

UNITING SA *Together We can*

Disability Access and Inclusion Plan 2018 – 2021

“A compassionate, respectful and just community
in which all people participate and flourish”



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Chief Executive's Foreword



UnitingSA aims for excellence in service delivery. The Board and management of UnitingSA are committed to practices that promote a compassionate, respectful and just community in which all people participate and flourish. UnitingSA is proud to have developed this Disability Access and Inclusion Plan as part of the organisations overall commitment to quality service provision and to assist people to overcome barriers to living life to the full.

This UnitingSA Disability Access and Inclusion Plan is integrated within our Strategic Plan and provides a framework that will support management and employees in meeting the requirements of legislation, whilst striving for best practice. This plan will support us to help build strong communities which are inclusive and which celebrate diversity. The UnitingSA Disability Access and Inclusion Plan is based on six key outcomes:

Outcome 1: Inclusive and accessible communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.

Outcome 2: Economic security and employment

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives.

Outcome 3: Rights protection, justice and legislation

People with disability have their rights promoted, upheld and protected.

Outcome 4: Personal and community support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities.

Outcome 5: Learning and skills

People with disability achieve their full potential through their participation in an inclusive high-quality education system that is responsive to their needs.

Outcome 6: Health and wellbeing

People with disability attain the highest possible health and wellbeing outcomes throughout their lives.

The Quality, Safety and Risk Management Council endorse the UnitingSA Disability Access and Inclusion Plan. This plan has been developed in consultation with employees, key stakeholders within UnitingSA and government agencies.

Yours sincerely

A handwritten signature in purple ink that reads "Libby Craft".

Libby Craft

Chief Executive Officer

Our Business

UnitingSA, established in 1919, is a South Australian based community service agency of the Uniting Church. UnitingSA seeks to work in partnership with clients and others in the community, to empower individuals, strengthen families and build communities.

UnitingSA's main areas of work include:

- aged care;
- employment and training;
- social housing and homelessness;
- supporting people who have a disability;
- supporting people who have a mental illness;
- supporting people from culturally and linguistically diverse backgrounds, and
- vulnerable young people, adults and families.

Our Vision

A compassionate, respectful and just community in which all people participate and flourish.

Our Mission

UnitingSA is an influential and vibrant organisation providing services to the community and empowering people.

Our Values

- Respect
- Compassion
- Courage
- Integrity

Goals and Organisational Strategies

Goal 1 Partner with people to ensure their inclusion, independence and wellbeing

- 1.1 Create strategic partnerships and collaboration to develop solutions.
- 1.2 Identify and strengthen services that add value for our customers.
- 1.3 Speak out on matters of injustice and inequity.
- 1.4 Build partnerships with, and support aspirations of, Aboriginal and Torres Strait Islander peoples.

Goal 2 Design and deliver customer orientated services and supports in aged care, housing and community services

- 2.1 Revitalise and build aged care infrastructure to contemporary standards that meet and exceed customer expectations.
- 2.2 Offer a seamless continuum of care for older people.
- 2.3 Develop and implement a homelessness to housing strategy.
- 2.4 Be a leading provider of community mental health.

Goal 3 Drive a dynamic and sustainable business

- 3.1 Prepare the organisation for the future.
- 3.2 Develop business culture aligned with mission and values.

Disability Access and Inclusion Context

In keeping with the principles of the South Australian Disability Services Act (1993), is UnitingSA committed to the following principles:

People with disabilities:

- Are individuals, no matter how they acquired their disability, what sort of disability they have or how severe the disability;
- Have the right to be respected and treated with dignity;
- Have the same human rights and responsibilities as any member of the Australian community;
- Have the same rights as any member of the Australian community to realise their potential for intellectual, physical, social, emotional, sexual and spiritual development;
- Have the same rights as any member of the Australia community to make their own decisions about their lifestyle;
- Have a right to be protected from neglect, abuse, intimidation and exploitation;
- Have the same rights as any member of the Australian community to the assistance and support that will enable them to exercise their rights, discharge their responsibilities and attain a reasonable quality of life.



What does a disability access and inclusion plan do?

- Shows commitment and eliminates discrimination;
- Promotes principles of access and equity
- Achieves service goals
- Benefits customers, residents and employees;
- Assists our organisation to comply with the Commonwealth Disability Discrimination Act (1992) and minimises the need for complaints.



UnitingSA will conduct its business in a way that:

- Promotes an increased awareness of the rights, needs and contribution by people with disabilities as valued members of the community;
- Supports access and equity for all South Australians with disabilities and prevents discrimination on the basis of age, gender, sexuality, religion, language and people from culturally and linguistically diverse (CALD) backgrounds;
- Ensures that the interests of people with disabilities are always considered in the planning and provision of services;
- Takes reasonable measures to make the physical environment accessible and provides access to information and communication for people with disabilities;
- Help us work collaboratively with people with disabilities and in partnerships with other agencies, disability advocacy groups, levels of services appropriate to the needs of people with disabilities can be provided;
- Actively promotes within UnitingSA equal opportunities for people with disabilities in the field of employment or volunteering options. UnitingSA will negotiate reasonable accommodation workplace adjustments when required and draw upon appropriate expertise of UnitingSA services e.g. Disability Employment Services team;
- Promotes supported businesses within Australian Disability Enterprises supervised by Employment Services;
- Ensures training of employees and volunteers involved in the planning and provision of programs and services as important elements of promoting full participation and equality for people with disabilities;
- Advances equal opportunity for people with disabilities by striving for continuous quality improvement in the implementation of disability action plans;
- Supports the Convention on the Rights of Persons with Disabilities.

Acknowledgements

This Disability Access and Inclusion Plan was developed by a working party in consultation with Disability Inclusion and Business Services, Office for Disability and Client Services, Department for Families and Communities.

Further information is available by contacting:

Manager Quality, telephone 8440 2255 or

Website <http://www.unitingsa.com.au>



Outcome 1 - Inclusive and accessible communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic sporting and cultural life.

	Actions	Responsibility	Review Timeframe	Measurable Target
1	The 'Design for access and mobility standard', Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) 'Better Physical Access' guidelines and building code information have been used to develop a UnitingSA specific checklist (subject to Australian Building Code amendments). This checklist is to be used when considering current building access issues and future decision making when purchasing or leasing new buildings (this checklist would be used by the Manager Property Services and WH&S Consultant when considering new building leases and developing plans for new buildings).	Manager Property Services and WH&S Consultant	July 2019	The 'Occupation of New Premises (WH&S considerations) Procedure is reviewed on a three yearly basis and the Pre-Occupation Checklist updated at the same time to ensure we monitor compliance issues.
2	Ensure that all building / architect / engineering Consultants consider resident, employee and visitor access and mobility requirements as part of the planning phase for any new projects. All drawings and plans must comply with local Council disability access requirements.	Manager Property Services, WH&S Consultant and Managers	July 2019	The new Wesley House Aged Care Facility refurbishment meets disability access requirements.
3	Maintain website 'accessibility' function on UnitingSA website. The Web Content Accessibility Guidelines (WCAG) documents explain how to make web content accessible to people with disabilities.	Marketing Team	July 2019	The UnitingSA website has print adjustment icons and includes a 'Facebook' page.

Outcome 2 – Economic security and employment

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives.

	Actions	Responsibility	Review Timeframe	Measurable Target
1	Ensure that 'reasonable accommodation' workplace adjustments are reviewed or considered when required to support employees and volunteers with disability.	All Managers and Coordinators	July 2019	Office equipment is purchased and/or adjusted as required.
2	Encourage employees to identify disability issues of concern and participate in developing solutions. Address disability issues for new employees and clients at site specific induction / introduction sessions.	Managers and Coordinators	July 2019	Disability information presented at corporate orientation and site orientation phase.
3	Continue to use the biennial UnitingSA employee survey to improve accessibility for people with a disability.	Executive Manager People and Culture	July 2019	Survey indicates that UnitingSA supports employees with a disability.
4	Continue to review all recruitment strategies including e-recruit and advertisements to ensure they provide access options for people with a disability.	People and Culture Team	July 2019	Annual review of employee recruitment strategies. 'Recruitment and Selection' policy reviewed on three yearly schedules.

	Actions	Responsibility	Review Timeframe	Measurable Target
5	Utilise the lived experience workforce to support the organisation with planning, review and the delivery of mental health services.	Consumer Consultant, Managers and Coordinators	July 2019	New 'Lived Experience Workforce' Procedure has been communicated to services and strategies implemented.

Working Ideas / Comments / Updates

Outcome 3 – Rights protection, justice and legislation

People with disability have their rights upheld, promoted and protected.

	Actions	Responsibility	Review Timeframe	Measurable Target
1	Ensure that all UnitingSA policies are inclusive of people with disability and are not discriminatory in any way. Review policies as part of 3 year review cycle and update to ensure we meet legislative requirements.	People and Culture Team & Manager Quality	July 2019	Corporate policies and procedures are checked during review process.
2	Continue to liaise with peak disability bodies e.g. National Disability Services, Disability Employment Australia (DEA), Mental Health Services and Disability Employment Services.	Executive Managers, Managers and Coordinators	July 2019	Ongoing cooperation with peak bodies is maintained.
3	Maintain participation in the annual 'Community Mental Health' Conference which addresses current issues in mental health service provision.	Executive Managers and Managers	July 2019	Completed on an annual basis. Participate in Mental Health Week in October each year.
4	Promote disability awareness via acknowledging and supporting the International Day of People with Disability (IDPWD) which is celebrated on the 3 December each year and other events including Mental Health Week and various disability and Aged Care expos.	Managers and Coordinators Marketing Team	July 2019	'Upcoming Events' section in Flourish Magazine notes these events.
5	Ensure the UnitingSA 'Equal Employment Opportunity Policy' remains current and addresses legislative and community expectations.	Executive Manager People and Culture	July 2019	The next review is due in September 2017. Legislation updates inform changes when required.

Outcome 4 – Personal and community support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities.

	Actions	Responsibility	Review Timeframe	Measurable Target
1	Develop plain English service information for sites e.g. brochures, posters and booklets. Make changes if necessary for relevant client groups using site specific consumer advisory groups if available. Access brochures in other languages from public sites when required.	Managers, Coordinators & Marketing Team	July 2019	Corporate Plan, Annual Report, brochures and website include improved visual information.
2	Continue to support the participation of consumers, Consumer Consultants Peer Support Workers and consumer advisory groups e.g. Co-Design Consumer/Carer Group in planning and decision making processes.	Managers and Coordinators	July 2019	Consumer Consultants and Peer Support Workers provide feedback regarding service delivery issues and policy reviews.
3	Use customer surveys, focus groups and feedback mechanisms to ensure customer needs are being met regarding access and mobility issues etc. Use information to improve services.	Managers and Coordinators	July 2019	Surveys are completed in Aged Care and some Community Services sites. Sites have suggestion boxes.
4	Maintain person-centred approach to service delivery which is based on the needs and aspirations of the individual, not their disability.	Managers and Coordinators	July 2019	Individual plans are created in consultation with customers and are reviewed on a regular basis.

Outcome 5 – Learning and skills

People with disability achieve their full potential through their participation in an inclusive, high quality, education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives.

	Actions	Responsibility	Review Timeframe	Measurable Target
1	Work with accredited Interpreters when working with people who have a disability from CALD backgrounds and access translating and interpreting services when required.	Managers, Coordinators and Ethnic Link Services	July 2019	Ethnic Link Services provide ongoing support for elderly customers over 65 years with a disability.
2	Promote a positive learning culture for people with disability and opportunities to complete educational courses and 'in house' training. E.g. training provided by Employment Services and Wesley Social Enterprises.	Managers and Coordinators	July 2019	Information recorded in service recipient files.
3	Increase professional learning opportunities for employees to support their understanding and skills in meeting the needs of clients and Supported Employees with special education needs.	Managers and Coordinators	July 2019	Training recorded in data base and opportunities advertised in Training Calendar.
4	Students with disability are supported to maintain involvement in education system or vocational options. E.g. Work of Youth Services and 24H Accommodation Service.	Managers and Coordinators	July 2019	Information recorded in service recipient files. E.g. Certificates of completion or enrolment.

Outcome 6 – Health and wellbeing

People with disability are supported to attain the highest possible health throughout their lives.

	Actions	Responsibility	Review Timeframe	Measurable Target
1	Promote healthy living activities and lifestyles. The increasing prevalence of chronic diseases is linked to unhealthy lifestyles, e.g. the consequences of under nutrition, obesity, smoking, alcohol and lack of physical exercise.	Managers and Coordinators	July 2019	People with disability are included in health promotion activities.
2	Promote the health and well being of people with disabilities in health care planning and lifestyle goal setting. E.g. promote vaccinations against infectious diseases, manage anxiety and depression, support annual dental visits and promote social and emotional support strategies.	Managers and Coordinators	July 2019	Service recipients' Individual Plans include health maintenance goals and support strategies where required.
3	Deliver services and programs that keep older people with disabilities out of hospitals and shift the balance of care toward care provided in the community. E.g. Home Care Packages and Ethnic Link Services.	Managers and Coordinators	July 2019	Maintenance of physical and cognitive function and prevention of functional decline are a care priority with strategies identified in support plans.
4	Provide training and skills development for employees working with people with disability. E.g. Aged Care Channel and external training providers as well as UnitingSA Training Calendar.	Managers and Coordinators	July 2019	Training recorded in data base and opportunities advertised in Training Calendar.