# Frequently Asked Questions – Diversity In Our Workplace

As part of your middle management role within the Bunjappy organisation, you have been assigned the task of preparing draft answers to a set of questions the management team believe people will ask, either of their supervisors or in response to doing the online diversity course. These questions will focus on the company’s values and how it will deal with its employees and customers.

In each of the questions below, you are to construct what the answers may be to reflect the company’s promotion of diversity and wishes that its staff be sensitive to differing values, beliefs and cultures.

Your draft work will be presented to the board of the company for their consideration and critical review. When you have finished constructing the responses to the FAQs, place your work in your digital portfolio.

**FAQ 1**

What are three (3) key principles of fairness and equity that Bunjappy expect me to follow while working and engaging with colleagues and customers in our workplace?

**FAQ 2**

As I am working in the tourism/hospitality industry, what cultural factors does Bunjappy consider I should acknowledge when dealing with customers or colleagues?

**FAQ 3**

Why is cultural and religious awareness important to people working in the tourism industry? (Answer using 20 - 40 words.)

**FAQ 4**

How do people define their cultural identity? (Answer using the example of main social and cultural groups in Australian society, including Australian Indigenous people – 3 examples are sufficient).

**FAQ 5**

What factors that can lead to dispute or conflict in the workplace? (Limit the list to 5 and focus on differences between people).

**FAQ 6**

What approaches could I use to address cross-cultural challenges with customers and colleagues. (Limit the list to 5.)

**FAQ 7**

When should you refer the problems or concerns regarding customers and colleagues to your supervisor or manager? (Limit the list to 5.)

**FAQ 8**

What sort of disabilities may employees find in our customers and what are the implications for our workplace? (List two (2) disabilities and their implications for being in our tourist centre and accessing out tours.)

**FAQ 9**

What support exists for employees? (Mention two (2) support services available in nearly all workplaces.)

**FAQ 10**

What is an anti-discrimination policy? (Answer using 20 - 40 words.)

**FAQ 11**

What are three (3) “protected attributes” of discrimination?

**FAQ 12**

Why is it important for Bunjappy to have a discrimination-free workplace? (Answer in 20 - 40 words.)

**FAQ 13**

How should I respond to discrimination in our workplace? (Answer in 20 - 40 words.)

**FAQ 14**

Identify two (2) sources of information and/or support that may be found in our State that can be contacted to assist in communicating with colleagues and customers from diverse social and cultural groups:

1. government agencies
2. diplomatic services
3. disability advocacy groups
4. educational institutions
5. interpreter services
6. local cultural organisation

**FAQ 15**

Why can language barriers an issue in our workplace? (Answer using 20 - 40 words.)

**FAQ 16**

How can I help to overcome language barriers in the workplace? (Answer using 20 - 40 words.)