
ACCESS AND EQUITY POLICY AND PROCEDURE 1.2.2B

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Policy Statement

Alzheimer's WA regards dementia as a human experience rather than just a biological condition. We therefore offer a holistic approach in the services we provide for people with dementia and their carers. Alzheimer's WA ensures services and programs delivered are accessible and equitable for all individuals and communities. This policy relates to My Aged Care Quality Standards, NDIS Terms of Business and NDIS Code of Conduct.

Scope

This policy applies to employees (includes staff, volunteers and contractors) who have contact with any Alzheimer's WA client

Underpinning Principles/Guidelines

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, Alzheimer's WA will make services available to everyone who is entitled, 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, Alzheimer's WA 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, Alzheimer's WA will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. Alzheimer's WA shall also consult with their clients regularly about the adequacy, service design, planning outcomes and overall standard of services.
- **Responsiveness** – As a service provider, Alzheimer's WA 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 Alzheimer's WA will be focused on meeting the needs of clients from all backgrounds with safe and effective services.
- **Efficiency** – As a service provider, Alzheimer's WA will optimise the use of available resources through a user-responsive approach to service delivery that meets the needs of clients.
- NDIS Practice Standards

Policy

Alzheimer's WA acknowledges that its legal and moral responsibilities cover the areas of:

- access in the provision of services offered
- access in employment
- access in the provision of information offered
- access to any training and development offered
- access to events hosted by the organisation
- Practice individualised cultural values and beliefs whilst engaged in receiving services

All of Alzheimer's WA staff shall wherever feasible, have adequate support and training to provide services and information accessible to all people.

Alzheimer's WA ensures all programs are designed and constructed to provide equal access for all users.

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Alzheimer's WA in its role as an employer will ensure within available resources, all people have equal access to advertised positions, interviews, equipment, staff training and development.

Alzheimer's WA encourages and 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) policy or program that impacts in different ways on the lives of people from different cultural and linguistic backgrounds shall wherever feasible be developed by

Alzheimer's WA in consultation with people from those backgrounds.

Alzheimer's WA shall wherever feasible, for any new (or substantially revised) policy or program initiative develop a communication strategy sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes and especially to those identified as having a high level of non-compliance.

Alzheimer's WA shall institute complaints mechanisms that enable people to address issues and raise concerns about its performance and make such mechanisms easily accessible.

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

Responsibilities

It shall be the responsibility of the Executive Team to ensure that the requirements of these procedures are complied with. This policy and these procedures shall be reviewed by the directors to ensure that it continues to comply with relevant legislation or regulation.

Procedure

Alzheimer's WA shall:

- provide for the individual needs of people from diverse cultural and linguistic backgrounds by English or other language assistance through the use of interpreters or facilitators.
- provide for the special needs of clients in remote areas through employing locally or developing outreach, telehealth and community liaison arrangements.
- incorporate, where feasible, cultural diversity issues in any training programs it provides.
- receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.
- where necessary and within available resources provide information in languages other than English via translation services and through print, electronic media, and other contextually appropriate methods of communication.
- consult with other providers and government agencies to ensure co-ordination of services appropriate to individualised needs.
- in accordance with the funding body's and legislative requirements, complete a data collection record for those receiving services which includes 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). Individuals are required to provide consent for such information to be collected.

Alzheimer's WA shall protect the privacy of an individual when collecting this data. Consideration will be given to:

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- collecting only data essential to the particular service delivery or evaluation purpose;
- anonymity; and
- ensuring that all data collection proposals are non-intrusive.

Cessation of Service

In accordance with the Entry and Exit Policy, Alzheimer's WA reserves the right to refuse or cease access to the service if:

- they have identified that there is an ongoing safety issue that poses a risk to the client and/or others, and property and one which cannot be resolved;
- a client breaches the conditions of the service agreement
- the service has insufficient staff with the appropriate skills / qualifications to provide ongoing service;
- or any other provision as specified in the Entry and Exit Policy

In the event where the Service Provider suspends service temporarily or ceases service all together as per the terms of the Service Agreement, the relevant Agency shall be notified of the decision and/or amendments.

Everyone has the right to leave services at any time they choose. When people leave our services, we call this a Leaving Program. It can be also considered an "Exit of Services". This applies regardless of whether a person leaves of their own choosing, or if we decide to withdraw services. Details of the Leaving Program are contained in the Entry and Exit Policy.

Legislation

- *Aged Care Act 1997*
- *Privacy Act 1988*
- *Human Rights Act 1988*

Related Documents

- Complaints Management
- Delegations of Authority Policy
- Entry and Exit Policy
- Client Service Agreement

Resources

- User Rights Principles 2014
- Charter of Aged Care Rights
- Aged Care Quality and NDIS Standards

Revision History			
Date of Review	Summary of Revision	Revision Number	Revised By
Jun 2021	Development	1.0.0	Brett Parker
Jul 2021	Reformatted	1.0.0	Di Yeates