Access and Equity 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
Access and Equity Policy

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