
zenitas care

Disability Action Plan 2017-2020



Introduction

All institutions and organisations have a crucial role to play in eliminating disability discrimination and ensuring equal opportunities for people with disability.

The Zenitas Care Disability Action Plan represents the Organisation's commitment to people with disability who might make use of the services we provide, who seek employment or who are already actively in our workforce. Action Plans have the capacity to produce the systemic changes needed to promote equity and eliminate discrimination.

Purpose

The purpose of a Disability Action Plan is to improve the health & wellbeing of people living with disability by implementing strategies that increase equity of access to a range of services and programs as well as information. A Disability Action Plan also provides an effective means to ensure accessibility for people with disability to all programs, services and infrastructure and ensure that our facilities, services and programs do not exclude people with a disability, or treat them less favourably than other people.

An Action Plan will also assist Zenitas Care to better meet its objectives of providing high quality services to the whole community, which includes people with disability, and to devise and implement actions to meet the requirements of the *Commonwealth Disability Discrimination Act (1992)*.

Context

International

Australia has ratified the United Nations Convention on the Rights of Persons with Disabilities and its Optional Protocol. The purpose of the UN Convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability, and to promote respect for their inherent dignity.

The Convention marks a shift in attitudes and approaches to persons with disability by reinforcing the view that people with disability have rights, are capable of claiming those rights and making decisions for their lives based on free and informed consent as well as being active members of society; rather than viewing persons with disability as being objects of charity, medical treatment and requiring social protection.

The eight guiding principles underlying The Convention and each one of its specific articles are:

1. Respect for inherent dignity, individual autonomy including the freedom to make one's own choices and independence of persons;
2. Non-discrimination;
3. Full and effective participation and inclusion in society;
4. Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
5. Equality of opportunity;
6. Accessibility;
7. Equality between men and women; and
8. Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

National

The *Disability Discrimination Act 1992* provides the legislative framework for the Disability Action Plan.

The *National Disability Strategy 2010–2020* recognised the need for greater collaboration and coordination by all governments, industry and communities to address the challenges faced by people with disability.

State

The *South Australian Strategic Plan 2011* set three targets to support people living with disability incorporating these in the *SA Seven Strategic Priorities*. The *Seven Strategic Priorities* inform the SA Government's Access and Inclusion Plans which encourage all organisations to develop Disability Action Plans to improve the access and inclusion of people living with disability to all programs, services and infrastructure of service providers, and ensure they are not discriminated against or treated less favourably than other people in the community.

Key Priority Areas of Zenitas Care's Disability Action Plan 2017-2020

- Recruitment Process
- Learning and Development
- Accessible Infrastructure
- Communication
- Products and Services Purchasing and Delivery
- Governance and Accountability

Consultation Process

The Disability Action Plan will be distributed among staff, key stakeholders and community members for comment. There has been no specific consultation with consumers living with a disability in the development of the plan, although consultation and input from individuals has been actively sought.

Identified Barriers

The major barrier identified to the implementation of the Zenitas Care Disability Action Plan is the lack of specific staff education. This barrier is addressed within the Action Plan.

Limitations to Plan

1. Evacuation Areas: these areas are temporary areas of relative safety established for times of significant crisis and as such may not meet needs of people living with disability.
2. Employment Issues: there are a range of positions within the organisation that necessarily require incumbents to meet certain criteria in terms of physical capability and fitness. These limitations on employment exist because the position requirements are such that the tasks could not be safely performed by personnel who do not meet the criteria.

Monitoring, Evaluation and Review

This will occur six monthly for the first 2 years, then at least annually or as needed thereafter. The responsibility for this will remain with Board of Zenitas Care.

Complaints Management

All complaints will be managed as per standard Zenitas Care protocols, and specific instances of complaints related to Zenitas Care failing to meet the needs of people living with disability will be referred to Board of Zenitas Care and the Disability Action Plan.

How is the Disability Action Plan promoted?

The Disability Action Plan is lodged with the Australian Human Rights Commission for inclusion on their website. It is also accessible on the Zenitas Care website. There is ongoing promotion to staff through reports at senior management meetings and Zenitas Care's internal newsletter.

Implementation, Monitoring and Evaluation of the Disability Action Plan

The Zenitas Care Senior Management Meeting plays a key role in overseeing the implementation, monitoring and evaluation of the Disability Action Plan.

1 Recruitment Process

Outcome: Work environments and work practices exist that remove artificial barriers and enhance non-discriminatory work opportunities for people living with disability.

Objective: 1.1 Provide work places and develop work practices that remove barriers and enhance non-discriminatory work opportunities for people living with disability.

| Actions | Performance Indicators | Responsibility | Time Frame | Review/Outcome |
|---|--|-------------------------------------|---------------------------|---|
| 1.1.1 Identify obligations of state legislation and policies relating to employment of people with disability to inform review of policies. | Requirements identified and applied during review of policies. | Manager Standards and Licensing | July 17 <i>Ongoing</i> | Service compliant with SA EEO guidelines. |
| 1.1.2 Review employment policies and procedures including: <ul style="list-style-type: none"> Advertising Recruitment and Selection Guidelines Grievance Procedure Equal Employment Opportunity to ensure legislative compliance. | Polices comply with relevant State and Commonwealth legislation. | Manager Standards and Licensing | July 17 <i>Ongoing</i> | Service compliant. |
| 1.1.3 Include information on staff responsibilities under the Disability Discrimination Act 1992 in Employee Induction Checklist | Employee Induction Checklist reviewed and includes relevant information. | Manager Standards and Licensing | July 17 <i>Ongoing</i> | Nil action. |
| 1.1.4 Employee Induction program includes information on Disability Discrimination Act 1992 and policies and resources available to staff. | New staff aware of the Disability Discrimination Act 1992 and organisation policies on access for people living with disability. | HR staff | July 17 <i>Ongoing</i> | Nil action. |
| 1.1.5 Zenitas Care provides a safe and supportive work environment for all employees including 'reasonable adjustment' such as adaptation of the physical environment, provision of specialist equipment or resources and job redesign. | Staff are provided with adaptations enabling them to undertake the job role for they were employed. | HR staff/WHS Consultative Committee | July 17 <i>Ongoing</i> | Nil action. |

2 Learning and Development

Outcome: Information is available to staff in accessible formats and staff receive or provide proof of adequate education and training to carry out their roles.

Objective: 2.1 Information and/or training to staff is available and staff capacity is identified.

| Actions | Performance Indicators | Responsibility | Time Frame | Review/Outcome |
|--|--|----------------|---------------------------|---|
| 2.1.1 Ensure staff are adequately trained for providing support to people living with disability. | New disability support workers provide proof of certification and this is recorded in the information management system. | HR staff | July 17 <i>Ongoing</i> | Nil action. |
| 2.1.2 Enhance general awareness of disability and consideration of needs of people living with disability for all staff. | Information is provided, training is given and recorded in staff training records. Demonstrate delivery of appropriate services to people living with disability. | HR staff | July 17 <i>Ongoing</i> | Further training or reinforcement identified through performance appraisal or incident reports. |

3 Accessible Infrastructure

Outcome: Buildings, facilities and environs meet the needs of people living with disability and allow for non-discriminatory delivery of services.

Objective: 3.1 Provide wherever possible, accessible buildings and facilities which meet the needs of people living with disability and provide for non-discriminatory delivery of services.

| Actions | Performance Indicators | Responsibility | Time Frame | Review/Outcome |
|---|--|-----------------|-----------------|---|
| 3.1.1 Arrange and conduct access audit of facilities and report results. | Audit carried out and report highlighting buildings that do not meet requirements. | WHS Coordinator | Aug 17 | Nil action. |
| 3.1.2 Ensure all building upgrades and refits used for service provision comply with the revised Building Code of Australia, including car parks and outdoor areas. | Action taken to ensure areas that do not meet requirements are addressed where feasible. | WHS Coordinator | Aug 17 – Jan 18 | To be reviewed. |
| 3.1.3 Provide adequate disabled car parking at all sites, signage and provide adequate accessible toilet facilities and designate a high support needs toilet located at one or more sites. | Audit extent of compliance with relevant standards. | General Manager | As required | Services compliant where practicable relevant to 'Limitations to Plan'. |
| | Provision and use of disability facilities. | WHS Coordinator | As required | Services compliant where practicable relevant to 'Limitations to Plan'. |

4 Communication

Outcome: Information is available to staff, clients, families/guardians and other relevant stakeholders in accessible formats.

Objective: 4.1 Ensure equity of access to services for people living with disability through the use of appropriate communication and providing assistance where needed.

| Actions | Performance Indicators | Responsibility | Time Frame | Review/Outcome |
|---|---|---|------------------------|--|
| 4.1.1 Inform State and Commonwealth disability peak bodies and advocacy groups of the organisation's Disability Action Plan. | Zenitas Care 'Disability Action Plan' distributed to peak disability bodies. | General Manager | Sept 17 | Action Plan provided to HREOC. |
| 4.1.2 Develop guidelines for the selection of venues for meetings, launches etc. to meet accessibility requirements for people living with disability. | Guidelines provided to staff arranging meetings etc. Audit bookings of venues after twelve months to assess compliance. | Management Representative | Aug 17 – Aug 18 | Nil action. |
| 4.1.3 Review complaints process to ensure it is appropriate for people living with disability and complies with legislative requirements. | Complaints process reviewed for compliance and distributed. | General Manager/Manager Standards and Licensing | Aug 17 | Reviewed and complaints action policy and procedures modified. |
| 4.1.4 Provide opportunity for people with disability, their families and carers to comment on access to the service, access to information about the service, how well staff provide service and access to consultation and participation in service processes. | Feedback from people living with disability, their families and carers about the service is obtained and actioned. | General Manager | July 17 <i>ongoing</i> | Nil action. |
| 4.1.5 Provision of respite services for people living with disability and their families/carers. | Planned respite available in consultation with appropriate government agencies or private clients. | Respite Service Manager | July 17 <i>ongoing</i> | Respite services in place and able to take clients. |
| 4.1.6 Promote the Disability Action Plan to all key groups by appropriate means. | Disability Action Plan published widely in a variety of formats. | General Manager | Sept 17 | Partially achieved. |

5 Products and Services Purchasing and Delivery

Outcome: The policies, planning processes and service delivery and work practices of Zenitas Care incorporate and promote the objectives of the Disability Discrimination Act 1992.

Objective: 5.1 Ensure service delivery and work practices incorporate and promote the Objective of the Disability Discrimination Act 1992.

| Actions | Performance Indicators | Responsibility | Time Frame | Review/Outcome |
|--|---|--|---------------------------|---|
| 5.1.1 Review Zenitas Care service delivery to ensure that it is accessible, as far as is reasonable, to people living with disability. | Internal audit checklist completed. Recommendations made at Senior Management Meetings. | Management Representative/Senior Departmental Managers | July 17 <i>Ongoing</i> | Nil action. |
| 5.1.2 Consult with people living with disability when designing or redesigning services. | Choices of people with disability reflected in support plans or service delivery. | Respite and Community Service Managers /Case Coordinators | July 17 <i>ongoing</i> | Nil action. |
| 5.1.3 Readily available information for people with disability on services and access. | Enquiries for service provision and number of people accessing Zenitas Care website. | Respite and Community Service Managers/ General Manager/IT Analyst | July 17 <i>Ongoing</i> | Fortnightly Senior Management Meetings. |
| 5.1.4 The rights of people with disability, the rights of carers and the responsibilities of Zenitas Care shall be considered in funding, budgeting and planning activities. | Support plans and service agreements ensure the consideration of the people living with disability and information included in the Welcome pack provided. | Respite and Community Service Managers/Case Coordinators | July 17 <i>ongoing</i> | Nil action. |

6 Governance and Accountability

Outcome: Achieve tangible changes in attitudes and practices which discriminate against persons living with disability.

Objective: 6.1 Zenitas Care commits to ensuring that the Disability Action Plan becomes ingrained in its organisational culture and the way it does business.

| Actions | Performance Indicators | Responsibility | Time Frame | Review/Outcome |
|---|--|--|---------------------------|---------------------------------|
| 6.1.1 Zenitas Care is inclusive and encourages and values people with disability. | Zenitas Care demonstrates this through its Core Purpose and Core Values. | Board of Zenitas Care | July 17 <i>Ongoing</i> | As required |
| 6.1.2 Review existing policies and amend where necessary to ensure they meet the objectives of the Disability Discrimination Act 1992. | Policies consistent with the objectives of the Disability Discrimination Act 1992. | Manager Standards and Licensing | July 17 <i>Ongoing</i> | Reviewed and policies modified. |
| 6.1.3 Develop policies and procedures which allow additional assistance where required to eliminate or reduce access barriers to people living with disability or their carers. | Policies and procedures written and distributed explaining what additional assistance is available. | Manager Standards and Licensing | July 17 <i>Ongoing</i> | Nil action. |
| 6.1.4 Utilise information received from the complaints and feedback process to identify areas of concern/access issues for people living with disability. | Information received from consumer feedback and complaints integrated into the Disability Action Plan. | Board of Zenitas Care /Manager Standards and Licensing | July 17 <i>Ongoing</i> | As required |
| 6.1.5 Remain cognisant of state, interstate and national information, conferences and forums that address access, equity and opportunities for people living with disability. | Evidence of information and updates made available. | All staff | July 17 <i>Ongoing</i> | Nil action. |
| 6.1.6 Annually review the effectiveness of the Disability Action Plan and amend where indicated. | Annual evaluation occurs and amendments noted. | Board of Zenitas Care /Manager Standards and Licensing | July 18 | To be reviewed. |

References and Acknowledgments

Australian Human Rights & Equal Opportunity Commission, "Disability Rights: Developing an Effective Action Plan", 2004

Commonwealth Disability Discrimination Act 1992

Lower Eyre Health Services Disability Action Plan Reviewed June 05

National Disability Services Disability Action Plan 2010-2014

Peninsula Health Disability Action Plan 2010-2013