



INVICTA Care Cultural Competence and Diversity Policy

At INVICTA Care, we believe in the inherent value of diversity and are committed to fostering an inclusive environment that celebrates and respects the unique qualities of every individual. This Diversity Policy outlines our dedication to creating a workplace and service delivery framework that is reflective of the diverse communities we serve as an NDIS service provider in Australia.

1. Purpose and Scope

The purpose of this Cultural Competence and Diversity Policy is to demonstrate Invicta Care's commitment to cultural competence and diversity, addressing the unique needs of participants from diverse backgrounds. This policy aligns with the National Disability Insurance Scheme (NDIS) service providers' requirements in Australia.

2. Policy Statements

Invicta Care is dedicated to promoting cultural competence and diversity within its service delivery. The organization commits to:

2.1. Cultural Competence

We recognize and respect the diversity of cultures in Australia and commit to fostering cultural competence among our team members. This includes ongoing training to enhance cultural awareness and sensitivity, ensuring our services are responsive to the diverse needs of our clients.

Invicta Care will:

- Acknowledge and respect the diverse cultures, values, and beliefs of participants and their families.
- Provide training and resources to staff to enhance cultural competence and understanding.

2.2. Accessibility and Inclusivity

INVICTA Care is dedicated to ensuring that our physical spaces, digital platforms, and communication methods are accessible to all. We strive to accommodate the needs of individuals with disabilities, promoting inclusivity in every aspect of our service provision.

Invicta Care will:

- Ensure that services are accessible and inclusive to participants from diverse backgrounds, including those from culturally and linguistically diverse (CALD) communities.
- Implement strategies to remove barriers that may hinder access to services.

2.3. Communication and Transparency:

This Diversity Policy will be communicated to all employees, stakeholders, and service users. We are committed to transparency in our diversity and inclusion efforts, providing regular updates on progress and areas for improvement.

Invicta Care will:

- Promote effective communication with participants by considering language preferences and providing communication support where necessary.

Utilize interpreters and translated materials to ensure information is understood by participants.

2.4. Commitment to Diversity and Inclusion:

We are dedicated to cultivating a workplace and service culture that appreciates and values diversity in all its forms, including but not limited to, age, gender, race, ethnicity, sexual orientation, disability, and cultural background.

Invicta Care will:

- Foster an inclusive and respectful environment that values diversity, including but not limited to age, gender, ethnicity, religion, sexual orientation, and disability.
- Address discriminatory behaviors promptly and take corrective actions.

2.5. Individualized Support Plans

Invicta Care will:

- Develop individualized support plans that consider and respect the cultural and diversity-related needs of participants.
- Regularly review and update support plans to align with any changes in participants' preferences or requirements.

2.6. Collaboration with Cultural Communities

We actively engage with the diverse communities we serve, seeking input, feedback, and collaboration to enhance the cultural responsiveness of our services. Community partnerships will be nurtured to ensure that our practices align with the needs and expectations of our service users.

Invicta Care will:

- Collaborate with cultural and community organizations to understand and address the unique needs of participants from diverse backgrounds.
- Seek guidance from community leaders to enhance cultural competence.

2.12. Continuous Learning and Improvement:

·We are committed to continuous learning and improvement in our diversity and inclusion practices. Regular reviews of our policies, training programs, and service delivery methods will be conducted to ensure ongoing responsiveness to the evolving needs of our diverse community.

2.13. Reporting and Accountability:

·INVICTA Care encourages employees to report any concerns related to diversity and inclusion. We will investigate all reports promptly, ensuring a fair and unbiased resolution. Our leadership team is accountable for promoting diversity and inclusion across the organization.



2.7. Staff Recruitment and Training

Invicta Care will:

- Implement inclusive recruitment practices to ensure a diverse workforce.
- Provide ongoing training for staff on cultural competence and diversity awareness.

2.8. Grievance Resolution

Invicta Care will:

- Establish clear procedures for addressing grievances related to cultural competence and diversity.
- Investigate and resolve concerns promptly, ensuring that participants feel heard and supported.

2.9. Equal Opportunities:

·INVICTA Care is committed to providing equal opportunities for all employees and service users. We ensure that our recruitment, training, and service provision practices are free from discrimination and provide fair chances for everyone.

2.10. Preventing Discrimination and Harassment:

·Discrimination and harassment have no place in our organization. We maintain a zero-tolerance policy, actively preventing and addressing any instances of discrimination or harassment based on attributes such as race, gender, disability, or other protected characteristics.

2.11. Employee Resource Groups:

·INVICTA Care supports the establishment of Employee Resource Groups (ERGs) to provide a platform for employees to share experiences, promote understanding, and contribute to the development of an inclusive workplace.





3. Responsibilities

All staff members at Invicta Care share the responsibility for implementing and upholding this Cultural Competence and Diversity Policy. The management team oversees the policy's implementation, monitors progress, and makes adjustments as necessary.

4. Review

This policy will be reviewed annually or as needed to ensure its continued relevance and effectiveness in promoting cultural competence and diversity.

At INVICTA Care, diversity is not only embraced but celebrated as a source of strength and richness. This policy reflects our dedication to creating an inclusive and equitable environment where everyone, regardless of their background, feels valued, respected, and empowered. We believe that by embracing diversity, we enhance the quality and impact of the services we provide as an NDIS service provider in Australia.

This Cultural Competence and Diversity Policy reflects Invicta Care's commitment to addressing the unique needs of participants from diverse backgrounds, aligning with the NDIS service providers' requirements in Australia.