



# Access & Equity in Service Delivery and Employment Policy

## **Equitable treatment for everyone, in all services**

Westgate Community Initiatives Group Ltd will ensure that individuals are not discriminated against on the basis of personal characteristics in the course of employment, or during the provision of services.

Freedom from discrimination is important to WCIG. The core business function of WCIG is the provision of socially proactive services to enhance the participation of disadvantaged people in economic and social engagement.

To achieve this WCIG will ensure a policy of access and equity. Access and equity refers to workplace policies and procedures that support equal opportunity by providing protection from discrimination, exclusion, discrimination and inequality. All RTO regulatory and funding requirements are adhered to with respect to access and equity.

## **Our commitment to an equal opportunity workplace**

All WCIG employees, clients, contractors and other members of the public that engage our services have the right to an environment free of discrimination. WCIG celebrates the diverse backgrounds of our employees and supports their right to be free from workplace discrimination.

Direct discrimination is the proposed or undertaken unfavourable treatment of a person due to a personal attribute. Indirect discrimination is a proposed or undertaken condition, requirement or practice that is not reasonable and is likely to disadvantage individuals with a certain attribute.

Attributes not to be discriminated against include: age, race, religion, pregnancy, breastfeeding, employment activity, gender, disability, industrial activity, marital status, sexuality, parental or carer status, political belief, personal associations.

WCIG will ensure that the following activities are free from discrimination:

- Access to services and programs
- Conduct of services and programs
- Presentation of information to service users and the general public
- Employment practices including staff recruitment, selection, supervision and opportunities for advancement
- Carrying out the business of the WCIG Board

## **Affirmative action for supported employees**

WCIG engages supported employees through the Social Enterprise Group (SEG). WCIG respects the rights of individuals living with disability and understands responsibilities required of an employer engaging with persons living with disability.

WCIG will make reasonable adjustments for people with disabilities in employment and the provision of goods and services. In deciding whether to make an adjustment, WCIG will consider the nature of the individual's role and disability, the required adjustment and its effect upon the workplace.

In recruitment, WCIG management will ensure that:

- Individuals living with disability are encouraged to apply for any WCIG positions they are eligible for;
- WCIG is promoted as an equal opportunity employer;
- Candidates are given reasonable adjustments as necessary for interviews and during work;

- Candidates are assessed on their merits and the requirements of the position and no assumptions are made regarding their disability;
- Supported employees will participate in the development and review of their employment assistance plans;
- All staff will be provided with relevant disability awareness training.

### **National Standards for Disability Services**

As a provider of disability services, WCIG utilises the following six National Standards for Disability Services set out by the Department of Social Services:

- *Rights*: WCIG promotes the individual's right to freedom of expression, self-determination and decision making and is against harm, neglect and abuse;
- *Participation and Inclusion*: WCIG works with families, carers and individuals to provide opportunities for meaningful participation and inclusion in society;
- *Individual Outcomes*: WCIG's services are planned, delivered and reviewed to draw upon individual strengths to enable the achievement of goals;
- *Feedback and Complaints*: WCIG seeks constant feedback to improve the quality of our services.
- *Service Access*: WCIG manages entry and exit into the provision of services in a fair and responsive manner.
- *Service management*: WCIG's service management is effective and accountable, in order to maximise outcomes for individuals.

### **Related policies**

[Recruitment, Appointment and Induction Policy WCIG P015](#)  
[Code of Conduct WCIG DOC003](#)