



POLICY E1: ACCESS AND EQUITY

Purpose:

The purpose of this policy is to affirm Murray ACE Swan Hill Inc. commitment to be responsive to the individual needs of clients - whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Scope:

This policy applies to all Murray ACE Swan Hill Inc. staff members, students and visitors. This policy particularly applies to Murray ACE

Policy Statement:

- **Access and Equity:** We provide non-discriminatory access to services and strive for comparable educational outcomes for all community groups.
- **Community Empowerment:** We aim to enhance the knowledge and skills of the community, considering the specific needs of individuals and groups.
- **Informed Enrolment:** Prior to enrolment, we ensure that all necessary information is provided to clients, preventing any disadvantage.
- **Advocacy for Equality:** We advocate for equal opportunity and human rights, treating every client fairly and without discrimination in both training environments and workplaces.
- **Cultural Acknowledgment:** We acknowledge Victoria's First Nations peoples and their enduring connection to the world's oldest living culture. We pay our respects to the Traditional Owners of the lands and waters where we operate, honouring their Elders past and present.
- **Inclusive Training Services:** Our training services are available to all eligible individuals over 16 years of age, regardless of birthplace, culture, disability, gender, language, ethnicity, nationality, race, religion, political view, sex, sexual orientation, socio-economic status, or any other personal circumstances.
- **Support for Aboriginal Learners:** We actively support Aboriginal learners in pursuing further education and training through lifelong learning opportunities.
- **Professionalism and Support:** Our staff are expected to maintain a professional and supportive demeanour in all interactions with clients.
- **Complaints Handling:** We have established procedures for addressing complaints from clients or their representatives. All personal information related to complaints is protected under the Privacy Act 1988.
- **Assessment Processes:** We ensure that learners' access to assessment processes is not negatively impacted by location or context, within the parameters of relevant courses.
- **Reasonable Adjustments:** We make reasonable adjustments to the assessment process for individuals with disabilities, ensuring that these adjustments do not alter



competency outcomes and do not impose unjustifiable hardship on Murray ACE Swan Hill Inc. or the participant's employer.

- **Good Practice in Assessment:** Our trainers and assessors are encouraged to apply sensitive and flexible assessment methods that reflect good practice.

By adhering to these principles, Murray ACE Swan Hill Inc. aims to foster an inclusive and equitable environment for all learners.

Promoting Participation and Engagement for Aboriginal Victorians through Education

Murray ACE Swan Hill Inc. is inclusive, responsive and respectful of Aboriginal people at every stage of their learning and development journey. Murray ACE implement the following strategies to create an inclusive and culturally safe environment that promotes active participation and engagement for Aboriginal Victorians.

Community Engagement: Establish strong partnerships with local Aboriginal communities, Elders, and organisations to ensure their active involvement in the education setting. Murray ACE have strong partnerships with Clontarf and our local Mallee District Aboriginal Service (MDAS). We have regular consultations, attend cultural events, invite guest speakers, and promote cultural exchange and understanding with in our training delivery.

Professional Development: Murray ACE Provide ongoing professional development opportunities for our trainers to enhance their cultural competency and understanding of Aboriginal cultures, histories, and contemporary issues. This includes workshops, training sessions, and resources that support trainers in creating inclusive and culturally safe learning environments.

Student Support Services: Reconnect Coordinator offers one-on-one support to eligible students and works closely with the local Clontarf and our local Mallee District Aboriginal Services (MDAS) for any additional support required.

Recognition and Celebration: Murray ACE recognise and celebrate the achievements, contributions, and successes of all students within the education setting. This through awards, and other platforms that highlight their talents and strengths.

Accessible Resources: Murray ACE ensures that educational resources, materials, and technologies are accessible and inclusive for all students. This may involve providing resources in local languages, incorporating Indigenous perspectives in textbooks and digital platforms, and utilising technology to bridge any geographical barriers.

Continuous Evaluation and Improvement: Murray ACE evaluate the effectiveness of our programs and practices through our Student Survey. Data is collected and analysis at the end of each term. This enables Murray ACE to identify areas for improvement and ensure ongoing responsiveness to the needs of all students.



Initial Implementation Date: March 2010

Review Record

Related Documents or links Australian Human Rights Commission https://www.humanrights.gov.au/		
Date Endorsed by Committee of Management		13/09/2016
Date of Review	Name & Position	
04/06/2012	Shane Miller – Successus	
1/2/2014	Lorri Lambert – Training Coordinator	
26/06/2014	Leanne Shannon-Kelson – Centre Manager	
05/07/2019	Leanne Shannon-Kelson – Centre Manager	
08/11/2023	Leanne Shannon-Kelson – Centre Manager	In consultation with Dr Ann Murray
24/10/2024	Leanne Shannon-Kelson Murray Ace Swan Hill	Staff Meeting with DR,OC and DJ