

Anglicare WA

# Accessibility Action Plan

December 2021 – December 2024



AnglicareWA™



The Accessibility Action Plan (AAP) is available in alternative formats, please get in touch with the Diversity and Inclusion Lead on 0411 199 726 or [charlie.bigwood@anglicarewa.org.au](mailto:charlie.bigwood@anglicarewa.org.au) for large print, Braille audio or an Easy English version.



## Acknowledgement of Country

Anglicare WA acknowledges the Aboriginal peoples of Western Australia as the Traditional Custodians of the land on which Anglicare WA works.

We are privileged to work with and alongside Aboriginal and Torres Strait Islander families and communities and pay our respects to Aboriginal and Torres Strait Islander Elders, past and present.

# Our Accessibility Vision and Commitment

In Western Australia, one in 5 people (411,500 people) have a disability and 68,000 Western Australians are the primary carer for a friend or family member with a disability (The State Disability Strategy 2020-2030).

Disability may be visible or hidden, permanent or temporary and may have a minimal or significant impact on a person's everyday life. We need to embrace a framework to identify and eliminate barriers to access and inclusion with ongoing community awareness, understanding and acceptance of people with disability.

Anglicare WA is a person centred and fiercely inclusive organisation that aims to foster a culture where people are supported and are given opportunity to thrive. We believe that an individual's wellbeing is unique and multi-faceted, and we are committed to imbedding initiatives throughout our organisation that nurture happiness, health and wellbeing for all workers, participants, and clients.

Anglicare WA is committed to ensure the **daily experience** of people with disability is one of **inclusion**. People with disability and those who share their lives need to **feel engaged** and **empowered** within the community.

## Anglicare WA has identified 6 outcomes which form the basis of building our culture of inclusion and belonging for people with disability:

1. Service and Event Accessibility
2. Premises and Facilities
3. Communication and Information
4. Skills and Knowledge
5. Consultation and Feedback
6. Employment and Workplace Adjustments

Legislation and policies used within this document:

- Disability Services Act (1993)
- Building Code of Australia (BCA)
- Access to Premises Standards under the Disability Discrimination Act (DDA)
- State Disability Strategy (The Strategy) 2020-2030
- WA Equal Opportunity Act 1984
- Commonwealth Disability Discrimination Act 1992
- United Nations Convention on the Rights of Person's with Disability





## Access and Inclusion Working Group

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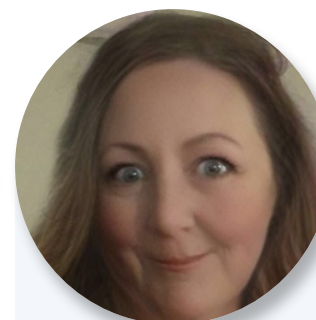
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# Outcome 1: Service and Event Accessibility

People with disability have the same opportunities as other people to access Anglicare WA services and events

Deliverable	Responsibility	Timing	Status	Resources
Ensure systems in place at all service sites to enable access to an interpreter and/or trusted person or communication device when required to support service delivery and access	Service Managers	By June 2022	Not yet achieved	No cost
Increase access to technologies to support clients/participants, using various service delivery modes e.g. phone or videoconference consultations when required, use the National Relay Service (NRS) if deaf or hearing impaired (technology supplied by individual but IT facilitate use), paper copies	Manager Bridges Service Managers IT Team	By June 2022	Not yet achieved	Video Calls cost \$2.60 per minute. Needs budget
Where relevant to the service being provided, conduct a holistic client/participant assessment to identify needs: <ul style="list-style-type: none"><li>• Use the correct classification standards and inclusive questioning set out by the Australian Bureau of Statistics Census and Labour Force Surveys</li><li>• Have an Information Governance framework containing individual documents to ensure confidentiality and correct management of information</li><li>• Incorporate disability access questions into new service implementation documents and processes</li></ul>	Service Managers CGI Team	By Dec 2022	On track	No cost
Use The Disability Services Commission (DSC) Accessibility Events Checklist when organising events, functions and meetings to highlight areas of need and encourage mindful practice when booking venues etc. (see references)	All Staff	In place by Mar 2022	Not yet achieved	No cost
Utilise technology where appropriate to enable event participation via live Zoom streaming or recording for later viewing	All staff hosting an event IT Team	In place by June 2022	Not yet achieved	Unknown Needs budget

## Outcome 2: Premises and Facilities

People with disability have the same opportunities as other people to access Anglicare WA buildings and other facilities

Deliverable	Responsibility	Timing	Status	Resources
<p>All Anglicare WA infrastructure currently adheres to minimum Building Code of Australia (BCA) standards and reasonable adjustments are made upon request. However, Anglicare WA commits to developing a plan making continuous improvements to existing buildings and facilities by creating a Working Group to:</p> <ul style="list-style-type: none"> <li>• Research and develop an audit assessment tool</li> <li>• Investigate how to achieve disability friendly certification via compliance with the Disability Discrimination Act (DDA)</li> </ul>	Manager Health, Safety & Wellbeing Facilities Coordinator	Working Group Consultation June 2022  Plan Dec 2022  Actions 2024	Annual review	No cost
Undertake regular audits of all Anglicare WA buildings and facilities, and develop plans to ensure ongoing compliance with legislation and guidelines	Facilities Coordinator	Bi-annual	On track	Needs budget
Collaborate with external stakeholders and specialist groups to identify funding opportunities to help support continuous improvements to existing buildings and facilities that follow the principles of universal design as most places are leased by 3rd parties, e.g. Department of Communities and Youth Disability Advocacy Network; Report to the Access and Inclusion Working Group quarterly	Philanthropy Team Facilities Team	Quarterly from Mar 2022	Not yet achieved	No cost
Utilise an AAP checklist prior to lease commencement to identify key access matters needing addressing	Facilities Coordinator	Start of leases from June 2022	On track	No cost
Incorporate disability access questions into building rental suitability assessment processes, including the provision of ACROD parking, tactile markers, ramps, lifts and sensory stimulation. Maintain communications with owners, local government and council	Diversity and Inclusion Lead Manager Health, Safety & Wellbeing Facilities Team	By Dec 2022	On track	No cost

## Outcome 3: Communication and Information

People with disability receive information from Anglicare WA in an accessible format which meets their needs

Deliverable	Responsibility	Timing	Status	Resources
Ensure all information developed by and for Anglicare WA is available in alternative formats on request, e.g. Easy English, alternative languages, Braille, paper copies	Media & Marketing Team	From Jan 2022	Not yet achieved	Unknown Needs budget
Provide Anglicare WA workers with access to various communication support methods if required when providing information to or communicating with people with disability	Service Managers Diversity & Inclusion Lead	By June 2022	On track	No cost
Ensure Anglicare WA's website complies with Web Content Accessibility Guidelines; consider purchasing a cloud-based technology coding program to provide the website accessibility tools for all users and look at website improvements. Begin adding image descriptions to photos across the website	IT Team Media & Marketing Team	In place by Mar 2022	Not yet achieved	\$4000 for Recite Me toolbar
Continue to provide information to, and receive feedback from, people with disability through Anglicare WA's use of a range of media; feedback summarised to the Access and Inclusion Working Group quarterly	Media & Marketing Team Diversity & Inclusion Lead	Review Annually	On track	No cost
Ensure people with disability are represented in all Anglicare WA publications and communications	Media & Marketing Team	Review/audit quarterly	On track	No cost

## Outcome 4: Skills and Knowledge

People with disability receive the same level and quality of service from Anglicare WA as other people who access our services

Deliverable	Responsibility	Timing	Status	Resources
Communicate and promote Anglicare WA's AAP to all workers ensuring everyone clearly understands their responsibility to ensure equitable access for people with disability in the workplace and within services. Promote externally to the community in consultation with external stakeholders over website, events and other outlets.	Diversity & Inclusion Lead Executive Team Managers	Annually from Jan 2022	Not yet achieved	No cost
Develop Service Wide Disability Access and Inclusion Training - A person led discussion process using case examples and educational materials, facilitated by Anglicare WA workers on the Disability, Access and Inclusion Working Group  Goal - by 2024, 70% of service workforce complete training	Diversity & Inclusion Lead P&C Team Learning & Development Access & Inclusion Working Group	By Dec 2024	Not yet achieved	No cost
Participate in campaigns and awareness days throughout the year including: <ul style="list-style-type: none"> <li>Deaf Awareness Week</li> <li>International Asperger's Day</li> <li>International Day of People with Disability</li> <li>International Epilepsy Day</li> <li>International Wheelchair day</li> <li>Rare Disease Day</li> <li>World Autism Awareness Day</li> <li>World Braille Day</li> <li>World Cerebral Palsy Day</li> <li>World Down Syndrome Day</li> </ul>	All staff Diversity & Inclusion Lead Media & Marketing Team	Plan in place by Jan 2022  Regular review	Not yet achieved	No cost
Access and Inclusion Working Group to drive the progress and report the AAP across the organisation and oversee the implementation of AAP tasks	Accessibilty & Inclusion Working Group	Annual from Dec 2022	On track	No cost



## Outcome 5: Consultation and Feedback

People with disability have the same opportunities as other people to participate in any Anglicare WA public consultation and provide feedback

Deliverable	Responsibility	Timing	Status	Resources
Conduct consultation and community engagement in physically accessible venues, using appropriately trained staff and promoted in ways accessible to people with disability	Diversity and Inclusion Lead Service Managers	Actions reported quarterly	Not yet achieved	Needs budget
Actively seek input from people with lived experience to guide us and create opportunities for workers with disability to contribute to the development and implementation of workplace practices, policies and procedures. Include people with disability in consultation on access and inclusion issues e.g. giving feedback on Easy English info	All staff	Plan in place by Dec 2022	Not yet achieved	No cost
Seek feedback from clients and participants with disability regarding accessibility of Anglicare WA services via verbal feedback and written and online surveys as well as offering more accessible formats and paper versions when appropriate	Manager Bridges Service Managers Manager Contract Governance & Impact	Annually from June 2022	Not yet achieved	Needs budget

## Outcome 6: Employment and Workplace Adjustments

People with disability have the same opportunities as other people regarding employment opportunities, including recruitment, volunteering and retention by Anglicare WA

Deliverable	Responsibility	Timing	Status	Resources
Undertake a workforce Diversity and Inclusion survey to gain insight to our workforce lived experience and provide an opportunity to establish if additional supports may be required	Diversity & Inclusion Lead P & C Team	Annually from June 2022	Not yet achieved	Needs budget Approx \$3k for D&I survey & reporting etc
Make appropriate workplace flexibility, modifications and utilise adaptive technologies, to ensure people with disability are successfully included in Anglicare WA's workforce	Manager Health, Safety & Wellbeing General Manager Digital Solutions P & C Team	Plans in place by Dec 2022	Partially achieved	No cost
Ensure that all roles are promoted to support diverse applicants	P & C Team Volunteer Engagement Leader	Quarterly report to Accessibility & Inclusion Working Group	Not yet achieved	No cost