

Inclusion, Equity & Diversity Policy



This policy covers our drive for inclusion, equity and diversity.

Definitions

Equity – fairness and recognising that different people have different needs. It means providing individuals with the support and resources they need to achieve equal outcomes, rather than treating everyone identically.

Diversity – the presence of differences, visible and non-visible, including age, ethnicity, gender, disability, sexual orientation, faith, socioeconomic status.

Inclusion – actively removing barriers to participation and creating conditions where all individuals feel respected, valued, and able to contribute fully.

Intersectionality – people may face overlapping forms of disadvantage due to multiple aspects of identity, such as race, gender, and disability. We commit to addressing discrimination through this lens.

Our Commitments

Juniper Therapies is committed to providing a safe and inclusive environment, avoiding discrimination against clients and employees.

This policy serves to set out our intentions regarding inclusivity and maintain accountability within Juniper Therapies. It exists due to the importance of comfort and safety for all clients and employees, especially those with protected characteristics (as well as being dictated by law).

We aim to act and engage in a way that acknowledges the systemic disadvantages and under-representation of marginalised groups (including intersectionality), especially in how people access healthcare.

Our interactions within Juniper Therapies and externally (with clients and other businesses), should be consistently respectful of individual differences and supportive of inclusion and equity, ensuring all parties feel safe and heard. This includes using inclusive and non-discriminatory language across all communications and materials.

Juniper Therapies – March 2026

Accessibility

We are committed to ensuring that our services are accessible to all. We will take all reasonable steps to ensure that our offices and any other premises we use are fully accessible to differently abled and employees. If any premises are not able to be made accessible, we are able to offer home visits (and/or online work for counselling) to clients who require them.

Responsibilities

All employees, volunteers, trustees and associates are expected to uphold this policy.

All of our employees, volunteers, trustees, and associates are expected to uphold the Equality Act (2010) as it relates to anti-discriminatory behaviour in the work environment and through use of services (public and private). No form of discriminatory behaviour is to be tolerated, and we will take reasonable action in order to maintain a respectful, inclusive and safe professional environment for all.

Due to our rigorous commitment to Inclusion, Equity & Diversity, we also uphold the right to end any professional working relationship that creates a significant conflict with our legal obligations and values, particularly where we also have a duty of care (e.g. to clients). If such a conflict were to arise that couldn't be resolved right away, we will ensure to refer you to this section of our policy and clarify where the conflict of interest has taken place.

Complaints

If you have concerns about how you or another individual has been treated—whether by a practitioner, colleague, volunteer, trustee, associate or client – please refer to our separate Complaints Policy for guidance on how to raise the issue.

Policy Review

This policy will be reviewed annually to ensure it remains current, compliant with legal requirements, and aligned with our organisational values and practices.

We are also committed to reviewing relevant sections and/or the entirety of our policies based on client/service user feedback in order to exceed minimum lawful requirements and uphold our commitment to care.

The language we use to describe differences in this policy are what we believe to be the most up-to-date, sensitive and appropriate (2026). If you feel that this is not correct or accurate, please let us know so that we can review our use of inclusive language.