

# Access and equity

## Policy

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1.01	31/01/2017	Director Policy	Editorial amendments
1.00	2/09/2013	Executive Director, Housing Operational Client Support	New separate policy derived from Housing Services Operational Policy Manual, Chapter 1

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## 1. Policy statement

The Department of Territory Families, Housing and Communities('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. Scope

This policy applies to all forms of public housing.

## 4. 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.

## 5. Policy details

Department staff use many methods to ensure clients are fully informed and are able to participate in decisions and 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.

## 6. Use of Interpreter and Translation Services

The Department is committed to ensuring all clients, irrespective of their language background, are able to access services and information in a fair and equitable manner. This commitment aligns with the objectives and policy requirements of the Northern Territory Government's Language Services policy.

## 7. Making Web Content More Accessible

The Department follows 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.