



# Disability Action Plan

## Summary

As part of meeting our Service Agreement Requirements through our funding partners and compliance with the Disability Services Act 1993, the Taillem Bend Community Centre Inc has developed a Disability Action Plan. The plan is a useful tool which assists with the identification of barriers and the planning, implementation and evaluation of our services to ensure that they are accessible and inclusive for all clients.

## Objectives

### 1. Planning and Policy Development

**Outcome:** Greater accessibility to services for people living with disabilities

### 2. Accessibility and Inclusion of Building, facilities and services

**Outcome:** People living with disabilities will have improved physical access to buildings, facilities and services

### 3. Attitudinal, Cultural Awareness and learning opportunities

**Outcome:** Demonstrated awareness and understanding by staff and volunteers of the cultural and learning needs of people living with disabilities

### 4. Communication/Information dissemination health and wellbeing

**Outcome:** Communications regarding services are readily available with appropriate referrals and information. Create social interaction with highest possible health and wellbeing outcomes.

### 5. Employment and Human Resources

**Outcome:** Recruitment, employment and personal development cater for people with disabilities and meet Equal Opportunity requirements

### 6. Reduction in transport disadvantage

**Outcome:** Reducing transport disadvantage requiring a multi-faceted approach, making services affordable and providing support services for people living with a disability who are unable to use mass transit public transport services

*Transport disadvantage may arise from a number of factors including poor access to services, low income, geographical isolation, high cost of alternative transport services such as taxis and lack of confidence and poor community attitudes towards people with disability.*

### 7. Harassment and Victimization aims

**Outcome:** All clients with a disability will have access to an environment that is free from discrimination caused by harassment or victimization on the basis of their ability.

Objective	Strategy	Action
<p><b>1.Planning and Policy Development</b></p> <p>Greater accessibility to services for people living with disabilities</p>	<p>1.1. Clients with a disability are aware of the corporate and operational planning</p>	<p>1.1.1. TBCC will ensure information relating to the development of our Disability Action Plan is accessible to our service providers and invite input</p> <p>1.1.2. TBCC will ensure clients, carers, volunteers and staff are aware of the Disability Action Plan</p>
	<p>1.2. Where possible review, adapt and monitor services and programs to ensure that people with disabilities are not excluded or discriminated against as users of services, as service providers or as staff</p>	<p>1.2.1. TBCC will review services and programs annually to determine that where possible, whether they are being used and accessed by people with disabilities</p> <p>1.2.2. TBCC will make recommendations regarding any proposed changes to improve access and develop actions for implementation</p> <p>1.2.3. TBCC will ensure that appropriate consultations with people with disabilities occurs as part of planning for new and existing service provisions</p>
<p><b>2. Accessibility and inclusion of Building, facilities and services</b></p> <p>People living with disabilities will have improved physical access to buildings, facilities and services</p>	<p>2.1. TBCC building and facilities are audited to ensure that the facilities are accessible.</p>	<p>2.1.1. TBCC will conduct an internal and external audit to ensure our facilities are favorable for people with a disability</p> <p>2.1.2. TBCC will ensure that all future renovations are implemented with full consideration for people with a disability</p>
	<p>2.2. Services that are available are clearly identifiable to potential participants</p>	<p>2.2.1. TBCC will annually review all programs, marketing and promotional materials</p>
	<p>2.3. Personnel demonstrate an understanding of service requirement for individuals with varying needs</p>	<p>2.3.1. TBCC will provide disability awareness training for the CEO who will ensure staff and volunteers are aware of service requirements for individuals with varying needs</p>
	<p>2.4. Continue to provide the following community services through the</p>	<p>2.4.1. CHSP Programs Offered:</p> <ul style="list-style-type: none"> <li>• Golden Oldies Meals and outings – throughout the year</li> <li>• Regular Social Activity Groups</li> </ul>

	Commonwealth Home Support Program (CHSP)	<ul style="list-style-type: none"> <li>• Transport – when necessary</li> <li>• Information and Advocacy Services</li> <li>• Computer and Internet Access and Support</li> <li>• Low impact Exercise Classes</li> <li>• Health Support Groups</li> </ul>
	2.5. To support people with disability who are employed or volunteer at the TBCC	2.5.1. Participation is encouraged by: <ul style="list-style-type: none"> <li>• Providing training appropriate to needs</li> <li>• Focus on individual skills not the disability</li> <li>• Ongoing support</li> </ul>
<b>3. Attitudinal and Cultural Awareness and learning opportunities</b>  Demonstrated awareness and understanding by staff and volunteers of the needs of people living with disabilities	3.1. Education and training to equip staff and volunteer with the skills and awareness necessary to ensure there are inclusive services for people with disabilities	3.1.1. TBCC staff and volunteers will be directed to research information relevant to each individual circumstances.  3.1.2. Engage with the CALD community members to increase cultural awareness when providing services to people with disability.
	3.2. TBCC Corporate Governance including structure, values, objectives and practices complies with legislative, administrative, financial and performance requirements	3.2.1. Board of Management to be aware of their role and responsibilities in relation to the Disability Discrimination Act 1992 and the Disability Action Plan.
	3.3. TBCC develops strategies to review and assess operating performance	3.3.1. TBCC will annually review the Disability Action Plan and incorporate into program reviews and development
	3.4. TBCC, by means of a continuous improvement model will demonstrate effective service delivery	3.4.1. TBCC will continue to participate in Service Excellence Monitoring and report reviews of the continuous improvement plan annually.
<b>4. Communication/ Information dissemination health and wellbeing</b>  Communications regarding services are readily available with	4.1. Ensure equal opportunity for people with disabilities to access information about the services and programs offered by the TBCC	4.1.1. TBCC will ensure that details of telephone interpreter services and the National Relay Service are available to people with diverse backgrounds. Enabling people who experience hearing loss and those with communication difficulties to have access to TBCC services.

<p>appropriate referrals and information. Create social interaction with highest possible health and wellbeing outcomes.</p>		<p>4.1.2. Maintain consumer engagement approach to hear the voices of people with disability in the development of programs and services.</p> <p>4.1.3 TBCC will ensure information is available in appropriate formats for people from Culturally and Linguistically Diverse (CALD) backgrounds</p>
	<p>4.2. Information relating to TBCC services will be available in various formats to include the needs of people with disabilities.</p>	<p>4.2.1. TBCC will produce publications that can be produced in alternative formats such as large print, double space, clear fonts and plain English where the need is shown</p>
<p><b>5. Employment and Human Resources</b></p> <p>Recruitment, employment and personal development cater for people with disabilities and meet Equal Opportunity requirements</p>	<p>5.1. TBCC has transparent policies and procedures in place for the recruitment and selection of personnel.</p>	<p>5.1.1. TBCC to review its employment policies and procedures annually and ensure they reflect equitable access</p>
	<p>5.2. Job Descriptions are current outlining roles and responsibilities</p> <p>5.3. Appropriate Personnel Induction procedures are in place</p>	<p>5.3.1. TBCC to review all Job Descriptions and Induction Procedures annually to ensure all staff adhere to best practice standards</p>
<p><b>6. Accessible public and community transport</b></p>	<p>6.1. Continue to increase parentage of compliance (Disability Standards for Accessible Public Transport) for medical and social support options.</p>	<p>6.1.1. Advocate for better services and collaborate with service providers to expand existing services.</p> <p>6.1.2. Seek funding opportunities</p> <p>6.1.3. Maximize the use of TBCC mini bus for social support trips</p> <p>6.1.4. Consult with users to improve transport outcomes.</p>
<p><b>7. Harassment and victimization aims</b></p> <p>All clients with a disability will have access to an environment that is</p>	<p>7.1. TBCC will ensure staff and volunteers are aware of their obligations under the Disability Services Act 1993</p>	<p>7.1.1. TBCC will ensure obligations are included in job descriptions and induction packs and information regarding their obligations under the DSA and of the rights and responsibilities of people with disabilities</p>

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<b>Date first formulated</b>	2014	
<b>Dates approved by Board</b>	V1 2014 V2 June 2016 V3 March 2018 V4 October 2018	V5 June 2021
<b>Next Review Date</b>	June 2024	
<b>Related Documents</b>	<a href="#">NDIS Practice Standards</a> <a href="#">The Aged Care Quality Standards</a>	
<b>Legislation</b>	<a href="#">National Disability Insurance Scheme Act 2013</a> <a href="#">Passenger Transport Act 1994</a> <a href="#">NDIS CALD Strategy</a> <a href="#">Privacy Act 1988</a> <a href="#">SA Privacy Principles reissued 1992</a> <a href="#">Commonwealth Privacy Act 1988</a> <a href="#">DCSI Critical Client Incidents Policy</a> <a href="#">Coroners Act 2003</a> <a href="#">Equal Opportunity Act (SA) 1984</a> <a href="#">Work Health and Safety Act (SA) 2012</a> <a href="#">Work Health and Safety Regulations 2012</a> <a href="#">CHILDREN'S PROTECTION ACT 1993</a> <a href="#">GUARDIANSHIP AND ADMINISTRATION ACT 1993</a> <a href="#">Carer Recognition Act 2010</a>	
<b>Signed on behalf of TBCC Board of Management by:</b>		
<b>Name:</b> Jack Hunt		
<b>Position held:</b> Chairperson		<b>Signature:</b> 