

## DIVERSITY POLICY

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### Introduction

The Diversity Policy set out in this document is drawn up based on the ethos and culture of the Insight Foundation and strives towards a world of equality and sustainability where no-one will be left behind. It also takes into consideration the model of the Australian Federal Government's "Charter of Public Service in a Culturally Diverse Society".\*

### Principles

The principles underlying this document and, in part, the Charter, which have been taken into account in the formation of this Diversity Policy, are:

- Collaborative approach - As a service provider and employer, Global Coaching Academy is committed to embracing a collaborative approach in the day to day decision making and functioning of our operations and growth. Global Coaching Academy recognises the benefits of the pool of potential inherent in a diverse ethos and culture and all who are team members, staff, students, graduates, affiliates, clients and stakeholder are weighted equally as having value and merit in his or her input and sharing of ideas for continuous improvement.
- Consideration - As a service provider, Global Coaching Academy encourages all its members, staff, volunteers, students, clients, affiliates, partners and associates, shall, as far as practicable, to take into consideration the nature of our global community of individuals involved at all levels and be sensitive to differing time zones and commitments of everyone involved in our range of services. We seek to foster inclusivity, sustainability, respect, consideration, ecology and service focused on the good of all concerned.
- Access - As a service provider, Global Coaching Academy will make our services available to everyone who is entitled to them, embracing an ethos and culture that is inclusive and informed by unconditional positive regard for all life on earth and beyond, regardless of a person's country of birth, language, culture, race, religion or preferences.

\*The Charter is the key document guiding the Australian Government's Access and Equity strategy. It helps to ensure that government programs (and those programs funded by the government but delivered by contractors, including not-for-profits) meet the needs of our culturally and linguistically diverse society.

The Charter integrates a set of service delivery principles concerning cultural diversity into the strategic planning, policy development, budget, and reporting processes of service delivery, irrespective of whether these services are provided by government agencies, community organisations, or commercial enterprises.

- Equity - As a service provider, Global Coaching Academy will develop and deliver services on the basis of fair treatment of all those clients who are eligible to receive them.
- Diversity - As a service provider, Global Coaching Academy acknowledges and respects the individual's right to express themselves in a manner which is authentic and true to their highest ability to express, in alignment with our sustainability and environmental policy, providing that expression causes no harm.
- Communication - As a service provider, Global Coaching Academy will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. The Global Coaching Academy will also consult with our clients regularly about the adequacy, design and standard of our services.
- Responsiveness - As a service provider, Global Coaching Academy will be sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds, and be responsive, as far as practicable, to the particular circumstances and sensitivities of individuals.
- Effectiveness - As a service provider, Global Coaching Academy will be focused on meeting the needs of clients from all backgrounds and learning styles. Global Coaching Academy recognises, supports and seeks to develop the highest potential of our team members, staff, students, graduates, affiliates, clients and all concerned.
- Efficiency - As a service provider, Global Coaching Academy will optimise the use of available public resources through a user-responsive and sustainable approach to service delivery that meets the needs of clients.
- Accountability - As a service provider, Global Coaching Academy will have a reporting mechanism in place which ensures we are accountable for implementing diversity objectives for our clients.
- Client focused - As a service provider, Global Coaching Academy will strive to remain client focused, working on a bottom-up approach to our commitment to continuous improvement for the betterment of humanity, the environment and the planet in line with our sustainability and environmental policy.
- Affirmative Action - As a service provider, Global Coaching Academy will consult our team members, students, clients and stakeholders about their needs, analyse our employment profile and other workplace statistics and accordingly establish goals and implement plans and actions, as soon as practicable, to give effective opportunities for everyone in an embracing diversity culture and ethos.
- Merit-based advancement and championing of excellence - As a service provider, Global Coaching Academy commits to advancing individuals based on merit and

achievement, and promises, as far as practicable, to support and champion excellence, commitment to clarity and purity, progress in the individual's area of focus and recognise the efforts of every individual who seeks to better themselves.

- Individual Sovereignty - As a service provider, Global Coaching Academy upholds the individual's birthright to individual Source sovereignty and their right to self determination free of external influence.

## Policy

Global Coaching Academy acknowledges that our legal and moral responsibilities, as far as practicable, cover the areas of:

- access in the provision of services offered by Global Coaching Academy
  - access in employment by Global Coaching Academy
  - access in the provision of information offered by Global Coaching Academy
  - access to any training and development offered by Global Coaching Academy
  - access to events hosted by Global Coaching Academy
1. All Global Coaching Academy staff and volunteers shall, wherever feasible, have adequate support and training to provide services and information accessible to all people.
  2. Global Coaching Academy will ensure our programs are designed and constructed to provide equal access for all users.
  3. Global Coaching Academy, in our role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.
  4. Global Coaching Academy shall, wherever feasible, assess proposals for any new (or substantially revised) policies or programs for their direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals.
  5. Global Coaching Academy seeks, as far as practicable, to use a collaborative approach in the development and implementation of any new (or substantially revised) policies or programs to ensure the most harmonious and sustainable outcomes for our global community.
  6. Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds shall, wherever feasible, be developed by Global Coaching Academy in consultation with people from those backgrounds.
  7. Global Coaching Academy shall, wherever feasible, for any new (or substantially revised) policies or program initiatives have a communication strategy developed

and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.

8. Global Coaching Academy shall provide resources so that publicly available and accessible information on its policies and programs is, where necessary, communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.
9. Global Coaching Academy shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.
10. Global Coaching Academy shall require that any agents, contractors, or partners of Global Coaching Academy deliver outcomes consistent with this policy, and shall in bidding for tenders or contracts budget where appropriate for special provision for linguistic and cultural diversity.

## Procedures

1. Global Coaching Academy shall, where appropriate and as far as practicable and financially viable, explore options for the special needs of clients from diverse cultural and linguistic backgrounds by English or other language assistance through the use of interpreters or facilitators.
2. Global Coaching Academy shall, where appropriate and feasible, provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.
3. Global Coaching Academy shall incorporate cultural diversity issues in any training programs it provides.
4. Global Coaching Academy staff shall, where necessary, receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.
5. Global Coaching Academy shall, where appropriate, financially viable and feasible, explore providing information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
6. Global Coaching Academy shall, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
7. Global Coaching Academy shall promote diversity in the membership of our boards, committees and working groups.

8. Global Coaching Academy shall in our client data collection record, where appropriate, such data as birthplace; whether a person's first language spoken was English; Aboriginal or Torres Strait Islander background; Australian South Sea Islander background; date of birth; year of arrival in Australia; birthplace of parents; sex; religion and education level (the collection of data will not always include all these items, as the relevance of these data items will vary depending on the service delivery context).
9. Global Coaching Academy shall protect the privacy of individual clients when collecting this data. Consideration will be given to:
  - collecting only data essential to the particular service delivery or evaluation purpose;
  - respecting privacy
  - ensuring that all data collection proposals are non-intrusive
  - reporting to legal authorities where required by law
  - reporting of student records and attainment of qualifications or achievements within compliance with Department of Training and Workforce Development or other government requirements
10. Global Coaching Academy shall, where appropriate, keep records on the proportional take-up rates of clients categorised by their country of birth or their cultural or linguistic background compared with their percentage composition of the total population in the service target group or catchment area.
11. Global Coaching Academy shall maintain client satisfaction data.

### Responsibility

It shall be the responsibility of the CEO to ensure that the requirements of these procedures are complied with. This policy and these procedures shall be reviewed every year by the CEO to ensure that it continues to comply with relevant state or federal legislation or regulation. Variations and updates will be collaboratively explored and implemented with communication to staff and stakeholders as well as being available on the website in a timely manner.

### Authorisation

Signature of Policy Officer:



Date: 10 June 2010

Name of Policy Officer: Belinda Baillie

CEO

Global Coaching Academy

