

# HelpingMinds Disability Access and Inclusion Plan



## Aim

The aim of this plan is to ensure that HelpingMinds services are accessible and inclusive of individuals with a disability.

The seven outcomes outlined within this document are in the Disability Services Regulations 2015 (*part of the Disability Services Act 1993*) and must be addressed by any organisation in their Disability Access and Inclusion Plan.

## Definitions

**Client:** In the context of this policy, is inclusive of consumers, participants and carers.

**Disability:** According to the Disability Services Act 1993 (the Act) a disability can be defined according to the following criteria:

**disability** means a disability —

- I. which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments; and
- II. which is permanent or likely to be permanent; and
- III. which may or may not be of a chronic or episodic nature; and
- IV. which results in —
  - a. a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
  - b. a need for continuing support services

**disability service** means —

- I. a service provided specifically for people with disability, whether by carers or others; or
- II. a service provided specifically for carers;

HelpingMinds is therefore defined as a disability service.

HelpingMinds acknowledges that although we specialise in service provision for individuals with psychosocial disability and their carers, there are a number of clients we support who live with additional physical disabilities.

**DAIP:** Disability Access and Inclusion Policy

**Team members:** In the context of this policy, is inclusive of fulltime, part-time, casuals and volunteers.

## OUTCOME 1 – SERVICES

People with disability have the same opportunities as other people to access the services of, and any event, by HelpingMinds.

### Aims

- Team members are aware of the Disability Access and Inclusion Plan and implement into their daily roles.
- Accessibility and inclusivity are incorporated into all HelpingMinds policies, procedures, and service delivery.
- Publications, resources, information and events are accessible and inclusive of people with a disability.
- Disability Access and Inclusion Plan is promoted.

### What can HelpingMinds team members do to support?

- Offer induction process including the Disability Access and Inclusion Plan at an organisational level, as well as in their service delivery.
- Actively seek continuous improvement opportunities to support the Plan.
- Publications and resources can be made available in a number of formats.
- Events are held in locations that are accessible by all individuals.
- Actively seek feedback from clients and community relating to HelpingMinds publications and services.
- Disability Access and Inclusion Plan is available on the HelpingMinds website.

## OUTCOME 2 – FACILITIES

People with disability have the same opportunities as other people to access the buildings and other facilities of HelpingMinds.

### Aims

- HelpingMinds offices are in a building and location that is accessible for people with a disability.
- Conduct regular location audits to ensure HelpingMinds offices are accessible for people with a disability.
- Review Occupational Health and Safety (OH&S) policy and procedures to ensure they meet the needs of people with a disability.
- Signage is appropriate for people with a disability.

### What can HelpingMinds do to support?

- Ensure all HelpingMinds locations meet the Disability (Access to Premises – Buildings) Standards 2010.
- Facilities and services are accessible for all individuals.
- Fire Wardens and First Aid Officers are trained in evacuation and safety procedures for people with a disability.
- Inform stakeholders of ACROD parking bays.
- Inform stakeholders of location of nearest public transport facilities.
- Assist individuals with a disability.
- Ensure signage for services and amenities is appropriate for all individuals.
- Safety and Quality Committee is in place to monitor facility accessibility and safety.
- Review current signage.
- Ensure all future signage produced is appropriate, and in line with Disability (Access to Premises – Buildings) Standards 2010.

## OUTCOME 3 – INFORMATION

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

### Aims

- HelpingMinds information and resources can be made available in alternative formats.
- Marketing material can be produced in a number of formats.
- Active review of HelpingMinds website and internet to ensure accessibility needs are met.

### What can HelpingMinds do to support?

- Team members are made aware at induction that information and resources can be provided in alternative formats.
- Team members are made aware at induction that requests for materials in an alternative format are made through Marketing.
- Promote the availability of information in alternative formats to the public.
- Seek feedback from team members and external parties on website and intranet accessibility.

## OUTCOME 4 – SERVICE QUALITY

People with disability receive the same level and quality of service from the team member of HelpingMinds as other people receive from the HelpingMinds' team member.

### Aims

- Promote HelpingMinds support for Disability Access and Inclusion and implementation of the Disability Access and Inclusion Plan.
- Ensure HelpingMinds materials are accessible and inclusive of people with a disability.

### What can HelpingMinds do to support?

- Actively promote the Disability Access and Inclusion Plan to new team members during the induction process.
- Ensure team members know where to access the Disability Access and Inclusion Plan.
- Ensure disability access and inclusion is adequately promoted and incorporated into HelpingMinds communications.
- Review current marketing material to ensure it is appropriate for everyone.
- Ensure all new marketing materials and communications are accessible by and inclusive of people with a disability.

## OUTCOME 5 – COMPLAINTS

People with disability have the same opportunities as other people to make complaints to HelpingMinds.

### Aims

- Ensure that complaints and feedback mechanisms are readily available to people with a disability.

### What can HelpingMinds do to support?

- Revise feedback materials (i.e., brochures and forms) to determine if:
  - It can be made more accessible
  - It can be developed into alternative formats
  - It can be developed in other languages
  - It can be developed in 'easy English'.
- Revise current feedback documents to ensure they contain contact details for assistance.
- Inform clients that documentation can be requested in alternative formats.
- Ensure clients are aware of the option to provide feedback verbally.
- Promote the WA Health and Disability Complaints Officer (HaDSCO) to clients.
- Actively encourage feedback from clients relating to the accessibility of providing feedback.

## OUTCOME 6 –CONSULTATION

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

### Aims

- Ensure public consultations are held at a location or on a platform that can be accessible to everyone, regardless of their disability.
- Ensure individuals have an opportunity to contribute in their preferred format.

### What can HelpingMinds do to support?

- Scope out locations and complete the Access to Services and Facilities Checklist prior to holding events to ensure they meet the needs of attendees.
- Ensure clear signage is in place and visible.
- Ensure there is adequate parking available.
- Produce materials that can enable clients to contribute in a suitable format – written, verbal, online or in person.
- Ensure there is sufficient notice provided for consultation opportunities (sufficient notice period will be dependent on the nature of the event – minimum of 2 weeks for all events).
- Ensure there is an appropriate level of support available to enable anyone to participate.



## OUTCOME 7 –EMPLOYMENT

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

### Aims

- Provide a disability friendly workplace.
- Promote a discrimination-free work environment.
- Promote equal employment opportunities.
- Promote workplace diversity.

### What can HelpingMinds do to support?

- Accommodate the needs of the team member with a disability, as appropriate.
- Pre-commencement meetings with the new team member to ensure the workplace is suitable before they commence.
- Continuously monitor the workplace to ensure it is accessible and inclusive for all.
- Support team members with a disability to enable them to participate fully in the workplace.
- Promote flexible working arrangements increase employee retention of all staff.
- Educate team members around disability and how to interact appropriately through Mandatory Workplace Behaviour Training (for all team members) and NDIS Worker Orientation Module (for all Individualised Services team members).
- Ensure all job advertisements and JDF's include an equal employment opportunity statement encouraging all individuals to apply.
- Ensure information is included on job advertisements that outlines that HelpingMinds can provide the information in an alternative format where necessary.
- Increase cultural diversity within the workplace.
- Promote cultural diversity within the workplace.
- Promote an inclusive employment strategy

### Related internal policies, procedures and guidelines

[Access to Services and Facilities checklist](#)  
[Code of Conduct](#)  
[NDIS Code of Conduct](#)  
[Client Journey Manual Child Youth Family Services](#)  
[Client Journey Manual Individualised Services](#)

### References

[Disability Services Act 1993](#)

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

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