

## Access and Equity

### Policy:

Lions Emergency Accommodation Centre Inc. (LEAC) is committed to ensuring all eligible clients have equal opportunity to access the service and receive equality of assistance in achieving identified outcomes regardless of their age, gender, cultural background, ethnic origin, (dis)ability, economic circumstance, sexual, religious or political affiliation.

### Procedure:

#### Definition:

Access refers to the process of being accepted into a service and Equity refers to the treatment and opportunities received by clients once a service has accepted them.

LEAC will provide support and information that is accurate, relevant and easy to understand for the client.

At all times LEAC staff will strive to provide an open, friendly and respectful atmosphere of unconditional positive regard.

LEAC will not refuse access to any individual (within the target group) with a specific need unless it is known that this person represents a threat to the safety and/or well being of clients and staff of the service.

Individuals accessing LEAC services have a legal right to access all information in their own files and should be notified of this on intake. If access is requested, LEAC will endeavour to provide a copy within five (5) working days. The original file however, remains the property of LEAC.

Access to interpreters and/or other specially trained professionals will be provided where necessary to ensure the best possible outcome for the client. (Refer Use of Professional Interpreters Policy.)

All staff are to be provided with appropriate training which provides them with the confidence to deal with client diversity, which then enables client needs to be recognised and responded to effectively. This could include but is not limited to:

- Cross Cultural/Cultural specific training
- Disabilities/Mental Health issues.

Networks are to be established and maintained with specialist services providing support to people with a diverse range of needs. This could include, but is not limited to:

- ATSI
- Mental Health issues

## **Client Services**

- Pre and post Prison admittance
- Substance Abuse

LEAC is committed to ensuring services remain affordable to individuals seeking assistance, and does not discriminate against individuals with no income.

For clients residing at the Shelter, after hours access to on-call staff will be made available for emergencies. This will not involve clients having to use their own money.