

## ACCESS AND EQUITY POLICY AND PROCEDURE

The Access and Equity Policy set out in this document is drawn up on the model of the Federal 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.

### Principles

The principles underlying the Charter, which have been taken into account in the formation of this Access and Equity Policy, are:

- Access – As a service provider, Numurkah Community Learning Centre 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, Numurkah Community Learning Centre 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, Numurkah Community Learning Centre 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, Numurkah Community Learning Centre Inc. 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 – As a service provider, Numurkah Community Learning Centre Inc. will be focused on meeting the needs of clients from all backgrounds.
- Efficiency – As a service provider, Numurkah Community Learning Centre 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, Numurkah Community Learning Centre Inc. will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.

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## Policy

Numurkah Community Learning Centre Inc. acknowledges that its legal and moral responsibilities cover the areas of:

- access in the provision of services offered by Numurkah Community Learning Centre Inc.
  - access in employment by Numurkah Community Learning Centre Inc.
  - access in the provision of information offered by Numurkah Community Learning Centre Inc.
  - access to any training and development offered by Numurkah Community Learning Centre Inc.
  - access to events hosted by Numurkah Community Learning Centre Inc.
1. All Numurkah Community Learning Centre Inc. staff and volunteers shall wherever feasible have adequate support and training to provide services and information accessible to all people.
  2. Numurkah Community Learning Centre Inc. will ensure its programs are designed and constructed to provide equal access for all users.
  3. Numurkah Community Learning Centre 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.
  4. Numurkah Community Learning Centre 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.
  5. 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 Numurkah Community Learning Centre Inc. in consultation with people from those backgrounds.
  6. Numurkah Community Learning Centre 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.
  7. Numurkah Community Learning Centre 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.
  8. Numurkah Community Learning Centre Inc. shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.
  9. Numurkah Community Learning Centre Inc. shall require that any agents, contractors, or partners of Numurkah Community Learning Centre 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.

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## Procedures

1. Numurkah Community Learning Centre Inc. shall where necessary provide for the special needs of clients from diverse cultural and linguistic backgrounds by English or other language assistance through the use of interpreters or facilitators.
2. Numurkah Community Learning Centre Inc. shall where necessary and feasible provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.
3. Numurkah Community Learning Centre Inc. shall incorporate cultural diversity issues in any training programs it provides.
4. Numurkah Community Learning Centre Inc. staff and volunteers shall where necessary receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.
5. Numurkah Community Learning Centre Inc. shall where necessary provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
6. Numurkah Community Learning Centre Inc. shall where appropriate consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
7. Numurkah Community Learning Centre Inc. shall promote diversity in the membership of its Committee of Managements, committees and working groups.
8. Numurkah Community Learning Centre Inc. shall 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).
9. Numurkah Community Learning Centre 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.
10. Numurkah Community Learning Centre Inc. 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 compared with their percentage composition of the total population in the service target group or catchment area.
11. Numurkah Community Learning Centre Inc. shall maintain client satisfaction data.

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## **Responsibility**

It shall be the responsibility of the Coordinator to ensure that the requirements of these procedures are complied with. This policy and these procedures shall be reviewed every year by the Coordinator to ensure that it continues to comply with relevant state or federal legislation or regulation.

## **Related Documents**

Discrimination and Harassment Policy  
Equal Employment Opportunity

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