

LEAP East Victoria Park

ACCESS AND EQUITY POLICY

The LEAP East Victoria Park is committed to maximising access to the organisation's services for everyone within the agreed target client group and to ensuring equity of access across eligible service users. The LEAP East Victoria Park will work within its available resources while endeavouring to optimise access for people to services and activities.

The LEAP East Victoria Park will:

- identify and address barriers to access for people in the target group/s.
- use service planning to maximise accessibility for people in the target group/s, ensuring that all services, activities, facilities and premises are designed to maximise physical and cultural accessibility for service users
- use proactive information strategies for potential service user groups to increase knowledge of and understanding about the organisation and the services offered
- regularly review how accessible services are and use this information to improve access wherever possible.

PROCEDURES

Ensuring physical and cultural access

The LEAP East Victoria Park provides services to meet the following:

- Provide local and affordable classes to home educated children and youth and

will where practicable ensure the following:

- Its premises and facilities are physically accessible to people with limited mobility or disability.
- Services are provided in as flexible manner as possible to meet the needs of individuals.
- It maintains effective messaging systems for service users to contact the organisation.
- Client areas are kept clean, comfortable and welcoming.

Promotion of service

The Organiser(s) will be responsible for developing and reviewing a service promotion and information strategy.

The LEAP East Victoria Park where feasible will produce information about its services and activities in a range of formats suitable for the full range of people who may need to access them.

Monitoring access strategies

The Organiser(s) will be responsible for reviewing the effectiveness of physical and cultural access strategies as part of annual service evaluations.