



## 19. Access and Equity

*Reviewed 2nd April 2017*

**Charlestown Caring Group Inc. (CCG) in keeping with their values has a culture of non-discrimination and abides by the Access and Equity Policy**

Make services available to anyone who is entitled to services, free of any form of discrimination, with the processes culturally appropriate, effective and responsive to the diversity need of the clients

CCG to develop and deliver services on the basis on the basis of fair treatment of clients who are eligible to receive our care

Whenever feasible access proposals for any new policies or programs for their direct impact on the lives of people from a range of diverse back grounds

Provide 'workers' wherever feasible with adequate support and training to care for clients in a non-discriminatory manner

Enable clients to address issues and raise concerns about performance. While identifying improvements in the service

**FORMS AND RECORDS**

Human Resource Forms	Shared Drive and folder
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All Policies and Procedures with Section 19 have been approved by General Manager and Management Committee.

Signed .....

General Manager

Signed .....

Executive Member on behalf

## 19.1 Access and Equity

### 19.1.1 Principles

As a service provider: Charlestown Caring Group will ensure Access to our services are made available to everyone who is entitled to them, free of any form of discrimination either direct or indirect.

*The principles which have been taken into account in the formation of the Access and Equity Policy are:*

**Access** – will make services available to everyone who is entitled to them, free of any from discrimination, with the processes culturally appropriate, effective and responsive to the diverse needs of our clients.

**Equity** – As a service provider, Charlestown Caring Group will develop and deliver services on the basis of fair treatment of all those clients who are eligible to receive our care.

**Responsiveness** – Charlestown Caring Group is sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds, and is responsive as to the particular circumstances of each client.

**Effectiveness** – our Organisation is focused on meeting the needs of clients from all backgrounds. Continuous improvement Committee meets regularly to improve services, with feedback adequacy, design and standard of services.

**Efficiency** – Our approach is to optimise the use of available public resources to determine and address the needs diverse group in the community and through a user –responsive service delivery that meets these needs.

**Accountability** – As a service provider, Charlestown Caring Group Inc. has a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for all stakeholders and providing equal access for all.

All Charlestown Caring Group staff and Volunteers shall wherever feasible have adequate support and training (including cultural sensitivity training) to care for clients in a non-discriminatory manner, while recognising the needs of an individual. Screening processes are in place for all those associated with Charlestown Caring Group.

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

Charlestown Caring Group shall whenever 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 diverse backgrounds, prior to any decision to pursue with 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 Charlestown Caring Group in consultation with people from those backgrounds.

Charlestown Caring Group shall institute mechanisms that enable clients to address issues and raise concerns about our performance. While identifying improvements in the service.

Charlestown Caring Group shall incorporate cultural diversity and sensitivity in any training programs it provides.

## **19.2 Diversity and Inclusion**

Charlestown Caring Group shall consult with other providers and government agencies to ensure co-ordination in establishing services appropriate to the needs of groups from diverse backgrounds in the community.

This includes but not limited to CALD, Aboriginal background, LGBTI clients and those exiting the criminal justice system

## **19.3 Privacy of Individuals**

Charlestown Caring Group shall protect the privacy of individual clients when collecting data.

### ***Consideration will be given to:***

- Collecting only data essential to the particular service delivery or evaluation
- Guaranteeing anonymity; and ensuring that all data collected proposals are intrusive
- Charlestown Caring Group maintains client satisfaction data

This policy and these procedures shall be reviewed every year by the General Manager to ensure that it continues to comply with relevant state of federal legislation or regulations.