



Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure (Simple English)

Purpose

This policy explains how Soaring Sparrows makes sure the workplace and services are fair, safe, and respectful.

- Everyone should be treated fairly and without discrimination
 - Harassment, bullying, or victimisation are not allowed
 - We follow the **NDIS Practice Standards, Fair Work Act**, and anti-discrimination laws
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Who this policy applies to

- All staff, contractors, and volunteers
 - Participants and their families or carers
 - Visitors, advocates, and other stakeholders
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Key Definitions

- **Equity:** Treating people fairly based on their needs
- **Diversity:** Accepting and valuing differences (e.g., culture, gender, age, disability)
- **Inclusion:** Making sure everyone feels welcome and included
- **Discrimination:** Treating someone unfairly because of a personal characteristic protected by law
- **Harassment:** Unwelcome behaviour that upsets or intimidates someone
- **Bullying:** Repeated behaviour that harms, intimidates, or humiliates someone
- **Victimisation:** Punishing someone for making a complaint or raising a concern
- **Complaint:** Telling us when someone has been treated unfairly or harassed

- **Complainant:** Person making the complaint
 - **Respondent:** Person the complaint is about
 - **External Agency:** Organisations outside Soaring Sparrows that can help or investigate, such as the NDIS Commission or Fair Work Ombudsman
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Our Commitments

Soaring Sparrows will:

- Treat everyone with respect and fairness
 - Provide a workplace free from harassment, bullying, or discrimination
 - Respond quickly and fairly to complaints
 - Protect anyone who makes a complaint
 - Offer training to staff on anti-discrimination and harassment prevention
 - Support inclusion, equity, and diversity
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Responsibilities

Director / Management:

- Lead by example and promote respect
- Train staff on this policy
- Respond promptly to complaints
- Monitor workplace culture

Staff / Contractors / Volunteers:

- Treat everyone fairly
- Avoid bullying, harassment, or discrimination
- Report any incidents to management
- Cooperate with investigations

Participants / Visitors:

- Treat staff and others with respect
- Raise concerns if they feel they are treated unfairly

Making a Complaint

- Can be verbal or written
- Can be made to any staff member
- Anonymous complaints are accepted and investigated when possible

Responding to Complaints

- Complaints are taken seriously and treated confidentially
- Acknowledge receipt within 5 working days
- Conduct a fair, impartial investigation
- Actions may include mediation, retraining, warnings, or disciplinary measures
- Support complainants throughout the process

Escalation

- If the complaint cannot be resolved internally, contact external agencies:
 - NDIS Commission
 - Fair Work Ombudsman
 - Equal Opportunity Commission SA
 - Australian Human Rights Commission

Review

- Policy reviewed every 2 years, or sooner if:
 - Laws change
 - Feedback shows improvement is needed
 - An audit, review, or incident identifies a gap
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