



Government of **Western Australia**  
Department of **Health**  
Child and Adolescent Health Service

# Child and Adolescent Mental Health Service

## **Disability Access and Inclusion Plan 2016 -2021**



## Background

This Disability Access and Inclusion Plan is the first plan since The Child and Adolescent Mental Health Service (CAMHS) became a part of the Child and Adolescent Health Service (CAHS) 2011. Prior to 2011, CAMHS services came under area health services according to their location. This plan presents a unique opportunity for CAMHS for all CAMHS services to be guided by one DAIP rather than several plans as occurred previously, that were not specific to CAMHS services.

This Disability Access and Inclusion Plan addresses the 7 outcome areas

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.
2. People with disabilities have the same opportunity as other people to access the buildings and facilities of a public authority.
3. People with disabilities receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disabilities receive the same level and quality of service from the staff of a public authority as other people receive from the staff of the public authority.
5. People with disabilities have the same opportunities as other people to make complaints to a public authority.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.
7. People with disability have the same opportunities as other people to obtain and maintain employment with Child and Adolescent Mental Health Services

## Strategies to Improve Access and Inclusion

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by Child and Adolescent Mental Health Services.

Strategy	Tasks	Timeline	Responsibility
Ensure all CAMHS services and any events organized by CAMHS address issues of access for consumers, carers and members of the public with disabilities.	<ul style="list-style-type: none"> <li>Promote the use of the Disability Service Commission's Accessible Events checklist when planning all CAMHS community events</li> <li>If necessary modify for CAMHS purposes and circulate to managers</li> </ul>	Ongoing	Directors; Service Managers and Team Leaders.
Incorporate the CAMHS DAIP into CAMHS Quality Action Plan (QAP)	<ul style="list-style-type: none"> <li>Monitor QAP at monthly CAMHS Executive Governance meetings</li> <li>Allocate provisions within local budgets finance local improvements to ensure disability access to all CAMHS sites.</li> </ul>	2016 - 2012	CAMHS Executive
Establish governance for Disability Access and Inclusion Plans strategies and tasks to be implemented.	<ul style="list-style-type: none"> <li>Include DAIP as one of the roles and responsibilities in the Terms of Reference of the CAMHS Diversity Responsiveness Working Group (DRWG)</li> <li>The DRWG to include DAIP as a standing agenda item to plan, progress and monitor the necessary strategies and tasks.</li> <li>Appoint a DAIP coordinator/champion with the DRWG, or nominate an officer(s), with the responsibility to oversee the progression of the CAMHS DAIP</li> </ul>	2016 - 2021	CAMHS Executive Sponsor for NSMHS Diversity Responsiveness;  Diversity Responsiveness Working Group (DRWG)
Ensure CAMHS staff are aware of the relevant requirements of the Disability Services legislation.	<ul style="list-style-type: none"> <li>Include and promote DAIP and relevant information in the induction and orientation process for new staff including utilising the Disability Service Commission's training resources.</li> </ul>	Ongoing	CAMHS Education & Training Coordinator

	<ul style="list-style-type: none"> <li>Review customer service training resources for CAMHS Ward Clerks and CAMHS Clerical and Reception staff as first contacts for people with disabilities attending CAMHS facilities.</li> <li>Disseminate the CAMHS DAIP and relevant information to existing staff.</li> <li>When reviewing JDFs or creating new ones for all positions, ensure there is reference to awareness and understanding of the Disability Services Act in the selection criteria.</li> </ul>		DRWG
Consult with the Disability Service Commission and use its resources to assist the implementation of the CAMHS DAIP.	<ul style="list-style-type: none"> <li>Establish a resource kit and checklist which can be distributed to CAMHS managers to address the relevant Outcome standards when reviewing existing services and events, and developing new services and events.</li> </ul>	By December 2016	DRWG
Monitor and develop CAMHS policies taking into account the needs of people with disabilities.	<ul style="list-style-type: none"> <li>Ensure the development and review of operational policies in CAMHS take into consideration the needs of people with disabilities.</li> </ul>	2016 - 2021	Director Specialised Services; Policy and Procedures Steering Group

Outcome 2: People with disabilities have the same opportunity as other people to access the buildings and facilities of Child and Adolescent Mental Health Services.

Strategy	Tasks	Timeline	Responsibility
<ul style="list-style-type: none"> <li>Ensure all new and future redevelopments and works on or to buildings and facilities comply with the access requirements of the <ul style="list-style-type: none"> <li><i>Disability Services Act 1993</i></li> <li><i>Disability Discrimination Act</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Ensure access is considered by any design team throughout the planning, budgeting, and construction phases of any new or existing facilities</li> <li>Review status of recommendations from previous DAIP audits of CAMHS facilities, or</li> </ul>	2016-2021 2016 - 2021 Review Dec 2016	CAMHS Executive  Service Managers;

<p>(DDA)</p> <ul style="list-style-type: none"> <li>○ Building Codes Australia (BCA)</li> <li>○ <i>Commonwealth Disability Discrimination Act 1992</i></li> <li>○ Human Rights and Equal Opportunities Commission Advisory Notes on Access to Premises</li> <li>○ WA DoH Policy and Guidelines</li> <li>○ NSMHS #1.7, #1.10</li> <li>○ NSQHS #1.17, #1.18</li> <li>○</li> </ul>	<p>commission new DAIP audits, with particular focus on:</p> <ul style="list-style-type: none"> <li>○ External Access</li> <li>○ Internal Access</li> <li>○ Toilets</li> <li>○ Telephones</li> <li>○ Parking (ie. ACROD)</li> <li>○ Signage</li> </ul> <ul style="list-style-type: none"> <li>● Where ACROD parking is available, ensure compliance with its use</li> </ul>	<p>?</p> <p>2016-2021</p>	<p>CAMHS FBO</p> <p>Service Managers; Directors</p> <p>Service Managers; Directors</p> <p>All staff</p>
<ul style="list-style-type: none"> <li>● Ensure future premises leased by CAMHS comply with the legislative requirements and building codes and guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>● Ensure lease agreements contain details demonstrating premises provide appropriate access, where practicable.</li> </ul>		
<ul style="list-style-type: none"> <li>● Provide information regarding accessibility of buildings and facilities to people with disabilities.</li> <li>●</li> </ul>	<p>Ensure appropriate signage for disability access services (e.g. ACROD parking,</p> <ul style="list-style-type: none"> <li>● ramps, toilets).</li> </ul>		

Outcome 3: People with disabilities receive information from Child and Adolescent Mental Health Services in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Tasks	Timeline	Responsibility
<p>All CAMHS Service pamphlets and information will be accessible where possible in multiple communication formats.</p>	<p>Audit all Area wide pamphlets to assess against disability access minimum standards.</p> <p>Review departmental specific information provided to patients in accordance with the DoH Access to information Policy.</p>	<p>July 2017</p>	<p>CAMHS Executive</p>

Review Web accessibility according to the Web Content Accessibility Guidelines (WCAG)2.0	Conduct an audit of the current CAMHS website using the <a href="#">Web Content Accessibility Guidelines (WCAG) 2.0</a> .	July 2017	CAMHS Executive
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Outcome 4: People with disabilities receive the same level and quality of service from the staff of Child and Adolescent Mental Health Services as other people receive from the staff of the Health Service.

Strategy	Tasks	Timeline	Responsibility
Ensure consumers, carers and members of the public who have difficulty speaking, hearing, understanding, seeing and/or reading are not disadvantaged throughout the continuum of care, including when obtaining information on rights and responsibilities and participating in care planning, discharge planning.	<ul style="list-style-type: none"> <li>• Specific communication requirements for clients are to be assessed and communicated to staff prior to commencement of any mental health care.</li> <li>• Display “Better Hearing” cards and interpreter information at reception desks.</li> <li>• Advise all staff involved in the client’s care of the availability of language (including AUSLAN or sign) interpreters.</li> <li>• Inform all staff of the process to obtain interpreters.</li> </ul>	Ongoing	
Ensure that communication aids are available where required.	<ul style="list-style-type: none"> <li>• Consider providing access to volume controlled telephone, TTY (telephone typewriter) or the Australian Communication Exchange National Relay Service, large button telephone, audio loops and video captioning.</li> <li>• Where appropriate, develop a process to access and use communication aids.</li> </ul>		
Monitor the satisfaction rate of people with disabilities, with CAMHS services.	<ul style="list-style-type: none"> <li>• Develop surveys or questionnaires and/or others methods to obtain feedback from people with disabilities</li> <li>• Analyse ESQs for specific information</li> </ul>	2016-2021	Service Managers

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to Child and Adolescent Mental Health Services.

Strategy	Tasks	Timeline	Responsibility
Improve feedback from people with a disability.	<ul style="list-style-type: none"> <li>• Ensure all patient feedback posters and forms include the ability to access the documents in various formats, including interpreters.</li> <li>• Develop surveys or questionnaires and/or others methods to obtain feedback from people with disabilities</li> </ul>	2016-2021	Service Managers
Promote the acceptance of verbal complaints and advocacy role of staff to assist in recording & managing complaints for consumers.	<ul style="list-style-type: none"> <li>• Provide education on effective feedback processes to all staff, promoting acceptance of verbal complaints.</li> </ul>	Ongoing	Service Managers
Improve the monitoring of feedback from the Mental Health Advocacy Service and from the Health and Disability Complaints Office.	Review systems to monitor and identify trends in relation to complaints regarding access received via the Mental Health Advocacy Service and the Health and Disability Complaints Office.	Ongoing	CAMHS Executive

Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by Child and Adolescent Mental Health Services.

Strategy	Tasks	Timeline	Responsibility
Ensure people with disabilities can participate in CAMHS advertised public consultations.	<p>Develop and endorse a standardised statement for Access requirements on all invitations for consultation.</p> <p>Selection of external venues to meet disability access and inclusion requirements.</p>		
Directly consult with and invite participation with people with disabilities.	Promote invitation, access and inclusion to people with disabilities on committees and for consultation.		

	Identify stakeholders, seeking participation in CAMHS committees and forums.		
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Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with Child and Adolescent Mental Health Services

Strategy	Tasks	Timeline	Responsibility
Provide people with disabilities equal opportunity to work within the CAMHS workforce in accordance with <ol style="list-style-type: none"> <li>i. WA Health Equal Opportunity and Diversity Policy and Plan</li> <li>ii. WA Health Substantive Equality Policy</li> <li>iii. WA Health Recruitment, Selection and Appointment Policy and Procedure</li> <li>iv. CAHS Equal Opportunity and Diversity Management Policy</li> </ol>	<ul style="list-style-type: none"> <li>• Promote and adhere to the Government's Diversity Improvement plan including the Disability Employment Strategy, and the CAHS Equal Opportunity and Diversity Management policy to achieve equality in the employment opportunities for people with disabilities.</li> <li>• JDFs include a section on knowledge and application of the Disability Services Act.</li> <li>• Employment Services recruitment documentation contains a statement that CAHS is an EEO employer.</li> <li>• All new staff complete an EEO survey.</li> </ul>		







**This document can be made available in alternative formats on request for a person with a disability.**

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