

## ACCESS AND EQUITY

Policy number	VAL.A&E. 2010-06-22	Version	2
Drafted by	Karen Ramsay	Approved by board on	26/09/2018
Responsible person	Manager	Scheduled review date	January 2020

### Introduction

The Access and Equity Policy set out in this document is drawn up on the model of the Australian Government's [Charter of Public Service in a Culturally Diverse Society](#). The Charter is the key document guiding the Australian Government's Access and Equity strategy. It helps to ensure that government programs (and those programs funded by the government but delivered by contractors, including not-for-profits) meet the needs of our culturally and linguistically diverse society.

### Purpose

Bandiana Neighbourhood House Inc acknowledges that its legal and moral responsibilities cover the areas of:

- access in the provision of services offered by Bandiana Neighbourhood House
- access in employment by Bandiana Neighbourhood House
- access in the provision of information offered by Bandiana Neighbourhood House
- access to any training and development offered by Bandiana Neighbourhood House
- access to events hosted by Bandiana Neighbourhood House

The Charter integrates a set of service delivery principles concerning cultural diversity into the strategic planning, policy development, budget, and reporting processes of service delivery, irrespective of whether these services are provided by government agencies, community organisations, or commercial enterprises.

### Policy

#### **Access**

As a service provider, Bandiana Neighbourhood House Inc will make services available to everyone who is entitled to them, free of any form of discrimination on the basis of a person's country of birth, language, culture, race or religion.

#### **Equity**

As a service provider, Bandiana Neighbourhood House Inc will develop and deliver services on the basis of fair treatment of all those clients who are eligible to receive them.

#### **Communication**

As a service provider, Bandiana Neighbourhood House Inc will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. Providers shall also consult with their clients regularly about the adequacy, design and standard of services.

#### **Responsiveness**

As a service provider, Bandiana Neighbourhood House Inc will be sensitive to the needs and requirements of clients from diverse cultural and linguistic backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.

**Effectiveness**

As a service provider, Bandiana Neighbourhood House Inc will be focused on meeting the needs of clients from all backgrounds.

**Efficiency**

As a service provider, Bandiana Neighbourhood House Inc will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of clients.

**Accountability**

As a service provider, Bandiana Neighbourhood House Inc will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.

**Authorisation**

Minutes.26/09/2018 - Bandiana Neighbourhood House Inc

Implemented	Review dates:					
22/06/2010	26/9/2018					

## Access and Equity Procedures

Procedures number	AE.pro.1	Version	1
Drafted by	Karen Ramsay	Approved by MANAGER on	26/09/2018
Responsible person	MANAGER	Scheduled review date	09/2020

### **Responsibilities**

It shall be the responsibility of the MANAGER to implement this policy and to report to the Board annually on its progress.

#### **Procedures**

All Bandiana Neighbourhood House Inc staff shall, wherever feasible, have adequate support and training to provide services and information accessible to all people.

Bandiana Neighbourhood House Inc will ensure its programs are designed and constructed to provide equal access for all users.

Bandiana Neighbourhood House Inc, in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.

Bandiana Neighbourhood House Inc shall, wherever feasible, assess proposals for any new (or substantially revised) policies or programs for their direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals.

Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds shall, wherever feasible, be developed by Bandiana Neighbourhood House Inc in consultation with people from those backgrounds.

Bandiana Neighbourhood House Inc shall, wherever feasible, for any new (or substantially revised) policies or program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.

Bandiana Neighbourhood House Inc shall provide resources so that publicly available and accessible information on its policies and programs is where necessary communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.

Bandiana Neighbourhood House Inc shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.

Bandiana Neighbourhood House Inc shall require that any agents, contractors, or partners of Bandiana Neighbourhood House Inc deliver outcomes consistent with this policy, and shall, in bidding for tenders or contracts, budget, where appropriate, for special provision for linguistic and cultural diversity.

Bandiana Neighbourhood House Inc shall, where necessary and feasible, provide for the special needs of clients from diverse cultural and linguistic backgrounds by providing language assistance through the use of interpreters or facilitators.

Bandiana Neighbourhood House Inc shall, where necessary and feasible, provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.

Bandiana Neighbourhood House Inc shall consider cultural diversity issues in the design and delivery of any training programs it provides.

Bandiana Neighbourhood House Inc staff shall, where necessary, receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.

Bandiana Neighbourhood House Inc shall, where necessary and feasible, provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.

Bandiana Neighbourhood House Inc shall, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.

Bandiana Neighbourhood House Inc shall promote diversity in the membership of its boards, committees and working groups.

Bandiana Neighbourhood House Inc shall keep in its client data collection record, where appropriate, such data as birthplace; whether a person's first language spoken was English; Aboriginal or Torres Strait Islander background; Australian South Sea Islander background; date of birth; year of arrival in Australia; birthplace of parents; sex; and religion (the collection of data will not always include all these items, as the relevance of these data items will vary depending on the service delivery context).

Bandiana Neighbourhood House Inc shall protect the privacy of individual clients when collecting this data. Consideration will be given to:

- collecting only data essential to the particular service delivery or evaluation purpose;
- guaranteeing anonymity; and
- ensuring that all data collection proposals are non-intrusive.

## **Related Documents**

- [Affirmative Action Policy](#)
- [Staff Recruitment Policy](#)
- Affirmative Action Practices
- Staff recruitment Practices

## **Authorisation**

.26/09/2018 - Bandiana Neighbourhood House Inc

