
POLICY AND PROCEDURE NAME: **Access and Equity**

Preamble / Context

The Access and Equity Policy set out in this document is based on the model of the Federal Government's Charter of Public Service in a Culturally Diverse Society (Charter).

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 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 Statement

MACE Incorporated (MACE) endorses principles of access and equity, and acknowledges that its legal and moral responsibilities cover the areas of:

- access in the provision of services offered by MACE
- access regarding employment by MACE
- access in the provision of information offered by MACE
- access to any courses, programs, training, activities, and development offered by MACE
- access to events hosted by MACE

All MACE employees, tutors, and volunteers shall wherever feasible have adequate support and training to provide services and information accessible to all people.

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

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

MACE 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 MACE in consultation with people from those backgrounds.

MACE 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.

MACE 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.

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

Scope

This policy is relevant to all MACE employees, contractors, volunteers, learners, participants, tutors and other stakeholders involved in provision of programs and services.

Purpose / Principles

The purpose of this policy is to take account of principles underlying the Charter of Public Service in a Culturally Diverse Society. These principles have been taken into account in the formation of this Access and Equity Policy:

- Access – As a service provider, MACE 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, MACE will develop and deliver services on the basis of fair treatment of all those who are eligible to receive them.
- Communication – As a service provider, MACE will use all necessary strategies to inform eligible participants, employees, volunteers and other stakeholders of the services available, their entitlements, and how they can obtain them. MACE shall also consult regularly about the adequacy, design and standard of services.

- Responsiveness – As a service provider, MACE will be sensitive to the needs and requirements of participants, employees, volunteers and other stakeholders from diverse linguistic and cultural backgrounds and be responsive as far as practicable to the particular circumstances of individuals.
- Effectiveness – As a service provider, MACE will be focused on meeting the needs of participants from all backgrounds.
- Efficiency – As a service provider, MACE will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of participants.
- Accountability – As a service provider, MACE will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives.

Procedure

In implementation of this policy, MACE will:

- where necessary provide for the special needs of learners, participants, employees, volunteers, contractors, and other stakeholders from diverse cultural and linguistic backgrounds with English or other language assistance through the use of interpreters or facilitators.
- where necessary and feasible provide for the special needs of learners, participants, employees, volunteers, contractors, and other stakeholders in remote areas through developing outreach and community liaison arrangements.
- incorporate cultural diversity issues in any training programs it provides.
- where necessary provide ongoing cultural diversity training to employees, contractors, and volunteers, so that they develop knowledge and skills to work effectively from a cultural framework.
- where necessary provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
- where appropriate consult with other providers and government agencies to ensure co-ordination of services appropriate to participant, employee, volunteer and other stakeholder needs.
- promote diversity in the membership of its boards, committees and working groups.
- in its participant 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; and sex (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).

- protect the privacy of individual learners, participants, employees, volunteers, contractors, and other stakeholders when collecting this data. Consideration will be given to:
 - collecting only data essential to the particular service delivery or evaluation purpose
 - guaranteeing anonymity
 - ensuring that all data collection proposals are non-intrusive.

- where appropriate, keep records on the proportional take-up rates of learners and participants categorised by their country of birth or their cultural or linguistic background compared with their percentage composition of the total population in the service target group or catchment area.

- maintain learner / participant satisfaction data.

Authorisation

Chief Executive Officer

MACE Incorporated

Responsibility

The CEO is responsible for ensuring that proper procedures are adhered to in development and consultation for this policy.

Definitions

As identified in the chart below.

Item	Definition
Cultural Diversity	<p>Cultural diversity refers to differences among people because of their racial or ethnic backgrounds, language, dress, and traditions.</p> <p>The phrase cultural diversity can also refer to cultural respect of each other's differences. It also relates to the quality of diverse or different cultures, as opposed to monoculture, the global monoculture, or a homogenization of cultures.</p>
Access	<p>May refer to:</p> <ul style="list-style-type: none"> - the means or opportunity to approach, enter, make use of, or exit a place. - the ability, right, or permission to approach, enter, use, exit or to communicate with a person or thing.

Equity	The quality of being fair or impartial; justice according to natural law or right; specifically: freedom from bias or favouritism.
Discrimination	Means the unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or gender.

Related Documents

- Bullying and Harassment Policy PP025
- Code of Practice Policy PP024
- Complaints and Appeals Policy PP029
- Data, Collection, Analysis and Action Policy PP015

- Australian Government Access and Equity strategy
- Federal Government Charter of Public Service in a Culturally Diverse Society
www.apsc.gov.au/publications-and-media/archive/publications-archive/foundations-of-governance/chapter-7-respecting-diversity