



Access & Equity Policy & Procedures

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 and Axess Ability to meet the needs of our culturally and linguistically diverse society.

PURPOSE

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

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

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, irrespective of whether these services are provided by government agencies, community organisations, or commercial enterprises.

POLICY

ACCESS

As a service provider, Axess Ability will make services available to everyone who has a Disability as defined by the Disability Act 2006 and NDIS Act 2013, or who is entitled to services, free of any form of discrimination on the basis on race, religion, age, national origin, language, sex, sexual orientation, culture, or religion. etc.

To address the needs of a person that are directly related to their disability.

In response to needs identified through an individualized planning process.

As per Disability Services Act 2006 (Victorian Standards) and NDIS Act 2013 (Commonwealth)

EQUITY

As a service provider, Axess Ability 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, Axess Ability will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. Axess Ability shall also consult with their clients regularly about the adequacy, design and standard of services.

Access information and communicate in a manner appropriate to their communication and cultural needs.

Participate actively in the decisions that affect their lives and be provided the information and support necessary to enable this to occur.

RESPONSIVENESS

As a service provider, Axess ABILITY will be sensitive to the needs and requirements of clients from diverse cultural and linguistic backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.

EFICIENCY

Resource allocation will be efficient, equitable and maximize options for people with a disability to create independence and promote their participation in the community.

EFFECTIVENESS

As a service provider, Axess Ability will be focused on meeting the needs of clients from all backgrounds.

ACCOUNTABILITY

As a service provider, Axess Ability will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.

RESPONSIBILITIES

It shall be the responsibility of the Partners to implement this policy and to report to the Committee annually on its progress.

PROCEDURES

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

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

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

Axess Ability 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 Axess Ability in consultation with people from those backgrounds.

Axess Ability 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.

Axess Ability 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.

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

Axess Ability shall require that any agents, contractors, or partners of Axess Ability 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.

Axess Ability 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.

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

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

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

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

Axess Ability shall promote diversity in the membership of its, committees and working groups.

Axess Ability 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; 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).

Axess Ability 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.

REFERENCES

Forms	
References & Work Instructions	
Relevant Policies	Affirmative Action Policy Staff recruitment policy
Relevant Standards	DHHS Standards: QIP Standards:
Contact Person	Nigel Head (Owner/Partner) – 0481056715 Michelle Scarlett (Owner/Partner) – 0481066538

APPROVAL AND REVISION HISTORY

FORM No	Approved/Amended/Rescinded	Date	Name	Position
V0008	Approved	2/11/14	Keith Rose	Committee President
V0008	Reviewed	15/6/16	Keith Rose	Committee President
V0008	Reviewed	21/3/19	Nigel Head	Partner
V0008	Reviewed & Amended	13/07/20	Nigel Head	Partner