



Equality and Respect for Everyone

Supporting Diversity and Inclusion

A perfect world.

“To create a environment that's fair, includes and is smart. You can be independent, feel safe, be active and be comfortable.”

How do I approach this ?

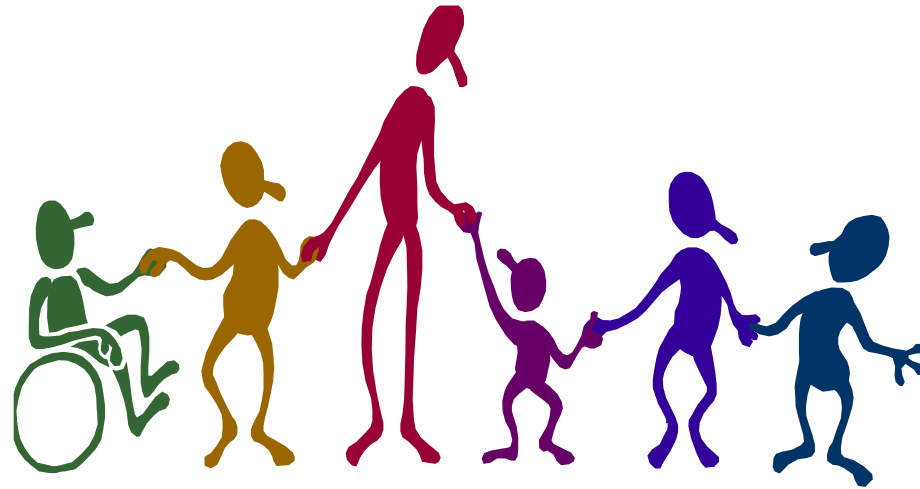
Through the philosophy of Universal Design.

Universal Design

“Universal Design is a process that enables and empowers a diverse population by improving human performance, health and wellness, and social participation.”

Understand the diversity

It is normal to be *different*



The term Universal Design

- The concept of Universal Design is to simplify life for everyone by making the environment (built/social) more usable to as many users as possible at little to no additional costs.
- The term Universal Design, and the seven principles defining the concept, were first created by Cornell and colleagues at The Centre for Universal Design – North Carolina State University (1997).

The Principles

The seven principles are:

1. Equitable use (Be Fair)
2. Flexibility in use (Be Included)
3. Simple and intuitive use (Be smart)
4. Perceptible Information (Be Independent)
5. Tolerance for error (Be Safe)
6. Low Physical effort (Be Active)
7. Size and Space for Approach and use (Be comfortable)

Understanding the difference

Equality versus Equity

Everybody gets a shirt versus everybody gets a shirt that fits.

Say you have 10 bottles of insulin and 10 people. Equality says you should give one bottle to each person. Equity says you should distribute the insulin evenly among the three who are diabetic.

What is “fair”?

Equality v Equity

Equality = SAMENESS.

Equality is about SAMENESS, it promotes fairness and justice by giving everyone the same thing.

Equity = FAIRNESS.

Equity is about FAIRNESS = its about making sure people get access to the same opportunities.

Diversity v inclusion.

Sometimes our differences and /or history, can create barriers to participation, so we must first ensure equity before we can enjoy equality.

Diversity is being invited to the party:
inclusion is being asked to dance.

The outcomes

- Social integration – treating all groups with dignity and respect to improve community connectedness
- Personalisation – incorporating opportunities for choice and the expression of individual preferences
- Cultural appropriateness – respecting and reinforcing positive cultural values and improve cultural vibrancy and access of communities

The outcomes

- Body fit - accommodating a wide a range of body sizes and abilities
- Comfort - keeping demands within desirable limits of strength and stamina
- Awareness – insuring that critical information for use is easily perceived
- Understanding – making methods of operation and use intuitive, clear and unambiguous

A sector response

Currently, different sectors and service systems operate according to distinct underlying principles, service delivery models and theoretical frameworks, which can create barriers to service integration, collaboration and innovation.

RCFV response

“They must also respond to the fact that people from different cultures and backgrounds can find it even more difficult to report family violence and locate appropriate help and support than other Victorians. They must also address barriers, both physical and attitudinal, faced by women and children with disabilities who experience family violence.”

An approach to consider

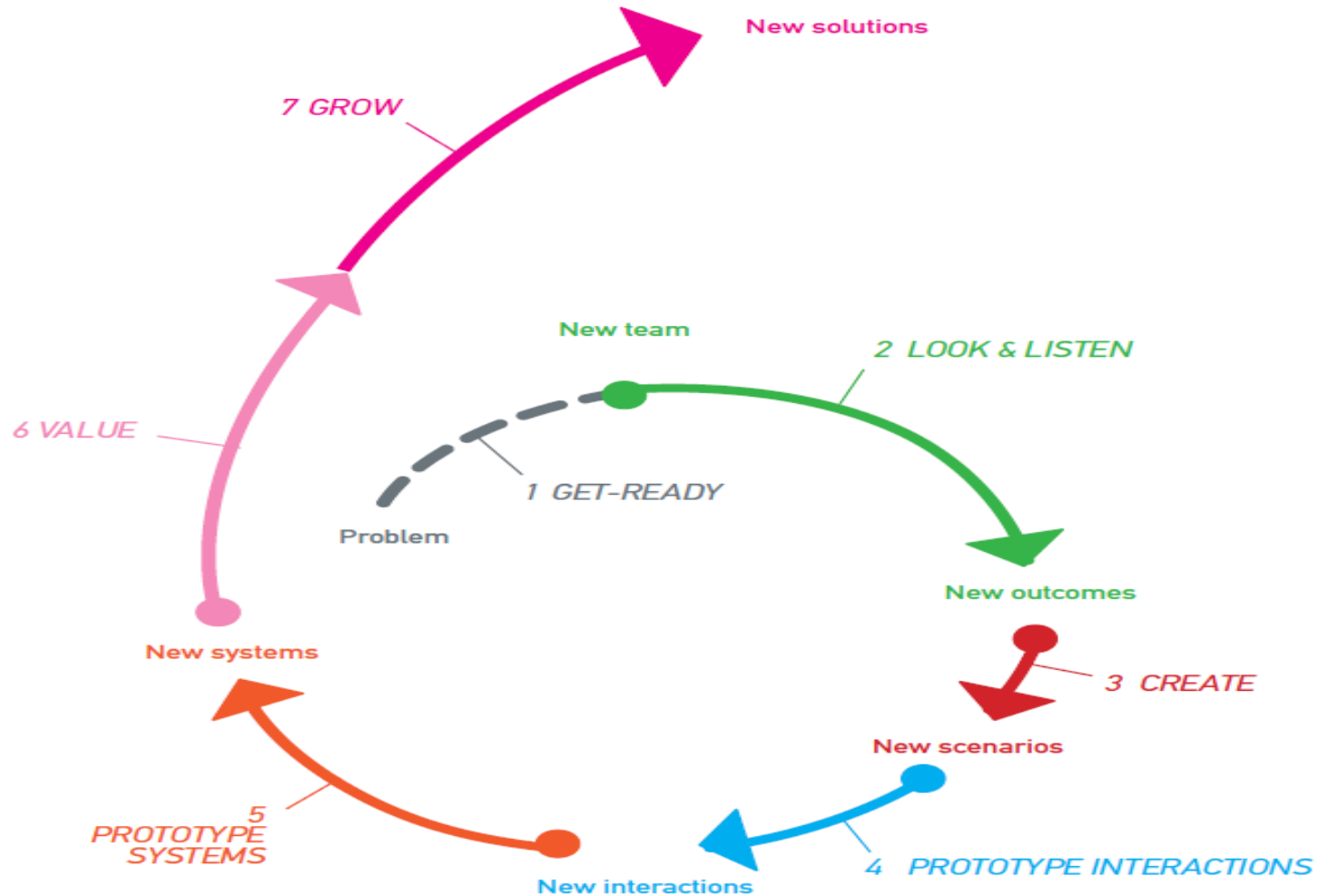
To get to thriving lives you need a problem solving approach that starts at the bottom with what people want and are capable of, rather than at the top with what systems and policies want and have available to spend.

You need a way of organising work that is networked and distributed, rather than bureaucratic and hierarchical.

A standardised compliance approach

In other words, you need ways of working that are responsive, adaptable, and built on relationships - rather than the kind that are pre-set, standardised compliance approach re the building environment.

A model of “Working Backwards”



Behaviours

Analytic behaviour

Identifying patterns and trends; breaking complex concepts into component parts; asking why and how questions.

Generative behaviour

Identifying and exploiting opportunities; developing new ideas; applying concepts from one field to another; thinking visually and laterally. Principle based approach.

People behaviour

Talking with; observing; listening; understanding, respecting and contextualising people.

Behaviours

Making behaviour

Turning abstract ideas into real, tangible products;

Feedback behaviour

Showing work; making improvements; offering constructive suggestions to others; failing; persistently iterating.

Storytelling behaviour

Developing rational and emotive arguments; using different mediums; bringing ideas to life for people versus practice versus policy audiences.

The possibilities

This involves letting go of professional assumptions about a group's perspectives and experiences and actively learning from what people say and do.

Expertise, professional knowledge and research can then be considered in relation to group input, to add colour to the possibilities of approaching social problems with specific groups.

User - centred

This is different from traditional feedback methods which ask user groups to comment on their use and satisfaction of services that have already been planned or implemented.

When you look at people not as clients or customers, but as co-producers, their capabilities, relationships and aspirations are not only outcomes, but inputs that can further develop the solution's resource base and reach.

Why we do it?

This project framework has come out of the need at SRV Community Facilities to implement best practice and government policy.

This framework has demonstrate the strong commitment that DPCD has to the Disability Discrimination Act and Human Rights Charter and to building an inclusive Victoria. Design is powerful and profoundly influences our daily lives and our sense of confidence, comfort and control.

Gender Equality

Gender Equality is a human fight not a female fight.

Societies with greater gender equality have lower rates of violence against women and children.

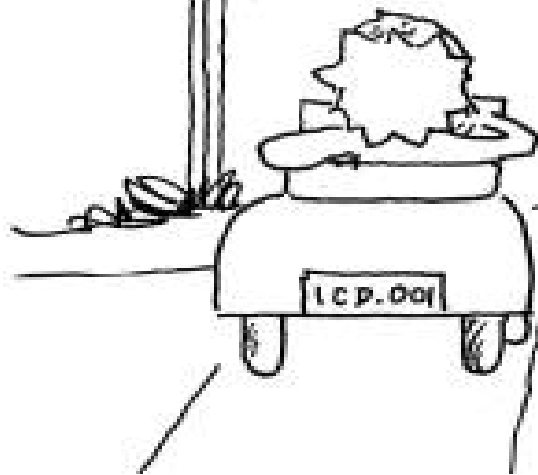
Which turn ?

HUMAN LEFTS :: HUMAN RIGHTS

STOP

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Conclusions

Equal status, equal treatment and equal merit are notions central to Universal Design principles.

Sympathize rather than stigmatize.

Consider users at the beginning of each program.

Program adaptations after the fact are expensive and marginalizing.

Understand the extreme, innovate for the mainstream.

Accommodate rather than discriminate and innovate rather than replicate