

Diversity and inclusion in our services

National Operations

Document Owner

2

Version

11/02/2029

Next Review Date

11/02/2026

Published Date

3 years

Review Period

1 Purpose

This policy outlines HCA's commitment to providing diverse and inclusive services that are respectful of cultural and other differences, ensuring equal opportunity and freedom from discrimination in the provision of services to our clients, residents, families and the community.

2 Scope

This Policy applies to all HCA staff, contractors, consultants and volunteers. Failure to comply with this policy may result in disciplinary action, up to and including termination of employment, in accordance with HCA disciplinary procedures.

3 Scheduled Review

This policy will be reviewed every 3 years as delegated by the Chief Operating Officer, however, HCA may amend or vary this Policy, in its absolute discretion, from time to time.

4 Policy Statement

HCA has zero tolerance of discrimination of any kind on the basis of:

- Age
- Disability
- Sex
- Sexual Orientation
- Gender identity
- Race or cultural background

- Religion or belief
- Marriage or civil partnership

HCA will include, value and celebrate people of all backgrounds, cultures, genders, sexuality and ability. HCA believes that connection to communities and the inclusion of diversity of voices leads to greater trust and better outcomes.

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HCA provides a service that is free from judgement and discrimination and an environment that fosters fairness, equity and respect for diversity. HCA understands that many people accessing affordable housing and using our services have experienced challenges and vulnerabilities.

HCA will work to eliminate barriers to social and economic inclusion in housing, particularly for Aboriginal and Torres Strait Islander people, people from CALD backgrounds, people with mental health issues and people with disabilities.

5 References:

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
The key state laws include, but are not restricted to: • Equal Opportunity Act 2010 (VIC) • Equal Opportunity Act 1984 (WA) • Anti-Discrimination Act 1998 (TAS) • Equal Opportunity Act 1984 (SA) • Anti-Discrimination Act 1977 (NSW) Federal legislation includes, but not limited to: • Age Discrimination Act 2004 • Sex Discrimination Act 1984 • Racial Discrimination Act 1975 • Disability Discrimination Act 1992 • Australian Human Rights Commission Act 1986	• Reconciliation Action Plan



English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بـ **Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرند. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**. Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**. También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**. Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting **Housing Choices Australia** on **1300 312 447**.