

JAPARA

JAPARA HEALTHCARE LIMITED

ACN 168 631 052

Diversity Policy

**Approved by the Board of Japara Healthcare Limited
7 June 2019**

Diversity

Policy statement

Japara's vision is to enrich every life we touch, supported by a value set which includes compassion, respect, excellence and accountability.

Japara values and respects the diversity of its staff, residents and others. Japara recognises the importance and benefits of a diverse workforce and is committed to complying with all legislation through non-discriminatory employment and management practices. Japara also supports its workforce to identify and provide appropriate care and lifestyle, and options that meet the diverse needs of its residents as well as supporting choice and independence.

Japara seeks to provide an environment which maximises the talent, potential and contribution of all staff whilst providing culturally safe care and lifestyle so that residents and staff feel respected, valued and safe. Japara also seeks to embed safe and inclusive practices in how it delivers care, lifestyle and other services within its service environment.

Japara is committed to:

- Recruiting and appointing the best available staff where suitability will be assessed according to merit and include skills, qualifications, abilities, prior work performance and aptitude;
- Treating staff on the basis of merit and not on the basis of personal characteristics such as their race, age, sex or physical attributes;
- Providing a workplace for all staff, contractors, volunteers and other stakeholders which is free of discrimination;
- Educating its workforce on how to describe, recognise and value resident and staff diversity and promote cultural awareness in everyday practice;
- Supporting its workforce and residents by having regard to individual needs and circumstances;
- Treating any complaints of discrimination seriously, confidentially, impartially and in a timely manner;
- Promoting appropriate standards of conduct at all times;
- Encouraging the reporting of behaviour which breaches this Policy; and
- Providing an effective procedure for reports and complaints.

Standards that inform this Policy

Federal Legislation

- Age Care Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Workplace Gender Equality Act 2012

- Fair Work Act 2009
- Occupational Health and Safety Act 2004 (and Regulations made under that Act)

Victorian Legislation

- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Workplace Injury Rehabilitation and Compensation Act 2013

New South Wales Legislation

- Anti-discrimination Act 1977
- Work Health and Safety Act 2011

Tasmanian Legislation

- Tasmania – Anti-Discrimination Act 1998
- Work Health and Safety Act 2012

Queensland Legislation

- Queensland – Anti-Discrimination Act 1991
- Work Health and Safety Act 2011

South Australian Legislation

- South Australia – Equal Opportunity Act 1984
- Work Health and Safety Act 2012

Related documents

Continuous Improvement Process
Grievance Procedure
Privacy Policy

Policy Guidelines

What is Equal Employment Opportunity

Equal Employment Opportunity (EEO) means that all staff are treated equitably and fairly. It also means promoting a work environment free from discrimination and harassment.

Japara is committed to integrating the principles of EEO within its planning framework and will apply these principles in its management and operations.

Japara is also committed to using the full potential of its workforce in an open and flexible way. Accordingly, all staff are entitled to access employment, promotion, training, transfers and the benefits of employment on the basis of merit, and will be assessed on the basis of their skills, qualifications, abilities, prior work performance and aptitude.

Japara is committed to providing the time and resources necessary to promote and further the objectives of EEO.

What is Discrimination

Direct discrimination is any action or inaction which specifically excludes a person or a group from a benefit or opportunity, or significantly reduces their chances of obtaining it because a personal characteristic, irrelevant to the situation, is applied as a barrier. That is, a person, or group of people is treated less favourably because they possess a characteristic listed as a ground for discrimination, e.g. age, sex, race, disability or marital status.

Indirect discrimination may occur if the outcomes of rules, practices and decisions of Japara, which appear to treat people equally and to be neutral, actually have an adverse effect on a group of staff or individuals thus reducing a benefit or opportunity. This relates to any practice that appears fair in form but is discriminatory in outcome.

Grounds for discrimination

Following is a list of some of the grounds on which it is unlawful to discriminate against others in the workplace:

Age	Marital or relationship status
Sex	Disability (including mental, physical, intellectual or psychiatric)
Sexual orientation	Potential pregnancy
Gender identity	Pregnancy
Intersex status	Industrial activity
Sexual harassment	Lawful sexual activity
HIV/AIDS vilification	Trade union activity
Physical features	Religious or political beliefs or activities
Breastfeeding	Irrelevant criminal or medical records
Race (including colour, descent, national extraction, social origin, ethnic, ethno religious/ national origin)	Personal association with anyone with any of the above characteristics.
Parental or Carer status/ family responsibilities	

Responsibilities of all staff

All staff are expected to:

- Adhere to this Diversity Policy;
- Treat other staff with respect, courtesy and sensitivity and treat those with whom they deal equitably as a condition of employment;
- Treat all residents, families, visitors, contractors and volunteers with respect and dignity, recognising individual cultural identities so they can be understood and lead to better care and service outcomes;
- Offer support to anyone who believes that they are being discriminated against or harassed and let them know where they can get help, support or advice;
- Maintain confidentiality if they provide information during the investigation of a report or complaint. Spreading of gossip or rumours may expose staff to defamation action; and
- Maintain confidentiality in relation to the cultural and diverse care and lifestyle choices of residents and not use any information outside the scope of their role.

Responsibilities of Management

All Managers / Supervisors are expected to:

- Role model appropriate behaviour;
- Promote this Diversity Policy amongst staff;
- Support and guide staff in recognising, supporting and valuing resident and staff diversity and cultural uniqueness;
- Investigate concerns promptly, discreetly and professionally and provide a support option for residents and staff;
- Take early corrective action to deal with actual or alleged discriminatory, harassing or bullying behaviour; and
- Refer reports and complaints to the General Manager-Human Resources if they feel they are not the best person to deal with such matters.

Complaints Procedure

Where individuals can get help, advice or make a report or complaint

Staff who believe they or someone else is being discriminated against are advised to approach their Manager / Supervisor or the General Manager-Human Resources to get help or advice, or to make a report or complaint.

If you have been discriminated against

There are a number of different ways in which discrimination can be addressed. This includes informal action such as trying to resolve the matter directly with the other party involved, if the staff member feels confident enough to do so. Formal action can also be taken by making a written report or complaint to Japara Management (to your Manager/ Supervisor or the General Manager-Human Resources).

It is important to note that a staff member with a concern or complaint has the right not to proceed with a formal action. However, where a situation is serious and/or involves conduct that is contrary to Japara's policies or procedures, Japara reserves the right to act in its or another party's best interest by taking

any action it deems appropriate in the circumstances. This means that if a staff member does not want anything done about a concern or complaint, Japara reserves the right to take action through Management.

Grievance process and guidelines

How do I raise a grievance?

Refer to the Japara Grievance Procedure that applies to all Japara staff and can be utilised by Japara affiliates including contractors.

Role of the Board

The board of directors of Japara (Board) is responsible for setting Japara's values and establishing high ethical standards to be instilled and observed throughout the company. The Board has approved this Diversity Policy which encapsulates Japara's diversity aspirations.

The contemporariness and effectiveness of this Diversity Policy is reviewed each year by the Board with assistance from its Remuneration and Nomination Committee and Senior Management. Objectives and supporting initiatives are set for targeted areas of change and improvement, with progress being monitored by the Board.

The Board also assesses gender diversity and gender pay equity annually.
