



Diversity, Equity and Inclusion Policy

Reference Number:	4.36
Type:	Council Policy
Category:	Safety & Community
Relevant Community Vision Outcome:	<u>Local Neighbourhoods</u> • Our families, friends and neighbours create memories together • Our local businesses know your name • Our neighbourhoods enable us to walk or ride to get what we need • Our places appreciate and reflect their local history and culture • We create local connection within and between neighbourhoods <u>Vibrant Places</u> • Our City is recognised as a centre for support, events and for bringing people together <u>Connecting and Belonging</u> • Our communities have a voice and feel respected and valued • Our community has access to spaces, services and support when needed • We create opportunities for communities to collaborate, engage and connect • Our City is a place where everyone can be healthy and safe • We support and value diversity <u>Our Transforming City</u> • We respect our heritage as we transform • We support diverse housing and infrastructure for our evolving communities • Our City is prosperous, diverse and supported by innovative businesses with a variety of employment opportunities <u>First Nations</u> • We will acknowledge and embrace our Kaurna and First Nations history and communities working towards Reconciliation <u>Excellence in Customer Experience and Service Provision</u> • We will foster an organisational culture focused on continuous improvement and delivering excellence in customer experience and service provision <u>Story Telling and Connection</u> • We will connect with our community, telling our stories, sharing knowledge, increasing awareness, creating opportunity, strengthening partnerships and promoting achievements
Responsible Officer(s):	Coordinator Diversity, Equity & Inclusion
First Issued/Approved:	7 March 2016, as Social Inclusion Policy

Minutes Reference:	CoS 1/06/2026, Item 4.8
Last Reviewed:	June 2026
Next Review Due:	May 2028
Applicable Legislation:	The Universal Declaration of Human Rights (UDHR) December 1948 (United Nations) Racial Discrimination Act 1975 (Cth) Sex Discrimination Act 1984 (Cth) Disability Discrimination Act 1992 (Cth) Age Discrimination Act 2004 (Cth) National Agreement on Closing the Gap 2020 (Cth) Equal Opportunity Act 1984 (SA) Local Government Act 1999 (SA) Carers Recognition Act 2005 (SA) Work Health and Safety Act 2012 (SA) Disability Inclusion Act 2018 (SA) South Australian Multicultural Act 2021 (SA) First Nations Voice Act 2024 (SA) Conversion Practices Prohibition Act 2024 (SA)
Related Policies:	Ageing in Charles Sturt Policy Arts and Culture Policy Breastfeeding Policy Children and Vulnerable Persons Policy Customer Experience Policy Employee Code of Conduct Policy Flag Pole Usage Policy Gambling Awareness Policy Play Space Policy Procurement Policy Public Consultation Policy Respectful Workplace Policy Volunteer Code of Conduct Policy Youth Policy
Related Procedures:	Customer Experience Procedure Respectful Workplace Grievance Resolution Procedure

1. Purpose and Background

The City of Charles Sturt is proud to represent a large and diverse community, shaped many different identities, backgrounds and life experiences. This diversity is one of our strengths. When people from all walks of life can participate fully in social, cultural, economic and civic life, our whole community is stronger, more connected and more resilient. Our city is a place for everyone to call home, a place where we belong.

We recognise that discrimination, prejudice and exclusion are ongoing challenges for many people in our community. This can be based on factors like race, disability, gender, sexuality, age, language, religious belief, or financial circumstances. People may also face intersectional challenges where different forms of disadvantage combine and compound each other. Addressing these barriers takes deliberate and targeted effort.

This Policy sets out our commitment to diversity, equity and inclusion for all in everything we do, the services we provide, and the spaces we manage. It reflects our Community Vision and our legislated obligations to uphold the rights of all people, supporting them to overcome barriers to accessibility and participation.

2. Scope

This Policy is the governing framework for Council's approach to diversity, equity and inclusion. It is intended to support the themes and outcomes outlined in the Community Vision 2040, with a focus on supporting priority groups that may face existing barriers to inclusion. It applies to Elected Members, employees, agency staff and contractors performing work on behalf of Council.

This Policy also applies to Council's activities around procurement, grant-making, service design and delivery, programs and events, planning and consultation, and communications. It serves as a guide for residents and visitors to the City of Charles Sturt, reflecting Council's values and expectations.

3. Policy Statement

The City of Charles Sturt is committed to diversity, equity and inclusion. These principles are the foundation of our city as a place to call home, a place where everybody can belong. Diversity brings together different perspectives and experiences, making us more creative and resilient. Equity means recognising that some people need more specific support to have the same opportunities as others. Inclusion means making sure everyone feels welcome and can participate in ways that are meaningful to them.

Discrimination and inequality are not just about individual attitudes, but are built into systems and institutions. As a local government organisation, we recognise our duty to provide a safe and welcoming environment for our staff and volunteers, as well as the broader community. The following sections expand on this.

3.1 Organisational Culture and Leadership

Council will embed diversity, equity and inclusion as core principles in how we lead, hire, operate and make decisions.

We will:

- Lead by example, with Elected Members and senior staff championing inclusion in decisions, communication and public conduct.
- Build the skills of employees and volunteers to engage respectfully and effectively with all people, including priority groups.
- Embed equity considerations in recruitment and workforce processes.

- Consider equity in our purchasing, procurement and grant making decisions.
- Actively work to prevent and address prejudice, discrimination and exclusion.

3.2 Social and Cultural Inclusion

Council will work to create a community where social and cultural diversity is celebrated as a strength, where new arrivals and visitors feel welcome, and where all residents can participate fully in the life of our city.

We will:

- Deliver programs designed with principles of diversity, equity and inclusion in mind.
- Foster partnerships that build connections across communities, including priority groups.
- Celebrate the diverse cultural, linguistic, faith and creative contributions of different community groups.
- Remove barriers to participation and involve communities in designing services that affect them.
- Engage with relevant state and national frameworks to help foster a welcoming and cohesive community.

3.3 Economic and Civic Participation

Council will take steps towards improving access to economic opportunity and civic life for all people, regardless of background, ability, age, identity or circumstances.

We will:

- Work to ensure Council services, grants and programs are accessible to everyone, regardless of background, language or circumstance.
- Make sure all residents have real opportunities to have their voices heard on matters that are important to them.
- Support pathways to employment, volunteering and local business participation for people who face barriers to economic inclusion.

3.4. Inclusive Environments and Communications

Council will work to ensure our spaces, programs and communications are welcoming and accessible to everyone.

We will:

- Apply Universal Design principles to Council places, programs, services and communications.
- Provide important information in formats that everyone can access.
- Ensure our communications reflect and celebrate the diversity of our city.

4. Reporting

Anybody who experiences or witnesses discrimination or exclusion in connection with Council services, programs or spaces is encouraged to report it.

Community members and residents should report this to Charles Sturt's Customer Contact Centre on 8408 1111 or email council@charlessturt.sa.gov.au.

Employees and volunteers should report this to their direct supervisor or other relevant manager. See Customer Experience Procedure and Respectful Workplace Grievance Resolution Procedure for more information.

5. Definitions

Key Term	Definition
Accessibility	The degree to which environments, services, and information can be used by all people, regardless of ability, background or identity.
Co-design	A design processes which involves the people affected by a decision or service. This goes further than simple consultation.
Discrimination	Unfair treatment of a person or group based on characteristics such as race, gender, sexuality, age, or disability.
Diversity	A presence of differences in race, gender, age, religion, ability and more.
Equity	Treatment and support that accounts for individual needs and circumstances to give everyone the same chance of success.
Inclusion	Actively ensuring all people can participate fully and feel they belong.
LGBTIQA+	Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning, Asexual, and other. Refers to a diversity of sexuality and gender identity.
Priority Groups	Groups identified as facing greater barriers to inclusion and requiring specific or targeted consideration and support. These could include First Nations people, people from culturally and linguistically diverse (CALD) backgrounds, migrants and refugees, people from diverse religious and faith backgrounds, people with disability, LGBTIQA+ people, women and girls, older people and young people, people experiencing homelessness or food insecurity, and other at-risk populations.
Social Cohesion	The sense of belonging, trust, and connectedness within a diverse community.
Structural Inequality	Systemic disadvantage embedded in social, economic, or political institutions.
Universal Design	Designing environments and services to be usable by the widest possible range of people without adaptation.