

ACCESS AND EQUITY POLICY

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 taken into account in the formation of this Access and Equity Policy, are:

- Access – As a service provider, TIA 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 – As a service provider, TIA 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, TIA 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, TIA 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 particular circumstances of individuals.
- Effectiveness – As a service provider, TIA will be focused on meeting the needs of clients from all backgrounds.
- Efficiency – As a service provider, TIA 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, TIA will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.

Authorisation

Brodie Smith

TIA

www.tiawa.com.au

TIA Policy

TIA acknowledges that its legal and moral responsibilities cover the areas of:

- access in the provision of services offered by TIA
 - access in employment by TIA
 - access in the provision of information offered by TIA
 - access to any training and development offered by TIA
 - access to events hosted by TIA
1. All TIA staff shall wherever feasible have adequate support and training to provide services and information accessible to all people.
 2. TIA will ensure its programs are designed and constructed to provide equal access for all users.
 3. TIA, 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. TIA 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 TIA in consultation with people from those backgrounds.
 6. TIA 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. TIA shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.
 8. TIA shall require that any agents, contractors, or partners of TIA 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.

Procedures

1. TIA 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. TIA has a relationship with Learning, Literacy & Numeracy consultants and agents to support all identified or requesting students. Inquire at admin@tiawa.com.au or call 1300 60 62 67.
2. TIA shall where necessary and feasible provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements. Language, literacy and numeracy (LLN) skills are to be taken into account with the delivery of training and assessment. LLN has an important role in:

- Redressing any deficiencies in students' key LLN skills; and
- Building the generic skills of teamwork, communication and problem solving.

LLN skills may be integrated into the 'Units of Competency' in the RTO's Training Packages in order to ensure that students have the fundamental skills necessary to achieve competency.

LLN Testing

The provision of Language, Literacy and Numeracy in training and assessment is seen as an enabling activity, and therefore an integral pathway into vocational education and training therefore an integral pathway into vocational education and training. Some course will involve more involved LLN testing for entrance into the vocational course. Western Australian CAVSS programs for example, where full time literacy and numeracy teachers work as support teachers on vocational programs with TIA. Enquire with your TIA representative for more information or call 1300 60 62 67.

3. TIA shall incorporate cultural diversity issues in any training programs it provides.
4. TIA staff shall where necessary receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.
5. TIA shall where necessary provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication if requested.
6. TIA shall where appropriate consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
7. TIA shall promote diversity in the membership of its boards, committees and working groups.
8. TIA 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).
9. TIA 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.
10. TIA 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.
11. TIA shall maintain client satisfaction data.
12. Any potential students with emotional, social and/or special need issues will be addressed by an RTO representative and we will be on staff to accommodate the

needs of any potential students with mental or physical issues. Call 1300 60 62 67 or talk to you RTO representative.

Responsibility for any Access and Equity Policy issue and Procedure

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

Step 1

On official notification of a grievance, if a student or client presents with an issue that they consider is a grievance/complaint/dispute against the TIA or a member of staff acting on behalf of the TIA, the matter should be recorded without delay by the RTO General Manager. If the matter presented is an issue that may be a breach of law or regulation, the staff member should ensure that they seek urgent advice and direction on how the matter is to be handled from the RTO General Manager.

Step 2

On receipt of a written or verbal grievance/complaint, the General Manager will make note of the receipt date, time, issue and aggrieved person. The General Manager must consider the matter to see that it falls within the guidelines for a grievance and reply in writing to the aggrieved with reasons for the decision made within seven days. Contact may be initially in person or verbally. A written response should follow with reasons for the decision and made within the seven day period.

Step 3

The General Manager will notify the relevant staff and offer an opportunity for the aggrieved to further explain the situation and the damage or hurt caused, planning a meeting to deal with the matter within seven further days, identifying who will represent the organisation and how the aggrieved should present their case. The TIA provides access to external expertise with a sessional conciliator available on request and referral. The purpose of this meeting should be to attempt to resolve the issue or issues as expediently as possible and to both party's satisfaction.

Step 4

Should the matter be concluded to each party's satisfaction, a joint sign-off of the matter should take place and the letter recorded with the original complaint?
Should the matter not be resolved by meeting and discussing the issue and if it is determined that either party cannot accept a resolution offer then the matter must be referred on. There are a number of ways this can occur. Both parties may wish to bring an arbitrator to the situation to give a third opinion. Both parties may agree that they will accept the decision of the third independent person. If so the matter may be finalised at this point.

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