

Access, Equity and Anti-Discrimination Policy



**COMPLETE BUSINESS
SOLUTIONS AUSTRALIA**

Purpose

The purpose of this policy is to outline Complete Business Solutions Australia (CBSA) commitment to access, equity and anti-discrimination principles, namely:

- Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all employee, prospective employees and clients.
- No person is discriminated against, harassed or treated unfairly in their dealings with CBSA.
- Each employee has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation.
- It complies with the following legislation:
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 - Sex Discrimination Act 1984
 - Racial Discrimination Act 1975
 - Disability Discrimination Act 1992
 - Age Discrimination Act 2004
 - Australian Human Rights Commission Act 1986.

Policy

1. Diversity

- CBSA recognises and values the individual differences of its employees and the community and recognises that employees come into its service with a wealth of personal knowledge and life experiences.
- CBSA recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:
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 - providing a welcoming and supportive organisation
 - offering flexibility in the way in which services are provided
 - providing adjustments to operations within reason
 - having transparent employee recruitment and selection procedures
 - determining the needs of all individuals upon engagement with the organisation
 - providing employees and clients access to a range of support services.

2. Discrimination

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, colour, race, gender, religious or political

conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

3. Harassment

CBSA is committed to providing all people with an environment free from all forms of harassment. CBSA will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

4. Fairness

- The principles and practices adopted by CBSA aim to ensure, that current and prospective employees, clients and other stakeholders are treated fairly and equitably in their dealings with CBSA.
- CBSA aims to provide open, fair, clear and transparent policies and procedures for use by employees and other stakeholders.
- CBSA has fair and equitable processes for selecting perspective employees during employment interviews. Decisions about employee selection are based on clearly defined skill and knowledge requirements. Employees will be selected on merits, based on the jobs publicised criteria.
- All people will be treated courteously and expeditiously throughout the process of enquiry, selection and employment and throughout their induction into the organisation.

5. Exclusion from job roles

A prospective employee will not be offered employment if:

- they have a criminal history that impacts on the requirements of the services they would be delivering
- they cannot speak English
- they require special services or facilities and provision of such would cause unjustifiable hardship to the organisation

6. Equity in access

- CBSA provides equity in access to the level of support required by each employee. All employees are supported in a manner that enables them to achieve their full potential and success in their job requirements. All employees are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.
- CBSA provides equitable access to its services by:
 - offering culturally appropriate resources that are relevant to employees needs and circumstances

- referring employees to support and counselling services where needed
- encouraging employees to be involved in their own feedback and decision-making processes to ensure realistic training goals and progress

7. Support services

Support services will be provided to all employees who require them. Please refer to CBSA's Staff Support Policy.

Related Documents

The following documents are related to this policy:

- BQ001 – Customer Service Charter
- BQ007 – Code of Ethics
- HR004 – Staff Support Policy

Document Control

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