



Access and Equity

Policy

Coast2Bay Housing Group acknowledges that its legal and moral responsibilities cover the areas of access:

- In the provision of services offered by Coast2Bay
- In employment by Coast2Bay
- In the provision of information offered by Coast2Bay
- To any training and development offered by Coast2Bay
- To events hosted by Coast2Bay

This policy 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.

Access

As a service provider, Coast2Bay 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, Coast2Bay 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, Coast2Bay 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, Coast2Bay 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.

Effectiveness

As a service provider, Coast2Bay will be focused on meeting the needs of clients from all backgrounds.

Efficiency

As a service provider, Coast2Bay 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, Coast2Bay will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.

Principles

All Coast2Bay and its staff shall, wherever feasible or necessary:

- Have adequate support and training to provide services and information accessible to all people
- Ensure its programs are designed and constructed to provide equal access for all users
- Will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion
- Shall 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 and
- Will do so in consultation with people affected
- Will have a communication strategy developed and sufficiently resourced to inform people of these changes
- 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
- Shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance
- Shall require that any agents, contractors, or partners of Coast2Bay deliver outcomes consistent with this policy
- Shall, in bidding for tenders or contracts, budget, where appropriate, include special provision for linguistic and cultural diversity
- Shall provide for the special needs of clients from diverse cultural and linguistic backgrounds by providing language assistance through the use of interpreters or facilitators
- Shall provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements
- Shall consider cultural diversity issues in the design and delivery of any training programs it provides
- Shall receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework
- Shall consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs
- Shall promote diversity in the membership of its boards, committees and working groups
- Shall keep in its client data collection record 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)
- 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.