

ACCESS, EQUITY & DIVERSITY POLICY

1 Policy Statement Carlton Neighbourhood Learning Centre Inc. (CNLC) recognises and aims to ensure equity of access to programs and activities for all regardless of gender, ethnic origin, indigenous cultures, sexual orientation, economic status, all abilities, religion or political affiliation. As CNLC has a very diverse clientele, we strive to model equity and inclusion in all aspects of our organisation.

2 Responsible Persons This policy applies to the entire organisation

Who	What
Committee of Governance	Endorse reviewed or new Policies
Delegated Sub-Committees	Review Policies
Executive Officer	Maintain Policy Register Oversee the implementation of this policy

3 Guiding Principles CNLC will adhere to the following principles:

Access
CNLC 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
CNLC will develop and deliver services on the basis of fair treatment of all those clients who are eligible to receive them. We will engage positive discrimination where appropriate such as in our employment processes and provide necessary services, such as a prayer room, to not only make all our clients feel welcome but to have the opportunity to contribute to our centre fully.

Communication
CNLC will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. CNLC shall also consult with participants regularly about the adequacy, design and standard of services.

Responsiveness
CNLC 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
CNLC will endeavour to meet the needs of clients from all backgrounds and abilities.

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CNLC will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of clients.

4 Goals

Carlton Neighbourhood Learning Centre acknowledges that its legal and moral responsibilities cover the areas of:

- access in the provision of services offered by CNLC
 - access in employment by CNLC
 - access in provision of information offered by CNLC
 - access to any training and development offered by CNLC
1. All CNLC staff and volunteers shall wherever feasible have adequate support and training to provide services and information accessible to all people
 2. CNLC will ensure its programs are designed to provide equal access for all users
 3. CNLC 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. CNLC shall wherever feasible assess proposals for any new programs for their direct impact on the lives of people with a disability and /or from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals
 5. CNLC shall wherever feasible, for any program initiatives, have a communication strategy developed and sufficiently resourced to inform people with a disability and / or from relevant cultural and linguistic backgrounds of these changes
 6. CNLC will use plain English/ interpreters where needed to ensure policies and procedures are clearly accessible to all comers
 7. CNLC shall ensure its policies and programs are communicated appropriately to the general public, including people with a disability and / or from a range of cultural and linguistic backgrounds
 8. CNLC shall institute complaints mechanisms that enable people (regardless of disability and / or cultural and linguistic backgrounds) to address issues and raise concerns about its performance
 9. CNLC shall require that any agents, contractors, or partners of CNLC deliver outcomes consistent with this policy, and shall in bidding for tenders or contracts budget, where appropriate, for special provision for disability and/or linguistic and cultural diversity.

5 Key Definitions

- **Access** – to 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** – relates to fairness. It recognises that some people are more disadvantaged than others in being able to access services

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and facilities and therefore there is a responsibility to address this lack of equity.

- **Diversity** – the existence of different people within a group, where the differences may be ethnic, religious and cultural, which bring a variety of beliefs, values and practices.

5 Relevant legislation, regulatory guidelines and rules

- Disability Discrimination Act 1992 (Cth)
- Disability Act 2006 (Vic)
- Racial Discrimination Act 1975 (Cth)
- Racial Hatred Act 1995 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Age Discrimination Act 2004 (Cth)
- Equal Opportunity Act 2010 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Multicultural Victoria Act 2004 (Vic)
- Racial and Religious Tolerance Act 2001 (Vic)

6 Related policies & procedures & documents

- CNLC Policy Register
- CNLC Recruitment and Selection Policy
- CNLC Workplace Health & Safety Policy
- CNLC Continuous Improvement Policy
- CNLC Code of Conduct
- CNLC Access, Equity & Diversity procedures

APPROVED