

Diversity, Equity & Inclusion Policy

1. Purpose and Values

At Don't Forget My Pet, we believe that access to support for companion animals should never be limited by a person's circumstances. Our work exists because people experiencing hardship still deserve the love, connection, and wellbeing that comes from caring for their pets.

This policy outlines our commitment to fostering a diverse, equitable, and inclusive environment for the people we support, our volunteers, partners, and the broader community.

Our Values

Compassion

We believe in treating every human and their animal with kindness and empathy, understanding their unique needs and the bond they share.

Community

We unite people, organisations, other non-profits, and businesses to support pets and their families. We are proudly inclusive—welcoming everyone, valuing every story, and ensuring no one is left behind. Through connection and collaboration, we create stronger outcomes for our community.

Integrity

We operate transparently and ethically, ensuring that our actions reflect our commitment to all the people we assist.

Hope

We believe in second chances and the transformative power of love, working to keep people and their pets together through life's challenges.

2. Our Commitment

We are committed to:

- **Diversity** – Welcoming people from all backgrounds, experiences, and communities.
- **Equity** – Recognising that people face different barriers and providing support based on need, not equality alone.
- **Inclusion** – Creating a safe, respectful, and accessible environment where everyone feels valued and supported.

We recognise that disadvantage can take many forms, including financial hardship, housing instability, disability, mental health challenges, cultural background, age, gender identity, and family circumstances.

3. Who This Applies To

This policy applies to:

- People and families we support
 - Volunteers and team members
 - Board members
 - Partner organisations and service providers
 - Donors and community supporters
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4. Principles That Guide Our Work

Respect and Dignity

Every person we engage with is treated with kindness, compassion, and without judgement.

Accessibility

We aim to remove barriers to accessing our services wherever possible, including financial, physical, and social barriers.

Cultural Awareness

We respect and value cultural diversity and are committed to learning and improving our cultural competence.

Fair Access to Support

Support is provided based on need, with a focus on reaching those who may otherwise fall through the gaps of existing systems.

Safety and Inclusion

We foster an environment where people feel safe to seek help, share their circumstances, and remain connected to their pets.

5. How We Put This Into Practice

We will:

- Provide services that are **non-discriminatory and inclusive**
 - Ensure our communication is **clear, respectful, and accessible**
 - Work with community partners to better support **diverse and underrepresented groups**
 - Continuously review our programs to ensure they are **fair and responsive to community needs**
 - Encourage feedback from the community to help us improve
 - Support and train our volunteers to understand and uphold DEI principles
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6. Zero Tolerance for Discrimination

Don't Forget My Pet does not tolerate discrimination, harassment, or exclusion of any kind, including on the basis of:

- Race, ethnicity, or cultural background
- Gender identity or sexual orientation
- Age
- Disability
- Religion or beliefs
- Socioeconomic status

Any concerns or complaints will be taken seriously and addressed appropriately.

7. Continuous Improvement

We recognise that building a truly inclusive organisation is an ongoing process. We are committed to:

- Listening to the communities we serve
 - Learning from lived experiences
 - Reviewing and improving our practices over time
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8. Responsibility

All individuals connected to Don't Forget My Pet share responsibility for upholding this policy. Leadership is responsible for ensuring it is embedded in our culture, decision-making, and daily operations.

9. Policy Review

This policy will be reviewed every 2 years, or as required, to ensure it remains relevant and reflects the needs of our community.