

## Access and Equity

### Policy

Date effective: 31 January 2017

#### 1. Policy Statement

The Department of Housing and Community Development ('the Department') provides public housing services which are accessible to all people regardless of race, religion, language or cultural background, health status or other personal characteristics or circumstances, in a fair and equitable manner.

#### 2. Purpose

This document serves to promote consistency and transparency in decision making and public housing service delivery, regardless of a client's personal characteristics or circumstances.

#### 3. References

*Anti-Discrimination Act*  
*Disability Services Act*  
Web Content Accessibility Guidelines  
Language Services policy

#### 4. Scope

This policy applies to all forms of public housing.

#### 5. Roles and Responsibilities

All Department staff implement this policy when delivering public housing services and making decisions which will affect clients. The Department policies and procedures will be applied flexibly where appropriate, to increase accessibility and equality of the Department's services.

#### 6. Policy Details

Department staff utilise many methods of ensuring clients are fully informed and are able to participate in decisions the process for providing them with services. This includes but is not limited to:

- providing interpreters, and rescheduling appointments if an interpreter is unavailable;
- providing information on accessing and using public housing in other languages, including pictorially;
- training staff for cultural awareness;
- accommodating people with disabilities; and
- making web and publications content more accessible.

## Interpreters

The Northern Territory Government is committed to ensuring Territorians who speak languages other than English have equal access to government services. The Language Services policy was developed to establish a common approach for all Northern Territory Government departments/agencies in delivering and using language services.

## Publications plain English and language

### Making Web and Publications Content More Accessible

The Department follows the Web Content Accessibility Guidelines to make web content more usable in general. These guidelines make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these.

## 7. Document change control table

Release Date	Version Number	Approved by (position)	Section amended	Category
31/01/2017	1.01	Director Policy	all	Editorial amendments
2/09/2013	1.00	Executive Director, Housing Operational Client Support	all	New separate policy derived from Housing Services Operational Policy Manual, Chapter 1