![gsa logo]

1. Access and Equity

Introduction

The Access and Equity Policy sets out a set of service delivery principles concerning cultural diversity in strategic planning, policy development, budget, and reporting processes of service delivery across all services and programs of University of Melbourne Graduate Student Association (GSA)

Principles

Our Principles:

Access – GSA will make services available to all University of Melbourne Graduates who are entitled to them, free of any form of discrimination on the basis of a person's country of birth, language, culture, race or religion.

Equity – GSA will develop and deliver services on the basis of fair treatment of all graduates eligible to receive them.

Communication – GSA will use all necessary strategies to inform eligible graduates of the services available, their entitlements, and how they can obtain them. GSA will also consult with graduates regularly about the adequacy, design and standard of services.

Responsiveness – GSA will be sensitive to the needs and requirements of graduates from diverse linguistic and cultural backgrounds and be responsive as far as practicable to the circumstances of individuals.

Effectiveness – GSA will be focused on meeting the needs of graduates from all backgrounds.

Efficiency – GSA will optimize the use of available resources through a user-responsive approach to service delivery that meets the needs of graduates.

Accountability – GSA will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its graduates.

Authorisation

Chief Executive Officer to implement operational strategies and GSA Board to approve the principles.

Policy

GSA acknowledges that its legal and moral responsibilities cover the areas of:

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

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- access to events hosted by GSA

1. All GSA staff will, where feasible, have adequate support and training to provide services and information accessible to all people.
2. GSA will ensure its programs are designed and constructed to provide equal access for all users.
3. GSA 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. GSA will, where 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 GSA policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds will, where feasible, be developed by GSA in consultation with graduates from those backgrounds.
6. GSA will, where feasible, for any new (or substantially revised) policies or program initiatives, have a communication strategy developed and sufficiently resourced to inform graduates from relevant cultural and linguistic backgrounds of these changes.
7. GSA will 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. GSA's complaints mechanism enables people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.
9. GSA requires that any agents, contractors, or partners of [GSA] deliver outcomes consistent with this policy, and in bidding for tenders or contracts, budget where appropriate for special provision for linguistic and cultural diversity.

Procedure

1. GSA will, where necessary, provide for the special needs of graduates from diverse cultural and linguistic backgrounds by English or other language assistance through the use of interpreters or facilitators.

2. GSA will, where necessary and feasible, provide for the special needs of graduates in remote areas through developing outreach and community liaison arrangements.

3. GSA will incorporate cultural diversity issues in any training programs it provides.

4. GSA staff will, where necessary, receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.

5. GSA will, where necessary, provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.

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6. GSA will, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to graduates ' needs.

7. GSA will promote diversity in the membership of its Board, Representative & Faculty Council, committees and working groups.

8. GSA will protect the privacy of individual graduates when collecting this data. Consideration will be given to:

- collecting only data essential to the service delivery or evaluation purpose;
- guaranteeing anonymity; and
- ensuring that all data collection proposals are non-intrusive.

9. GSA will maintain graduate satisfaction data.

Responsibility

It will be the responsibility of the CEO to ensure that the requirements of these procedures are complied with. This policy and these procedures will be reviewed by the CEO to ensure that it continues to comply with relevant state or federal legislation or regulation.

Supporting Documents

- o Code of Conduct & Ethics
- o Respectful Workplace Policy
- o Customer Service Charter

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