


# Diversity

The **diverse needs and experiences** of a person receiving mental health and wellbeing services are to be **actively considered**, noting that such diversity may be due to a variety of attributes including:

- gender identity
- sexual orientation
- sex
- ethnicity
- language
- race
- religion, faith or spirituality
- class
- socioeconomic status
- age
- disability
- neurodiversity
- culture
- residency status
- geographic disadvantage.

Mental health and wellbeing services are to be provided in a manner that:

- is **safe, sensitive and responsive** to the diverse abilities, needs and experiences of the person including any experience of trauma
- **considers how those needs and experiences intersect** with each other and with the person's mental health.

 **Communicate in ways that respond to the diversity** of consumers, carers, families, supporters and kin and share information in ways that meet their needs - for example, provide supports to understand information and rights, and to make and communicate decisions.

**Routinely ask** about people's cultural, religious, communication, accessibility, or identity-based needs and act on what they share. For example, be guided by the person about who is important in their life - including extended family, community leaders and faith leaders. Respect what the person tells you about their identity. Ensure people can access their usual disability supports including while receiving inpatient treatment (for example, mobility aids).

**Recognise that intersecting aspects of identity** can affect a person's experiences, including access to care, experiences of stigma, or trauma.

**Provide trauma-informed and responsive care** to all consumers. For example, always ask people what they need to feel and be safe and welcomed in the service, give as much choice as possible, support people's capacity to make decisions about treatment and care, and take least restrictive approaches.

**Be mindful of trauma:** People with diverse identities may be more likely to have experienced compounded traumas - including racism, discrimination, targeted violence, trauma associated with refugee or migrant experiences - which can impact their mental and physical health, and their access to services.

**Increase responsiveness to intersecting needs:** Create ways to make services more accessible and responsive to intersecting needs - for example, spaces or programs for multicultural women, girls and gender diverse people.

