



Helping Hand

www.helpinghand.org.au

POL 04 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.

Accords with the Racial Discrimination Act 1975, Equal Opportunity Act 1984, Disability Discrimination Act 1992.

Responsible people

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

Status

Version no.	Approved by	Approval date	Last reviewed
2	Board	April 2009	June 2015