



Access and Equity Policy

Introduction

The Access and Equity Policy set out in this document is drawn up on the model of the Australian Government's Charter of Public Service in a Culturally Diverse Society. The Charter is the key document guiding the Australian Government's Access and Equity strategy. It helps to ensure that government programs (and those programs funded by the government but delivered by contractors, including not-for-profits) meet the needs of our culturally and linguistically diverse society.

The Australian Institute of Landscape Architects (AILA) leads a dynamic and respected profession: creating great places to support healthy communities and a sustainable planet'

AILA provides members with training, recognition, and a community of practice to share knowledge, ideas and action.

In operation since 1966, AILA represents landscape architects and promotes excellence in planning and designing for life outdoors.

With our members, we anticipate and develop a leading position on issues of concern in landscape architecture. Alongside government and allied professions, we work to improve the design, planning and management of the natural and built environment.

AILA has a leadership role in ensuring the landscape architecture profession is as inclusive, progressive and modern as it possibly can be.

Discrimination, harassment, vilification and victimization against a person is unlawful.

1. Purpose

AILA acknowledges that its legal and moral responsibilities cover the areas of:

- access in the provision of services offered by AILA
- access in employment by AILA
- access in the provision of information offered by AILA
- access to any training and development offered by AILA
- access to events hosted by AILA

This policy integrates a set of service delivery principles concerning cultural diversity into the strategic planning, policy development, budget, and reporting processes of service delivery, irrespective of whether these services are provided by government agencies, community organisations, or commercial enterprises.

2. Policy

Access

As a service provider, AILA will make services available to everyone who is entitled to them, free of any form of discrimination.

Equity

As a service provider, AILA will develop and deliver services on the basis of fair treatment of all those clients who are eligible to receive them.

Communication

As a service provider, AILA will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. Providers shall also consult with their clients regularly about the adequacy, design and standard of services.

Responsiveness

As a service provider, AILA will be sensitive to the needs and requirements of clients from diverse cultural and linguistic backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.

Effectiveness

As a service provider, AILA will be focused on meeting the needs of clients from all backgrounds.

Efficiency

As a service provider, AILA will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of clients.

Accountability

As a service provider, AILA will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.



3. Responsibilities

It shall be the responsibility of the CEO to implement this policy and to report to the Board annually on its progress.

4. Procedures

All AILA staff shall, wherever feasible, have adequate support and training to provide services and information accessible to all people.

AILA will ensure its programs are designed and constructed to provide equal access for all users.

AILA, in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.

AILA shall, wherever feasible, assess proposals for any new (or substantially revised) policies or programs for their direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals.

Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds shall, wherever feasible, be developed by AILA in consultation with people from those backgrounds.

AILA shall, wherever feasible, for any new (or substantially revised) policies or program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.

AILA shall provide resources so that publicly available and accessible information on its policies and programs is where necessary communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.

AILA shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.

AILA shall require that any agents, contractors, or partners of AILA deliver outcomes consistent with this policy, and shall, in bidding for tenders or contracts, budget, where appropriate, for special provision for linguistic and cultural diversity.

AILA shall, where necessary and feasible, provide for the special needs of clients from diverse cultural and linguistic backgrounds by providing language assistance through the use of interpreters or facilitators.

AILA shall, where necessary and feasible, provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.

AILA shall consider cultural diversity issues in the design and delivery of any training programs it provides.

AILA staff shall, where necessary, receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.

AILA shall, where necessary and feasible, provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.

AILA shall, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.

AILA shall promote diversity in the membership of its boards, committees and working groups.

AILA shall keep in its client data collection record, where appropriate, such data as birthplace; whether a person's first language spoken was English; Aboriginal or Torres Strait Islander background; Australian South Sea Islander background; date of birth; year of arrival in Australia; birthplace of parents; sex; and religion (the collection of data will not always include all these items, as the relevance of these data items will vary depending on the service delivery context).

AILA shall protect the privacy of individual clients when collecting this data. Consideration will be given to:

- collecting only data essential to the particular service delivery or evaluation purpose;
- guaranteeing anonymity; and
- ensuring that all data collection proposals are non-intrusive.

5. Review

This policy will be reviewed as required, but generally at no more than 3-yearly intervals.

6. Related Policies

This policy should be read in conjunction with the:

- AILA Constitution
- Membership Policy
- AILA Landscape Architects Code of Conduct
- AILA Welcome to Country Protocols
- Cultural Ambassadors Guidelines
- AILA Gender Equity Policy
- AILA Reflect Reconciliation Action Plan