Access and Equity

Policy Statement
The Board and the Executive of Helping Hand Aged Care are committed to the principles of access and equity by:

- Offering access to services, subject to any specific admission criteria, and in priority of assessed individual needs, irrespective of a person’s country of birth, language, culture, race, religion, gender, sexual or gender identity, level of disability or financial resources.
- Improving client's access to information and services by using the media and tools most appropriate to the needs of individual clients or groups of clients.
- Ensuring that services are respectful of the needs of people from culturally and linguistically diverse backgrounds and adapt to those needs in a flexible way.
- Ensuring that services are culturally respectful and fully recognise the social and emotional needs of Aboriginal and Torres Strait Islander people.
- Providing, where desirable, services with priority access for specified groups.
- Making available ongoing education for staff and volunteers where necessary to promote understanding of diversity in all its forms.
- Supporting any interaction with external service providers that will improve outcomes for Aboriginal & Torres Strait Islander people or for people from culturally and linguistically diverse backgrounds and/or people with a disability.
- Offering employment and volunteering opportunities and providing a supportive workplace, subject to our human resources management policies and procedures, irrespective of a person's country of birth, language, culture, race, religion, gender, gender or sexual identity, level of disability or financial resources.

Reason
Reflects a philosophy derived from HHAC’s historical roots of religious conviction and philanthropy; supports HHAC Mission, Objectives & Principles of Care and the Six Year Organisational Plan.


Responsible people
All staff are expected to exercise appropriate sensitivity to cultural identity, diversity and disability.

Status

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