



Equal Opportunities Policy

This policy applies equally to both volunteers and employees.

We live in a wide-ranging society where people are discriminated against both intentionally and unintentionally because of their race, skin colour, ethnic origin, religion, cultural beliefs, nationality, national origin, gender, sexuality or age. People suffering from HIV and Aids and people with disabilities may be discriminated against due to lack of understanding about their capabilities and experiences.

We recognise that any of the above groups of people may experience discrimination and as we are opposed to this situation, we will take steps to challenge it.

The Horsham Child Contact Centre states its intention to work for the furtherance of equal treatment in volunteering, employment, service provision, committee structure and membership.

The aim of our policy is to ensure that no-one receives less favourable treatment on the grounds of race, skin colour, ethnic origin, religion, cultural beliefs, nationality, national origin, gender, sexuality, age, HIV/AIDS and people with disabilities; or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

1. We recognise that Child Contact Centres exist within a multi-cultural, multi-faith society and we seek to reflect in this policy.
2. We value and respect all individuals using the Horsham Child Contact Centre, both clients and volunteers, regardless of age, race, skin colour, ethnic origin, religion, cultural beliefs, nationality, national origin, gender, sexuality, HIV/AIDS and people with disabilities.
3. We will aim to ensure that our service provision is appropriate, relevant and accessible to all groups of people represented in the community.
4. We will ensure that no member of staff, management committee member, volunteer or any of the families experiences unfair or unlawful discrimination.
5. Within the limits of the accommodation provided, no client with physical disabilities will be denied a place at the Horsham Child Contact Centre.

6. Volunteering/employment opportunities are open to all, within the context of our local community. Although the majority of our volunteers are recruited from local service organisations, this does not preclude others from volunteering, especially from under-represented groups. All volunteers, regardless of whether they are recruited from a service organisation or not, have to follow the same recruitment process. That is, they must complete an application form, supply two referees, abide by NACCC's National Standards for Child Contact Centres, undergo an initial training programme and have a three-month probationary period.
7. Volunteers/staff will exercise thoughtfulness and care to avoid stereotyping of individuals and groups.
8. Any racist or other offensive remarks or behaviour will not be tolerated and always challenged and that person will be asked to leave.
9. If you feel you have been discriminated against, please use the Horsham Child Contact Centre's complaints procedure.
10. We will ensure that all Horsham Child Contact Centre users and referrers are aware that we have equal opportunities and diversity policies, which they can see upon request.

This policy will be reviewed annually and updated if necessary.