

### Document Control

Document Name	Document Register Number	Review Date
Access and Equity Policy	GOV.POL.0021.001	November 15
Date Adopted	Minute Number	Summary of Changes
20 November 2013	3621	New policy

### Purpose

The purpose of the Access and Equity Policy is to support Greater Hume Shire Council to overcome the barriers that preclude access to services, information and facilities.

The policy will assist Council in:

- improving access to its own premises and services
- building a stronger, more vibrant community through the inclusion of all people
- understanding and responding to the legal and social obligations of access
- training staff to welcome and support a range of customers
- ensuring that access is considered from the outset with respect of Council owned development proposals, thus reducing cost and potential litigation
- enhancing Council's leadership in the community
- encouraging and promoting private developers to improve access standards.

### Scope

This policy applies to councillors and staff.

### Definitions

#### *Access*

Access refers to the opportunity all people have to engage independently with the environment. The basic requirement of good access is that the physical, information and attitudinal environments are barrier-free.

### Policy Content

Greater Hume Shire Council is committed to a community which is welcoming and inclusive, one in which diversity is valued and where respect for the individual is prized. In line with this, Council will provide services and facilities that are flexible, responsive and accessible to meet the diverse needs of our community, based on consultation with the consumer (and/or their representative), equity, consideration of available resources and eligibility.

Community members are not excluded from access to services, programs and information on the grounds of gender, marital status, religious or cultural beliefs, political affiliation, particular disability, socio economic status, ethnic background, age, sexual preference, geographical location or circumstances of individuals.

### Links to Policy

Client Information Policy  
Complaints Policy

### Links to Procedure

Complaints Procedure

### References

Liverpool City Council  
Newcastle City Council  
Cardinia Shire Council  
NSW Community Options INC  
National Respite for Carers Program (NRCP) guidelines  
Home and Community Care (HACC) guidelines  
Home Care Packages (HCP) funding agreement  
Department of Social Services: Accessible Communities Guide

### Responsibility

General Manager  
Directors  
Managers  
Staff

### Relevant Legislation

The Aged Care Act 1997  
NSW Disability Services Act 1993  
Anti-Discrimination Act 1977  
Carer Recognition Act 2010  
Privacy Act 1988  
Disability (Access to Premises - Buildings Standards 2010)

### Associated Records

Not applicable