

Time to Heal Directory

Equity, Diversity, Inclusion and Belonging (EDIB) Policy

Purpose

The purpose of this policy is to set out Time to Heal Directory's commitment to equity, diversity, inclusion, and belonging (EDIB) across all aspects of its directory services, platform operations, and professional network. This policy provides a clear framework for promoting fair access, respectful engagement, and inclusive practice for all individuals who engage with Time to Heal Directory.

Policy Statement

Time to Heal Directory is committed to providing a supportive, inclusive, and respectful community that celebrates diversity in all its forms. We believe that every individual should have equitable access to high-quality counselling, coaching, and mentoring services, regardless of background, identity, or life experience.

Our commitment to equity, diversity, inclusion, and belonging underpins how we operate as a directory, how we engage with clients and professionals, and how we hold ourselves accountable as an organisation.

Scope

This policy applies to:

- Clients accessing services via the Time to Heal Directory
- Counsellors, therapists, coaches, and mentors listed on the directory

- Employees, contractors, and associates of Time to Heal Directory
- Partners and third-party providers engaged in delivering or supporting services

Core Principles

1. Equity

We are committed to promoting equity by working to ensure that individuals are not disadvantaged by systemic barriers. We strive to support fair access to services and opportunities, recognising that different people may require different levels or types of support to achieve comparable outcomes.

We do not tolerate discrimination on the basis of race, ethnicity, nationality, gender, gender identity, sexual orientation, age, religion or belief, disability, socioeconomic status, or any other protected or personal characteristic.

2. Diversity

Time to Heal Directory values diversity as a strength that enriches our community and the services accessed through our platform. We recognise and respect the wide range of perspectives, experiences, and identities that individuals bring.

We are committed to maintaining a directory that reflects diverse lived experiences and professional approaches, fostering learning, understanding, and growth.

3. Inclusion

We are committed to creating an inclusive environment where all individuals feel valued, respected, and heard. Inclusion means ensuring that clients and professionals can participate fully and safely in the services and opportunities provided through the directory.

We aim to ensure that our platform, communications, and processes are accessible and considerate of diverse needs.

4. Belonging

We actively promote a sense of belonging across the Time to Heal Directory community. We strive to create an environment where individuals feel accepted, supported, and empowered to be their authentic selves without fear of judgement or exclusion.

Professional Expectations and Accountability

Professionals listed on the Time to Heal Directory are expected to uphold the principles outlined in this policy including with their interactions with clients.

As an organisation operating as a directory and service provider, Time to Heal Directory:

- Sets clear expectations regarding inclusive and respectful conduct
- Encourages culturally sensitive and ethical practice
- Retains the right to review, suspend, or remove professionals from the directory where behaviour is inconsistent with this policy

Continuous Improvement

We are committed to ongoing reflection and improvement in relation to equity, diversity, inclusion, and belonging. We actively welcome feedback from clients, professionals, and partners to inform the development of our policies, platform, and practices.

Time to Heal Directory may, from time to time, provide information, guidance, or resources relating to equity, diversity, inclusion, and belonging. This does not constitute formal training. Professionals remain individually responsible for maintaining culturally competent, ethical, and inclusive practice in line with their professional standards and regulatory requirements.