



## ACCESS AND EQUITY POLICY

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Drafted by	Nicole Crook	Approved by board on	Feb 2019
Responsible person	Nicole Crook	Scheduled review date	Feb 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

Patersonia acknowledges that its legal and moral responsibilities cover the areas of:

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

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.

### POLICY

#### Access

Patersonia 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, gender or religion.

#### Equity

Patersonia will develop and deliver services on the basis of fair treatment of all members of their community including children, families, staff, volunteers and other community members.

#### Communication

Patersonia will use all necessary strategies to inform families and the community of the

services available, their entitlements and how they can obtain them. We will consult regularly about the adequacy, design and standard of our services.

#### **Responsiveness**

Patersonia will be sensitive to the needs and requirements of its community members from diverse cultural and linguistic backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.

#### **Effectiveness**

Patersonia will be focused on meeting the needs of families and students from all backgrounds.

#### **Efficiency**

Patersonia will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of our community.

#### **Accountability**

Patersonia will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its community.

### **RESPONSIBILITIES**

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

### **PROCEDURES**

All Patersonia staff shall, wherever feasible, have adequate support and training to provide services and information accessible to all people.

Patersonia will ensure its programs are designed and constructed to provide equal access for all users.

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

Patersonia 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 Patersonia in consultation with people from those backgrounds.

Patersonia 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.

Patersonia 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.

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

Patersonia shall require that any agents, contractors, or partners of Patersonia 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.

Patersonia 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.

Patersonia shall consider cultural diversity issues in the design and delivery of any programs it provides.

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

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

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

Patersonia shall promote diversity in the membership of its boards, committees and working groups.

Patersonia 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; gender 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).

Patersonia 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](#)
- [Recruitment and Selection Policy](#)
- [Grievance Policy](#)