

**Scope:**

These procedures apply to all Hanover staff, students and volunteers who come into contact and work with clients.

**Purpose:**

These procedures outline the expectations and standards for all Hanover staff, students and volunteers to work with clients in an inclusive and non discriminatory manner.

**Process Steps:**

	Responsibilities	Links
<p><b>1 Access</b></p> <p>Policies, procedures and strategies that promote access, and which respond to consumer diversity include:</p> <ul style="list-style-type: none"> <li>• Deliberate strategies to actively promote the inclusive policies of the service and the provision of assistance, where relevant, to use it.</li> <li>• Physical access to all facilities is clear of obstacles or barriers and signs including font size are targeted to assist clients with disabilities.</li> <li>• Staff, especially reception staff, are readily available, appropriately trained and resourced.</li> <li>• Translated materials, guidelines and arrangements for the provision of interpreters are in place.</li> <li>• Client rights including young people and children's rights and responsibilities are outlined and procedures to address difficulties, complaints and disputes are in place and displayed.</li> <li>• Networks with relevant local and state-wide groups and support services specialising in various forms of diversity are established.</li> <li>• A safe physical environment is provided for clients escaping family violence.</li> <li>• The character and profile of the target community is understood and responded to with services and facilities adapted accordingly.</li> </ul>	<p>*All Staff and Management</p>	
<p><b>2 Equity</b></p> <p>Service responses are fair and equitable in responding to the diversity of the client group when:</p> <ul style="list-style-type: none"> <li>• Efforts are made to ensure as far as possible</li> </ul>	<p>*All Staff and Management</p>	

that the service is able to embrace the diversity of the demographic profile of the target population, including indigenous and CALD clients.

- Policies and practices that respond to diversity are in place to ensure that clients and accompanying children are linked into appropriate networks and support services necessary to meet their specific needs and culture.
- Assessment and case planning procedures, where applicable, address the diversity of client background and need including accompanying children.
- Physical facilities, including the form of residential accommodation where provided, is appropriate for the diversity of the client population and accompanying children, including clients with disabilities and those escaping family violence.
- Consultation with clients should be considered in developing service programs, implementation and review.

### 3 Communication

Information is provided through a two-way process and relevant to client need if:

- Information is available in a necessary range of languages, in ways appropriate to the hearing and sight impaired and disseminated in culturally appropriate ways through a variety of media. This will include attention to font size.
- Information should be in plain language and concise.
- Interpreters are available and used when necessary with clients for whom English is a second language.
- Interpreters should be used in the first instance to facilitate communication unless it is not deemed appropriate.
- Signage is graphic or in relevant languages with attention to colour and font sizes.
- The service environment acknowledges the diversity of the community.
- Clients are informed about appropriate specialist support services to meet their particular needs and how to access and use them.
- Services are planned and delivered in consultation with consumers and other relevant services so as to embrace and deal with the diversity of the target population.

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Using On Call Interpreters (CS&O Other)

- Feedback on the appropriateness and relevance of services and their usage is sought through a planned communications strategy.
- Website should be to AA standards.

#### 4 Responsiveness

Client need is met with understanding and sensitivity when:

- Services are developed taking into account the demographic profile of the catchment area and potential clients and revised to ensure inclusiveness and sensitivity to the client diversity.
- Background and diversity are taken into account in assessing individual client needs including accompanying children and planning the response.
- Diversity of staff background, skills, and contacts are used to the benefit of clients including accompanying children.
- Staff are aware of the needs of clients with a disability, those clients with a CALD background and those escaping family violence.

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#### 5 Effectiveness

Ensuring individual and community need is met with quality outcomes includes:

- Service plans and staff action planning includes acknowledging relevant inclusiveness issues with any goals that are set being monitored and evaluated.
- Employment, induction and staff training processes embrace inclusiveness and attention to client diversity.
- Qualitative and quantitative data on service usage, outcomes and performance with respect to inclusiveness and response to diversity is considered.
- Evidence and feedback from external sources on the service outcomes and client satisfaction in response to diversity is sought.
- Consultation with clients to review effectiveness of programs and accessibility of services.

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#### 6 Efficiency

Available resources are used in a cost effective and timely fashion when:

- A co-ordinated and integrated approach to planning and reviewing services for

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inclusiveness is in place including client consultation.

- Appropriate research is in place to collect data on priority needs to respond to diversity.
- Practice and outcomes are regularly reviewed to incorporate innovation, strategies and activities concerning inclusiveness that have worked elsewhere.
- Partnerships with appropriate services specialising in diversity are in place where needed.

## **7 Employment**

Employment policies and practices that respond to diversity include:

- Fair recruitment practices that promote equal opportunity
- Training and orientation of all staff and volunteers highlights barriers for people with disabilities, indigenous, CALD and women escaping family violence applying for employment.
- Employment material is in accessible formats.
- Design of office space considers physical access for staff and clients with disabilities
- The development of a reasonable adjustment guideline.

## **8 Inclusion and Participation**

Advocacy and influencing attitudes to ensure inclusion and participation includes:

- consultation with clients through a variety of methods including surveys, focus groups, member of steering committees, etc.
- Influence within the community through advocacy to government, local groups to promote practices and changes in attitudes and assumptions.
- Ensuring the organisational communication strategy is inclusive of diversity.
- Ensuring the planning of all Hanover social functions and public events are inclusive of diversity including access for people with disabilities.
- Where possible Hanover uses suppliers and contractors who support diversity.

## **9 Accountability**

Mechanisms to highlight initiatives that are in place to improve inclusiveness and receive feedback to strengthen accountability include:

- A commitment to inclusiveness and

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embracing diversity is included in advertising and publicity material.

- Strategic planning to embrace diversity is publicly available and feedback is sought.
- Appropriate assessment, complaints and disputes mechanisms for inclusiveness and dealing with diversity are in place.
- Expectations concerning individual staff responses to diversity are incorporated into performance planning and individual work plans where appropriate.
- Inclusive responsiveness is monitored, evaluated and reported on.

### External Files/Links:

Legislation 2  
Declaration

Charter Human Rights & Responsibilities (Vic) 2006  
Declaration of the Rights of the Child

### References to Standards:

**Homelessness Assistance Svc 1:** Upholding & promoting rights

**HASS 1.1:** Rights-based approach

**Homelessness Assistance Svc 1:** Upholding & promoting rights

**HASS 1.2:** Consumer participation

**Homelessness Assistance Svc 2:** Access to support for people experiencing homelessness

**HASS 2.1:** Access to support for people experiencing homelessness

**Homelessness Assistance Svc 3:** Direct service delivery & case management

**HASS 3.1:** Providing equitable access to support services

**Homelessness Assistance Svc 3:** Direct service delivery & case management

**HASS 3.3:** Responsive support

**Homelessness Assistance Svc 4:** Direct service delivery to specific groups

**HASS 4.4:** Providing culturally competent services

**NCHS Section 3:** Tenant Rights and Participation

**3.02:** Tenant Participation

**NCHS Section 3:** Tenant Rights and Participation

**3.04:** Access to Services of the Organisation

**NCHS Section 7:** Human Resource Management

**7.02:** Supervision, Training and Development of Staff

**Vic Housing Performance Std 2:** Management of the Agency

**2.01:** Organisational Structure

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