

## SUBSTANTIVE EQUALITY IN ACTION

### DISABILITY

The Disability Services Commission has a partnership with the Ethnic Disability Advocacy Centre which aims to ensure providers are aware of Aboriginal and ethnic minority groups' needs when applying Disability Service Standards.

### HEALTH

A review of a health promotion program has shown early involvement with Aboriginal groups makes the program relevant and clear.

BreastScreen WA's mobile cancer screening visits more than 100 remote and regional towns of Western Australia every two years. As a result participation rates have increased.

### HOUSING

Reforms are taking place across the Department including suitable correspondence for people whose first language is not English.

### LICENSING

Assessment of WA driver licence requirements identified a number of barriers preventing certain groups from obtaining a licence. Fair and practical alternatives are being considered.

### POLICE

Ethnic descriptors encouraging racial stereotypes for people of interest in media reporting are not being reinforced.

### BY TELEPHONE

General enquiries 08 9216 3900  
Training courses 08 9216 3927  
Facsimile 08 9216 3960  
Country callers 1800 198 149  
TTY 08 9216 3936  
Interpreter can be arranged on request

### BY EMAIL

[seu@eoc.wa.gov.au](mailto:seu@eoc.wa.gov.au)

### BY VISITING OUR WEBSITE

[www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)

### BY VISITING OUR OFFICE

Level 2  
Westralia Square  
141 St Georges Terrace  
Perth WA 6000

### BY POST

PO Box 7370  
Cloisters Square  
Perth WA 6850



*Equal Opportunity Commission*

# ARE YOU GETTING THE SERVICE YOU NEED?



## Substantive Equality

*One size does not fit all*

## WHAT IS THE WA GOVERNMENT?

It's your hospital, your school, the roads you drive on, your police service, your access to justice and much more.

Every day WA Government decisions are made that affect the lives and well-being of Western Australians.

*'Equal rules for unequal groups can have unequal results.'*

## WHAT IS SYSTEMIC RACISM IN THE WA GOVERNMENT?

Systemic Racism is not the actions of an individual. It is when a policy, procedure or practice caters to the majority group which can unintentionally exclude marginalised and minority groups. Organisations often believe by treating all customers the same, they are providing the fairest service. Substantive Equality challenges this 'one-size-fits-all' model.

*'When systemic racism has been fixed, Substantive Equality has been achieved.'*

## WHAT IS SUBSTANTIVE EQUALITY IN THE WA GOVERNMENT?

Substantive Equality is when the specific needs of certain groups in the community are met by adjusting government policies, procedures and practices to meet those needs.

## YOUR ACCESS TO SERVICE AND SUBSTANTIVE EQUALITY

Under the Equal Opportunity Act 1984, it is against the law to discriminate when providing goods, services or facilities.

The EOC is helping departments use the State Government's Policy Framework on Substantive Equality.

This means departments must review their services to make sure they meet the diverse needs of the WA Community.

Departments and their contractors will:

- Review existing services that are not working for Aboriginal and ethnic minority communities.
- Review any new policies and major initiatives before they are rolled out.
- Consult with Aboriginal and ethnic minority groups about any issues communities might have with their service.

## WHAT DOES THE SUBSTANTIVE EQUALITY UNIT DO?

The SEU became a part of the Equal Opportunity Commission in 2006.

The Unit focuses on preventing systemic race discrimination by assisting major public sector organisations assess their services so fair outcomes can be achieved.

*'If you want to treat me equally, you may need to treat me differently.'*

## WHAT DO YOU DO IF YOU ARE NOT GETTING THE SERVICE YOU NEED?

If you feel a government department is failing to provide proper service to you, and is discriminating against you or somebody you know, go to the Customer Complaints Service of that department to deal with the problem.

If that doesn't work, contact the Equal Opportunity Commission.

*"We need to look beyond the actions of individuals and see how an organisation's policies procedures and practices can combine to create inequality."*