



ACCESS AND EQUITY POLICY

Policy Number:		Version:	2
Drafted by:	Strategic Finance Executive	Board approval on:	April 2022
Responsible Person:	Strategic Finance Executive	Scheduled Review Date:	April 2023

INTRODUCTION

Big Yellow Umbrella (BYU) continues to promote access and equity in all its services and program activities delivered to ensure social inclusion, participation, and self-determination of all people. BYU programs and services are designed to provide equal access to all users.

Access and equity are to be applied to:

- The provision of all services
- Employment
- The provision of information
- Access to training
- Access to programs and events

PURPOSE

BYU acknowledges access and equity within its services and programs recognising the importance of the principles of non-discrimination, access and equality, participation, and inclusion.

BYU has adopted the democratic values and principles of the Constitution of the AASW (2008) to ensure access and equity is adopted within all BYU services, programs, and events.

(Constitution) includes:

- Belief in equal worth of all human beings
- Equality under law and equal opportunity
- Valuing diversity and difference
- Respect for others including compassion, fairness, equity, and justice
- Promoting human rights

POLICIES

BYU will:

- Reduce barriers for the vulnerable and ensure all services can be accessed and are able to accommodate this target group.
- Have appropriate resources in place to ensure all people can access all services and programs equally. This includes policies and programs that incorporates the needs of a range of cultural and linguistic diverse backgrounds, Aboriginal and Torres Strait Islanders, people with a disability and vulnerable groups within the community.
- Develop policies and procedures in consultation with the clients and community that BYU represents to ensure access and equity across all programs and services.
- Ensure all programs and services are designed and constructed to provide equal access for all users.

- Promote diversity in the membership of its working groups and Board to represent the clients using the service.
- Ensure equal access to employment opportunities, interviews, equipment, office accommodation, staff training and promotion without fear of discrimination or harassment to further promote workplace diversity and create a safe working environment for all employees.
- Ensure all new and existing staff have read this Access and Equity policy and are facilitating services and programs that provide opportunities that ensure all people are treated fairly, free from any discrimination.
- Respect diversity and reflect on anti-oppressive practice principles to prevent and eliminate negative discrimination based on national origin, ethnicity, culture, appearance, language, sex or gender identity, sexual orientation or preference, ability, age, place of residence, religion, spirituality, political affiliation and social, economic, health/genetic, immigration or relationship status (AASW Code of Ethics, 2010).

ROLES AND RESPONSIBILITIES

The Chief Operations Manager and the Strategic Finance Executive are responsible for the implementation and monitoring of all aspects of this Access and Equity policy.

All staff, students and volunteers are responsible for adhering to this Access and Equity policy internally and externally.

The staff, students and volunteers are responsible to notify the Chief Operations Manager and the Strategic Finance Executive of all complaints and any other updates in team meetings.

Staff are to identify and report any gaps in access and equity relating to BYU service provision and report back to the Chief Operations Manager and the Strategic Finance Executive.

PROCEDURES

To implement this policy BYU will:

- Use appropriate language in all programs and services to ensure people from Cultural and Linguistic Diverse (CALD) backgrounds, people with a disability and Aboriginal and Torres Strait Islanders can engage.
- Guide individuals to interpreter and/or translator services where feasible and appropriate to ensure they access the right service to meet their needs.
- Undertake consultations with the Macarthur community including Aboriginal and Torres Strait Islander (ATSI) people's and reflect access and equity in the implementation, planning, communication, delivery, policies, programs, and services and consider recommendations.
- Consult with interagency meetings and with partnership organisations and identify any barriers of access and equity in services and/or programs. Use this information to reduce inequality and discrimination based on race, ethnicity, colour, culture, language, disability, or religion.
- Staff to meet on quarterly basis to review and evaluate programs and services and suggest ways to improve and address community needs in terms of access and participation to enhance BYU performance.
- Ensure BYU Website, Facebook and YouTube channels are developed to address the needs of all groups serviced by BYU. This media is to be maintained and kept up to date providing sufficient information and accessibility to all programs and services.
- Ensure information is provided in languages other than English where appropriate and through print, electronic media and disability appropriate methods of communication
- Implement a complaints mechanism that enables people regardless of their background to address issues and raise concerns about BYU's programs and services not being accessible and equitable

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/Updates/Access and Equity Policy.docx>
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- Staff are to register and maintain individual complaints in an internal database which will be shared with the Chief Operations Manager and the Strategic Finance Executive.
- Provide staff with adequate support and training to provide accessible and equitable services to the Macarthur region.
- Develop databases and reporting mechanisms that will support the ongoing improvement in our engagement with culture, ability, and other vulnerable population groups.

RELATED DOCUMENTS
AASW Code of Ethics (2010)
Alone (Working Alone) Policy
Anti-discrimination Act (1977)
Australian Government Attorney-General's Department
Australian Human Rights Commission (AHRC)
Clients Record Policy
Code of Conduct Policy
Complaints Management Policy
Confidentiality and Declaration Policy
Conflict of Interest Policy
BYU Constitution & Regulations 2022
Customer Service Policy
Disclosure of Information Policy
Fair Work Act (2009)
Federation of Ethnic Communities Councils of Australia
Governance Policy
Home Visitation Policy
Integrated Stepped Care Policy
LGBTIQ+ Policy
Multicultural NSW Act (2000)
Performance Management Policy
Privacy Policy
Racial Discrimination Act 1975 (Cth) & ICERD 1966 (Article 1)
Staff Induction Policy and Package
Standards of Practice Guidelines Policy
Trauma Informed Care Policy
Volunteer Management Policy
WHS Policy

AUTHORISATION

The Board of Big Yellow Umbrella have reviewed and approved this policy

Signature of Board Secretary: _____

Date of approval by the Board: _____

On behalf of the Big Yellow Umbrella