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 **Carers That Care Disability Action Plan 2013**

**Collaborated in consultation with key stakeholders**

**Complied by Antonina (Nina) Hadges
 Managing Director**

** Carers That Care Disability Action Plan 2013**

**Introduction**

**Carers That Care** aims for excellence in homecare service delivery.

The Team at Carers That Care is committed to practices that promote a compassionate, respectful and a *just* community in which all people participate and flourish.

In consultation with key stakeholders, Carers That Care is proud to have developed this Disability Action Plan as part of the organisations overall commitment to quality service provision and to assist people to overcome barriers that enable them to live a dignified life, to their fullest.

**Agency Details**

CARERS THAT CARE (CTC) is a South Australian based community service.

Established in 2008 as a “Sole Trading” business, by Antonina (Nina) Hadges.

As of July 2012 the company Community Caring Pty Ltd was formed and now:
*Trading* *as* Carers That Care

Office location is 132 Halsey Road

Elizabeth East 5109

Phone (08) 8252 1488

**Carers That Care’s main focus of work includes:**

* Work and support the aged and frail.
* Support and work with people with disabilities and associates.
* Support and work with people from culturally and linguistically diverse backgrounds.
* Training and ongoing employment opportunities.
* Work to achieve Continuous Improvement Practices.

**Agency Statements**

The Carers That Care organisation’s focus is strengthened by the following :

**Our Mission**

Provide the best of care for Clients and Carers.

**Our Vision**

Carers That Care is dedicated to promoting the concept and acceptance of cultural diversity by providing holistic care to all clients. Carers That Care is dedicated to training and supporting our Carers so as to deliver specialised services to our community.

**Our Purpose**

Carers That Care exists to provide a range of quality support services and care to the frail, aged and disabled so they can live independently at home within their community.

**Our Goals**

* To assist people to overcome difficulties so they can live life to the fullest.
* To provide in homecare services in collaboration with clients.
* To strengthen our partnership with the key stakeholders.
* To monitor services to ensure customer satisfaction.
* To use our resources in the most efficient and effective manner.
* To advocate for people and strive for fairness in our society.
* To promote the growth and development of our staff.

Page 1 of 4

** Carers That Care Disability Action Plan 2013**

**CTC Will Conduct Its Business to:**

* Promote an increased awareness of the rights, needs and contribution by people with disabilities as valued members of the community.
* Support access and equity for all South Australians with disabilities and prevent discrimination on the basis of age, gender, sexuality, religion, language and culturally and linguistically diverse backgrounds.
* To provide services that for those with a wide range of needs. To diversify, and to meet all spectrums of disabilities.

**Carers That Care is committed to the following principles of the *South Australian Disability Services Act (1993)*: -**

CTC will be called to action, to ensure that everyone with a *disability* is protected.

The definition of *disability* in the *Commonwealth Disability Discrimination Act (1992) includes*:

* Loss of physical or mental functions;
* Loss of part of the body;
* Infectious and non-infectious diseases and illnesses;
* Chronic Disease or difference in formation of a part of a person’s body;
* A condition, which means a person, learns differently from other people;
* Any condition which affects a person’s thought processes, understanding of reality, emotions or judgment or which results in disturbed behaviour.

People with disabilities are:

* Individuals, no matter how they acquired their disability, what sort of disability they have or how severe their disability is.
* Have the right to be respected and treated with dignity.
* Have the same human rights and responsibilities as any member of the Australian community.
* Have the same right to realise their potential for intellectual, physical, social, emotional and spiritual development.
* Have the right to make their own decisions about their lifestyle.
* Have a right to be protected from neglect, abuse, intimidation and exploitation.

**This plan will support us to help support communities and celebrate diversity.**

* The Carers That Care Disability Action Plan will support management and employees in meeting the requirements of legislation, whilst striving for best practices.
* CTC seeks to work in partnership with clients and others in the community.
* CTC aims to build stronger and happier communities

**What will the CTC Disability Action Plan do?**

* Show commitment and eliminate discrimination;
* Promotes principles of access and equal rights for all;
* Achieve service delivery goals;
* Benefits clients and employees.

**The Carers That Care Disability Action Plan is based on five key outcomes:**

Under each key outcome is a set of broad strategies to enable CTC to target our efforts to reduce discriminatory practices and improve service delivery. The strategies are developed in partnership with, people with disabilities and their associates.

Page 2 of 4

** Carers That Care Disability Action Plan 2013**

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**Outcome 1: Access to CTC Services and Programs**

*CTC will ensure accessibility to their services to people with disabilities*

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| **Action**  | **Responsibility**  | **Timeline**  |
| To provide fully dignified access to all CTC locations. To Ensure that all CTC buildings and amenities are modified for people with a disability and a safe environment is guaranteed.  | Manager | Ongoing |
| To conduct regular audits to ensure access to building and amenities fall in line with policies. Engage professional advice, for any modification to ensure CTC are in keeping with regulations and codes. | Manager/OHS  | Ongoing |
| To conduct OH&S audits on CTC Buildings and Client Homes to identify issues and concerns. To discuss strategies to be undertaken to ensure the safety and lifestyle of stakeholders in the delivery of services. | Management Team | Ongoing |
| Self-Funded Clients: CTC will be of assistance in every way, to promote independence in managing their needs. Each client at CTC is encouraged to access their services and, together make changes as changes/requests arise.  | The CTC Team | Ongoing |

**Outcome 2: Information and Communication about Services & Programs**

*CTC will ensure information about their services and programs is inclusive of people with disabilities*

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| **Action**  | **Responsibility**  | **Timeline**  |
| Inform every one of activities and updated information via the CTC Newsletter “The halo Round”. | Editor and manager  | Monthly |
| Hold weekly Management meeting to build team spirit, facilitate communications to find improved ways to address issues. | Management Team  | Ongoing |
| Key Information is corresponded in a variety of formats letters, memos, brochures, booklets, pamphlets, forms, print media, internet web-sites and via email, other technologies such as fax, telephone and help desk.  | Management Team  | Ongoing |
| CTC will review the information and communication strategies to ensure that we are inclusive to people with a range of disabilities that require different formats for communications. | Management Team | Ongoing |

**Outcome 3: Delivering Services with an Understanding to People with Disabilities**

*CTC will deliver advice or services to people with disabilities with awareness and an understanding of issues affecting people with disabilities.*

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| **Action**  | **Responsibility**  | **Timeline**  |
| Conduct individual health assessments to define the level of healthcare required and to develop a specific Health Support Plan. To ensure the client health needs are documented. Delivery of services are planned & supervised. Review of services to ensure that the healthcare needs are current and safety is maintained for clients and their care teams. | Nurse/ Manager / Coordinator / Team Leaders | Ongoing |
| All support workers will undertake one on one training with an experienced worker. Client intro, home orientation, duties, routines and responsibilities are explained.  | Coordinator/ Team Leaders | Ongoing |

Page 3 of 4

** Carers That Care Disability Action Plan 2013**

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| Client Brief Training for Support Workers to provide an understanding of the health issues and duties to be undertaken to meet client needs.  | Coordinator/ Team Leaders | Ongoing |
| CTC will ensure that all employees undergo the Mandatory Training in: Agency Induction, Medication Management, Infection Control, Choking/Seizure Management and Continence Care & Mandated notification.  | Manager/ Coordinator/ Team Leaders | Ongoing |
| CTC will work in partnership with an RN, responsibilities include: competency training for support workers in the Level of Healthcare needed for individual clients. Manage and advise any issues relating to client health and care. | RN/Manager/ Team Leaders | Ongoing |

**Outcome 4: Consulting with People with Disabilities about Services and Programs**

*CTC to provide opportunities for consultation with people with disabilities in decision-making processes regarding service delivery. The implementation of complaints and grievance strategies*

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| **Action**  | **Responsibility**  | **Timeline**  |
| On receiving a new client, an Interview to present our CTC Information Manual. Informing of details & services. Respecting the client’s decision making in this process. In consultation and sensitive to their needs / requests services are planned and implemented. | Manager/ Coordinator | Ongoing |
| Respecting that the client’s views and opinions are valued; we encourage and welcome input and feedback in the delivery of their services at all times.  | The CTC Team | Ongoing |
| Document the Complaints and Grievances procedures in a written policy. Informed on initial client interview, promote through our newsletter and CTC encourage open communications and view this as an opportunity to amend any situation. | Manager | Ongoing |
| Ensure all stakeholders are informed regarding the complaints procedures. Ongoing review of policies and amend/updated as needed. | Management Team | Ongoing |

**Outcome 5: Meeting the Requirements of the *Disability Discrimination Act* 1992**

*CTC will meet the requirements of the Disability Discrimination Act 1992 and the Equal Opportunity Act 1984*

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| **Action**  | **Responsibility**  | **Timeline**  |
| Carers That Care will support and encourage positive community attitudes towards people with disabilities. CTC will publish and promote its Disability Action Plan. | The CTC Community  | July 2013 |
| CTC is undertaking a Quality Assurance Program. To consult with all key stakeholders and reference information to improve procedures and practices. Our aim is to achieve service excellence. | Management Team/TheCommunity | July 2014 |
| The CTC Team will diligently review Policies and Procedures on Client Abuse, Complaints and Grievances, Equal Opportunity. To support and advocate for our clients to ensure their voice is heard and their rights are upheld. | Management Team | Ongoing |

Page 4 of 4