

Purpose

GoodStart Training College recognises the importance of providing quality facilities and services to assist people from all sections of the Australian community to achieve their employment and training goals. To ensure that GoodStart Training College provides the level of service expected from its clients, particularly those with special needs, this Access and Equity Policy has been developed.

Not only does this document clearly set out the Access and Equity position of GoodStart Training College, it ensures that these principles are incorporated into future planning processes regarding facilities, services and policies.

Scope

GoodStart Training College is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with all relevant legalisations.

Procedure

Access and Equity Principles

1. GoodStart Training College ensures that access to programs is available to all persons regardless of age, gender, disability, social or ethnic backgrounds.
2. GoodStart Training College does not discriminate against candidates on the basis of age, gender, disability, social or ethnic backgrounds or employer.
3. GoodStart Training College closely monitors all advertising and promotions relating to its services to ensure that they are free of discrimination against any person.
4. GoodStart Training College ensures that all members of its staff are fully aware of their responsibility for adhering to, and implementing the GoodStart Training College's Access and Equity Principles.

In the event of a situation that is considered by either staff or candidates to be in violation of GoodStart Training College's Access and Equity Policy, staff and candidates are required to report the situation to college management. Customer complaints, appeals and appeal forms are available from the Student Services Team. The completed complaint or appeal form can be submitted to:

Manager, GoodStart Training College
43 Metroplex Avenue
Murarrie Qld 4172

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery to maximise the opportunity for access and participation by candidate with special needs.

Legislative Requirements

GoodStart Training College is required to comply with a range of legislative requirements and the relevant current legislation.