



### OUR COMMITMENT TO DIGNITY AND DIVERSITY AT YFS

YFS works with vulnerable and disadvantaged people. Our **Organisational Value and Theory of Change (102786)**, **Practice Principles (102833)**, **Code of Conduct (101140)**, and **Duty of Care (100341)** all guide us in designing and delivering services that promote the dignity and diversity of those accessing our services.

In addition to our Values, Theory of Change and Practice Principles, our commitment to dignity and diversity is reflected in the following concepts and practices.

#### Dignity

YFS is committed to respecting the dignity and empowerment of the people we work with. This is reflected through our Theory of Change and the following YFS Practice Principles:

- 1.1 We know that every person is unique and we respond to their needs and aspirations
- 1.2 We work with people, families and community through relationship and connection
- 2.1 We prioritise people's needs for safety, stability and security
- 3.2 We build and resource people's capacity for change
- 5.1 We listen to and value the voices of the people we support

YFS is committed to providing services in a manner that upholds people's human and legal rights, including human rights and obligations consistent with the [Human Rights Act 2019](#). The Act makes it clear that rights can be limited, but only where it is reasonable and justifiable.

YFS acts compatibly with the Human Rights Act 2019 by giving proper consideration to human rights before making decisions that may limit access to the services we provide to clients. This is done by:

1. identifying the relevant rights of the client
2. considering the act or decision and if it limits or restricts any of the relevant rights identified
3. determining whether the limit is reasonable or justified
4. where the act or decision limits human rights of a client, but is assessed as compatible, justification will be documented and will include the process used to consider the human rights.

All staff complete training on the Human Rights Act as part of their induction.

In addition to the Human Rights Act 2019, our practice expectations are consistent with the following legislation and government policies:

- Anti-discrimination Act (Qld) 1991
- Sex Discrimination Act (Commonwealth) 1984
- Human Rights and Equal Opportunity Commission Act (Commonwealth) 1986
- Disability Services Act (Qld) 2006
- Disability Discrimination Act (Commonwealth) 1992
- Racial Discrimination Act (Commonwealth) 1975
- Modern Slavery Act (Commonwealth) 2018
- [Multicultural Queensland Charter](#)

## Diversity

YFS is committed to promoting a unified, harmonious, safe and inclusive community, and recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

*We pride ourselves on ensuring our services are inclusive and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.*

This means we:

- honour the Aboriginal peoples and Torres Strait Islander peoples, the First Australians, whose lands, winds, and waters we all now share, and their ancient and enduring cultures.
- acknowledge the achievements of our forebears, coming from many backgrounds, and that a bringing together of the cultures of people from many backgrounds forms an integral part of our community's identity.
- recognise the diversity of sexual orientations, sex and gender identities of people in our community and honour the dignity and pride of those who identify as Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, Sistergirl and Brotherboy, and others of diverse genders and sexualities (LGBTQIA+ Sistergirl & Brotherboy).
- Recognise and respect the unique strengths and abilities of each person and strive to ensure inclusion and safety for people with disabilities and neurodivergent people.

## ACCESSIBILITY STRATEGIES

To promote the dignity and diversity of those coming to YFS for support, we are committed to delivering accessible services that

eliminate discrimination in an active way

improve services to existing and new clients

respond to the diverse needs of clients, staff and stakeholders.

We do this through strategies focused on our workforce, as well as ensuring access to services and facilities.

## Workforce

YFS' annual **Organisational Learning and Professional Development Plan (101919)** includes learning activities to keep staff abreast of changes in the population and target groups.

An essential requirement of staff in-house training is an awareness of human rights and discrimination. Relevant legislation and government policy (noted above) is referenced in our induction training.

Wherever possible, YFS is proactive in providing employment opportunities for people from diverse backgrounds. Our YFS First Nations Workforce Strategy sets out aspirations and goals for attracting, recruiting, and supporting Aboriginal and Torres Strait Islander staff.

As a place-based organisation providing services to the culturally diverse communities of Logan and surrounds, we also strive to employ and retain staff who reflect the population we serve and encourage all staff to share and celebrate their culture in the workplace.

YFS social enterprises (Substation 33 and Car Wash) also provide supportive employment and volunteering opportunities for people living with disability or experiencing mental health issues.

## **Access to services and facilities**

In accord with the Human Rights Act and Anti-Discrimination Act, YFS is committed to providing equal access to all of our services and facilities.

Accessibility is measured as:

- being located in areas of identified need
- being accessible by public transport
- meeting Disability Access standards
- having recognisable and well-maintained facilities
- having street signage
- having adequate, safe parking and entries for day and night
- having friendly and professional telephone and face to face reception services
- having professional staff – as advertised
- having information about YFS on the YFS website translated into other languages
- arranging for interpreters to support the needs of non-English speaking clients and people with disabilities.

To meet the needs of non-English speaking or hearing impaired clients, staff are required to use interpreter services. Refer to **Translator and Interpreter Services (101317)** for specific program information.

## **REFERENCES**

- YFS Theory of Change and Strategic Framework (102786)
- YFS Practice Approach: Practice Principles (102833)
- Code of Conduct (101140)
- Duty of Care (100341)
- Organisational Learning and Professional Development Plan (101919)
- Translator and Interpreter Services (101317)