

Lower Earley *Family Contact Centre*

Equal Opportunities and Diversity Policy

We live in a diverse society where people are discriminated against both intentionally and unintentionally because of their race, skin colour, ethnic origin, religion, cultural beliefs, nationality, national origin, gender, sexuality or age. People suffering from HIV and Aids and people with disabilities may be discriminated against due to lack of understanding about their capabilities and experiences.

We recognise that any of the above groups of people may experience discrimination and as we are opposed to this situation, we will take steps to challenge it.

We intend to work for the furtherance of equal treatment in volunteering, service provision, committee structure and membership.

We aim to ensure that no-one receives less favourable treatment on the grounds above, nor is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

1. We recognise that Child Contact Centres exist within a multi-cultural, multi-faith society and expect to reflect this in our volunteers and clients.
2. We value and respect all individuals using the Child Contact Centre, both clients and volunteers.
3. We will aim to ensure that our service provision is appropriate, relevant and accessible to all groups of people represented in the community.
4. We will ensure that no management committee member, volunteer, or any of the families experiences unfair or unlawful discrimination.
5. Within the limits of the accommodation provided, no client with physical disabilities will be denied a place at the Child Contact Centre.
6. Volunteering opportunities are open to all, and all volunteers have to follow the same recruitment process.
7. Volunteers will exercise thoughtfulness and care to avoid stereotyping of individuals and groups.
8. Any racist or other offensive remarks or behaviour will not be tolerated and always challenged and the person making them may be asked to leave.
9. If you feel you have been discriminated against, please use the Child Contact Centre's complaints procedure.
10. We will ensure that all Child Contact Centre users and referrers are aware that we have an equal opportunities & diversity policy, which they can see upon request.