

# Access and Equity



Sapphire Neighbourhood Services (SNS) is committed to promoting access to, and equity of, services for all people. We do not discriminate based on family structure, sex, sexuality, gender identity, race, age, marital status, mental health, disability, or because of who you are related to or associated with. If there is a perceived or actual conflict of interest, such as you being related to a SNS worker, we will refer you to another agency.

## Strategies to Promote Access and Equity and Reduce Barriers

- Listening to your needs and requests about access and equity, and trying to accommodate these wherever possible
- Making sure you understand your rights and responsibilities when using our service
- Keeping all of our services free of charge
- Delivering services in a culturally appropriate and accessible way
- Arranging access to an interpreter if you need one
- Making sure people using wheelchairs, prams and assistive technology can get around our building and use all of our services
- Putting important information in child-friendly or picture formats so that children can understand them
- Giving you the option of staying anonymous if you are concerned about privacy
- Trying not to keep a waiting list so that you can see us quickly
- Being available for drop-in appointments if something is urgent
- Getting back to you as soon as we can, or assisting you straight away if possible
- Offering outreach and home visits for people who live very far away or don't have transport
- Supporting you to get to appointments with other organisations if you don't have transport
- Helping you deal with other organisations so that their forms and requirements feel less confusing
- Ensuring that we consult with diverse community groups during our planning processes
- Training our staff in working with people from different cultural backgrounds, LGBTQI communities, and people who have disabilities or mental health issues
- Referring to you by your preferred name and chosen pronouns
- Asking you for your feedback and opinions
- Asking children for their feedback and opinions

