

DISABILITY ACCESS AND INCLUSION PLAN

2012 – 2017

Background Information

Headwest is a provider of advocacy, information, education and programs in Western Australia for Acquired Brain Injury. Our services incorporate; Information and Referral Services, Advocacy for Individuals, Carers and Families, Disability First Stop Program, Education and Training and Systemic Advocacy.

Introduction

The Western Australian Disability Services Act 1993, (as amended in 2004), requires Local and State Government authorities to develop and implement a Disability Access and Inclusion Plan (DAIP). The DAIP consists of six desired outcomes designed to ensure that people with disabilities can access services, information and facilities provided by the State Government authorities in Western Australia. The DAIP aims to increase independence, opportunities and inclusion for people with disabilities in the community.

“State Government authorities are required to take all practicable measures to ensure that the DAIP is implemented by authority, its officers and employees and its agents and contractors.”
DAIP Resource Manual for State Government.

Headwest receives funding from the Disability Services Commission (DSC) and is therefore required to act in compliance with the Commissions DAIP.

In complying with the Disability Services Commission DAIP, Headwest will be expected to deliver its services consistent with the six desired DAIP outcomes.

DAIP Outcomes

Outcome 1

People with disabilities have the same opportunities as other people to access the services of, and any events organised by Headwest

- The use of interpreters and translators from the National Auslan Interpreter Booking Service (NABS) for people who have a hearing impairment.
- Ensure that all Headwest flyers that promote or advertise community events include an invitation for people to RSVP, and identify any special requirements for a person with a disability.
- Make sure of the DSC ‘Creating Accessible Events’ checklist when choosing a venue for a community event.
- In our annual client survey, ask specific questions about accessibility to Headwest services for people with disabilities. Act on the feedback where possible.

- Headwest staff will provide relevant verbal information to clients who experience literacy difficulties.

Outcome 2

People with disabilities have the same opportunities as other people to access the buildings and other facilities at Headwest

- All current and new buildings of Headwest have easy access for people using mobility aids.

Outcome 3

People with disabilities receive information from Headwest in a format that will enable them to access the information, as readily as other people are able to access it.

- Ongoing review of the website with the aim to comply with W3C Web Content Accessibility guidelines.
- That the Headwest website has an **enlarge** button.
- When necessary the use of audio visual technology.
- Ongoing review to ensure Headwest complied with the Government communication protocols for print media.

Outcome 4

People with disabilities receive the same level and quality of services from the staff at Headwest.

- Headwest offer targeted learning and development opportunities to staff including Disability Awareness to ensure customer service delivery is enhanced
- Provide disability awareness information to new employees and Board Members as part of their induction
- DSC video is screened at staff meeting and is accessible to all staff and members
- Discuss quality of service for people with disabilities at staff meetings as a regular agenda item.

Outcome 5

People with disabilities have the same opportunities as other people to make complaints to Headwest.

Headwest value all clients and members equally and respects their right to make a complaint. Headwest believe that people have the right to;

Be treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, ability and economic or veteran status.

- Make a complaint about the service and expect that this complaint will be investigated appropriately and in confidence.
- Feedback and complaints

Outcome 6

People with disabilities have the same opportunities as other people to participate in any public consultation by Headwest.

At Headwest public consultation is about sharing information and eliciting feedback from a targeted cohort.

Headwest provides information about its services to a diverse range of people in the community, with the aim of reaching its target group. We also elicit feedback from our clients and members in an attempt to ensure that services meet their needs. Consultation may involve;

- The use of printed literature
- Use of Headwest website
- Ability for people to call and speak to a Headwest employee
- Use of audio visual technology
- 'Client feedback forms', 'complaints and feedback' forms, 'client survey' forms are available in hard copy as well as in electronic format.
- Feedback via our funders