

# St Mary's Contact Centre - Equal Opportunities & Diversity Policy

The St Mary's Contact Centre states its intention to work for the furtherance of equal treatment in volunteering, employment, service provision, committee structure and membership.

The aim of our policy is to ensure that no-one receives less favourable treatment on the grounds of race, skin colour, ethnic origin, religion, cultural beliefs, nationality, gender, sexual orientation., age, status or disability.

1. We value and respect all individuals using the Contact Centre, both families and staff/volunteers
2. We will aim to ensure that our service provision is appropriate, relevant and accessible to all groups of people represented in the community.
3. We will strive to ensure that no member of staff, management committee member, volunteer or any of the families experiences unlawful discrimination.
4. Volunteering/employment opportunities are open to all, within the context of our local community. Although the majority of our volunteers are recruited from local service organisations, this does not preclude others from volunteering, especially from under represented groups.
5. Volunteers/staff will exercise thoughtfulness and care to avoid stereotyping of individuals and groups.
6. Any racist or other offensive remarks or behaviour will not be tolerated and always challenged
7. If you feel you have been discriminated against, please let the Centre Coordinator know, who will proactively look into and attempt to resolve any concern raised. Should this not be possible then the centres complaints procedure should be used.
8. We will ensure that all Contact Centre users and referrers are aware of this policy.

## Policy Statements

### Diversity

1. St Mary's Contact Centre will actively encourage diversity to maximise achievement, creativity, and good practice and to bring benefit to individuals and communities.
2. St Mary's Contact Centre encourages all people it works with and for to contribute to an environment in which people feel comfortable expressing how they feel and what they need, knowing they will be treated with respect and that their contribution will be valued.
3. The way we work, train, and learn within St Mary's Contact Centre reflects both the Mission and Objectives of St Mary's Contact Centre and the spirit and intentions of legislation that outlaws discrimination and promotes equality and diversity.
4. St Mary's Contact Centre will make reasonable adjustments to working practices, equipment and premises and offer, where appropriate, additional support to management, and staff, to ensure they are able to take a full and active part in St Mary's Contact Centre work.
5. St Mary's Contact Centre will endeavour to deliver services in a way that genuinely recognises the importance of an inclusive society that brings opportunities and access, not barriers to individuals.

# St Mary's Contact Centre - Equal Opportunities & Diversity Policy

## Equal Opportunities

1. St Mary's Contact Centre is an equal opportunities employer and provider of services. No job applicant, staff member, manager, or family should receive less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin; sex; marital status or caring responsibility; sexual orientation; age; physical, sensory, or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities. Nor will such person be disadvantaged by conditions or requirements which cannot be shown to be justifiable. This principle applies to recruitment, promotion, transfer, training, benefits, facilities, procedures and all terms and conditions of employment.

## Aims and Objectives

1. The aims and objectives of the Equality and Diversity Policy are:
  - i. To encourage, promote and celebrate diversity in all our activities and services.
  - ii. To ensure equal access to paid and unpaid opportunities.
  - iii. To ensure compliance with legislation on discrimination and equality (Disabled Persons Employment Acts of 1944 and 1958, the Sex Discrimination Act 1975 and the Race Relations Act 1976, Disability Discrimination Act 1995).
  - iv. To create environments free from harassment and discrimination.
  - v. To maximise the use of resources in the best interests of staff, managers and families.
  - vi. To confront and challenge discrimination where and whenever it arises whether it be between colleagues, or in any other area relating to St Mary's Contact Centre 's work.
  - vii. To make a willingness to accept and implement this policy to be a necessary qualification for any position in St Mary's Contact Centre
  - viii. To ensure, through positive action and so far as is practicable, that all St Mary's Contact Centre premises and services are accessible to all people.
  - ix. To ensure that employment and advancement within the organisation is determined by objective criteria and personal merit.

**We are committed to reviewing our policy and good practice annually.**

|      |           |      |
|------|-----------|------|
| Name | Signature | Date |
|------|-----------|------|