

Policy Title:	Access and Equity Policy
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Author:	Operations Manager
Owner:	Chief Executive Officer
Endorser:	Lionheart Board
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INTRODUCTION

Lionheart Camp for Kids (Lionheart) is committed to ensuring that all individuals, regardless of cultural background, language, ability, gender, or socio-economic status, have equal access to our programs and services. This policy aligns with the Australian Government's Charter of Public Service in a Culturally Diverse Society, ensuring that government-funded programs meet the needs of a diverse community. Lionheart adheres to all relevant Western Australian and Commonwealth legislation, including the Equal Opportunity Act 1984 (WA) and the Disability Discrimination Act 1992 (Cth).

PURPOSE

This policy outlines Lionheart's commitment to fostering an inclusive and equitable environment. It ensures compliance with legal obligations and reflects our dedication to supporting bereaved children and their families by providing accessible, fair, and culturally responsive services.

DEFINITIONS

- **Access:** The right of all individuals to use Lionheart's services without discrimination.
- **Equity:** Ensuring fairness by addressing barriers to participation.
- **Diversity:** Recognising and respecting differences in cultural background, language, ability, and other characteristics.
- **Inclusion:** Actively fostering an environment where all individuals feel valued and supported.

POLICY

Access

1. Lionheart ensures all eligible individuals have access to services without discrimination.
2. Services are designed to accommodate diverse needs, including language assistance and disability support.

Equity

- Programs are developed based on fair treatment and the specific needs of participants.
- Programs are developed with a trauma informed lens, ensuring sensitivity and emotional safety to grief and loss experiences.
- Recruitment and employment practices promote equal opportunities.

Communication

- Lionheart provides clear, culturally appropriate information about services and entitlements.
- Visual and written materials reflect the diversity of participants, including different cultural backgrounds, family structures, and experiences.
- Feedback mechanisms are in place to ensure continuous improvement.

Responsiveness

- Programs and policies are regularly reviewed to remain inclusive and adaptable.
- Staff and volunteers receive cultural competency training.

Accountability

- Regular reporting ensures compliance with access and equity principles.
- Complaints and feedback procedures allow concerns to be addressed effectively.

PROCEDURE

1. **Service Accessibility:** Ensure all programs and events are designed to be inclusive and meet the needs of all participants. Participants enquiring about attending programs (i.e. camps) are psychosocially assessed by Lionheart staff (Family Liaison Officer) for suitability of attending a program in a group setting. If participants are better suited for support in alternative settings to better suit their needs, appropriate recommendations and referrals will be actioned.
2. **Employment and Volunteering:** Volunteers are recruited and supported through inclusive practices that reflect our equity principles. Provide equal access to positions and professional development opportunities.
3. **Policy Development:** Assess new policies for impact on diverse communities and consult with relevant stakeholders.
4. **Cultural Competency Training:** Provide ongoing education opportunities for all team members around culturally responsive and trauma informed practice in the context of support grieving children and families.
5. **Complaints and Feedback:** Implement a transparent system for addressing concerns related to access and equity. Access to Telephone Interpreting Services are made available to support varied communication needs.

REVIEW

This policy will be reviewed every two years to ensure alignment with legislative requirements and best practices.

RELATED DOCUMENTS

- Crisis & Incident Management Policy
- External Feedback Policy
- Internal Grievance Policy
- Record-Keeping Policy

REFERENCES

- Equal Opportunity Act 1984 (WA)
- Disability Discrimination Act 1992 (Cth)
- Charter of Public Service in a Culturally Diverse Society
- Work Health and Safety Act 2020 (WA)

KEY CONTACT PERSON

For further information please contact the Operations Manager by emailing enquiries@lionheartcampforkids.com.au.