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| Key policies, guidelines and frameworks |
| Designing for Diversity |

Designing for diversity should always be undertaken in accordance with best practice. This resource collates the key policies, guidelines and frameworks set out by Commonwealth government, Victorian government, the department and other bodies relating to human rights, Aboriginal communities, cultural and linguistic diversity, gender, disability and people from lesbian, gay, bisexual, trans and gender diverse and intersex (LGBTI) communities. As well as current documents we have also included resources that have yet to be superseded.

Key documents

| Category | Commonwealth Government | Victorian Government | Departmental |
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| All elements of diversity | [Human Rights and Equal Opportunity Commission Act 1986](http://www.austlii.edu.au/au/legis/cth/num_act/hraeoca1986512/) <http://www.austlii.edu.au/au/legis/cth/num\_act/hraeoca1986512/>Establishes the Human Rights Commission as an independent statutory organisation tasked with the promotion and protection of human rights in Australia in accordance with various international treaties, conventions and declarations.[Australian Charter of Healthcare Rights in Victoria](https://www2.health.vic.gov.au/about/participation-and-communication/australian-charter-healthcare-rights/about-the-charter)<https://www2.health.vic.gov.au/about/participation-and-communication/australian-charter-healthcare-rights/about-the-charter>Describes the rights of patients and consumers of the healthcare system in Victoria. Has three guiding principles : 1) that everyone has the essential right to access healthcare; 2) that the government is committed to everyone’s right to have the highest possible standard of health and 3) that peoples’ different cultures and ways of life in Australian society should be acknowledged and respected. | [Charter of Human Rights and Responsibilities Act 2006](http://www.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/index.html)<http://www.austlii.edu.au/au/legis/vic/consol\_act/cohrara2006433/index.html>Sets out the basic rights, freedoms and responsibilities of people in Victoria. Requires all Government employees to act compatibly with these fundamental human rights when developing and enacting policies or making any decisions.[Equal Opportunity Act 2010](http://www.austlii.edu.au/au/legis/vic/consol_act/eoa2010250/)<http://www.austlii.edu.au/au/legis/vic/consol\_act/eoa2010250/>Encourages the identification and elimination of discrimination and sexual harassment and their causes, and promotes progression towards greater equality. Makes discrimination based on characteristics such as race or gender illegal.[Family Violence Diversity and Intersectionality Framework](http://www.vic.gov.au/familyviolence/designing-for-diversity-and-intersectionality/diversity-and-intersectionality-framework.html)<http://www.vic.gov.au/familyviolence/designing-for-diversity-and-intersectionality/diversity-and-intersectionality-framework.html>Provides a framework to consider the key principles that underpin diversity and intersectionality in design. Assists understanding of diversity and intersectionality and how they interact in the area of family violence. | [Delivering for All – Access and Equity Framework 2013-17](http://www.dhs.vic.gov.au/about-the-department/plans%2C-programs-and-projects/plans-and-strategies/key-plans-and-strategies/delivering-for-all)< http://www.dhs.vic.gov.au/about-the-department/plans,-programs-and-projects/plans-and-strategies/key-plans-and-strategies/delivering-for-all>The Department’s four year framework outlining its commitment that services are accessible to all Victorians. This includes ensuring services meet diverse needs, improving diversity competency and better identifying discriminatory practices.[Human Services Quality Standards and Client Engagement Framework](http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies%2C-guidelines-and-legislation/human-services-standards)< http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/human-services-standards>Outlines service quality standards for department-funded and –managed services. Aims to reduce red tape and ensure all service providers give the same quality of service with respect to the department’s four service delivery standards of Empowerment, Access and Engagement, Wellbeing and Participation. |
| Cultural, linguistic and faith communities | [Commonwealth Racial Discrimination Act 1975](http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/)<http://www.austlii.edu.au/au/legis/cth/consol\_act/rda1975202/>Makes racial discrimination in a number of areas illegal, including both explicit discrimination and laws that appear fair but have an unfair effect on more people of a particular race or background than others. The act overrides any state legislation with inconsistent provisions.[Commonwealth Racial Hatred Act 1995](http://www.austlii.edu.au/au/legis/cth/num_act/rha1995109/)<http://www.austlii.edu.au/au/legis/cth/num\_act/rha1995109/>Extends the RDA to allow people to make complaints to the Australian Human Rights Commission about racially offensive or abusive behaviour in addition to discrimination such as employment bias. It covers public acts with particular exceptions including if the behaviour is part of an artistic work or an academic publication.[Multicultural Australia: United, Strong, Successful – Australia’s Multicultural Policy 2017](https://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/publications/the-people-of-australia-australias-multicultural-policy)<https://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/publications/the-people-of-australia-australias-multicultural-policy>Outlines the government’s strategic direction and priorities for multicultural policy. Emphasises the importance of diversity but also of the rule of law and the responsibilities Australians have.[Multicultural Access and Equity Policy 2015](https://www.dss.gov.au/settlement-and-multicultural-affairs/programs-policy/multicultural-access-and-equity/multicultural-access-and-equity-resources)<https://www.dss.gov.au/settlement-and-multicultural-affairs/programs-policy/multicultural-access-and-equity/multicultural-access-and-equity-resources>This document is designed for Commonwealth departments and agencies. It aims to build understanding about the barriers to access and equity in government services that Australians from culturally and linguistically diverse backgrounds may experience, and provide staff with practical ways to overcome them | [Multicultural Victoria Act 2011](http://www.multicultural.vic.gov.au/about-us/legislation/multicultural-victoria-act-2011)<http://www.multicultural.vic.gov.au/about-us/legislation/multicultural-victoria-act-2011>Recognises the existence and importance of Victoria’s cultural, religious, racial and linguistic diversity. Establishes that all Victorians have: “a) the freedom and opportunity to preserve and express their cultural heritage; and (b) the freedom and opportunity to participate and contribute to the cultural, economic and political life of Victoria; and (c) equal rights and responsibilities under the laws of Victoria.”[Victorian. And proud of it – Victoria’s Multicultural Policy Statement 2017](https://proud.vic.gov.au/multicultural-policy-statement/)<https://proud.vic.gov.au/multicultural-policy-statement/>Affirms the Victorian Government’s commitment to multiculturalism and summarises the initiatives the government is taking in this area, including initiatives being led by DHHS[Racial and Religious Tolerance Act 2001](http://www.austlii.edu.au/au/legis/vic/consol_act/rarta2001265/)<http://www.austlii.edu.au/au/legis/vic/consol\_act/rarta2001265/>Prohibits public acts that encourage or incite racial hatred. For example, making racist statements in a publication or a public speech. | [Delivering for Diversity – Cultural Diversity Plan 2016-19](https://www2.health.vic.gov.au/about/publications/policiesandguidelines/dhhs-delivering-for-diversity-cultural-diversity-plan-2016-19)<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/dhhs-delivering-for-diversity-cultural-diversity-plan-2016-19>Outlines the ways in which the department plans to embed cultural diversity and cultural responsiveness in its services and programs. Outlines the priorities and key actions for responding to cultural and linguistic diversity across the range of departmental and funded services.[DHHS Language services policy and guidelines](https://www.dhhs.vic.gov.au/publications/language-services-policy)<https://www.dhhs.vic.gov.au/publications/language-services-policy>Aimed at supporting departmental staff and funded organisation in the planning and provision of language services for migrants, refugees and people seeking asylum, and those who use sign language. Explains how and when language services such as interpreting and translation should be offered to clients or their carers based on both best practice and legislative requirements [Guide to asylum seeker access to health and community services in Victoria](https://www2.health.vic.gov.au/about/populations/refugee-asylum-seeker-health)<https://www2.health.vic.gov.au/about/populations/refugee-asylum-seeker-health>Outlines the special arrangements that apply to people seeking asylum in Victoria when accessing health and community services. The Victorian Government provides people seeking asylum with free hospital and medical care (with some exceptions) and a number of other subsidies outlined in the Guide.[Refugee and Asylum Seeker Health Action Plan 2014-18 (not current)](https://www2.health.vic.gov.au/about/populations/refugee-asylum-seeker-health)<https://www2.health.vic.gov.au/about/populations/refugee-asylum-seeker-health>This document is not current in terms of government policy, but gives background information on the situation of refugees and people seeking asylum in Victoria and the department’s response.[Cultural Responsiveness Framework: guidelines for Victorian health services](https://www2.health.vic.gov.au/about/populations/cald-health)<https://www2.health.vic.gov.au/about/populations/cald-health>Outlines the government’s approach to cultural responsiveness in health services focusing on four key areas: organisational effectiveness, risk management, consumer participation and effective workforce. |
| Gender | [The Workplace Gender Equality Act 2012](https://www.dss.gov.au/our-responsibilities/women/programs-services/economic-security/the-workplace-gender-equality-act-2012)<https://www.dss.gov.au/our-responsibilities/women/programs-services/economic-security/the-workplace-gender-equality-act-2012>Builds on the prior Equal Opportunity for Women in the Workplace Act with the objects of improving gender equality in employment and remuneration, reducing discrimination and improving business productivity through increased equality. | [Safe and Strong: Victorian Gender Equality Strategy](http://www.vic.gov.au/women/gender-equality/a-victorian-gender-equality-strategy.html)<http://www.vic.gov.au/women/gender-equality/a-victorian-gender-equality-strategy.html>Outlines the Victorian government’s commitment to reduce gender equality in all areas of the community, particularly in terms of attitudes and behaviours, with a strong focus on family violence and reducing violence against women in light of the Royal Commission into Family Violence. Aims to encourage specific changes in schools, workplaces, community groups, sporting associations and the media and describes how progress on these issues will be tracked. | [Improving men’s health and wellbeing: strategic directions](https://www2.health.vic.gov.au/about/publications/policiesandguidelines/Improving%20mens%20health%20and%20wellbeing%20strategic%20directions)<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/Improving%20mens%20health%20and%20wellbeing%20strategic%20directions>Provides leadership and guidance to focus attention and direct action on key issues affecting the health and wellbeing of Victorian men It identifies four key areas for action: build understanding of men’s health issues, improve the health system’s responsiveness to men’s needs, strengthen health interventions targeting men, focus attention on priority health conditions. |

|  | **Commonwealth Government** | **Victorian Government** | **Departmental** | **Other organisations** |
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| **Aboriginal Communities** | [Closing the Gap](https://www.dpmc.gov.au/indigenous-affairs/closing-gap)<https://www.dpmc.gov.au/indigenous-affairs/closing-gap>A set of targets first set in 2008 for improvements in the health and wellbeing of Aboriginal and Torres Strait Islander people in areas of health, education and employment. Specifically focuses on narrowing the gap between health outcomes for this cohort and non-Indigenous people[National Cultural Respect Framework 2016-2026](http://healthbulletin.org.au/articles/cultural-respect-framework-2016-2026-for-aboriginal-and-torres-strait-islander-health/)<http://healthbulletin.org.au/articles/cultural-respect-framework-2016-2026-for-aboriginal-and-torres-strait-islander-health/>A guideline for health departments and the health sector on how to improve the cultural responsiveness of services focusing on six areas: whole-of organisation approach and commitment, communication, workforce development, consumer participation, stakeholder partnerships, and data and evaluation.National Quality and Safety Standards Version 2 (forthcoming) | Victorian Government Aboriginal Inclusion PlansAims to assist government bodies to review their practices in terms of how they interact with Aboriginal people and communities. Emphasises the importance of engagement with and respect of Aboriginal culture and values in reducing racism and improving service delivery. Plans are produced by each department.[Department of Education and Training](http://www.education.vic.gov.au/about/programs/aboriginal/Pages/aboriginalplan.aspx)<http://www.education.vic.gov.au/about/programs/aboriginal/Pages/aboriginalplan.aspx>[Department of Premier and Cabinet](http://www.dpc.vic.gov.au/index.php/news-publications/corporate-publications/aboriginal-inclusion-action-plan)<http://www.dpc.vic.gov.au/index.php/news-publications/corporate-publications/aboriginal-inclusion-action-plan>[Department of Economic Development, Jobs, Transport and Resources](http://economicdevelopment.vic.gov.au/about-us/overview/policy-framework/aboriginal-inclusion-action-plan)<http://economicdevelopment.vic.gov.au/about-us/overview/policy-framework/aboriginal-inclusion-action-plan> | Korin Korin Balit-Djak: Aboriginal health wellbeing and safety strategic plan the Department of Health and Human Services overarching framework to advance Aboriginal self-determination and improve health wellbeing and safety outcomes for Aboriginal Victorians. It details what the government, with Aboriginal communities and the sector will do now, and into the future, to achieve the vision of ‘self-determining, healthy and safe Aboriginal people and communities’.Balit Murrup: Aboriginal social and emotional wellbeing framework (under development)Part of the broader Victorian Government’s 10-Year Mental Health Plan, articulates a model for healing and trauma-informed care for mental health and universal health policy and practice and recovery, and self-determination. *Balit Murrup* will focus on reducing the impacts of unaddressed mental health conditions, and improve mental health treatment outcomes for Aboriginal and Torres Strait Islander People with moderate to severe mental illness.Aboriginal Governance and Accountability FrameworkEstablishes Aboriginal self-determining representative structures to enable better engagement, partnership and co-design between Aboriginal communities, government and agencies. It will also provide policy direction, program development, and advice for the transparent monitoring and accountability of outcomes for Aboriginal Victorians and inform the governance, monitoring and accountability of *Korin Korin Balit-Djak*[Moondani – Aboriginal Inclusion Action Plan](http://intranet.health.vic.gov.au/our-organisation/plans-and-strategies/moondani-aboriginal-inclusion-action-plan-2015-2018) (expires 2018)<http://intranet.health.vic.gov.au/our-organisation/plans-and-strategies/moondani-aboriginal-inclusion-action-plan-2015-2018>Outlines the department’s vision for a more inclusive relationship between Aboriginal and non-Aboriginal people and the department’s role in enabling this. Emphasises the importance of taking into account Aboriginal culture and history with an end goal of improving outcomes for Aboriginal people and communities.[Aboriginal Employment Strategy 2016 – 2021](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/aboriginal-employment)<http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/aboriginal-employment>Outlines the department’s commitment and planned initiatives to increase Aboriginal employment numbers in the department, as well as improve career pathways to assist Aboriginal staff to take on senior leadership roles.Korin Korin Balit-Djak: Aboriginal health, wellbeing and safety strategic plan 2017–2027 (https://www2.health.vic.gov.au/about/health-strategies/aboriginal-health/korin-korin-balit-djak)Aboriginal governance and accountability framework (https://www2.health.vic.gov.au/about/health-strategies/aboriginal-health/governance-accountability)Balit Murrup Aboriginal social emotional wellbeing framework 2017-2027 (https://www2.health.vic.gov.au/about/health-strategies/aboriginal-health/balit-murrup) | [Australian Human Rights Commission (AHRC) – Targeted recruitment of Aboriginal and Torres Strait Islander people: a guideline for employers 2015 (not endorsed by Victorian Government)](https://www.humanrights.gov.au/our-work/aboriginal-and-torres-strait-islander-social-justice/publications/targeted-recruitment)<https://www.humanrights.gov.au/our-work/aboriginal-and-torres-strait-islander-social-justice/publications/targeted-recruitment>Tries to address the employment gap by facilitating understanding of the *Racial Discrimination Act 1975* for employers, particularly in terms of how they can use ‘special measures’ to aid disadvantaged groups such as Aboriginal and Torres Strait Islander people in seeking employment.[Improving Care for Aboriginal and Torres Strait Islander Patients (ICAP) Program and Continuous Quality Improvement (CQI) Toolkit](http://www.healthinfonet.ecu.edu.au/key-resources/programs-projects?pid=2384)<http://www.healthinfonet.ecu.edu.au/key-resources/programs-projects?pid=2384>A resource for health professionals in hospitals to assist in improving care of Aboriginal and Torres Strait Islander patients with an emphasis on cultural responsiveness and awareness. |
| **Disability** | [Disability Discrimination Act 1992](https://www.legislation.gov.au/Series/C2004A04426)<https://www.legislation.gov.au/Series/C2004A04426>Protects people with a disability from being discriminated against in a number of areas, including employment, education, access to premises, accommodation, and the provision of goods and services. It also protects people such as a family member or carer who may be discriminated against by an employer if they need to take time off to care for a person with a disability.[National Disability Strategy 2010-2020](https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020)<https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020>Provides a national approach on how to improve the lives of people with disability, as well as their families and carers. Focuses on the engagement of people with disability in developing strategies and policies, as well as changing societal attitudes towards this cohort. | [Absolutely everyone: Victorian state disability plan 2017-20](http://www.statedisabilityplan.vic.gov.au/)<http://www.statedisabilityplan.vic.gov.au/>Aims to make Victorian society more inclusive and enable greater participation with an emphasis on four areas: inclusive communities; health, housing and wellbeing; fairness and safety; and contributing lives. | [DHHS Disability Action Plan](http://www.dhs.vic.gov.au/for-business-and-community/community-involvement/people-with-a-disability-in-the-community/disability-action-plans)<http://www.dhs.vic.gov.au/for-business-and-community/community-involvement/people-with-a-disability-in-the-community/disability-action-plans>Aims to reduce and remove barriers experienced by people with a disability within DHHS to help reduce discrimination and increase access. | [AHRC – Access for all: Improving accessibility for consumers with disability 2016](https://www.humanrights.gov.au/our-work/disability-rights/publications/access-all-improving-accessibility-consumers-disability-2016)<https://www.humanrights.gov.au/our-work/disability-rights/publications/access-all-improving-accessibility-consumers-disability-2016>Gives advice for businesses on how to reduce discrimination by improving access to goods, services and facilities for consumers with a disability. |
| **LGBTI** |  | [Victorian Government LGBTI Inclusion plan](http://www.dpc.vic.gov.au/index.php/news-publications/corporate-publications/lgbti-inclusion-plan)<http://www.dpc.vic.gov.au/index.php/news-publications/corporate-publications/lgbti-inclusion-plan>Focuses on workplace inclusion of LGBTI Victorians within the Department of Premier and Cabinet with specific outcomes against which progress will be monitored. Includes an outline of specific initiatives with timelines for delivery. While this agenda is internal to DPC it offers valuable guidelines and suggestions for other departments and government bodies.[Inclusive Language Guide](http://www.vic.gov.au/equality/inclusive-language-guide.html)<http://www.vic.gov.au/equality/inclusive-language-guide.html>This inclusive language guide has been developed to provide guidance to the Victorian Public Sector regarding language and LGBTI communities. | LGBTI Taskforce Health and Human Services Action Plan (*not publicly available)*Supports the priorities identified by the Health and Human Services LGBTI Working group and Taskforce by focusing on new initiatives that lie outside of, or further develop, existing policies. Summarises initiatives being taken, who is leading them and timelines.[Rainbow eQuality Guide](https://www2.health.vic.gov.au/rainbowequality)<https://www2.health.vic.gov.au/rainbowequality>Assists mainstream health and community service agencies to identify and adopt inclusive practices and become more responsive to the health and wellbeing needs of LGBTI individuals and communities.[LGBTI Inclusion plan 2017-2018](https://intranet.dhhs.vic.gov.au/lesbian-gay-bisexual-trans-gender-diverse-intersex-and-queer-people-work#lgbti-inclusion-plan-20172018) <https://intranet.dhhs.vic.gov.au/lesbian-gay-bisexual-trans-gender-diverse-intersex-and-queer-people-work#lgbti-inclusion-plan-20172018>Provides the key results and initiatives that will improve LGBTI inclusion in the department. All initiatives are assigned to specific groups and have established timelines. | [The Rainbow Tick guide to LGBTI-inclusive practice](http://www.glhv.org.au/lgbti-inclusive-practice)<http://www.glhv.org.au/lgbti-inclusive-practice>Assists organisations to improve services to LGBTI consumers and staff with a set of indicators to measure how well a group of six standards are met: organisational capability, workforce development, consumer participation, a welcoming and accessible organisation, disclosure and documentation, and culturally safe and acceptable services.[National LGBTI Mental Health and Suicide Prevention Strategy](http://lgbtihealth.org.au/resources/national-lgbti-mental-health-suicide-prevention-strategy/)<http://lgbtihealth.org.au/resources/national-lgbti-mental-health-suicide-prevention-strategy/>Aims to ensure suicide prevention and mental health strategies consider the needs of LGBTI people and communities. Supports policies that reduce discrimination towards LGBTI people as a way of improving mental health and wellbeing and LGBTI overrepresentation in mental health and suicide statistics. |

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| To receive this publication in an accessible format phone 9096 8225 using the National Relay Service 13 36 77 if required, or email Diversity unit <diversity@dhhs.vic.gov.au>Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Department of Health and Human Services February 2018Where the term ‘Aboriginal’ is used it refers to both Aboriginal and Torres Strait Islander people. Indigenous is retained when it is part of the title of a report, program or quotation.Available at https://www2.health.vic.gov.au/about/populations |