

Access and Equity Policy

Introduction

Djerriwarrh Community & Education Services (Djerriwarrh) aims to comply with relevant legislation and ensure the provision of equitable and accessible services that are inclusive and encourage participation of members of the local communities regardless of race, culture, disability, religion, language, age, gender or social or economic barriers.

Scope

This policy applies to Directors of Board, Djerriwarrh employees, volunteers and contractors.

Policy

Djerriwarrh is committed to the legal obligations of the State and Federal equal opportunity laws, including but not limited by *Racial Discrimination Act 1975*, *Sex Discrimination Act 1984*, *Disability Discrimination Act 1992*, *Equal Opportunity Act 2010*, *Charter of Human Rights and Responsibilities Act 2006*, and the *Disability Act 2006*.

Djerriwarrh recognises that access and equity responsibilities cover:

- the provision of services offered by Djerriwarrh;
- employment by, or volunteering at Djerriwarrh;
- the provision of information offered by Djerriwarrh;
- any training and development offered by Djerriwarrh; and,
- events hosted by Djerriwarrh.

This policy is underpinned by the following principles:

Access

Djerriwarrh will offer services to anyone who is entitled to them, free of any form of discrimination and irrespective of a person's age, race, culture, disability, religion, language, gender, or social or economic barrier.

Equity

Djerriwarrh will develop and deliver services on the basis of fair treatment of all those clients who are eligible to receive them.

Communication

Djerriwarrh will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. Djerriwarrh welcomes feedback from clients and regularly conducts satisfaction surveys as well as having a complaints process in place.

Responsiveness

Djerriwarrh will be sensitive to the needs and requirements of clients and be responsive as far as practicable to the particular circumstances of individuals.

Effectiveness

Djerriwarrh will be focused on meeting the diverse needs of clients from all backgrounds.

Efficiency

Djerriwarrh will optimise the use of all available resources to ensure that the services delivered meet the needs of individual clients.

Accountability

Djerriwarrh will have systems in place which ensures it is accountable for implementing access and equity objectives for its clients.

Staff

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

Associated Policies	PO 002 Equal Employment Opportunity PO 003 Sexual Harassment PO 022 Staff Recruitment and Selection PO 025 Participant Recruitment, Selection and Enrolment PO 034 Learning, Teaching and Assessment PO 060 Code of Conduct
Associated Procedures	PR 003 Sexual Harassment PR 022a Recruitment and Selection PR 022b Employee Police and Working with Children Check PR 025a Pre Training Review for VET Qualifications PR 025b Short Course Recruitment, Selection and Enrolment
Other associated documents Internal	
Relevant Legislation	The Racial Discrimination Act 1975 The Sex Discrimination Act 1984 The Disability Discrimination Act 1992 The Equal Opportunity Act 2010 The Charter of Human Rights and Responsibilities Act 2006 The Disability Act 2006
Other associated documents External	AQTF Conditions and Standards