



North East Valley Division of General Practice

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Access & Equity Policy

DATE CONSIDERED: AUGUST 2008

DATE ADOPTED: SEPTEMBER 2008

Purpose

NEVDGP recognizes that it has an obligation to ensure that all its members and staff are treated equally and with respect.

North East Valley Division of General Practice acknowledges that its legal and moral responsibilities cover the areas of:

- access in the provision of services offered by the Division
- access in employment by the Division
- access in the provision of information offered by the Division
- access to any training and development offered by the Division
- access to events hosted by the Division

Principles:

- Access – As a service provider, North East Valley Division of General Practice will make services available to everyone who is entitled to them, free of any form of discrimination on the basis of a person's country of birth, language, culture, race, religion, age, gender or practice role
- Equity – As a service provider, North East Valley Division of General Practice will develop and deliver services on the basis of fair treatment of all those members who are eligible to receive them.

Communication – As a service provider, North East Valley Division of General Practice will use all necessary strategies to inform eligible members of the services available, their entitlements, and how they can obtain them. As a provider we will consult with our members as appropriate about the adequacy, design and standard of services.

- Responsiveness – As a service provider, North East Valley Division of General Practice will be sensitive to the needs and requirements of members from diverse linguistic and cultural backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.
- Effectiveness – As a service provider, North East Valley Division of General Practice will be focused on meeting the needs of members from all backgrounds.
- Efficiency – As a service provider, North East Valley Division of General Practice will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of members.
- Accountability – As a service provider, North East Valley Division of General Practice will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its members.

Policy:

1. All Divisional staff shall wherever feasible have access to adequate support and training to provide services and information accessible to all people.
2. NEV will ensure its programs are designed and constructed to provide equal access for all users.
3. NEV in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.
4. NEV 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.
5. Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds shall wherever feasible be developed by NEV in consultation with people from those backgrounds.
6. NEV shall wherever feasible for any new (or substantially revised) policies or program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.
7. NEV shall provide resources so that publicly available and accessible information on its policies and programs is where necessary communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.
8. NEV shall ensure the availability of a complaints mechanisms that enables people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.

Review Date: In conjunction with new Strategic Plan

Accountability for Implementation

Chief Executive Officer