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Authorised By	General Manager – Quality, Education & Compliance
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## Cultural Safety, Diversity and Inclusion Policy

### Overview

Builders Academy Australia (BAA) is committed to making our Registered Training Organisation (RTO) and training environment inclusive, respectful, and supportive for all students, staff and trainers.

For our students, this means recognising and valuing your culture, identity, background, and experiences—whether you’re from an Aboriginal or Torres Strait Islander community, a culturally and linguistically diverse background, part of the LGBTIQ+ community, living with disability, or from any other group that enriches our learning community.

We embrace diversity in all its forms, including gender, age, disability, religion, sexual orientation, and socioeconomic background. We strive to create equitable learning opportunities where every student feels safe, welcomed, and empowered to succeed.

Our commitment is supported by a network of experienced leaders and staff, peer-led initiatives, and external services that help ensure everyone can participate fully and with dignity. This commitment is guided by our responsibilities under the Standards for RTOs 2025 and reflects our belief that inclusion and cultural safety are essential to quality education and positive student outcomes.

Please read this policy in conjunction with our Student Support and Welfare Policy located on our webpage: <https://buildersacademy.edu.au/baa-academy-links-and-documents/>

### What This Policy Is About

BAA believes every student deserves the chance to succeed. Our goal is to support you in achieving your training and career goals, no matter your background. We want you to feel welcomed, safe, and supported throughout your training. This policy explains how we support cultural awareness, what you can expect from us, and how you can get involved.

### How We Support You

We ask students some optional questions about culture and diversity during the Pre-Training Review (PTR). Answering these questions is not mandatory. The purpose is to help us understand if you may need additional support, to connect you with services that may be helpful, and to inform you about opportunities—such as participating in our Diversity and Inclusion Advisory Group—that you may be interested in joining.

Our Diversity and Inclusion Advisory Group will give us feedback from our students on their lived experiences of inclusion, and how the feedback from this group will lead to real changes and continuous improvements made towards equity, cultural safety, mental health and inclusion at BAA.

If needed, we will also assist Aboriginal and Torres Strait Islander students in connecting with their local Indigenous community, Elders, or mob. This support is provided respectfully and only where welcomed by the student.

Additional support services are also outlined in our Student Support and Welfare Policy. This includes access to wellbeing resources, referrals, and support strategies tailored to individual student needs. You can request a copy at any time or access it via our website.

Here are some of the ways we actively support and include students from diverse backgrounds and with varied lived experiences:

**A Respectful Start:** We send a welcome email to Aboriginal and Torres Strait Islander students when they commence, acknowledging their cultural identity and offering support. If a group-wide email from our CEO is sent (typically annually), it includes respectful acknowledgement and inclusive messaging for all students.

**Your Voice Matters:** We regularly ask for feedback from students—especially Aboriginal, Torres Strait Islander, and culturally diverse students—about how we can improve your learning experience.

**Join In:** We have a Diversity and Inclusion Advisory Group that helps guide how we support inclusive practices for all students. This includes Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse students, and those from diverse gender identities, abilities, religions, and backgrounds. You're welcome to get involved or reach out to them at any time. Email us at [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au) to let us know you'd like to be involved.

**Student Stories:** From time to time, we invite students to share their training journey through interviews and photos, which may be featured on our social media and LinkedIn. If you are from a diverse background and would like to share your story, we'd love to hear from you and celebrate you. You do not need to share any information about what makes you diverse as part of the interview if you don't want to. We will take care to use the pronouns, terminology, and respectful language you advise us to use in your story, including terms that are meaningful to you and your identity. We aim to highlight each student's unique journey in a way that feels safe, affirming, and led by them.

## Inclusive Learning

We understand that each student's identity is unique and may be shaped by the intersection of multiple factors such as culture, gender, disability, and socioeconomic background. Our support approach acknowledges these complexities and aims to provide tailored, respectful assistance.

**Learning Materials:** We are working to ensure that our learning materials reflect a variety of cultural perspectives and respect diverse gender identities and expressions. This is a continuing process, and we welcome feedback on how our resources can better reflect and support all students.

**Trainer Preparedness:** Your trainers are trained in cultural awareness, gender inclusivity, and inclusive teaching.

**Pronouns and Respect:** We encourage students to share their pronouns and chosen names. While we are working to embed this practice across our organisation, staff are committed to using inclusive language and making every effort to refer to students respectfully and appropriately.

**Flexible Support:** If you need flexibility for cultural, religious, or gender identity-related reasons, just let us know—we'll do our best to support you. We ask these questions on our Pre-Training Review (PTR) as part of our enrolment process.

**Cultural Obligations:** We understand that some students may have important cultural responsibilities such as attending ceremonies, funerals (sorry business), or other community events. If these obligations affect your study schedule, we encourage you to speak with us as early as possible. We will work with you to make reasonable adjustments to support your continued participation and success. We ask these questions on our Pre-Training Review (PTR) as part of our enrolment process.

**Religious and Cultural Practices:** We understand some students observe religious holidays, fasting periods, or prayer times. If you need adjustments during these times, please let your trainer know. We ask these questions on our Pre-Training Review (PTR) as part of our enrolment process.


## Events and Celebrations

We celebrate important cultural events like NAIDOC Week, Harmony Week, and others. From time to time, we may also recognise and share information about other significant dates that reflect our diverse student community. While we focus on Aboriginal and Torres Strait Islander celebrations, we welcome ideas from students and staff about other cultural or diversity-based events to acknowledge throughout the year.

## Who You Can Talk To

We have a nominated staff member who acts as a point of contact for cultural and inclusion matters. You can speak with this person if you need support, have concerns, or want to share feedback. You'll also receive updates and reminders during your course so you can let us know if you need help or run into any issues.


The contact person for cultural and inclusion matters is the Senior Training Co-ordinator – Individual Learning Needs and Welfare.

 1300 534 363 (Option 1)

## Want to Join the Diversity and Inclusion Advisory Group

If you'd like to join the Diversity and Inclusion Advisory Group, you can email or phone us:

[enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au)

 1300 534 363 (Option 1)

## External Helplines and Resources

Below are free, confidential support services available to students from a range of diverse backgrounds. You do not need to disclose your identity to access support.

### Counselling and Support Services

Students can access free personal counselling sessions through Australian Institute of Professional Counsellors (AIPC's) clinical division, Australian Counselling Service (ACS). ACS counsellors are in the advanced stages of their higher education training. Appointments can be booked through the ACS website at: [www.acscounselling.com.au](http://www.acscounselling.com.au).

Students can also visit the Australian Counselling Association website <https://www.theaca.net.au/find-registered-counsellor.php> where they will be provided with the names and contact details of counsellors in their locality.

### Support Services for Gender Identity and Sexuality

- **Switchboard Victoria** – LGBTIQ+ support services including helplines and programs like Rainbow Door and Out & About: [switchboard.org.au](https://switchboard.org.au)
- **QLife** (nationwide) – LGBTIQ+ peer support and referral: 1800 184 527, 3pm–midnight, 7 days – [qlife.org.au](https://qlife.org.au)
- **Rainbow Door** (Victoria) – LGBTIQ+ support and referrals: 1800 729 367, [rainbowdoor.org.au](https://rainbowdoor.org.au)
- **Minus18** (nationwide) – Support and events for LGBTIQ+ youth: [minus18.org.au](https://minus18.org.au)
- **Twenty10** (NSW only) – Support for LGBTIQ+ youth: [twenty10.org.au](https://twenty10.org.au)
- **Kids Helpline** – for students aged 5–25: 1800 55 1800, 24/7 – [kidshelpline.com.au](https://kidshelpline.com.au)
- **Beyond Blue** – mental health support including for LGBTIQ+: 1300 22 4636 – [beyondblue.org.au](https://beyondblue.org.au)

### Support Services for People with Disability

- **Disability Gateway** (nationwide – information and referrals for people with disability, their families, and carer): 1800 643 787 – [disabilitygateway.gov.au](https://disabilitygateway.gov.au)
- **IDEAS** (NSW) – Information for people with disability: 1800 029 904 – [ideas.org.au](https://ideas.org.au)
- **People with Disability Australia** (PWDA) – advocacy and support services: 1800 422 015 – [pwd.org.au](https://pwd.org.au) (nationwide)
- **National Disability Abuse and Neglect Hotline** – reporting abuse or neglect of people with disability: 1800 880 052 – [dss.gov.au](https://dss.gov.au)
- **Queensland Advocacy for Inclusion (QAI)** – [qai.org.au](https://qai.org.au)

### Support Services for Culturally and Linguistically Diverse Communities

- **Multicultural Australia** (QLD) – settlement and engagement support: 07 3337 5400 – [multiculturalaustralia.org.au](https://multiculturalaustralia.org.au)
- **Embrace Multicultural Mental Health** (national) – mental health support for CALD communities: [embracementalhealth.org.au](https://embracementalhealth.org.au)
- **Multicultural Health Connect** – health info and advice: 1800 186 815 – [health.gov.au](https://health.gov.au)
- **NSW Multicultural Health Communication Service** – [mhcs.health.nsw.gov.au](https://mhcs.health.nsw.gov.au)

### Faith-Based and Religious Support Services

- **Hayat Line** (NSW) – emotional support for Muslims: 1300 993 398, Mon–Fri, 9am–5pm AEST – [missionofhope.org.au/hayat-line](https://missionofhope.org.au/hayat-line)
- **Racial & Religious Discrimination Legal Service** (VIC) – legal support for those experiencing racial or religious discrimination: [racialreligiousdls.org.au](https://racialreligiousdls.org.au)
- **NSW Anti-Discrimination Board** – Support for racial and religious discrimination: 1800 670 812 – [antidiscrimination.nsw.gov.au](https://antidiscrimination.nsw.gov.au)
- **Queensland Human Rights Commission (QHRC)** – [qhrc.qld.gov.au](https://qhrc.qld.gov.au)

### Support Services for Aboriginal and Torres Strait Islander Students

- **13YARN** (24/7 crisis support line for Aboriginal and Torres Strait Islander people): 13 92 76 – [13yarn.org.au](http://13yarn.org.au)
- **Victorian Aboriginal Health Service (VAHS)** (health care and support services in Victoria): (03) 9419 3000 – [vahs.org.au](http://vahs.org.au)
- **Victorian Aboriginal Legal Service (VALS)** (legal support and advocacy): 1800 064 865 – [vals.org.au](http://vals.org.au)
- **Djirra** (support and legal services for Aboriginal women experiencing family violence): 1800 105 303 – [djirra.org.au](http://djirra.org.au)
- **Aboriginal Health & Medical Research Council of NSW (AH&MRC)** – [ahmrc.org.au](http://ahmrc.org.au)
- **Aboriginal and Torres Strait Islander Legal Service (Qld)** – [atsils.org.au](http://atsils.org.au)
- **SNAICC** – National Voice for Our Children (advocacy and support for Aboriginal and Torres Strait Islander children and families): [snaicc.org.au](http://snaicc.org.au)
- **Raising Children Network** – Aboriginal Services (resources for Aboriginal and Torres Strait Islander families): [raisingchildren.net.au](http://raisingchildren.net.au)

### Staff Responsibilities – Leadership and Governance Commitment

All staff are expected to:

- Actively champion diversity and inclusion;
- Foster a culturally safe learning environment;
- Use inclusive language and examples;
- Undertake cultural awareness, equity and inclusion training;
- Respond to student needs with respect and flexibility;
- Report and act on discrimination or exclusion concerns.

### Third-Party Support Services and Quality Assurance

BAA is committed to ensuring that all support services accessed by students — whether delivered directly by BAA or through external / third-party arrangements — meet the same high standards of quality, accessibility, and accountability.

While most support services are delivered internally, students may also be referred to external providers for specialised support (e.g. mental health services, counselling, or community-based literacy programs). In such cases, BAA will ensure referrals are made to reputable, qualified services and that students understand how those services operate independently of BAA.

BAA retains responsibility for monitoring the quality of all external / third-party support services and has mechanisms in place to manage student feedback, complaints, or issues arising from their use. Students are encouraged to report any concerns about third-party support to BAA so that we can investigate and ensure services remain appropriate and effective.

### Feedback, Complaints and Appeals

If you ever feel that you've been treated unfairly, excluded, or disrespected based on your culture, background, identity, or lived experience, we encourage you to let us know as early as possible.

BAA has a Grievance, Complaints and Appeals Policy that outlines how to provide informal feedback or lodge a formal complaint or appeal. This policy is available on our website. You may choose to remain anonymous.

We treat all feedback with respect and confidentiality, and we aim to resolve issues promptly, fairly, and in a culturally safe manner, accessible to all students and protects students who raise issues. Students may also contact Student Services or their Student Success Coach for assistance in accessing the process.

Our Grievance, Complaints and Appeals Policy is located on the following webpage  
<https://buildersacademy.edu.au/baa-academy-links-and-documents/>

## Continuous Improvement

At BAA we take all feedback, grievances and complaints seriously. When a complaint is upheld, we investigate the cause and take action to prevent similar issues from occurring in the future.

We use complaints and feedback to identify areas for improvement across our programs, systems, and services as per our Continuous Improvement Policy and Procedures. Once action has been taken, we monitor and review the outcome to make sure it is effective.

This process helps us improve the learning and support experience for all students.

## Proactive Engagement

BAA, in accordance with our Cancellation, Withdrawals and Deferrals policy, proactively engages with students using our proactive engagement strategies such as:

- Monitoring attendance, participation, and assessment submission;
- Automated alerts for disengagement;
- Scheduled wellbeing check-ins for all students with your Student Success Coach

## Monitoring and Review

This policy is maintained under version control to ensure it remains accurate, relevant, and compliant with all applicable requirements.

It will be formally reviewed on an annual basis by the Compliance Team, in consultation with relevant stakeholders, including Student Support, Training Operations, and Senior Management.

Reviews will ensure that the policy continues to meet the requirements of the Standards for RTOs 2025, Government contracts (e.g. Skills First), and other regulatory or quality frameworks.

In addition to scheduled reviews, this document may be updated earlier in response to:

- Changes in legislation, regulatory standards, or contractual obligations;
- Internal audits or findings from complaints, appeals, or investigations;
- Feedback from students, staff, or third parties that identifies a need for improvement;
- Organisational restructuring or operational changes that affect policy content.

Where relevant, students and stakeholders will be notified of significant changes via internal communications, staff briefings, or updates to the Student Handbook or website.

## Keep In Touch

We're here to help. Whether you want to chat, share a concern, or suggest a change, you can contact us. Let's work together to make sure your training journey is respectful, inclusive, and empowering for everyone.

## Accessibility of Information

BAA is committed to providing support information in accessible formats for students (e.g., plain English, large print, accessible PDFs, translated materials, and formats for assistive technology users).

If required, please speak with your Student Success Coach or Student Services team so we can offer the right support in getting information in an accessible format for you.

We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.