



pathways
southwest

Towards better mental health

Patron
Hon Barry House MLC BEc, JP

Pathways SouthWest Inc
ABN: 91 769 457 185
P O Box 275
Bunbury WA 6231
1/14 Rose Street
Bunbury WA 6230
Telephone: 08 9791 1257
Fax: 08 9791 3804

Email: info@pathwayssouthwest.org.au
Website: pathwayssouthwest.org.au

Access and Equity Policy & Procedure

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THIS POLICY & PROCEDURE APPLIES TO: Pathways SouthWest Board of Management, Staff, Students, Volunteers, Consumers, Carers, other Stakeholders and the General Public

Access and Equity Policy & Procedure

Policy

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 organisation or commercial enterprises.

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

- access in the provision of services offered by Pathways
 - access in employment by Pathways
 - access in the provision of information offered by Pathways
 - access to any training and development offered by Pathways
 - access to events hosted by Pathways
1. All Pathways staff shall wherever feasible have adequate support and training to provide services and information accessible to all eligible people.
 2. Pathways will ensure its programs are designed and constructed to provide equal access for all eligible users.
 3. Pathways, in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.
 4. Pathways 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.
 5. 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 Pathways in consultation with people from those backgrounds.
 6. Pathways 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.
 7. Pathways 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.

8. Pathways shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.
9. Pathways shall require that any agents, contractors, or partners of Pathways 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.

Principles

The principles underlying the Policy, which have been taken into account in the formation of this Policy, are:

- Access – As a service provider, Bunbury Pathways '92 Inc (Pathways) 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, Pathways 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, Pathways 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, Pathways will be sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.
- Effectiveness – As a service provider, Pathways will be focused on meeting the needs of clients from all backgrounds.
- Efficiency – As a service provider, Pathways 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, Pathways will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.

Procedures

1. Pathways shall where necessary provide for the special needs of clients from diverse cultural and linguistic backgrounds by English or other language assistance through the use of interpreters or facilitators.

2. Pathways shall where necessary and feasible provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.
3. Pathways shall incorporate cultural diversity issues in any training programs it provides.
4. Pathways staff shall where necessary receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.
5. Pathways shall where necessary provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
6. Pathways shall where appropriate consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
7. Pathways shall promote diversity in the membership of its boards, committees and working groups.
8. Pathways shall 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).
9. Pathways shall protect the privacy of individual clients when collecting this data. Consideration will be given to:
 - o collecting only data essential to the particular service delivery or evaluation purpose;
 - o guaranteeing anonymity; and
 - o ensuring that all data collection proposals are non-intrusive.

10. Pathways shall, where appropriate, keep records on the proportional take-up rates of clients 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.

11. Pathways shall maintain client satisfaction data.

Responsibility

It shall be the responsibility of the Chief Executive Officer to ensure that the requirements of these procedures are complied with.

Related Documents

Discrimination & Harassment Policy
Equal Employment Opportunity Policy
Sexual Harassment Policy