

# Relationships Australia

NEW SOUTH WALES

## ACCESS AND EQUITY POLICY

1. Relationships Australia (NSW) endeavours to provide broad access to its services within its means. It will provide its services without regard to age, ethnicity, gender, physical disability, religion or sexual orientation. These are important values held by both the Board and the staff of Relationships Australia (NSW). (Please refer to the organisation's 'Values Statement', Disability Policy)
2. Relationships Australia will endeavour to extend the provision of its services with specific attention to customers in non-metropolitan and rural regions, and to maintain a decentralised organisational structure to support local services to these customers.
3. Relationships Australia will monitor customer access to its services and will advocate for the provision of equitable access to those who are disadvantaged by reason of language, distance, financial means or disability. The same quality of service will be offered to all clients of Relationships Australia (NSW) regardless of their capacity to pay. (See Fee Policy)
4. Relationships Australia will monitor the application of the Access and Equity policy in order to ensure its continuing effectiveness for customers, and its relevance to the organisation and the community. Relationships Australia will be active in identifying issues of access and equity in the provision of its services and will be responsive to feedback on them.
5. Relationships Australia will adhere to principles of access and equity in its dealings with its staff. Prospective and current staff will not be discriminated against in relation to age, gender, disability, religion or sexual orientation (see Recruitment and Disciplinary policies).
6. This access and equity policy will be incorporated into the strategic plans of Relationships Australia. Assessments of access and equity outcomes will form part of performance indicators used in the organisation. The Access and Equity policy will form part of staff training so that all staff will be aware of the expectations of Relationships Australia in this area.