

## **YVONNE NEWBURY COUNSELLING**

### **EQUALITY, DIVERSITY AND INCLUSION POLICY**

This policy outlines Yvonne Newbury's commitment to fostering an inclusive, respectful and non-discriminatory environment for all her clients. She strives to ensure that everyone who engages with her practice is treated with dignity, fairness, and respect, irrespective of their background, identity or circumstances.

This policy applies to all clients who engage with her private practice.

#### **Legal Framework**

Yvonne Newbury adheres to the legal requirements outlined in the Equality Act 2010 and other applicable laws. She is committed to upholding her professional body's ethical guidelines currently NCPS.

This prohibits any form of discrimination based on the protected characteristics of this act.

#### **Commitment to Equality, Diversity and Inclusion**

Yvonne Newbury aims to make her private practice as accessible to everyone as possible. This includes making reasonable adjustments when she can for clients with disabilities.

Currently, the premises that she uses are not suitable for a wheelchair. There is one step to access the building, and this is communicated to clients when securing their first appointment. Should it be difficult for a client to access the premises she would offer alternative ways to use her services. The most obvious choice would be to work remotely via an online platform.

She will also offer clear, transparent communication to ensure all clients understand their rights and responsibilities. Through good communication with the client at the time of booking, she will aim to minimise potential barriers to counselling, such as cost, location, or accessibility. She may grant a concessionary rates for clients on low income or whose financial circumstances change.

She recognises and celebrates diversity in all its forms. She values the richness that different life experiences, cultures and perspectives bring to her practice. To this end, she will create a welcoming and safe space for all clients from all backgrounds. She will respect cultural, religious and social differences in the therapeutic work. She will regularly review her practice to ensure that it is inclusive, and will evaluate her marketing materials, physical environment and communication approaches to ensure they reflect diversity.

Yvonne Newbury strongly believes that inclusion goes beyond non-discrimination. She aims to create an environment where everyone feels they belong. She commits to encouraging open and respectful dialogue within therapy recognising the impact

that social structures such as race, gender, class etc. may have on a client's experience.

She is committed to continuing to educate herself on issues of power, privilege and oppression and how these factors may play out in the therapeutic relationship. She will provide opportunities for clients to provide feedback about their experience within her private practice and will use that feedback to enhance her inclusivity efforts.

### **Zero Tolerance of Harassment and Discrimination**

Yvonne Newbury has zero tolerance for any form of harassment, bullying or discrimination. This includes any inappropriate behaviour based on the above-protected characteristics listed. Any reporting of complaints regarding discrimination or harassment will be dealt with swiftly and confidentially with appropriate action taken to resolve the matter.

### **Training, Development & Monitoring**

Yvonne Newbury will engage in ongoing training on equality, diversity and inclusion. She will engage in continuous CPD to keep up to date with best practices in EDI.

She is committed to regularly reviewing this policy to ensure that it remains effective and relevant to the needs of her clients. She will collect and review feedback to see areas where she can improve inclusivity. She will ensure that any updates to legislation or ethical guidelines are reflected in this policy.

### **Feedback and Complaints**

Yvonne Newbury welcomes feedback from clients who feel they have been subject to discrimination or unfair treatment and are encouraged to raise concerns through her complaints process. She will manage these complaints with sensitivity, and confidentiality. She will ensure that appropriate action is taken where necessary.