



## ACCESS AND EQUITY POLICY

### 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. 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.

### PURPOSE

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

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

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, Hobart FM 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, religion and sexuality.

#### Equity

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

### **Efficiency**

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

## **PROCEDURES**

All Hobart FM volunteers shall, wherever feasible, have adequate support and training to provide services and information accessible to all people.

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

Hobart FM 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 Hobart FM in consultation with people from those backgrounds.

Hobart FM 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.

Hobart FM 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.

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

Hobart FM 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.

Hobart FM shall, where necessary and feasible, provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.

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

Hobart FM volunteers shall, where necessary, receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.

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

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

Hobart FM shall promote diversity in the membership of its boards, committees and working groups.



Hobart FM 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.

**RELATED DOCUMENTS/POLICIES:**

- Code of Conduct Policy
- Bullying Policy
- Grievance Policy
- Transparency and Accountability Policy
- Electronic Data Retention and Archiving Policy
- Disciplinary Action Policy
- Sexual Harassment Policy
- Volunteer Policy

**AUTHORISATION**

Date approved by the Committee: 17<sup>th</sup> January 2018

Review Date: January 2020

Committee President: \_\_\_\_\_  
[Name]

\_\_\_\_\_  
[Signature]

Committee Secretary: \_\_\_\_\_  
[Name]

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