



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

Child and Adolescent Community Health

Disability Access and Inclusion Plan 2016-2021
Strategies to Improve Access and Inclusion

July 2016 - June 2021

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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.

Strategy	Tasks	Task Timeline	Responsibility
<p>Ensure CACH staff are aware of the relevant policies and requirements of the Disability Services Act.</p> <p>NSQHSS: 1.3</p>	<p>Promote DoH Disability Access and Inclusion Policy and CACH's DAIP in the induction process for new staff.</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>Minimum of two updates or features on disability access and inclusion in CACH's communiqués.</p>	<p>December 2016</p> <p>Ongoing</p> <p>Annually</p>	<p>Director Strategy and Development (Learning and Development)</p> <p>Director Strategy and Development (Business Support)</p> <p>Director Strategy and Development (Governance and Quality)</p>
<p>Ensure that any events organised enable people with disabilities to access them.</p>	<p>Promote the use of the Accessible Events Checklist when planning all CACH consumer/community events.</p>	<p>Ongoing</p>	<p>Director Strategy and Development (Governance and Quality)</p>

<p>CACH clients are provided with the opportunity to comment on the level of disability access and inclusion within services.</p> <p>NSQHSS: 1.20</p>	<p>Promote the inclusion of a mechanism to assist people with disabilities to comment/participate in service evaluation activities.</p> <p>Include appropriate questions about access and inclusion in CACH client satisfaction surveys.</p>	<p>December 2016</p> <p>December 2016</p>	<p>Director Strategy and Development (Governance and Quality)</p> <p>Director Strategy and Development (Governance and Quality)</p>
<p>Monitor and develop CACH policies taking into account the needs of people with disabilities.</p> <p>NSQHSS: 1.1</p>	<p>Ensure the development and review of operational policies in CACH takes into consideration the needs of people with disabilities.</p>	<p>Ongoing</p>	<p>Director Strategy and Development (Operational Policy)</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
New or redevelopment works provide access to people with disabilities.	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.	Ongoing	Director Strategy and Development (CACH Facilities Manager)
Future premises leased by CACH are accessible to people with disabilities, where practicable.	Consider the level of access for people with disabilities when proposing to lease future premises.	Ongoing	Director Strategy and Development (CACH Facilities Manager)
Provide information regarding accessibility of buildings and facilities to people with disabilities.	<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>Director Strategy and Development (CACH Facilities Manager)</p> <p>Director Strategy and Development (CACH 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>Ensure 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, where practicable.</p> <p>NSQHSS: 2.4</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>Ongoing</p>	<p>Director Strategy and Development (Publications)</p>
	<p>CACH printed publications to include the statement “This document can be made available in alternative formats on request”.</p>	<p>Ongoing</p>	<p>Director Strategy and Development (Publications)</p>
	<p>Ensure that appropriate CACH information is made available in alternate formats including large font, spoken word cassette, disk and Braille upon request.</p>	<p>Ongoing</p>	<p>Director Strategy and Development (Publications)</p>
	<p>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.</p>	<p>Ongoing</p>	<p>Director Strategy and Development (Publications)</p>

Maintain staff awareness of accessible information needs and how to obtain information in other formats. NSQHSS: 1.3	Ensure staff are aware of the DoH Disability Access and Inclusion Policy and DSC State Government Access Guidelines for Information, Services and Facilities.	June 2017	Director Strategy and Development (Learning and Development)
	All new staff to receive a reference card for inclusion on their ID badge, outlining the process of obtaining information in other formats.	Ongoing	Director Strategy and Development (Business Support)

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.

Strategy	Tasks	Task Timeline	Responsibility
Provide disability awareness training for all staff. NSQHSS: 1.4	Provide information and training on disability and access issues, where appropriate, through: <ul style="list-style-type: none"> • Staff induction/orientation • Communiqués • Staff Development Days • Policy • Intranet. 	Ongoing	Director Strategy and Development (Learning and Development; Evaluation and Information Team; Operational policy)
	Identify and source useful teaching resources for use in disability access and inclusion education.	June 2017	Director Strategy and Development (Learning and Development)

<p>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.</p> <p>NSQHSS: 1.18</p>	<p>CACH clinical staff to document in client medical records any known communication requirements of the client and/or parent/carer.</p> <p>Referral templates from CACH to be amended to add identification of specific client communication requirements.</p> <p>Ensure that “Better Hearing” cards and interpreter information are available at all client service locations.</p> <p>Ensure staff know how to access the relevant disability communication aid service (eg. AUSLAN interpreters, TTYN) when required by clients.</p>	<p>Ongoing</p> <p>January 2018</p> <p>January 2018</p> <p>October 2017</p>	<p>Director, Clinical Services Community Health; Director, Child Development Service</p> <p>Director, Clinical Services Community Health; Director, Child Development Service</p> <p>Director, Clinical Services Community Health; Director, Child Development Service</p> <p>Director, Clinical Services Community Health; Director, Child Development Service</p>
<p>Include awareness of disability issues in the Job Description Forms (JDF) for managers.</p> <p>NSQHSS: 1.3</p>	<p>Reference to awareness and understanding of the Disability Services Act in the selection criteria for all CACH positions when created or advertised.</p>	<p>June 2017</p>	<p>Human Resources</p>

Monitor the satisfaction rate of people with disabilities, with CACH services. NSQHSS: 1.20	Identify specific mechanisms required to obtain feedback from people with disabilities.	June 2017	Director Strategy and Development (Governance and Quality)
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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
CACH provides opportunities for people with disabilities to make complaints and compliments. NSQHSS: 1.15	Provide CACH Complaints and Compliments feedback form in alternative formats upon request. Staff to be aware of methods to assist people with disabilities to make complaints and compliments (e.g. staff member completes form on behalf of the person with disability).	As required June 2017	Director Strategy and Development (Governance and Quality) Director Strategy and Development (Governance and Quality)
CACH provides feedback and responds to complaints and compliments received from people with disabilities appropriately. NSQHSS: 1.15	Identify any trends or re-occurring issues in complaints and compliments received related to disability access and inclusion and develop appropriate strategies to address.	Monthly	Executive Director (CACH Governance Committee)

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>NSQHSS: 2.5</p>	<p>Ensure that all venues selected for public consultation are physically accessible for people with disabilities.</p> <p>Ensure the needs of people with disabilities are considered during the development of the CACH Consumer 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>As required</p> <p>December 2016</p> <p>December 2016</p>	<p>Director Strategy and Development</p> <p>Director Strategy and Development (Governance and Quality)</p> <p>Director Strategy and Development (Governance and Quality)</p>

Outcome Seven: People with disability have the same opportunities as other people to obtain and maintain employment.

Strategy	Tasks	Task Timeline	Responsibility
Ensure that Equal Employment Opportunity principles are used when interviewing people with disabilities. NSQHSS: 1.4	Provide support for management staff to attend recruitment and selection training to develop an understanding of Equal Employment Opportunity principles.	Ongoing	Director Strategy and Development Human Resources
Ensure policies and procedures are regularly reviewed. NSQHSS: 1.1	Ensure that all policies and procedures relating to occupational health and safety and accessibility are reviewed on a regular basis and take into consideration the needs of people with disabilities.	Ongoing	Director Strategy and Development (OSH Executive Sponsor)



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

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