



ACCESS AND EQUITY POLICY

Lake Baroon Catchment Care Group Inc

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Policy adapted from <https://www.communitydirectors.com.au/icda/policybank/>

Introduction

The Access and Equity Policy set out in this document is drawn up on the model of the Australian 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, Lake Baroon Catchment Care Group 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, Lake Baroon Catchment Care Group 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, Lake Baroon Catchment Care Group 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, Lake Baroon Catchment Care Group 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, Lake Baroon Catchment Care Group will be focused on meeting the needs of clients from all backgrounds.
- Efficiency – As a service provider, Lake Baroon Catchment Care Group 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, Lake Baroon Catchment Care Group will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.