



# **Community Living Association inc. Disability Access And Inclusion Plan 2017 - 2022**

This plan is available on request at the CLA office;

- (i) in an electronic format; and
- (ii) in hard copy format in both standard and large print; and
- (iii) in an audio format on MP3 or compact disc;

and also,

on request, by email; and on any website maintained by or on behalf of CLA.

# CONTENTS

<b>Foreword by CEO/Chairperson</b>	<b>3</b>
<b>Acknowledgements</b>	<b>4</b>
<b>1.0 Background</b>	<b>5</b>
1.1 Community Living Association	5
1.2 People with disability in CLA	5
1.3 Planning for better access	6
1.4 Progress towards access	6
<b>2.0 Disability access policy</b>	<b>7</b>
<b>3.0 Development of the DAIP</b>	<b>7</b>
3.1 Responsibility for the planning process	7
3.2 Community consultation process	7
3.3 Findings of the consultation process	9
3.4 Responsibility for implementing the DAIP	10
3.5 Communicating the plan to staff and people with disability	10
3.6 Review and evaluation mechanisms	10
<b>4.0 Reporting on the DAIP</b>	<b>12</b>
<b>5.0 Implementation Plan 2017 - 2022</b>	<b>13</b>

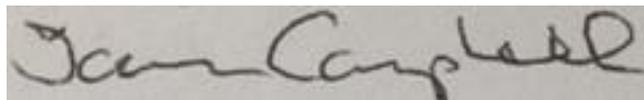
## **Foreword by CEO**

Welcome to Community Living Association's Disability Access and Inclusion Plan (DAIP) 2017.

On behalf of CLA I would like to formally commit to the objectives identified in this Disability Access and Inclusion Plan. The goals and strategies associated with this plan are entirely consistent with CLA's Vision, Purpose, and Values, with their focus upon empowering individuals and the community to include everyone as equal participants. I am confident that everyone at CLA will embrace the current plan, not as a new set of onerous duties, but as a tool to sharpen our attention to the work we already do, and further confirm the value of this work.

The next 5 years over which this plan will guide us, are likely to witness a time of unprecedented change, in the nature of the support provided to people with disability, and also in the nature of the communities we all live in. The National Disability Insurance Scheme will be incrementally rolled-out across the nation over this period, and although there is uncertainty associated with this change, as with any other, there is the hope and the promise that people will finally receive the level of funding they require to pursue a meaningful life regardless of their individual circumstances. Technology, transport, the nature of work, and the structure and functioning of communities will change over these 5 years also, and these changes will offer both opportunities and challenges. What will remain constant through all these changes; will be CLA's commitment to its Values and to the people that it supports.

I look forward to working with all of the people associated with CLA, the people we support, their families, CLA's Committee of Management, CLA staff, and other community organisations and individuals, to achieve the objectives of this plan, in an environment of change.

A handwritten signature in black ink, appearing to read "Iain Campbell", is centered on a light grey rectangular background.

**Iain Campbell**  
**Chief Executive Officer**  
**Community Living Association**

## **Acknowledgements**

Community Living Association acknowledges the input received from many individuals within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

Community Living Association also acknowledges the work of E-QUAL in developing this Disability Access and Inclusion Plan, and in particular the work of Jane Hannay, who has been largely responsible for driving the process and developing this document.

## **1.0. Background**

### **1.1 Community Living Association**

Community Living Association (CLA) operates out of Albany as a not for profit agency providing:

- Accommodation support, providing individual tailored support including the co-resident model.
- Alternatives to employment providing a range of options.
- Post school options also providing a range of supports and options.
- Family support, providing flexible respite and support for families when the individual with a disability resides with the family or family member.

CLA was incorporated in 1991 and is overseen by a voluntary Committee of Management with a Chief Executive Officer (CEO) in place.

The CEO is supported by:

- Management and administration team
- Support coordinators
- Direct support workers.

CLA is currently supporting over 89 people with disability aged from 11 to 70 years, with a range of disability and support needs. CLA does this largely through funding DSC provides to individuals who then choose CLA as a service provider.

### **1.2 People with disability in Community Living Association**

CLA operates within Albany. It is estimated 'that over 400,000 Western Australians have a disability (over 20 percent of the total population), of whom 7,017 people with a disability are living in Albany. The majority of people with a disability living in Albany are aged over 35 years (Disability Services Commission, 2008). An estimated 250,000 Western Australians are carers for people with disability, of whom 2,576 live in Albany (Australian Bureau of Statistics, 2007)' (source - *the City of Albany DAIP.*)

CLA offers service to all disability type.

CLA is also an employer of people with disability.

## **1.3 Planning for better access**

It is a requirement of the WA Disability Services Act that all local and state government authorities, including services funded by the state government, develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the service or authority will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for Action Plans and therefore lodgement of the DAIP with the Commonwealth's Human Rights and Equal Opportunity Commission reduces the organisation's exposure to disability discrimination risk.

The plan should not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. It must also keep abreast of ongoing legislative and regulatory changes.

## **1.4 Progress towards access**

As a service provider CLA is committed to improving lives of people with disability within their capacity, including facilitating the inclusion of people with disability through the improvement of access to its facilities and services as well as services and facilities within the community they are part of, through direct action and advocacy.

By adopting its first Disability Access and Inclusion Plan to address the barriers within the local community for people with disability and to address its statutory requirements under the WA Disability Services Act, CLA continues to enhance this commitment.

The following is a sample of the organisations progress and achievements in improving access for people with disability, prior to adopting the DAIP.

- Replacing the original main entrance door with an automatic opening door.

- Fitting ramps within the building to allow for easy access to meeting rooms.
- Adopting an equal opportunity employment workforce.
- Providing transport in wheelchair accessible vehicle.
- Having staff representatives on the City of Albany Access Committee (or equivalent)

## **2.0. Community Living Association Disability Access Policy**

Community Living Association is committed to the progress of its first Disability Access and Inclusion Plan.

Community Living Association has further strengthened its commitment to access and inclusion for all with the development of this 2017– 2022 DAIP, including outcome eight:

- Outcome eight - to provide information, opportunities and encouragement to raise the awareness of the community regarding disability access and inclusion.

Community Living Association has recognised the need to develop a Disability Access and Inclusion Policy and have included this opportunity in their plan.

## **3.0. Development of the DAIP**

### **3.1 Responsibility for the planning process**

Responsibility for developing, monitoring, implementing, reviewing and amending the DAIP rests with the CEO. This includes responsibility for ensuring that the plan is rolled out throughout the organisation and that actions are integrated into the strategic plans and reporting processes of relevant areas.

### **3.2 Community consultation process**

The Organisation undertook to consult with key stakeholders and draft a DAIP to guide further improvements to access and inclusion.

The organisation contracted an independent disability consultancy firm, E-QUAL, to conduct the consultation and draft a DAIP for the organisation.

The process included:

- investigation of contemporary trends and good practice in access and inclusion;
- consultation with CLA staff;
- consultation with clients and families and carers;
- consultation with the community;
- meeting with the committee of management;
- preparation of a report on the review and consultation; and

The Disability Services Regulations 2004 set out the minimum consultation requirements for public authorities in relation to DAIPs. Local government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local district of the local government under the Local Government Act 1995 or on any website maintained by or on behalf of the local government authority. Other mechanisms may also be used.

The community was informed through the local newspaper and on the CLA's website that the organisation was developing a disability access and inclusion plan to address the barriers that people with disability, their families and carers experience in accessing CLA's functions, facilities and services. Information was also provided through e-mail and the CLA newsletter to clients, staff and the Committee of Management.

The various consultation methods offered included:

- A community survey form. This was available on the organisations website and in hard copy at various locations. Survey forms could be posted, emailed or faxed to the consultants. Some staff also passed surveys directly to clients.
- The survey was e-mailed to various groups for distribution to their members.
- Face to face client interviews. Held at their regular events ie arts and craft session.
- Client focus groups held at their regular events ie Coffee club.
- A survey of staff by e-mail and in hard copy.
- Availability of the consultant to meet with individual staff at their workplace.

### 3.3. Findings of the consultation

The consultation provided a variety of views on access and inclusion at Community Living Association.

#### Barriers

The consultation provided a variety of views on access and inclusion Issues for clients and staff included:

- That some clients and staff are unsure of the process for providing feedback and making complaints to the organization and what the follow-up process is.
- That information relevant to individuals is not always provided in the most suitable way for the individual.
- Some venues and surrounding areas (i.e. parking) used by CLA for activities do not always offer appropriate access, such as clients using an alternative entry to the main entry.
- Local services and businesses do not fully understand and implement the intent of the companion Card ( <http://www.wa.companioncard.org.au/> ).

The feedback also raised some issues outside of CLA's responsibility which the service could refer on to City of Albany, such as parking access issues on York Street.

Feedback from staff showed that they were aware of many of the concerns raised by community members. Staff were also asked about training. Staff, and the consultant, identified the need for staff training and development on a range of issues including:

- Understanding the DAIP and what it means for them.
- Policy and Procedure
- Funding opportunities and availability

### **3.4. Responsibility for implementing the DAIP**

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of CLA. Some actions in the Implementation Plan will apply to all areas of the organisation while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.

### **3.5 Communicating the plan to staff and people with disability**

- Community Living Association will discuss the draft Disability Access and Inclusion Plan internally and promote the draft plan by lodging the document on their website for feedback from interested parties including staff, people with disability, their families, carers, disability organisations and relevant community groups. The completed plan will be available on the CLA website by 31 March 2017, and be promoted to stakeholders through CLA publications.
- Community Living Association will advise, through the newsletter and on its website that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, and by email.
- As plans are amended both staff and the community will be advised of the availability of updated plans, using the same methods.

### **3.6 Review and evaluation mechanisms**

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. CLA's DAIP will be reviewed at least every 5 years, in alignment with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, the amendments will be promoted through CLA publications.

## **Review and monitoring**

- CLA will consider developing a DAIP Team, consisting of key staff, potentially meeting every six months from April 2017, to review progress on the implementation of the strategies identified in the access and inclusion plan.
- CLA will include reference to relevant DAIP initiatives in its business or strategic plan and will track progress towards the achievement of the initiatives and report on progress in its reports.
- A report will be prepared each year on the implementation of the Disability Access and Inclusion Plan. A status report will be provided to the Committee of Management.
- The Committee of Management will annually endorse any reports on the Disability Access and Inclusion implementation process.
- Once a year prior to 31<sup>st</sup> October CLA will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies. This will inform the further implementation of the plan.
- A notice about the consultation process will be placed in their newsletter and posted on the website; notice may also be given to local disability services and interested parties.
- In seeking feedback, the organisation may also identify any additional barriers that were not identified in the initial consultation.
- The Implementation Plan will be amended based on the feedback received and copies of the amended Implementation Plan will be available to the community in alternative formats once endorsed by the Committee of Management.
- The five-yearly review of the organisation's DAIP will be included in the DAIP 2022 - 2027 which will be submitted to the Disability Services Commission in 2022. The report will outline what has been achieved under the organisation's AIP 2017-2022.

## **4.0. Reporting on the DAIP**

The Disability Services Act sets out the minimum reporting requirements for public authorities and services in relation to DAIPs. CLA's reporting will align with these.

Community Living Association will report on the implementation of its DAIP through its annual report and on the prescribed proforma to the Disability Services Commission by 31 May each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the strategies it used to inform its agents and contractors of its DAIP.

**Community Living Association**

**Disability Access and Inclusion Plan**

**Implementation Plan**

**2017 – 2022**

## **Implementation Plan**

The Implementation Plan itemises what Community Living Association will be undertaking in 2017 - 2022 to improve access to its services, information and facilities for people with disability.

The Implementation Plan is presented using a table to outline the:

- DAIP Outcome area being addressed;
- individual tasks being undertaken;
- Staff position or part of the association with responsibility for completing the individual tasks; and
- timeline for completion of the individual tasks;

Task	<b>DAIP OUTCOME: 1</b> <b>People with disability have the same opportunities as other people to access the services of, and any events organised by Community Living Association</b>	Who	When
1.1	Ensure the DSC's 'Creating Accessible Events' checklist is made available to all staff.	CEO	From Mar. 2017
1.2	Develop an Internal Events Package considering the 'Creating Accessible Events' checklist and that this is available to all staff and on the public website as a useful resource for the whole community	Project staff to be determined	June 2017
1.3	Ensure that all events organised by CLA be planned in accordance with the DSC's Creating Accessible Events checklist, and CLA's Internal Events package (see 1.2)	Key staff responsible for activity/event planning	All events from June 2017
1.4	Ensure that all activities run by the Association are clearly promoted, considering the target demographic, in accessible format and that all staff are aware of all activities for appropriate referral.	Key staff responsible for activity/event planning	All events from Mar. 2017
1.5	Ensure all stakeholders, including staff and clients are aware of services and activities being conducted by CLA, including short term activities.	Key staff responsible for activity/event planning	All events from Mar 2017

Task	<b>DAIP OUTCOME: 2 People with disability have the same opportunities as other people to access the buildings and facilities of the organisation.</b>	Who	When
2.1	Conduct an access audit of Administration and other premises leased by CLA to ensure equitable access, including the walkway outside the toilet area.	OSH Coord, and Reps.	Before May 2017
2.2	Continue to audit and plan according to the principles of universal access and meeting the requirements of the Disability Discrimination Act Standard on access to premises.	OSH Coord, and Reps.	From May 2017 (completion of 2.1)
2.3	Ensures relevant staff are aware of current legislation and best practice.	CEO	Ongoing from March 2017
2.4	Ensures that pathways and ramps are maintained in a timely manner in a way that promotes access for all.	CEO	Ongoing form Mar. 2017
2.5	Ensures consultation occurs with staff and clients around any planned refurbishment to ensure maximum access.	CEO Committee of Management	As part of any planned refurbishment from May 2017
2.6	Consider the purchase of portable ramps ( <a href="http://ilcaustralia.org.au/search_category_paths/648">http://ilcaustralia.org.au/search_category_paths/648</a> ) to be carried in CLA vehicles, seek funding for the purchase and/or provide information to clients on funding available for them to purchase products ( such as <a href="http://ilc.com.au/funding/equipment-for-living/">http://ilc.com.au/funding/equipment-for-living/</a> )	CEO and Committee of Management	June 2017 (or earlier budgeting planning period if applicable)

Task	<b>DAIP OUTCOME: 3 People with disability receive information from community Living Association in a format that will enable them to access the information as readily as other people are able to access it</b>	Who	When
3.1	<p>Ensure that all its public information is made available in alternative formats on request and promote the availability of information in alternative formats.</p> <p>Ensure that all public information is made in clear and concise language and is available in alternative formats on request in accordance with the State Government's Accessible Information Guidelines.</p>	CEO	100% Ongoing From May 2017
3.2	Include Accessible Information in policy relevant to Disability and Access	CEO	See 8.1 From June 2017
3.3	Investigate technology available for use by front counter staff to assist people with vision impairments access printed information and forms.	Project team to be determined	In preparation for 2018 budget.
3.4	Review budget process to ensure funds are available for provision of interpreters (such as language other than English and Auslan) as required.	Finance Manager	In preparation for 2017/18 budget.
3.5	Ensures that documents on the organisation's website are available in accessible formats, as many people with disability are unable to access the information in PDF documents.	Project team to be determined	From December 2018
3.6	Reviews distribution of information to ensure people have access to relevant information within their regular routine.	Project team to be determined	From May 2017, then review annually.
3.7	Conduct a review of satisfaction levels with clients and staff on the information they are currently receiving re appropriate format.		Annually from August 2018

<b>Task</b>	<b>DAIP OUTCOME: 4</b> People with disability receive the same level and quality of service from the staff of the organisation as other people receive from the organisation.	<b>Who</b>	<b>When</b>
4.1	Make resources on access and inclusion, including the State Government Guidelines on Access, readily available to staff and promote this availability	CEO	From December 2017
4.2	Review the content of staff orientation to include DAIP awareness	HR Manager	From August 2017
4.3	Seeks ways to promote the organisation's achievements regarding disability and access to its staff.	CEO	From June 2018
4.4	Seek ways to promote and celebrate the achievements to the wider community using a variety of means.	CEO and project team	In development for consideration for a Dec 3 <sup>rd</sup> event (International day of disability) 2019
4.5	Promote the DAIP as a whole organisation responsibility.	CEO	From Mar. 2017
4.6	Review current practice for passing on information and responses to queries, at the first level of contact with the organisation, from an accessible information perspective.	Administration	After December 2018 (see 3.5)

Task	<b>DAIP OUTCOME: 5</b> <b>People with disability have the same opportunities as other people to make complaints to the organisation.</b>	Who	When
5.1	Review CLA's compliant mechanisms to ensure they are accessible.	Human Resources	Before December 2018
5.1	Promote CLA's accessible complaints mechanisms to their clients and staff and the broader community.	Human Resources	(After 5.1) December 2018
5.2	Conduct regular reviews of the complaints process to ensure people are engaging in the opportunity and feedback is timely.	Human Resources	On a case by case basis, and annually.
%.3	Conduct regular reviews of the complaints and compliments received in relation to the DAIP outcomes as a reporting tool.	Human Resources	On a case by case basis, and annually.

Task	<b>DAIP OUTCOME: 6 People with disability have the same opportunities as other people to participate in any public consultation by the organisation.</b>	Who	When
6.1	Establish and Maintain a register of people to advise the organisation on strategic issues regarding disability access and inclusion as required.	Administration	From July 2019
6.2	Consider convening a Disability Advisory Committee including clients, local service providers and staff.	CEO and Committee of Management	From July 2019
6.3	Continues to consult with disability organisations and networks.	CEO and staff that currently sit on the city of Albany Access committee and other relevant groups.	Ongoing from Mar. 2017
6.4	Ensures meetings and forums held as part of community consultations comply with accessible events guidelines, not limited to those relating to disability and access.	Project team to be determined	See 1.2 From June 2017
6.5	Ensures consultation documents are available on the website in accessible formats and in alternative formats on request.	Administration	See 3.5 from December 2018
6.6	Refers access issues identified through consultations that are not the responsibility of the organisation, to relevant parties.	CEO	As arise from December 2017

Task	<b>DAIP OUTCOME: 7 Provide a means of ensuring that people with disability have the same opportunities as other people to be employed by the organisation</b>	Who	When
7.1	Consider the option to provide work experience opportunities and traineeships for local students with disability	Human Resources	January 2020
7.2	Continues to build on its practice regarding employing people with disability.	Human Resources	Ongoing from Mar. 2017
7.3	Human Resources to engage with local supported employment agencies to tap into their knowledge and expertise regarding the employment of people with disability.	Human Resources	Mar. 2017
7.4	Promotes job vacancies via supported employment agencies.	Human Resources	All vacancies for Mar. 2017
7.5	Human Resources to review its recruitment processes to ensure the continuation of optimum equal opportunity for people with disability	Human Resources	June 2018
7.5	Considers the access implications of an ageing workforce.	Human Resources	From June 2018
7.6	Considers people with disability and older employees in the job designing process.	Human Resources	From June 2018
7.7	Considers incentives for suppliers and contractors that employ people with disability.	CEO and Committee of Management	September 2020
7.8	Review the State government's employment strategy for examples of process and considerations.	Project team to be determined	June 2017

Task	<b>DAIP OUTCOME: 8 Provide information, opportunities and encouragement to raise the awareness of the community regarding disability access and inclusion.</b>	Who	When
8.1	Develop an Disability Access and Inclusion Policy	Human Resources/CEO/ Committee of Management	Mar 2017
8.2	Ensures documentation from Community Living Association such as reports and articles continues to use positive, contemporary, people first language, not outdated terminology.	CEO	Ongoing from May 2017
8.3	<p>Investigate means of encouraging and supporting the community to improve access and inclusion for people with disability, and develop an ongoing plan in conjunction to this DAIP (and from 2022). This could include:</p> <ul style="list-style-type: none"> <li>○ Conducting annual Access and Inclusion Awards,</li> <li>○ Promoting examples of good practice by businesses, clubs and community groups,</li> <li>○ Providing advice, information and awareness training to businesses, clubs and community groups,</li> <li>○ Providing feedback from the client and staff consultation to local council, businesses and services.</li> <li>○ CLA representatives from the committee of management and staff, continue to actively participate on the City of Albany Disability Advisory Committee</li> <li>○ Provide accurate and current information on the companion Card to businesses that have committed to access.</li> <li>○ Provide information on the Companion Card to other businesses and services within the Albany region.</li> <li>○ Liaising with local Police on disability awareness.</li> </ul>	CEO to establish project team which may include people from the community (see 6.2)	From November 2017