

Remember!

- **You are all different and this is a good thing. The world would be very boring if we were all identical!**
- **You should all have the same opportunities available to you should you wish to make the most of this.**
- **Don't be afraid to learn about other cultures. Much of the food we eat, the music we listen to and the games we play have arrived here through diversity.**
- **If you think that you or someone else has been treated unfairly then tell us! If we don't know about it we can't challenge this and do something about it.**
- **If you don't want to speak to someone at your project then there are other people you can get in touch with.**

Catalyst Head Office - **0300 500 62 62**

www.chg.org.uk

www.citizensadvice.org.uk

www.report-it.org.uk

www.victimsupport.org.uk

www.samaritans.org - **08457 909 090**



We aim to provide information in a format or language that is easy to read and understand by our customers.

Please contact Customer Services on 0300 500 62 62 if you require this publication in large print format, Braille or on audio tape.

Nëse keni vështirësi për të kuptuar këtë botim, ose nëse anglishtja nuk është gjuha juaj e parë, ju lutemi kontaktoni Shërbimet për Klientin në **0300 500 6262**

Albanian

Se ha difficoltà a comprendere questo documento o se l'inglese non è la Sua madre lingua, la preghiamo di contattare l'Assistenza Clienti allo **0300 500 6262**

Italian

Jeżeli masz trudności ze zrozumieniem tej publikacji lub angielski nie jest Twoim pierwszym językiem, prosimy o skontaktowanie się z linią obsługi klienta pod numerem: **0300 500 6262**

Polish

Bu broşürü anlamakta güçlük çekiyorsanız ya da asıl diliniz İngilizce değilse, lütfen Müşteri Hizmetleri'ne telefon edip Türkçe'ye çevrilmesini isteyin. Tel: **0300 500 6262**

Turkish

এই প্রকাশনা বুঝতে আপনার যদি কোন সমস্যা হয় অথবা ইংরেজী ভাষা যদি আপনার মাতৃভাষা না হয় তাহলে অনুগ্রহ করে **0300 500 6262** নম্বর ফোনে কাস্টমার সার্ভিসকে যোগাযোগ করুন

Bengali

જો તમને આ પ્રકાશન સમજવામાં કોઈ મુશ્કેલી હોય અથવા અંગ્રેજી તમારી માતૃભાષા ન હોય તો, કૃપા કરીને આ ક્રમ સેવાને **0300 500 6262** પર સંપર્ક કરો

Gujarati

इस प्रकाशन को समझना यदि आपके लिये मुश्किल हो, या अगर अंग्रेज़ी आपकी भाषा नहीं है तो कृपया कस्टमर सर्विसेज़ से फ़ोन नंबर **0300 500 6262** पर संपर्क करें।

Hindi

ਜੇ ਇਸ ਖਬਰ 'ਚੋਂ ਜਾਂ ਵਿਤਕਾਰ 'ਚੋਂ ਨੂੰ ਪੜ੍ਹਨ ਵਿਚ ਤੁਹਾਨੂੰ ਕੋਈ ਮੁਸ਼ਕਿਲ ਆਉਂਦੀ ਹੈ, ਜਾਂ ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਬੋਲੀ ਨਹੀਂ, ਤਾਂ ਵਿਰਧਾ ਕਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸਿਜ਼ ਨਾਲ ਨੰਬਰ **0300 500 6262** 'ਤੇ ਕਾਲ ਕਰੋ।

Punjabi

اس اشاعت کو سمجھنے میں اگر آپ کو مشکل درپیش ہو، یا اگر انگریزی آپ کی زبان نہیں ہے تو برائے مہربانی کسٹمر سروسز سے فون نمبر **0300 500 6262** پر رابطہ کریں۔

Urdu

For more information on work of the Young Persons Service team or to discuss new projects of partnership working, please contact:

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t: **0300 500 62 62**

www.chg.org.uk



catalyst

YPS
young persons service

Equality & Diversity

LET'S MAKE THINGS FAIR



**A new start,
a new beginning**

What does Equality and Diversity mean?

Equality means being fair to everyone.

This means that everyone should have the same opportunities regardless of their personal circumstances. It does not mean that everyone should always be equal – we can't all be pop stars, footballers, doctors or dentists! What it does mean is that you should have the same opportunities open to you to achieve what your individual talents and motivation will allow.

Diversity means that everyone is different.

People come in a wide variety of shapes and sizes and this makes each and every one of us an individual. Diversity can also be found in the way we think, the languages we speak, the food we eat and in virtually every other part of our lives which goes towards making us all unique!

Why do Equality and Diversity always seem to go together?

Although they mean different things, equality and diversity do need to be considered together. This is because it is only possible to allow everybody the same opportunities if we fully understand and celebrate that each of us is different.

How does Equality and Diversity affect me?

At Aldwyck we have a policy especially dedicated to Equality and Diversity. This makes sure that everybody living in an Aldwyck property has the same opportunities available to them even though we know that everybody is different. It also means that everybody who works for Aldwyck understands this and helps to ensure that all residents are being treated fairly and with respect by all staff and other residents. When this does not happen it can be a type of bullying or abuse.

Is it different in the Young Persons Service?

No! It is very important that everyone living at our projects is treated fairly and with respect at all times. We are dedicated to making sure that all young people are free from bullying and abuse and will always challenge this when we encounter this kind of behaviour. When you move in we will inform you of what is acceptable and what is not acceptable behaviour. We know you are all different and we celebrate this in many ways. You will have numerous opportunities to experience and learn about different cultures and lifestyles through resident meetings, activities and our notice boards.

What do you mean by challenge?

If you feel that you or someone else has been treated unfairly or have been spoken to in an offensive or hurtful manner by another resident or by staff, please make sure that you tell the Manager of your project. This behaviour can then be challenged to ensure that it does not happen again. Sometimes it may be necessary to issue warnings, however it is also possible to discuss this with the person concerned to try and help them understand why their behaviour or language is unacceptable. Often young people don't understand why what they have said is offensive until it has been discussed and explained to them.

