

Sample Disability Action Plan

Adapted with the kind permission from a document created by Metro Access Team – Knox City Council and Krista Mogensen – Chain Reaction Communications

# Local Town Neighbourhood House Disability Action Plan

20xx-20xx

This Operational Plan sets out the tasks, responsibilities, timelines and measures to support disability inclusion for Local Town Neighbourhood House.

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| **Goal 1: Staff, board/committee & other volunteers:**  **Our staff and volunteers understand Australia’s disability discrimination legislation & how we comply with this** | | | | |
| **Strategy** | **Tasks** | **Responsibility** | **Timeline** | **Measure** |
| Include disability awareness in **induction programs** for all new staff, board/committee and other volunteers | **Induction programs** to include:   * House handbook/annual report – promoting that we are ‘disability friendly’ * overview of National Disability Insurance Scheme * *People First* booklet/PDF/online link * this Plan * ‘buddy’ system for mentoring and support   At three month review (staff & volunteers): include disability awareness understanding/confidence and feedback | Manager  Via MetroAccess  Manager | *eg: Oct 20xx* | *Developed & in place*  *Incl. self-assessment task* |
| Provide **annual disability awareness training** to all staff, board/committee and volunteers | Source appropriate disability awareness training – to be held onsite  Determine if separate staff and volunteer sessions need to be held – according to issues and availability  Devise timetable to ensure all new staff and volunteers attend as soon as practicable  Include training on gender equity, family violence, mental health, working with difficult behaviours, managing conflicts, community skills building, reflective practice, supporting women’s leadership, governance  Provide links to summaries of *Disability Discrimination Act* 1992, *Disability Standards for Education* 2005, and Victorian *Absolutely Everyone State Disability Plan 2017-2020* | Manager | *[eg: July 20xx* | *In place & ongoing* |
| **Consult** with people with disabilities, carers and providers | Attend quarterly meetings of Local Town Disability Providers Network  Share the Disability Action Plan with providers and professional partners  Consider training and accreditation on communication access (eg: SCOPE model for local libraries) | Manager |  |  |
| Maintain strong connections with Local Town **City Council** & associated groups | Link with Council’s MetroAccess & other disability initiatives  Connect with Local Town Business Group for relevant training  Participate in Council’s *Access & Equity Plan* (eg: training opportunities such as communication skills workshops), the *Municipal Disability Strategic Leadership Plan*, and the *MetroAccess Directions Report*. | Board/committee & manager | *Ongoing* | *6 meetings per year*  *4 related training sessions* |
| Integrate disability inclusion initiatives in all **governance** processes | Review broader strategic plan for disability inclusion and ensure Disability Action Plan is integrated and referenced  Recruit board/committee members with lived experience of disability, or knowledge and experience in disability  Create disability portfolio on board/committee and one member designated as disability officer  Include disability access and inclusion as an agenda item at each board/committee meeting | Board/committee & manager | *Oct 20xx* | *DAP integrated*  *Recruited*  *Portfolio created*  *Standing item on agenda* |
| **Strengthen recruitment** to support inclusion of people with disabilities | Revise recruitment criteria to ensure key selection criteria encourage applications from people with disabilities  Liaise with Disability Employment Service to provide work experience/student placement  Liaise with *Volunteer Organisation r*e: volunteering opportunities | Manager | *Oct 20xx* |  |
| **Monitor & review** Disability Action Plan | Install monitoring process (e.g.: notebook at reception or online file) to record and respond to feedback during year  Annual review of Disability Action Plan  Utilise and update DAP Operational Plan | Manager  Disability Officer, Manager |  |  |

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| **Goal 2: Physical access - buildings & facilities**  **That our buildings, facilities and grounds are accessible to people with disabilities** | | | | |
| **Strategy** | **Tasks** | **Responsibility** | **Timeline** | **Measure** |
| Regular **access audits** by external auditors | Organise via Local Town City Council/owners of building to meet compliance requirements  Set priorities and timelines for identified tasks | Manager | *Every four years* | *Audit completed* |
| Implement **hazard reporting** system | Devise hazard reporting system, including ‘traffic light’ or similar priority rating, and train all staff and volunteers in its use | Manager | *Oct 20xx* | *In place* |
| Plan for **improved access** | Include disability access, universal design principles and children’s safety in renovation/refurbishment planning |  |  |  |
| Provide **appropriate spaces** to support inclusion | Reconfigure rooms to provide private space to discuss enrolment issues etc  Provide sufficient spaces and rooms to accommodate wheelchairs  Ensure sufficient Disabled Parking spaces | Manager  Discuss with Local Town Council | *Oct 20xx*  *Oct 20xx* | *In place*  *In place*  *Reviewed & in place* |
| Source **funding** | Access funding for additional desirable access improvements through community grants (e.g.: Council’s Community Safety Fund) | Board/committee & manager |  | *Ongoing* |

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| **Goal 3: Publications, information & events**  **That people with disabilities can access all our information and attend all our activities** | | | | |
| **Strategy** | **Tasks** | **Responsibility** | **Timeline** | **Measure** |
| Work towards **best practice in accessibility** in all print and online communications | Ensure brief for website administrator includes compliance with Web Content Accessibility Guidelines (WCAG)  Ensure print communications follow best practice for low vision accessibility where possible  Create plan to develop and provide alternative formats on request (eg: audio, large format, Easy English) | Manager |  |  |
| Conduct communications **audit** | Identify gaps in communication tools accessibility, including feedback from staff/students/volunteers with disabilities  Develop or source communication resources and aids | Manager & MetroAccess |  |  |
| **Improve communications** tools & processes to support inclusion | Review course promotion, enrolment process and requirements to support inclusion  Install communication aids at reception/in foyer  Explore possibility with Local Town City Council/MetroAccess for development of ‘Access Key’ to support prospective/current students  Support attendance by carers/advocates at enrolment interviews  Support student understanding of program requirements, timetable and fees (e.g.: by verbally, or in writing) | Discuss with MetroAccess | *Sept 20xx* | *In place* |

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| **Goal 4: Communications & Information Technology**  **That our IT facilities are accessible and meet the specific needs of people with disabilities** | | | | |
| **Strategy** | **Tasks** | **Responsibility** | **Timeline** | **Measure** |
| Support the **provision of** **accessible** IT equipment | Access Adult Education funding to update equipment | Manager |  |  |
| Keep **up-to-date** with assistive technology | Maintain networks with disability advocates  Identify specific needs of people with disabilities  Share information via membership of networks (eg: Local Town Disability Providers Network), contact with Local Town Disability Advisory Committee, and Local Town City Council’s disability officer (MetroAccess to June 20xx) | Board/committee & manager |  |  |

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| **Goal 5: Learning, teaching & participation**  **That our courses, programs & events support people with disabilities to build skills, access learning pathways and participate in social opportunities** | | | | |
| **Strategy** | **Tasks** | **Responsibility** | **Timeline** | **Measure** |
| Provide **private space** for discussions & interviews | Create a safe, confidential private space or room for discussion and interviews with people with disabilities, either through multi-purposing rooms (eg kitchen, garden, manager’s office) or a new built space | Manager |  |  |
| **Review enrolment** and assessment process | Review all enrolment and assessment requirements to support inclusion (eg: amend current form to elaborate on ‘is there anything we need to know to support you to participate your learning/in this course’) | Manager |  |  |
| Recruit and retain **disability-aware** trained staff & tutors | Include selection criteria to recruit staff and tutors with appropriate qualifications and experience in sector  Provide mentoring, debriefing and support to staff | Manager |  |  |
| Improve **diversity of courses** offered | Seek funding and support for additional courses (eg: art, cooking) through grants (eg: philanthropy, NDIS funding streams, community health grants) | Board/committee & manager |  |  |

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| **Goal 6: Occupational health & safety**  **That we meet the health and safety needs of all participants and carers who attend our programs** | | | | |
| **Strategy** | **Tasks** | **Responsibility** | **Timeline** | **Measure** |
| Ensure OH&S processes follow **best practice** guidelines & processes | Designate staff member as OH&S officer & provide training  Conduct OH&S audit and develop OH&S matrix to identify and manage risks (eg: entrance gate, buzzers in toilets)  Develop and maintain emergency contact details register for students  Ensure emergency evacuation procedures are accessible and promoted to staff, volunteers, students and carers  Provide appropriate support to students and carers, based on disability awareness training, student/carer request or feedback  Provide complaints and feedback opportunities | Manager |  |  |
| **Managing disclosures** safely & appropriately | Provide safe, confidential space/place for disclosures (eg: disability safety needs, family violence) and trained staff (eg: asks ‘is there someone you would like to have present’) | Manager |  |  |