Numurkah Community Learning Centre Inc

**Disability Action Plan 2011**

**OUR VISION**

Numurkah Community Learning Centre Inc is an organisation incorporating Child Care, Adult Learning, Craft Activities and Emergency Relief with a community focus. Our vision is to ensure the inclusion of all residents in a fair and equitable manner and to identify and address any gaps which may create barriers to that end.

**OUR MISSION**

All people in Numurkah and District will receive fair and equal access to the facilities, services, programs and employment of Numurkah Community Learning Centre Inc. (NCLC).NCLC will provide clients with the prospect of achieving their learning, social and support goals and needs. We will accomplish this by developing partnerships and consulting with other organisations to identify the needs of the community.

**INTRODUCTION**

Numurkah Community Learning Centre Inc (NCLC) acknowledges the value of access for all members of the community and this is what lays the foundation of the NCLC Disability Action Plan. The aim of NCLC is to engage with a wider range of people and provide opportunities for participation in learning, hobbies, activities, socialisation, referral services and employment. With this in mind and in accordance with the Disability Standards of Education 200 5 we have developed the NCLC Disability Action Plan.

**POLICIES AND PROCEDURES**

NCLC regularly reviews all policies and procedures with the intention of continuing to deliver professional and quality training and services, while maintaining the safety, autonomy and welfare of their clients.

NCLC strives to provide education, training and recreational activities which are consistent, reliable and relevant to our community. NCLC is aware that this endeavour relies upon fair and equitable access to activities, services and education for all sections of our population. Our marketing strategy ensures we are promoted in a non ambiguous manner, with clear and easily understood statements. The Committee of Management and Centre Coordinator are responsible for the review and implementation of our policies and procedures. Meetings are held on a regular basis with all staff and changes and /or improvements identified are discussed, and where agreed, noted and implemented.

**CONSULTATION**

Numurkah Community Learning Centre Inc has consulted with the Rural Access worker, the Moira Shire, our clients and tutors and the ACE sector including ACFE Hume Regional Office We have determined access is reasonable for persons with a disability who wish to enter the NCLC buildings, however NCLC is involved in ongoing discussions with Moira Shire to provide access to all internal areas of the building and toilets for a person with a disability.

**Action Plan**

* NCLC intends to address the key points as indicated in the Disability Discrimination Act Education Standards. Our timeframe will spread

from imminent to three years, dependent upon the actions to be implemented.

* NCLC is committed to ensuring our Disability Action Plan covers the four outcome areas of section 38 of the Disability Act.

These are:-

* Reducing barriers to persons with a disability accessing goods, services and facilities
* Reducing barriers to persons with a disability obtaining and maintaining employment
* Promoting inclusion and participation in the community of persons with a disability
* Achieving tangible changes in attitudes and practices which discriminate against persons with a disability

**Enrolment**

**Aims:**

* To streamline enrolment procedures to enable ease of enrolment for all clients, regardless of ability.
* To ensure assistance is available to complete forms and answer questions if required and to provide a private area for discussions of a personal and/ or confidential nature.

**Outcome:**

* Reasonable adjustment is practised by NCLC as an integral part of its’ day to day procedures. Clients of all abilities are enabled to enrol and participate in classes and activities.

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| **Barriers** | **Strategies to overcome or remove the barriers** | **Timeframe** | **Performance Indicators** | **Resources needed** | **Responsible Person/s** |
| Enrolment forms are only provided in a single format | Create enrolment forms in various formats and provide access to a computer with reading software | February 2011 | Consult with clients to ensure the enrolment process is uncomplicated and easy to understand. | Nil | Administration Officer/ Centre Coordinator |
| An accessible private area has not been allocated for enrolments | Ensure the coordinators office is available for clients to enrol | February 2011 | Consult with clients to ascertain their privacy has been respected | Nil | Administration Officer/ Centre Coordinator |
| Clients unable to complete forms without support | Staff to take verbal enrolments and assist in the completion of the enrolment form | February 2011 | Consultation with clients to ensure their enrolment was supported and they were respectfully treated | Nil | Administration Officer/Centre Coordinator |

**Participation and Accessibility**

**Aims**

* Flexibility in courses is built in to enable, where practicable, participation for all.
* Where possible, alternative assessment tasks, activities etc. are provided
* Students with a disability are able to completely access all of NCLC’s facilities

**Outcome:**

* Clients of all abilities have the opportunity to participate in the learning process without encountering discrimination and given all reasonable support to achieve their goals

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| **Barriers** | **Strategies to overcome or remove the barriers** | **Timeframe** | **Performance Indicators** | **Resources needed** | **Responsible Person/s** |
| A variety of people with a disability are unable to use current computer equipment | Consult with assistive technology experts to gain advice on programs and adaptive technologies to assist in the learning process for people with disability | End 2011 | NCLC to see a rise in the participation numbers of people with a disability | Funding to purchase the appropriate and identified technologies, furniture etc... | Administration Officer/ Centre Coordinator |
| People with a disability who use NCLC do not have ease of access to the indoor toilet facilities. | A portable ramp to enable wheelchair access and access for others with a disability is critical, while major structural changes are planned and performed | End 2012 | Participation will rise | Moira Shire to access funding for works.  Portable ramp.  Permission from Heritage Victoria for works to be carried out | Moira Shire/  Coordinator |
| Signage is not clear or in strategic positions to indicate where entrances and amenities are | New signs are to be developed for the entrances, exits and amenities. | Start 2012 | Clients are accessing all amenities independently | New signs | Centre Coordinator |
| Evacuation plans are not available in a variety of formats | Evacuation plans are to be provided in various formats and induction procedures are to be performed in an uncomplicated and easily understood manner. Safety drills are to be conducted at a minimum of twice a year | Start 2012 | All clients are aware of the evacuation plans and potential hazards and risks are minimised or eradicated completely | New evacuation plans and induction procedures | Centre coordinator |

**Curriculum Development, Accreditation and Delivery**

**Aims**

To guarantee all requirements of training and assessment are accessible, current and suitable.

To ensure delivery of courses address the requirements and capacity of clients.

Learning and assessment materials are made available in appropriate formats.

**Outcome:**

Clients of all abilities are given the opportunity to participate in all learning processes without encountering discrimination

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| **Barriers** | **Strategies to overcome or remove the barriers** | **Timeframe** | **Performance Indicators** | **Resources needed** | **Responsible Person/s** |
| Teaching materials only provided in written format. | Ensure clients have access to teaching materials in alternative format when requested. | Start 2012 | More participants will maintain their attendance and complete their chosen subjects/activities | Support from Disability Education Specialists | Administration Officer/ Centre Coordinator/ Tutors |
| Tutors may have little or no experience in alternative learning strategies | Professional development and information sessions opportunities to be provided to tutors | Mid 2011 | Clients will gain more satisfaction from classes.  Tutors will be confident in the provision of alternative learning and assessment strategies.  NCLC will deliver more student contact hours | Support from disability education specialists.  Course information and availability notification.  Substitute teachers for PD days | Administration Officer/ Centre Coordinator/ Tutors |

**Support Services**

**Aims:**

To provide staff with information to assist clients to access support when and/or if required.

**Outcome:**

Clients with a disability are able to access support services on the same basis as a client without a disability and to access specialised support services where necessary.

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| **Barriers** | **Strategies to overcome or remove the barriers** | **Timeframe** | **Performance Indicators** | **Resources needed** | **Responsible Person/s** |
| Staff are not aware of support services available for people with disability | Find out what services are available to clients with a disability. Ensure that staff and students are aware of supports available.  Compile a list of services and what service they offer. | June2011 | Staff and clients know where to access services and support.  Clients are accessing supports when needed.  Staff are identifying clients support needs | Disability services contacts | Administration Officer/ Centre Coordinator |
| Clients may be inhibited in asking for help or information | Student information kits are to be provided at enrolment. All information will be displayed and freely accessible to all clients | June 2011 | Information packs and support services brochures are readily available and accessed | Disability services contacts | Administration Officer/ Centre Coordinator |
| An area which provides privacy for client discussions is not readily identified and available. | The coordinators office will be made available for all private conversations.  The information pack  will have this indicated | June 2011 | Clients know where to come to discuss their concerns |  | Centre Coordinator |
| Staff and volunteers may be unaware of privacy and confidentiality issues | Correct staff and volunteer induction procedures.  Staff and volunteer information kit will contain a privacy policy for signing | June 2011 | Clients are confident that their privacy is kept.  Staff have signed privacy statement |  | Centre Coordinator |

**Harassment and Victimisation**

**Aims:**

Our policies and procedures clearly state that Bullying Harassment or Victimisation is not acceptable in our organisation.

We have good complaints systems in place.

Staff and clients are made aware of rights and obligations

**Outcome:**

Clients with or without a disability have the opportunity to study and participate in a non-discriminatory environment.

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| **Barriers** | **Strategies to overcome or remove the barriers** | **Timeframe** | **Performance Indicators** | **Resources needed** | **Responsible Person/s** |
| Staff and clients are not aware of their rights and obligations | Ensure staff and clients are aware of their obligations under the DDA and of the rights and responsibilities of people with a disability.  Induction procedures for staff and clients include written and/or verbal information about grievance procedures. | June 2011 | Staff and clients are working in an environment free from harassment and victimisation. | Current resources adequate.  Policy and procedures must be checked regularly against legislation to make sure any amendments are taken into account. | Administration Officer/ Centre Coordinator |
| Clients are unaware of the complaints procedure | Clients will be given the complaint procedure in a format suitable for them to understand fully their right to complain and the procedure involved.  Clients will be given access to a support person (internal or external) if required | Start 2012 | Information kit is updated and includes complaint policy and procedure |  | Administration Officer/ Centre Coordinator |