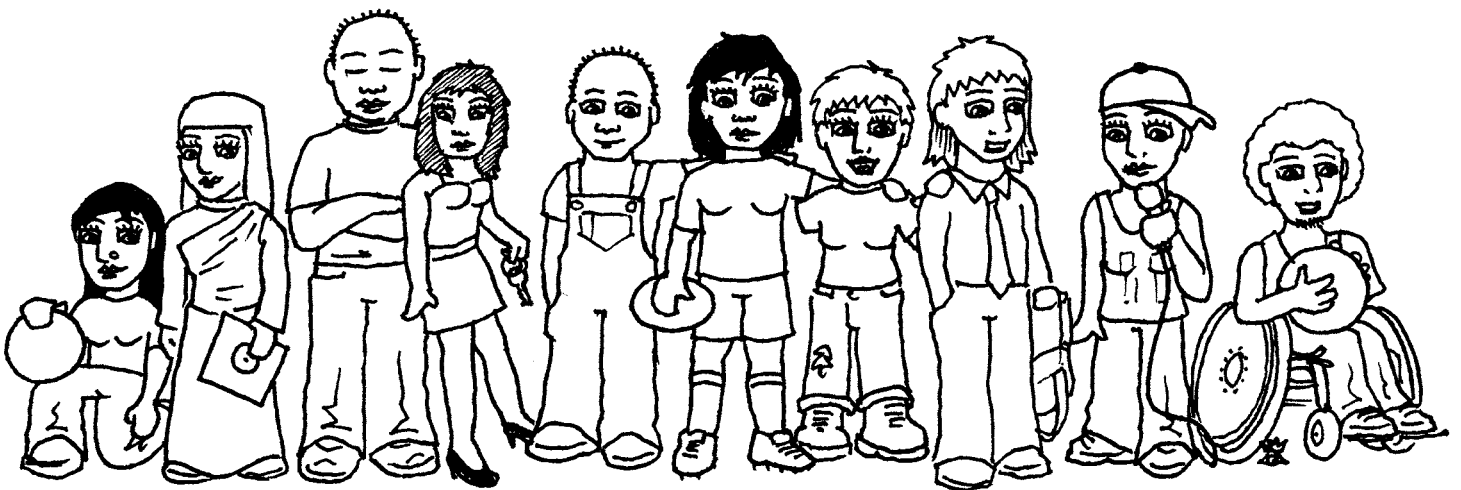


# Opening the doors

*A 'Do It Yourself' Access and Equity manual  
for working with young people*



*Produced by YAPA and the Access Project Reference Group  
for the Nepean Better Futures Strategy*

## Opening the Doors

This is one chapter of **Opening the Doors**. The other chapters are:

- What is Access and Equity?
- What does the law require me to do about Access & Equity?
- What does my funding body require me to do about Access & Equity?
- Young people with a disability
- Aboriginal and Torres Strait Islander young people
- Gay, lesbian, bi-sexual and transgender young people
- Early school leavers
- Rural and geographically isolated young people
- Young women
- Young parents
- Refugee and migrant young people
- Young people with mental health issues
- Young people involved with the juvenile justice system

**Opening the Doors** is only available online. You can:

- browse the publication in a series of web pages
- download individual chapters as PDF files
- download the whole publication as a PDF (large file: 2.4 MB – broadband recommended).

[www.yapa.org.au/openingdoors](http://www.yapa.org.au/openingdoors)

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# What does my funding agreement require me to do about access and equity?

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**If you receive any funding from local, NSW or Australian government or if you are a local, NSW or Australian government service :**

Your services should comply with the Commonwealth Charter of Public Service in a Culturally Diverse Society.

The principles in the *Charter* say that your services must:

*be available to everyone who is entitled to them and should be free of any form of discrimination irrespective of a person's country of birth, language, culture, race or religion*

*be developed and delivered on the basis of fair treatment of clients who are eligible to receive them*

*be sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds, and responsive as far as practical to the particular circumstances of individuals.*

Additional guidelines for services funded by:

- NSW Department of Community Services
- NSW Department of Education and Training
- NSW Health
- Commonwealth Department of Family and Community Services
- Commonwealth Department of Employment and Workplace Relations
- Commonwealth Department of Immigration and Multicultural and Indigenous Affairs

are contained at the back of this manual under Appendix 1.

# Appendix 1

## ACCESS AND EQUITY GUIDELINES FOR SPECIFIC YOUTH SERVICE FUNDING PROGRAMS.

If you are funded by the NSW Department of Community Services under:

- **Community Services Grants Program (CSGP)**
- **Supported Accommodation Assistance Program (SAAP)**
- **Families First**
- **Better Futures**

Your Service Agreement says:

*You will provide the services in a way which is accessible to all people in the identified client group (as described in the Service Specification) regardless of race, sex, age, pregnancy, marital status, disability, sexual preference, religion, philosophy, cultural background, transgender or HIV status. (Section 4.1)*

*You will take all reasonable action to ensure that the premises at which any Project is conducted are physically accessible to people with disabilities. DoCS acknowledges that cost is a relevant consideration in determining what action is reasonable. (Section 4.5)*

*You will take all reasonable action to ensure that clients of your project from diverse linguistic and cultural backgrounds have access to interpreters and translators. (Section 4.6)*

*Your Good Practice Guidelines say that your service must demonstrate that people understand the services and programs provided by the organisation and have fair and equitable access to them.*

If you are funded by the NSW Department of Community Services under the Area Assistance Scheme (AAS) eg. WSAAS:

Your project must:

*be implemented so communities targeted by a project can participate in it. The funded organisation must eliminate any barriers that may limit the target community's participation in the management and delivery of the project.*

*People may be prevented from participating in projects or using services because of factors such as: location, lack of information, or physical, cultural or language barriers.*

*To ensure your project gives everyone in the target group the opportunity to participate:*

- *collect information about the target groups and consult them about their needs*
- *ensure diverse representation in decision making about the planning and delivery of the service*
- *liaise and establish networks with community organisations representing the target groups*
- *locate projects/services near public transport*
- *use facilities that are accessible to people with a physical disability*
- *provide information in plain English and in community languages where required*
- *eliminate direct and indirect discrimination in service delivery and project operation*
- *employ staff who understand the needs of the target group and have the skills to work with them*

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- *train staff and management on access and equity principles and strategies*
  - *monitor the level and diversity of access through the collection of data and consultation with the community*
  - *allocate funds in the project budget for interpreting, translating, sign interpreters and hire of special equipment, such as hearing loops.*

*In accordance with the NSW Government's Youth Policy, the AAS requires the funded agency to provide the opportunity for young people to participate in decision making about the planning and delivery of the service (for example, youth members on a board of management, a survey of local young people).*

(Section 9)

**If you are funded by the NSW Department of Education and Training under the Links to Learning Community Grants Program:**

You must:

- *be aware of equity principles and apply those where practicable to the project (Section 5.7.4)*
- *ensure all practices are consistent with Anti Discrimination Acts (Section 5.7.4)*
- *comply with the provisions of the Commonwealth Disability Discrimination Act 1992, the NSW Anti Discrimination Act 1977 and the NSW Disability Services Act 1993 (Section 5.7.7)*

**If you are funded by NSW Health**

Your *Operational Guidelines* say that your service must:

*be made accessible to all community groups without regard to race, sex, marital status, age, homosexuality, disability, religion, philosophy or cultural background within the geographical area served except where exemption is approved under the Anti-Discrimination Act, 1977 (under ss 126 and 126A).*

**If you are funded by the Commonwealth Department of Family, Community Services and Indigenous Affairs under:**

- **Youth Linx**
- **Reconnect Program,**

**or the Commonwealth Department of Employment and Workplace Relations under the Job Placement Employment & Training Program (JPET):**

Your *Youth Program Guidelines* say that you should incorporate the following principle into your daily work:

*Accessibility and inclusiveness – Designing and promoting services that are accessible and appropriate to the diversity of young people and their families and take account of culture, gender, sexuality, age, ability, and geographic location. (Section 1.3.6)*

You must:

*ensure that services are conducted without sexual harassment or discrimination and take account of all relevant statutes, regulations, by-laws, and comply with...Disability Discrimination Act 1992...Racial Discrimination Act 1975... Sex Discrimination Act 1984. (Section 4.3.1)*

JPET services must:

*deliver services based on Contextually and Culturally Appropriate Service Delivery.*

*Contextual considerations may include:*

- *location (urban, rural, remote or geographically isolated)*
- *access to the service by public transport*
- *issues that may affect the Participant's family or the community in general.*

*Cultural considerations may include:*

- *language barriers (potentially requiring multilingual staff, translation and/or interpreting services)*
- *proportion of young people serviced from culturally and linguistically diverse backgrounds*
- *developing service delivery strategies appropriate for Indigenous young people.*

(Section 1.1.6)

*Networks will be built and maintained with Indigenous community organisations and services for young people from culturally and linguistically diverse backgrounds.*

(Section 1.1.6)

*Accessible Service Delivery*

- *Accessible service delivery means providing timely access to assistance and support for young people. Key features of accessibility include:*
- *developing promotional materials that are easy to understand, either in plain English or relevant community languages and contextually and culturally appropriate*

- *considering the different ways a service may need to be promoted within different communities*
- *using a diverse range of outlets, rather than relying on perceived referral agencies, may increase young people's awareness of the service*
- *outreach to the places where young people feel most comfortable, such as parks, cafes and community or youth centres, may help reduce negative feelings about attending an office-type setting*
- *outreach can reduce the stigma people may feel about accessing a 'welfare' service. Outreach can be provided at venues where young people (and in some cases, their families) feel comfortable, such as at homes, schools, parks, cafes and community or youth centres*
- *thinking about how the physical design of the service is perceived by young people may also help increase accessibility. (Section 1.1.6)*

**Reconnect services** must comply with the following principles when delivering services:

*Accessibility of Services*

- *promotional materials need to use simple language, either plain English or in relevant community languages;*
- *outreach can reduce the stigma people may feel about accessing a 'welfare' service. Outreach can be provided at venues where young people (and in some cases, their parents) feel comfortable, such as at homes, schools, parks, cafes and community or youth centres (Section 1.2.6)*

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### *Working Collaboratively*

Services must work with a range of *specialist services such as cultural-specific and Indigenous organisations* (Section 1.2.6)

### *Culturally and Contextually Appropriate Service Delivery*

*Contextual considerations may include*

- *geographical location (urban, rural or regional)*
- *distances to be travelled and*
- *key issues affecting families in the community being served.*

*Cultural considerations may include:*

- *language issues (potentially requiring bilingual staff, translation and interpreters) and*
- *the effects of migration on families and different values within diverse cultural and Indigenous groups and between generations. (Section 1.2.6)*

### **If you are funded by the Commonwealth Department of Immigration and Multicultural under the Settlement Grants Program:**

Your Service Agreement says that you will be guided by the following principles:

- *newly arrived migrants must have equal opportunity to realise their full potential and must have equal access to programs and services;*
- *every person should be able to maintain his or her culture without prejudice or disadvantage and should be encouraged to understand and embrace other cultures;*
- *needs of migrants should, in general, be met by programs and services available to the whole community but special services and programs may be necessary to ensure equality of access and provision; and*
- *all services and programs provided by the Funded Agency should be designed and operated in full consultation with clients, and self-help should be encouraged as much as possible with a view to helping migrants to become self-reliant quickly.*