

## POLICY & PROCEDURAL STATEMENT

**Topic:** Access and Equity

**Policy:** Avenue Neighbourhood House @ Eley Inc. a Registered Training Organisation is committed to ensuring that the organisation complies with Equal Opportunity Act 2010 (Vic), Disability Discrimination Act 1992 (Commonwealth), Multicultural Victoria Act 2004 (Vic), Racial and Religious Tolerance Act 2001 (Vic), and Charter of Human Rights and Responsibilities Act 2006 (Vic) by integrating Access and Equity principles within all the services we offer to our participants.

Regardless of cultural background, gender, sexuality, level of ability or age, our participants have the right to join a program in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner.

### Principles:

Avenue Neighbourhood House @ Eley Inc. adopts the philosophy, access for all and will adhere to the following principles:

- Access – ANH@E 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 – ANH@E will develop and deliver services on the basis of fair treatment of all those participants who are eligible to receive them.
- Communication – ANH@E will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. ANH@E shall also consult with participants regularly about the adequacy, design and standard of services.
- Responsiveness – ANH@E will be sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.
- Effectiveness – ANH@E will endeavour to meet the needs of participants from all backgrounds and abilities.
- Efficiency – ANH@E will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of clients.
- Accountability – ANH@E will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.

## **Code of Practice:**

Avenue Neighbourhood House @ Eley acknowledges that its legal and moral responsibilities cover the areas of:

- access in the provision of services offered by ANH@E
  - access in employment by ANH@E
  - access in the provision of information offered by ANH@E
  - access to any training and development offered by ANH@E
  - access to events hosted by ANH@E
1. All ANH@E staff and volunteers shall wherever feasible have adequate support and training to provide services and information accessible to all people.
  2. ANH@E will ensure its programs are designed and constructed to provide equal access for all users.
  3. ANH@E in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.
  4. ANH@E shall wherever feasible assess proposals for any new (or substantially revised) policies or programs for their direct impact on the lives of people with a disability and /or from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals.
  5. ANH@E shall wherever feasible, for any new (or substantially revised) policies or program initiatives, have a communication strategy developed and sufficiently resourced to inform people with a disability and / or from relevant cultural and linguistic backgrounds of these changes.
  6. ANH@E shall ensure its policies and programs are communicated appropriately to the general public, including people with a disability and / or from a range of cultural and linguistic backgrounds
  7. ANH@E shall institute complaints mechanisms that enable people (regardless of disability and / or cultural and linguistic backgrounds) to address issues and raise concerns about its performance.
  8. ANH@E shall require that any agents, contractors, or partners of ANH@E deliver outcomes consistent with this policy, and shall in bidding for tenders or contracts budget where appropriate for special provision for disability and/or linguistic and cultural diversity.

## **Procedures**

1. ANH@E shall where practical provide for the special needs of clients with a disability and / or from diverse cultural and linguistic backgrounds through the provision of classroom assistants, English or other language assistance or through the use of interpreters or facilitators.

2. ANH@E shall incorporate disability and cultural diversity issues in any training programs it provides.
3. ANH@E staff and volunteers shall where necessary receive ongoing disability and cultural diversity training so that they develop knowledge and skills to work effectively from a disability and cultural framework.
4. ANH@E shall where necessary provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
5. ANH@E shall where appropriate consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
6. ANH@E shall promote diversity in the membership of its Committee of Managements, committees and working groups.
7. ANH@E shall, where appropriate, keep records on the proportional take-up rates of clients categorised by their country of birth or their cultural or linguistic background or disability compared with their percentage composition of the total population in the service target group or catchment area.
8. ANH@E shall maintain client satisfaction data.