



**Redcliffe
Community Bus**

2.3 Access and Equity

Introduction

The Access and Equity Policy set out in this document is drawn up on the model of the Federal 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.

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.

Principles

The principles underlying the Charter, which have been considered in the formation of this Access and Equity Policy, are:

- Access- As a service provider, Redcliffe Community Bus will make services available to everyone who is entitled to them, free from any form of discrimination based on a person's country of birth, language, culture, race or religion.
- Equity – As a service provider, Redcliffe Community Bus 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, Redcliffe Community Bus 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, Redcliffe Community Bus will be sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds and be responsive as far as practicable to the circumstances of individuals.
- Effectiveness – As a service provider, Redcliffe Community Bus will be focused on meeting the needs of clients from all backgrounds.
- Efficiency – As a service provider, Redcliffe Community Bus 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, Redcliffe Community Bus will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.



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Policy

Redcliffe Community Bus acknowledges that its legal and moral responsibilities cover the areas of:

- access in the provision of services offered by Redcliffe Community Bus
 - access in employment by Redcliffe Community Bus
 - access in the provision of information offered by Redcliffe Community Bus
 - access to any training and development offered by Redcliffe Community Bus
 - access to events hosted by Redcliffe Community Bus
1. All Redcliffe Community Bus staff shall wherever feasible have adequate support and training to provide services and information accessible to all people.
 2. Redcliffe Community Bus will ensure its programs are designed and constructed to provide equal access for all users.
 3. Redcliffe Community Bus, 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. Redcliffe Community Bus 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.
 5. 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 Redcliffe Community Bus in consultation with people from those backgrounds.
 6. Redcliffe Community Bus 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.
 7. Redcliffe Community Bus 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.
 8. Redcliffe Community Bus shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.
 9. Redcliffe Community Bus shall require that any agents, contractors, or partners of Redcliffe Community Bus deliver outcomes consistent with this policy and shall in bidding for tenders or contracts budget where appropriate for special provision for linguistic and cultural diversity.



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Procedures

1. Redcliffe Community Bus shall where necessary provide for the special needs of clients from diverse cultural and linguistic backgrounds by English or other language assistance through the use of interpreters or facilitators.
2. Redcliffe Community Bus shall incorporate cultural diversity issues in any training programs it provides.
3. Redcliffe Community Bus staff shall where necessary receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.
4. Redcliffe Community Bus shall where necessary provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
5. Redcliffe Community Bus shall where appropriate consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
6. Redcliffe Community Bus shall promote diversity in the membership of its boards, committees and working groups.
7. Redcliffe Community Bus shall in its client data collection record, where appropriate, such data as birthplace; whether a person's first language spoken was English; Aboriginal or Torres Strait Islander background; Australian South Sea Islander background; date of birth; year of arrival in Australia; birthplace of parents; sex; and religion (the collection of data will not always include all these items, as the relevance of these data items will vary depending on the service delivery context).
8. Redcliffe Community Bus 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.
9. Redcliffe Community Bus shall, where appropriate, keep records on the proportional take-up rates of clients categorised by their country of birth or their cultural or linguistic background compared with their percentage composition of the total population in the service target group or catchment area.
10. Redcliffe Community Bus Inc. shall maintain client satisfaction data.



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Responsibility

It will be the responsibility of the Committee to ensure that the requirements of these procedures are complied with. This policy and these procedures shall be reviewed every year by the Committee to ensure that it continues to comply with relevant state or federal legislation or regulation.

I have read and understood this policy

Name _____

Date _____

Signature _____