



Equity, Diversity, Inclusion & Equal Opportunity Policy

Policy Owner: Director

Applies to: Workers, including employees, casual employees, interpreters, volunteers, contractors, consultants, and representatives acting on behalf of Echo Interpreting.

Effective Date: 29 May 2026

Review Cycle: Every 2 years or as legislation changes or operational requirements change.

1. Purpose

Echo Interpreting is committed to fostering a workplace and service environment that is fair, inclusive, respectful, accessible, and free from unlawful discrimination.

As a provider of Auslan interpreting and communication access services, Echo Interpreting recognises the importance of inclusion, accessibility, cultural awareness, and respect for diverse communication needs and preferences.

This policy establishes Echo Interpreting's commitment to:

- Providing equitable and fair opportunities in employment, engagement, and work-related decisions
- Respecting and valuing diversity across the organisation
- Promoting inclusive behaviours and respectful interactions
- Supporting accessibility and participation for workers, clients, participants, and stakeholders
- Preventing unlawful discrimination, harassment, vilification, and victimisation
- Complying with applicable equal opportunity and anti-discrimination legislation

Echo Interpreting recognises that an inclusive and equitable workplace strengthens organisational capability, supports wellbeing, and contributes to high-quality interpreting and communication access services.

2. Scope

This policy applies to all workers and representatives of Echo Interpreting, including:

- Employees
- Casual employees
- Interpreters
- Volunteers
- Contractors and Consultants where applicable
- Management and representatives acting on behalf of Echo Interpreting

This policy applies in all work-related contexts, including:

- Recruitment and engagement

- Allocation of assignments
- Training and professional development
- Work performed at client sites
- Remote and home-based work
- Work-related communications and interactions

3. Legislative Framework

This policy is informed by and aligned with applicable legislation, including:

- Equal Opportunity Act 2010 (Vic)
- Fair Work Act 2009 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)

Echo Interpreting will comply with the laws applicable in each jurisdiction in which it operates.

4. Definitions

For the purpose of this policy:

Discrimination means treating a person less favourably, or imposing unreasonable requirements, because of a protected attribute such as sex, disability, race, age, or other characteristic protected by law.

Harassment means unwelcome conduct that offends, humiliates, or intimidates a person because of a protected attribute.

Victimisation means treating a person unfairly because they have made, or intend to make, a complaint, or have assisted in a complaint.

Equal Opportunity means providing fair access to employment, assignments, and opportunities based on merit and legitimate operational requirements, without unlawful discrimination.

Diversity refers to the presence of individuals with different backgrounds, experiences, and perspectives.

Inclusion refers to creating a workplace where individuals feel respected, valued, and able to participate fully.

Reasonable Adjustment means appropriate changes made to support an individual to participate in work, where reasonably practicable.

5. Policy Principles

Echo Interpreting is committed to:

- Providing equal opportunity in employment and engagement
- Ensuring decisions are based on merit, capability, and legitimate operational requirements
- Promoting diversity, inclusion, and respect
- Preventing unlawful discrimination, harassment, vilification, and victimisation
- Supporting a workplace culture where all individuals feel respected and valued

6. Equal Opportunity

Echo Interpreting provides equal opportunity in all aspects of work, including:

- Recruitment and engagement
- Assignment allocation
- Training and professional development
- Access to opportunities

Decisions will be based on legitimate factors such as:

- Skills and qualifications
- Experience and capability
- Availability
- Client and operational requirements
- Safety considerations

Decisions will not be based on unlawful discrimination.

7. Diversity and Inclusion

Echo Interpreting values diversity and recognises the importance of creating a workplace and service environment where people are treated with dignity, fairness, and respect.

As a provider of Auslan interpreting and communication access services, Echo Interpreting recognises and respects Deaf, Deafblind, hard of hearing, and Auslan-using communities and acknowledges the importance of accessible, inclusive, and culturally appropriate communication.

Echo Interpreting values the diverse backgrounds, experiences, skills, perspectives, and identities of workers, clients, participants, and stakeholders.

Echo Interpreting is committed to:

- Promoting respectful and inclusive behaviours;
- Supporting accessible communication and participation;
- Recognising and respecting individual differences;

- Providing equitable opportunities regardless of sex, gender identity, disability, age, race, cultural background, sexual orientation, family responsibilities, or other protected attributes;
- Preventing discrimination, harassment, vilification, victimisation, and unfair treatment;
- Supporting a workplace culture where people feel valued, respected, and included.

All workers are expected to contribute to a respectful and inclusive environment through their actions, communication, and professional conduct.

8. Prohibited Conduct

Echo Interpreting prohibits:

- Direct discrimination
- Indirect discrimination
- Harassment and inappropriate conduct
- Vilification
- Victimisation of individuals who raise concerns
- Failure to provide reasonable adjustments where required by law

This applies to interactions with:

- Colleagues
- Clients and participants
- Contractors
- Management
- External stakeholders

9. Protected Attributes

Discrimination is unlawful where it occurs on the basis of protected attributes, including but not limited to:

- Age
- Disability
- Gender identity
- Sex
- Sexual orientation
- Intersex status
- Marital or relationship status
- Pregnancy or breastfeeding
- Race, nationality, or ethnic origin
- Religion or belief

- Family or carer responsibilities
- Political belief or activity (where protected by law)

10. Reasonable Adjustments

Echo Interpreting will make reasonable adjustments to support individuals with disability, medical conditions, or other circumstances protected by law, where reasonably practicable.

Adjustments may include:

- Modifications to work arrangements
- Adjustments to communication methods
- Flexible scheduling where appropriate

Adjustments will be considered in balance with operational requirements and safety.

11. Responsibilities

Echo Interpreting will:

- Provide a workplace free from unlawful discrimination
- Promote equity, diversity, and inclusion
- Respond appropriately to complaints
- Take reasonable steps to prevent unlawful conduct

All workers must:

- Treat others fairly and respectfully
- Not engage in discrimination, harassment, vilification, victimisation, or other inappropriate conduct
- Comply with this policy and related policies
- Raise concerns about behaviour that may breach this policy where appropriate

12. Complaints and Reporting

Individuals who experience or witness discrimination or unfair treatment are encouraged to raise concerns.

Concerns may be raised in accordance with the **Complaints & Feedback Policy & Procedure**.

Echo Interpreting will:

- Treat complaints seriously
- Handle complaints appropriately and confidentially where practicable
- Take reasonable action where required

Victimisation of individuals who raise concerns is prohibited.

13. Related Documents

This policy must be read in conjunction with:

- Code of Conduct Policy
- Bullying, Harassment & Sexual Harassment Policy
- Complaints & Feedback Policy & Procedure
- Safeguarding & Incident Management Policy

14. Breach of Policy

Failure to comply with this policy may result in:

- Removal from assignments
- Disciplinary action
- Termination of employment or engagement
- Referral to external authorities where appropriate

The seriousness of the response will reflect the nature and impact of the breach.

15. Policy Acknowledgement

All workers are required to acknowledge that they have read, understood, and agree to comply with this Policy.