



*ACCESS
AND
EQUITY*

in the City of Salisbury

Presented by

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Definition

Access implies fair and equal access to services

Equity implies a fair distribution of economic, social and political resources



Therefore, Access and Equity is concerned with the removal of barriers in the design and delivery of programs and services and ensuring that all community members get a fair share and a fair go



Key Principles

Access and Equity as a Policy seeks to ensure that community members

- are recognised as valuable citizens;
- have equitable access to all aspects of Council services and programs;
- contribute to the economic, social, political and cultural life of the community;
- have their needs recognised in the planning and administration of policies, programs and services; and
- participate in decisions which affect their lives and the communities in which they live.



Many members of the community enjoy unrestricted access within the Salisbury area, however some practices have resulted in the exclusion of people with differing access needs.



Key Groups

- Indigenous community
- Community members from diverse cultural and linguistic backgrounds
- Community members with a disability



*Access and Equity principles and practice
benefits the whole community*



Policy Framework

- Access
- Equity
- Communication
- Responsiveness
- Effectiveness
- Efficiency
- Accountability



Policy Goals

Access

Services will be available to everyone free of any form of discrimination irrespective of a persons country of birth, language, culture, religion, race, gender or disability.



Implementation

Access

- Develop and implement an Access and Equity Training Program which ensures that managers, volunteers and elected members are equipped to service a diverse community
- Develop across Council a complement of bilingual and bicultural staff who can support effective customer service.



Policy Goals

Equity

Services and programs will be developed and delivered on the basis of equity

Implementation

Equity

- State clearly the criteria used to decide which community members are entitled to benefit from Council services or grants
- Consult with key population groups *to identify* needs and resources required to establish relevant programs
- Develop a multilingual, multicultural and disability aspect to the library
- Encourage the development of public and private amenities to reflect the diverse needs of the community

Policy Goals

Communication

A variety of information strategies will be developed and used to inform community members of programs and services



Implementation Communication

- Adopt a set of guidelines for conducting consultations in supporting community participation
- Develop a Community Information Strategy and a Corporate Information Strategy which will be reviewed regularly.
- Promote Council achievements in supporting a diverse community through the Annual Report, community newspapers etc.



Policy Goals

Responsiveness

Policies, programs and services will be sensitive to the needs and requirements of a diverse community

Implementation *Responsiveness*

- Ensure that *staff selection criteria* include reference to familiarity with the diverse composition of the City. *Advertisements* to be placed in indigenous, ethnic, disability and mainstream press.
- Ensure that the A&E Policy is part of the *induction* information
- Promote *effective, responsive and integrated services* in partnership with community members
- Ensure that *counter staff are trained* in the range of services and programs operating in the community



Policy Goals

Effectiveness

Programs and services will be results-oriented and focus on meeting the needs of all community members



Implementation

Effectiveness

- Undertake a review of work practices to ensure that services are provided in the manner most appropriate for all population groups within the City: eg service user feedback
- Continue to develop the community data base to assess Council's effectiveness and efficiency and future needs in meeting the needs of the diverse community
- Review, monitor and evaluate all policies, programs and services to ensure they take into account the diversity of the community



Policy Goals

Efficiency

Access and Equity considerations will be built into all planning processes, performance management, funding and reporting requirements.



Implementation

Efficiency

- Incorporate A&E objectives into *Strategic Plans, Annual Plans, Business Plans and Individual Performance Plans*
- Incorporate A&E *performance indicators* into all internal and external evaluations



Policy Goals

Accountability

Access and Equity considerations will be built into all relevant contracts, grants and reporting requirements



Implementation

Accountability

- *Tender specifications, contracts and grants* will include statements which indicate the priority which Council places on Access and Equity



Strengths

- General willingness of staff to support A&E principles and practice
- Many programs and services are currently based on the principles and practice of A&E: particularly through the Community Services Dept
- Customer Service Unit being developed on A&E principles and practice



Weaknesses

- Promoting our achievements, services, programs and responsibilities
- Entrenched Work Practices
- Independent nature of depts/ divisions
- Representative nature of Council



Opportunities

- Working towards better planned communities
- Exercising community leadership
- Creating a positive public image
- Employing the productive diversity of the community



Threats

- Current Race debate
- Cut back in community services
- Influence of Privatisation of services



For Christmas
I want an end
to inequality

I think that'd
have to be
your birthday
present as well

