



Procedures - Access and Equity Policy

1. Mahboba's Promise 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.
2. Mahboba's Promise shall, where necessary and feasible, provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.
3. Mahboba's Promise shall incorporate cultural diversity issues in any training programs it provides.
4. Mahboba's Promise staff shall, where necessary, receive ongoing cultural diversity training so they develop knowledge and skills to work effectively from a cultural framework.
5. Mahboba's Promise shall, where necessary, provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
6. Mahboba's Promise shall, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
7. Mahboba's Promise shall promote diversity in the membership of its boards, committees and working groups.
8. Mahboba's Promise 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. Mahboba's Promise 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. Mahboba's Promise 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. Mahboba's Promise shall maintain client satisfaction data.

Responsibility

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.

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