

CALOUNDRA COMMUNITY CENTRE INC.

ACCESS AND EQUITY

Policy Number: 4.04		
Authorised By: Management Committee		
Responsibility for Review: Management Committee and Senior Staff		
Date last review: October 2025	Reviewed By: Chairperson and Manager	Date of next review: October 2027
Policy Review:	This policy will be reviewed by Manager and presented at a Committee meeting for approval at the next date of review.	
Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of Caloundra Community Centre Committee of Management. Policy changes relevant to staff and volunteers will be either emailed out or discussed at staff and volunteer meetings.	
POLICY CONTEXT:		
Human Services Quality Framework	Standard 2 (Service Access)	
Other Standards	Standard 3 (Responding to Individual Need) Standard 4 (Safety, Wellbeing & Rights) Standard 5 (Feedback, Complaints & Appeals)	
Relevant Policy	1.02 Vision, Values, and Planning 4.02 Freedom of Information 4.05 Feedback and Complaints by Clients or Centre User 5.03 Live Life older Persons Action Program Policy 5.04 Information Support and Referral Policy Draft 5.05 Family Support Service Delivery Policy 5.06 Family Support Program Child Protection Policy 6.01 Centre Facilities and Activities	
Forms or other organisational documents:	Data Collection tools Training Register	
Legislation or other requirements	Human Rights Act 2019 (Qld) Anti-Discrimination Act 1991 Multicultural Qld Charter Equal Opportunity in Public Employment Act 1992 Disability Discrimination Act 1992	

<p>Purpose & Commitment</p>	<p><i>Caloundra Community Centre Inc. embraces the principles of equity and universal access. Access and equity are about opening opportunities and removing barriers. Access is the process of ensuring equality of opportunity irrespective of race, language, culture, religion, gender, age, ability or disability, sexuality and geographic location.</i></p> <p><i>The organisation will work within the known constraints of its existing premises to ensure, to the best of its ability, that the physical environment of the Centre is managed to allow everyone to share equitable, safe and dignified access to the organisation’s programs and services.</i></p> <p><i>In addition, the structural inequalities, which marginalize particular population groups within Caloundra’s social and political structures, are recognized.</i></p>
<p>Scope</p>	<p><i>Caloundra Community Centre Inc recognises that its structure, objectives and role must reflect this diversity at every level and aspect. Caloundra Community Centre should ensure that its policies, programs and services are accessible and equitably targeted.</i></p> <p>Access and equity apply to all staff, volunteers, Centre users and clients.</p> <p>Equity is the process of allocating resources fairly, regardless of race, language, culture, religion, gender, age ability or disability, sexuality, and geographic location. ‘Equity’ does not equate with ‘same’ or ‘equal’ allocation of resources.</p> <p>People who participate in social groups, get involved in community projects, attend the Centre on a regular or irregular basis or general users of the centre and its facilities, are defined as Centre users, residents, participants, community members or active citizens.</p> <p>We use the term “volunteers” for those people we recruit, onboard, train, and support for specific roles such as the management Committee or Pets for Life.</p> <p>Only people who are receiving a case managed service or intensive support through a funded program are defined as a “Client”. For example, a client is someone who has undergone an intake process and is engaged in case management services through our family support program.</p>
<p>AIMS</p>	<p><i>The Access and Equity policy aims to ensure that all Caloundra residents, regardless of race, language, culture, religion, gender, age, ability or disability, sexuality and geographic location will have:</i></p> <ul style="list-style-type: none"> • <i>Equal access to the full range of services provided by the Caloundra Community Centre Inc.</i> • <i>An equal opportunity to participate in the work program, management, staffing, and membership of Caloundra Community Centre Inc.</i> • <i>equal access to all policies, programs and aspects of the Caloundra Community Centre Inc</i>

Access Procedures	4.4.1	<p>Caloundra Community Centre Inc is a generalist service provider, whose main function is to provide a range of programs and services in communities in Caloundra and the hinterland to assist in the improvement of access to programs and services. Caloundra Community Centre will work towards achieving its aims through the following processes</p> <ul style="list-style-type: none"> • Include Equal Employment Opportunity (EEO) target groups within its management structures • Address possible barriers to participation and actively work to promote and encourage access to programs and services by First Nations people, people from culturally and linguistically diverse backgrounds (CALD) and other people in our target group. This includes ensuring that our consultation and planning processes are inclusive of both First Nations and CALD populations • Staff and volunteers will have access to training in cross-cultural communication. This training need will be identified and addressed within particular program areas • Implement access and equity principles and including EEO target groups in its strategic planning, policy development and other processes • Recognise language and cultural knowledge and knowledge of access and equity principles as skills when assessing suitability for employment in the organisation • Recognise overseas qualifications when assessing suitability for employment • Provide training for staff and management in cross-cultural awareness, communication and sensitivity • Collect and analyse appropriate data to assist in the development of effective strategies to ensure inclusiveness in Caloundra Community Centre Inc management, membership, policy development and service delivery • Improve physical accessibility to Caloundra Community Centre Inc's facilities given current restrictions in design and utilising other accessible venues where possible • Evaluate the effectiveness of strategies used to implement the Access and Equity Policy • Programs are delivered at Caloundra Community Centre and at various locations across our catchment area. Partnership arrangements are made with various groups and organisations to utilise spaces, halls, and rooms to conduct our programs • Programs are delivered in response to need and in ways which will elicit the most effective outcomes for participants. Therefore, services may operate out-of-business-hours, evenings and weekends • Each program shall articulate the particular access needs of people in the target group.
Eligibility	4.4.2	<ul style="list-style-type: none"> • Volunteers in the organisation are provided with information related to accessing training for working with First Nations and CALD populations. • All statistical collection tools, across all programs include collecting quantitative data. • A large part of our work is dealing with service requests and referrals • All volunteers are inducted into their role and regular training, and supervision meetings are held.

	<ul style="list-style-type: none">• All requests for information are recorded and categorised. (Please refer to 5.4 Information, Support and Referral Policy)• Review processes for referral arrangements are made when statistical data collection occurs for our quarterly reporting process• All staff at the Centre, paid or unpaid, receive training in regard to the Access and Equity policy when they commence their work at CCC.• The Access and Equity policy will occasionally be reviewed at staff meetings and recorded in the training register found under shared data. Management\Organisational Training Plan.
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