



Access and Equity Policy

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Version: 2
Approved By: Puckapunya and District Neighbourhood Centre Committee
Endorsed By: The Executive Committee, 14th May 2020.
Date for Review: *14th May 2021*

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Purpose

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.

The Puckapunyal and District Neighbourhood Centre (PDNC) is committed to providing all staff and Volunteers with equal benefits and opportunities with the level of involvement and opportunities provided. This policy and procedure is to be used by the PDNC to integrate access and equity principles and to treat equally and fairly all Staff and volunteers and all individuals seeking to attend the activities it conducts.

Scope

This policy and procedure applies to all Puckapunyal and District Neighbourhood Centre Staff and Volunteers and training activities.

Definitions

Access and equity means policies and approaches aimed at ensuring that the Puckapunyal and District Neighbourhood Centre is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

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

Policy

Puckapunyal and District Neighbourhood Centre acknowledges that its legal and moral responsibilities cover the areas of:

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

Procedures

1. Puckapunyal and District Neighbourhood Centre 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. Puckapunyal and District Neighbourhood Centre shall where necessary and feasible provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.
3. Puckapunyal and District Neighbourhood Centre shall incorporate cultural diversity issues in any training programs it provides.
4. Puckapunyal and District Neighbourhood Centre 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. Puckapunyal and District Neighbourhood Centre shall where necessary provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
6. Puckapunyal and District Neighbourhood Centre shall where appropriate consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
7. Puckapunyal and District Neighbourhood Centre shall promote diversity in the membership of its Committee of Managements, committees and working groups.

8. Puckapunyal and District Neighbourhood Centre 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.
9. Puckapunyal and District Neighbourhood Centre shall maintain client satisfaction data.

Responsibility

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

Translating Documents

Google Drive has a feature that will automatically translate any forms/documents The Puckapunyal and District Neighbourhood Centre may have:

1. Open a doc in Google Docs
2. In the top menu, click Tools. Translate Document
3. Enter a name for the translated document and select a language
4. Click Translate
5. A translated copy of the doc will open in a new window and will be stored in your Google Drive