



## Access and Equity Policy

Document Number: LFCLTA1001

Version 1: *December 2019*

### Aim of Policy

LifeFlight Training Academy (LTA) recognises that access and equity in adult education involves the removal of obstacles to learning and the active encouragement of those who may have benefited little from education in the past. The purpose of this policy is to give clear direction as to the responsibility and manner adopted by LTA to create and maintain an environment that treats all people equally and fairly.

### Scope

This Policy applies to all staff, LTA students and prospective students, clients and other stakeholders.

### Policy

LTA is committed to offering an equal opportunity for everyone to access and participate in learning regardless of their background, nationality, disability or sexuality. It is the policy of LTA to ensure an environment that is safe and equitable through zero tolerance of harassment, bullying, discrimination and/or racial vilification and is in-line with State and Federal legislation.

LTA staff will:

- Provide assistance, upon request, to people with disabilities through the provision of access for wheelchair venues, or otherwise within our capacity to assist
- Ensure enrolments are made on a first come first served basis determined by the payment of the course fee
- Assist prospective participants in selecting appropriate courses on request at the time of enrolment. Induction of orientation shall be conducted before the commencement of the course
- Provide course information to interested participants by means of course handbooks via email, upon request

### Procedure

#### Access

- No one should be disadvantaged in their access to LTA services regardless of their age, country of birth, language, culture, race or religion, gender, sexual orientation or disability
- LTA takes reasonable steps to ensure that location is not a barrier to support from our services
- Our Academy meets all local council regulations pertaining to access by all individuals

#### Equity

- Services are developed on the basis that every effort is made so that factors such as disability, cultural background, race, religion, gender, sexual orientation or caring responsibilities do not result in unequal treatment by LTA staff



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## Communication and Consultation

- All communications are made in plain English, including all course details and advertising. LTA will refer students to interpreters if needed and will take every reasonable steps to adjust the program to accommodate any language barriers

## Accountability

- LTA provides all students with a Course Evaluation Form to complete, verifying our training program met their needs and the presentation and resources/venue were suitable
- LTA has a Complaints and Appeals Policy in place outlining the options and process for lodging an informal or formal complaint/appeal with LTA

## Further information

Please refer to the LTA Student Handbook or contact our LifeFlight Training Academy for further information.

Phone: 07 3622 7820  
Email: [trainingenquiries@lifeflight.org.au](mailto:trainingenquiries@lifeflight.org.au)  
Address: 20 Boronia Road, Brisbane Airport 4008

## Revision and Authority

Revision	Detail of Revisions	Authority	Signature	Date
1	Policy Created	Executive Manager – LTA	Timothy McGuire	06/12/2019