

Department of Health

Disability Access and Inclusion Plan 2010 - 2015

Child and Adolescent Community Health

Strategies to Improve Access and Inclusion

July 2010 - June 2015



Delivering a **Healthy WA**

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised by Child and Adolescent Community Health (CACH).

Strategy	Tasks	Task Timeline	Responsibility
Ensure CACH has a current and relevant Disability Access and Inclusion Policy. EQuIP 1.6.3	Review the CACH Disability Access and Inclusion Policy.	July 2011	Director Strategic Support Unit
Ensure CACH staff are aware of the relevant policies and requirements of the Disability Services Act. EQuIP 1.6.3	Promote DOH Access and Inclusion Policy, CACH's Disability Access and Inclusion Policy and CACH's DAIP in the induction process for new staff. All new staff to receive a reference card for inclusion on their ID badge, outlining the process of obtaining information in other formats. Include a regular update or feature on disability access and inclusion in CACH's communiqués.	Ongoing Ongoing Ongoing	Workforce Development Workforce Development Strategic Support Unit
Ensure that any events organised enable people with disabilities to access them. EQuIP 1.6.3, 3.1.1	Staff to use the Accessible Events Checklist available via the CACH intranet when planning all community events through staff communication channels.	Ongoing	All staff

Strategy	Tasks	Task Timeline	Responsibility
<p>CACH clients are provided with opportunity to comment on the level of disability access and inclusion within services.</p> <p>EQulP 1.6.3, 2.1.1</p>	<p>Promote the inclusion of a mechanism to assist people with disabilities to comment/participate in Quality Improvement (QI) service evaluation activities.</p> <p>Include appropriate questions about access and inclusion in CACH client satisfaction surveys.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>QI Coordinator, QI Committee, Line Managers</p> <p>QI Coordinator, QI Committee, Line Managers</p>
<p>Develop links between the CACH DAIP and other CACH policies, plans and strategies, where appropriate.</p> <p>EQulP 1.6.3</p>	<p>Identify appropriate operational plans, business cases, budget processes and operational policies requiring alignment with DAIP and CACH Disability Access and Inclusion Policy.</p>	<p>Ongoing</p>	<p>Director Strategic Support Unit</p>

Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities of Child and Adolescent Community Health.

Strategy	Tasks	Task Timeline	Responsibility
<p>Buildings and facilities are physically accessible to people with disabilities.</p> <p>EQulP 1.6.3, 3.2.2</p>	<p>Review the 2008 DAIP audit of facilities and implement recommendations where possible for DOH owned facilities.</p> <p>Advocate for non-DOH owned facilities to be modified to meet the needs of people with disabilities.</p> <p>Implement the recommendations listed in the register of barriers that can be managed by staff at the identified accessible CACH facilities.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Directors in consultation with Child & Adolescent Health Service (CAHS) Facilities Manager</p> <p>Directors in consultation with CAHS Facilities Manager</p> <p>All staff and Line Managers</p>
<p>Ensure adequate ACROD parking to meet the demand of people with disabilities in terms of quantity and location.</p> <p>EQulP 1.6.3, 3.2.2</p>	<p>Advocate for adequate numbers and location of ACROD parking bays at CACH facilities, where identified in the 2008 DAIP audit of facilities or current need prescribes.</p> <p>Where ACROD parking is available at CACH facilities, ensure compliance with its use.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>All staff</p> <p>All staff</p>

Strategy	Tasks	Task Timeline	Responsibility
<p>New or redevelopment works provide access to people with disabilities.</p> <p>EQulP 1.6.3, 3.2.2</p>	<p>Advocate for the correct application of the Australian Standards for access and mobility and the Building Codes of Australia when new works to buildings and facilities are undertaken under the control of CACH.</p>	<p>Ongoing</p>	<p>Line Manager and CAHS Facilities Manager</p>
<p>Future premises leased by CACH are accessible to people with disabilities, where practicable.</p> <p>EQulP 1.6.3, 3.2.2</p>	<p>Consider the level of access for people with disabilities when proposing to lease future premises.</p>	<p>Ongoing</p>	<p>Line Manager and CAHS Facilities Manager</p>
<p>Provide information regarding accessibility of buildings and facilities to people with disabilities.</p> <p>EQulP 1.6.3, 3.2.2</p>	<p>Promote alternative CACH facilities identified as accessible to clients with disabilities, as appropriate.</p> <p>Ensure appropriate signage for disability access services (e.g. ACROD parking, ramps, toilets).</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>All staff</p> <p>Line Manager in consultation with CAHS Facilities Manager</p>

Outcome Three: People with disabilities receive information from Child and Adolescent Community Health in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Tasks	Task Timeline	Responsibility
<p>Any publications developed by CACH regarding services, facilities, customer feedback and health information is in an appropriate format to meet the needs of people with disabilities.</p> <p>EQuIP 1.6.3, 1.2.1</p>	<p>Ensure that a statement for staff to consider the needs of people with disabilities in the development of publications is included in any relevant policies and procedures pertaining to CACH staff.</p> <p>CACH publications to include the statement “This document can be made available in alternative formats on request”.</p> <p>Ensure that CACH information is made available in alternate formats including large font, spoken word cassette, disk and Braille upon request.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Publications Coordinator (Statewide)</p> <p>All Staff and CACH Publications Steering Group</p> <p>All staff</p>
<p>Maintain staff awareness of accessible information needs and how to obtain information in other formats.</p> <p>EQuIP 1.6.3, 1.2.1, 2.2.3</p>	<p>All new staff to receive a reference card for inclusion on their ID badge, outlining the process of obtaining information in other formats.</p> <p>Include a regular update or feature on disability access and inclusion in CACH’s communiqués.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Workforce Development</p> <p>Strategic Support Unit</p>

Strategy	Tasks	Task Timeline	Responsibility
Ensure CACH pages on the CAHS website meets the requirements of the W3C Web Content Accessibility guidelines as outlined in the State Government Access Guidelines for information, services and facilities. EQUiP 1.6.3, 1.2.1	Advocate for the design of CAHS website to meet the requirements of the W3C Web Content Accessibility guidelines.	Ongoing	Strategic Support Unit

Outcome Four: People with disabilities receive the same level and quality of service from the staff of Child and Adolescent Community Health as other people receive from the staff of the Health Service.

Strategy	Tasks	Task Timeline	Responsibility
Provide disability awareness training for all staff. EQUiP 1.6.3, 2.2.3	New staff to complete the DAIP e-learning module as part of induction and other staff to complete, as required. Review DAIP e-learning module and update as required.	Ongoing Annually	Workforce Development & Line Managers Strategic Support Unit DAIP portfolio holder and Workforce Development

Strategy	Tasks	Task Timeline	Responsibility
Provide disability awareness training for all staff. (continued) EQulP 1.6.3, 2.2.3	Provide information and training on disability and access issues, where appropriate, through: <ul style="list-style-type: none"> • staff induction • communiqués • staff development days • policy • intranet. Identify and source useful teaching resources for use in disability access and inclusion training.	Ongoing Ongoing	Strategic Support Unit DAIP portfolio holder and Workforce Development As above
Ensure that people who have difficulty speaking, hearing, understanding, seeing and/or reading are not compromised or disadvantaged throughout the continuum of care, including involvement in care planning and discharge planning, and obtaining information on rights and responsibilities. EQulP 1.1.1, 1.1.2, 1.1.6, 1.6.2, 1.6.3	CACH clinical staff to document in client care notes and in referrals to other health professionals any specific communication requirements of the client. Ensure that “Better Hearing” cards and interpreter information is displayed at reception desks. Staff access the relevant disability communication aid service (eg. AUSLAN interpreters, TTYN) when required by clients.	Ongoing Ongoing Ongoing	All staff Reception staff and Line Managers All staff and Line Managers
Include awareness of disability issues in the Job Description Forms (JDF) for managers. EQulP 2.2.2	When reviewing JDFs or creating new ones for manager level positions, ensure there is reference to the Disability Services Act as an essential selection criteria.	Ongoing	Line Managers and HR Officer

Outcome Five: People with disabilities have the same opportunities as other people to make complaints to Child and Adolescent Community Health.

Strategy	Tasks	Task Timeline	Responsibility
<p>CACH provides opportunities for people with disabilities to make complaints and compliments.</p> <p>EQulP 1.6.1, 1.6.3, 2.1.1, 2.1.3</p>	<p>Provide CACH Complaints and Compliments feedback form in alternative formats upon request.</p> <p>Staff to suggest other methods to assist people with disabilities to make complaints and compliments (e.g. staff member completes form).</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>All staff, Line Managers, and CAHS Customer Liaison Services</p> <p>All staff, CAHS Customer Liaison Services and Line Managers</p>
<p>CACH provides feedback and responds to complaints and compliments received from people with disabilities appropriately.</p> <p>EQulP 1.6.1, 1.6.3, 2.1.1, 2.1.3</p>	<p>Ensure all compliments and complaints are dealt with in accordance with CAHS policy and procedures and feedback is provided in an appropriate format.</p> <p>Review CACH complaints and compliments received by CAHS Customer Liaison Services related to disability access and inclusion, identify any trends or reoccurring issues and develop appropriate strategies to address.</p>	<p>Ongoing</p> <p>Annually</p>	<p>CAHS Customer Liaison Services and Line Managers</p> <p>Governance Officer</p>

Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by Child and Adolescent Community Health.

Strategy	Tasks	Task Timeline	Responsibility
<p>People with disabilities have the opportunity to participate in consultation for CACH service evaluation and planning.</p> <p>EQuIP 1.6.1</p>	<p>Ensure the needs of people with disabilities are considered during the development of the CACH community engagement plan and strategies to enable their participation are included.</p> <p>Promote the inclusion of a mechanism to assist people with disabilities to comment/participate in all service evaluation activities, including client satisfaction surveys.</p>	<p>July 2011</p> <p>Ongoing</p>	<p>Service Support and Development</p> <p>QI Coordinator, QI Committee, Line Managers</p>