

ACCESS AND EQUITY POLICY STATEMENT

HBLN 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. HBLN will work within its available resources while endeavouring to optimise access for people to services and activities.

HBLN 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

Identifying barriers to access

HBLN provides services to meet the following:

- social contact and support for people involved in home-based education
- foster closer cooperation between home-based learners and the wider community
- obtain or provide any rights, privileges, concessions, facilities or amenities for the educational benefit of home-based students and their families

In order to identify barriers to access, the organisation will:

- review relevant literature and practice experience
- consult with service users and/or their advocates, other agencies and staff
- seek advice from relevant community groups or members

The HBLN Coordinator will be responsible for coordinating this process and reviewing the research outcomes as part of the annual planning process.

Ensuring physical and cultural access

HBLN 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.
- The cultural and language needs of people within the target group/s are identified and accommodated

Promotion of service

The HBLN Coordinator will be responsible for developing and reviewing a service promotion and information strategy.

HBLN 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.

General information about the organisation and its services and activities will be made available via the HBLN website www.hewa.wa.edu.au

Monitoring access strategies

The HBLN Coordinator will be responsible for reviewing the effectiveness of physical and cultural access strategies as part of annual service evaluations.