessing the National Interpreting Services and seeking input into the development of individual's goals and plans.
- Nextt values and respects individual's rights to maintain links to their culture and fosters relationships with other service providers to ensure individuals have access to appropriate and culturally respectful services and supports.
- Nextt has clear reporting procedures in place to ensure any type of discrimination or harassment is reported and follow up procedures ensure accountability and prevention of future incidents.
- Information will be regularly analysed to ensure our workforce is appropriate to the needs of clients.
- Where a specific role is recruited to that requires an exemption from existing anti discrimination laws, People and Culture will note the relevant legislation in any advertisement as it may apply to that state. A summary of the applicable legislation is located [here](#) and further detailed within the EEO policy.

RESPONSIBILITIES

All employees are responsible for ensuring culturally safe environments and supports are provided to all clients, employees and other people who may be engaged with Nextt

Workforce needs are collected as part of the regional recruitment coordinators KPI reports and presented to National Managers and Senior Managers Client Experience upon request. Data collected will reflect population needs for a catchment (Regional) and/or area strategies that are coordinated by the Nextt Senior Managers Client Experience.

CONTINUOUS IMPROVEMENT

Nextt demonstrates ongoing compliance with standards related to diversity through an external audit process. Internal audits review that we are appropriately recognising diversity and responding to it by ensuring relevant actions are in place that are sensitive and responsive to this diversity.

APPROVAL AND REVIEW

This policy and procedure will remain subject to continuous improvement through feedback from staff, clients, and external stakeholders, and with reference to any new legislative guidance or relevant empirical research, or best practice.

Document owner:	Quality and Risk	Policy Area	Human Rights and Responsibilities
Approved By	Chief People Officer CPO	Date Approved:	13/12/2024
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REVISION RECORD

Date	Version	Revision Description Summary
30/09/2022	V2	Migration to updated template including new ACIS practice standards
13/12/2024	V3	Review and update

ⁱ This policy has been developed with resources from Breaking New Ground NGO Services On Line, other source materials are referenced individually through document.

ⁱⁱ NSW Department of Family and Community Services, Aboriginal Cultural Competency Standards: A Self-Assessment Process for Community Housing Providers(2016)