

# Access and Equity

## SCOPE

This policy applies to all operations of The Personnel Group Ltd, its wholly owned subsidiary Personnel Group Training & Recruitment Pty Ltd, and all associated trading names, hereinafter collectively referred to as “the Organisation.” This policy is applicable to all Responsible Persons, team members, customers, contractors, and volunteers of the Organisation.

## PURPOSE

**The organisation is committed to providing equal opportunity and promoting inclusive practices and processes, integrating the principles of access and equity in its policies and procedures.**

This policy describes how the organisation will provide inclusive services to meet the needs of all individuals, irrespective of their age, gender, disability, country of birth, socio-economic status, sexuality, language, race, creed, religion, culture, family responsibilities or other background. Our Access and Equity policy is designed to ensure all participants achieve their maximum potential and participate fully in employment and the community.

## Principals

- Access – the organisation will make services available to everyone who is entitled to access the programs we deliver, free from any form of discrimination.
- Equity – the organisation services will be delivered on the basis of fair treatment of all those participants who are eligible.
- Communication – the organisation will use various strategies to inform participants and potential participants of the services available, their entitlements and how they can be obtained. TPG shall also consult with all participants regularly about the services being delivered to them to gather feedback on their satisfaction.
- Responsiveness – the organisation will be sensitive to the needs and requirements of all participants from all backgrounds, and be responsive as far as practicable to the individual circumstances of participants.
- Effectiveness – the organisation will be focused on meeting the needs of all participants from all backgrounds.
- Efficiency – the organisation will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of participants.
- Accountability – the organisation will review this policy regularly to ensure it is meeting its obligations and that progressive practices are being maintained. The objective of this shall be to increase and improve the participation and achievements in employment outcomes for our participants. The organisation welcomes feedback as part of its quality improvement system.

## Reasonable Adjustments

‘Reasonable adjustments’ is a legal term that refers to the practice of making variations to existing policies, procedures or requirements to adjust for the effects of a person’s disability or barrier. The purpose of reasonable adjustment is to allow the person with a disability to compete on their merits, rather than being disadvantaged by the disability. They are not designed to give individuals with a disability an advantage over other individuals, but rather to avoid disadvantages.

## Inclusiveness

The organisation promotes the application of inclusiveness for all its customers, team members and stakeholders by ensuring that the programs, services and the support functions take into account individual learning styles/preferences, individual work and personal needs relating to all areas of diversity.

TPG will

- Promote awareness of disabilities and encourage recognition that people with disabilities have the same fundamental rights as everyone else.
- Provide reasonable adjustments to its service and support practices to ensure that participants are

## Access and Equity cont'd.

not prohibited from achieving employment outcomes in their chosen areas of employment.

- Ensure that information about our services will reach all relevant marginal communities in our area, via community networks and/or local media outlets.
- Create a user friendly organisation environment which welcomes and actively promotes diversity whilst respecting difference.
- Keep and use resources available to assist people of Non English speaking background.
- Maintain networks with specialist providers for specific advice and referral.
- Use the same recruitment and admission process for all applicants.
- Accept customers solely on the satisfying of eligibility requirements.
- Provide customers and potential customers with adequate information and support to enable them to select the most suitable program for their needs.

### Authorised by:

**John Gibbons,  
CEO**