

CS1.2 Access and Equity

Purpose

1. To provide seamless access to P4 Movement programs and to deliver them in a flexible, fair and just manner. P4 Movement aims to be accommodating of the needs of individuals and groups, free from any form of discrimination either on the basis of stereotyped beliefs or views, or from any policies and procedures that operate in such a way that certain groups of people are excluded without just cause.

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities

Legislative Alignment

1. National Disability Insurance Scheme Act 2013
2. Australian Human Rights Commission Act 1986
3. Human Rights and Equal Opportunity Commission Act 1986
4. Disability Discrimination Act 1992
5. Racial Discrimination Act 1992
6. Age Discrimination Act 2004
7. Sex Discrimination Act 1984
8. Anti-Discrimination Act (NSW) 1977

Key Responsible Executive

General Manager

For More Support

General Manager

Policy Statement

1. P4 Movement is committed to promoting choice, self-determination and freedom of expression for all Participant's and will accommodate their needs wherever possible to ensure they have a positive and fair experience.
2. P4 Movement is committed to providing a range of professional programs and services, designed to meet the individual needs and wants of the Participant's and to support them to have fulfilled and connected lives within their own community.
3. P4 Movement supports the dignity of all Participant's and is committed to promoting their rights through the provision of high-quality support services.

4. Services are available to everyone who is entitled to them. Employees and volunteers deliver services free from any form of discrimination.
5. People are treated fairly to ensure they receive the services they need. P4 Movement acknowledges that this includes identifying and excluding barriers which prevent people from knowing, using and participating in a service they may wish to utilise. It may also mean extra effort is made with some groups to increase their chances of being treated fairly, compared to others, or adjusting conduct as much as is reasonable.
6. Employees and volunteers will be respectful toward all Participant's and services will be delivered fairly without any form of discrimination on the basis of culture, beliefs or other views.
7. P4 Movement acknowledges its obligation to only provide and recommend supports/services that are appropriate to the needs of the Participant
8. P4 Movement will communicate and provide information in the most appropriate format to enable each Participant to be an empowered and informed decision maker.
9. P4 Movement responds to requests for service and service information in a confidential, non-judgemental and respectful manner. Systems are in place to ensure effective communication, including relevant information and feedback.

Procedures

1. Access to and delivery of services:
 - a. P4 Movement develops and delivers services to Participant's eligible to receive them in a fair, just, culturally safe and appropriate manner.
 - b. When developing P4 Movement programs, employees endeavour to reflect current, accepted best practice and are evidence based.
 - c. Employees and volunteers are sensitive to the needs and requirements of Participant's from diverse linguistic and cultural backgrounds and responsive as far as practicable to the particular circumstances of individuals.
 - d. Where possible, appropriate and practicable, and at the Participant's request, in-house services will be provided by personnel of the same cultural and linguistic background. In addition, accredited interpreters are used in all situations where the Participant has requested an interpreter and where effective communication will not be possible without an interpreter.
 - e. Workers are educated and supported to communicate in a manner, language and form that is accessible and appropriate given the needs of the Participant. This may involve using assistive technology and alternate forms of communication, including emails, text messages and symbols.
 - f. Participant's with disabilities will have access to activities and support services that are culturally appropriate and sensitive.
 - g. P4 Movement acknowledges that in some circumstances Participant's may have needs that are specific to his or her gender.
2. Participant involvement in Service delivery and Feedback:
 - a. Employees recognise and work to uphold the interests and rights of Participant's and employ a range of strategies to encourage the participation of Participant's, carers and stakeholders in service development, delivery and assessment.
 - b. P4 Movement is determined to sustain a culture of inclusiveness to ensure Participant's with disabilities feel as comfortable and as safe as possible in their day to day interactions with workers.
3. Collaboration: To provide accessible services, P4 Movement staff consult and collaborate with other organisations who have expertise in working with particularly vulnerable groups of people

and raising awareness of their needs e.g. Aboriginal and Torres Strait Islander organisations, and CALD organisations.

4. Learning and development: Services are provided by employees competent to deliver the service and all work to achieve continuous improvement in service delivery by maintaining professional development.
5. P4 Movement provides training for employees on a range of topics designed to develop greater awareness and to prevent discrimination including, but not limited to, Disability Awareness, Cultural Awareness & Competency and working with the LGBTIQ+ communities

References to other P4 Movement policies and external sources

1. CS 1.1 Human rights
2. CS 2.2 Communicating with Participant's
3. CS 2.3 Participant Engagement
4. CS 2.4 Feedback and Complaints
5. CS 3.1 Participant Care

Summary of attachments

1. Nil

Version Control

1. 1 April 2026 - New Policy Creation