

# PES Access & Equity Policy

## 1.0 Principles

The principles underlying the formation of this Access and Equity Policy, are:

- Access: Prestige Employment Solutions (PES) 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: PES will develop and deliver services on the basis of fair treatment of all those participants who are eligible to receive them.
- Communication: PES will use all necessary strategies to inform eligible participants of the services available, their entitlements, and how they can obtain them.
- Responsiveness: PES will be sensitive to the needs and requirements of participants from diverse linguistic and cultural backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.
- Effectiveness: PES will be focused on meeting the needs of participants from all backgrounds.
- Accountability: PES will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its participants

## 2.0 Policy

PES acknowledges that its legal and moral responsibilities cover the areas of:

- Access in the provision of services offered by PES
- Access in employment by PES
- Access in the the provision of information offered by PES
- Access to any training and development offered by PES
- Access to events hosted by PES

All PES staff shall wherever feasible have adequate support and training to provide services and information accessible to all people.

PES will ensure its programs are designed and constructed to provide equal access for all users

PES, in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.

PES shall wherever feasible assess proposals for any new (or substantially revised) policies or programs for their direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals.

Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds shall wherever feasible be developed by PES in consultation with people from those backgrounds.

PES shall wherever feasible for any new (or substantially revised) policies or program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.

PES shall provide resources so that publicly available and accessible information on its policies and programs is where necessary communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of need.

PES shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.

PES shall require that any agents, contractors, or partners of PES deliver outcomes consistent with this policy, and shall in bidding for tenders or contracts budget where appropriate for special provision for linguistic and cultural diversity.

### 3.0 Procedures

PE shall where necessary provide for the special needs of participants from diverse cultural and linguistic backgrounds by English or other language assistance through the use of interpreters or facilitators.

PES shall incorporate cultural diversity issues in any training programs it provides.

- PES shall where necessary receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.
- PES shall where necessary provide information in languages other than English, and through print and electronic media, and disability-appropriate methods of communication.
- PES shall where appropriate consult with other providers and government agencies to ensure co-ordination of services appropriate to participant' needs.
- PES shall promote diversity in the membership of its committee and working groups.

#### 4.0 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 regularly by the CEO to ensure that is continues to comply with relevant state or federal legislation or regulation.