



Workways Association Inc.

Disability Access Action Plan 2008

Introduction

Workways Association Inc is a community based, not-for-profit organisation that delivers employment services, youth services, both employment and youth assistance to Indigenous people and is also a Registered Training Organisation. Workways delivers services across a wide geographical area throughout Eastern Victoria and Southern NSW.

Workways delivers services from 26 offices located in the following regional areas - **Victoria** - Bairnsdale, Benalla, Corryong, Echuca, Lakes Entrance, Leongatha, Maffra, Mallacoota, Moe, Morwell, Myrtleford, Orbost, Sale, Seymour, Shepparton, Traralgon, Warragul, Wangaratta, Wodonga, Yarram and in **New South Wales** – Albury, Bega, Eden, Merimbula, Pambula. Head office is located in Bairnsdale

Workways' Commitment

Workways is committed to provide all Disability access using the Standard AS 1428.1

Workways aims to provide buildings which are accessible to all clients with disabilities and when relocating offices pays particular attention to Disability access and toilet facilities.

Workways has identified service and structural access for people with disabilities as a major priority in the development of its service delivery. The Board and staff have resolved to develop a Disability Access Action Plan which is based upon the principles and definitions of the *Disability Discrimination Act 1992 (DDA)* and *Disability Standards for Education (2005)*

This action plan was developed by Workways Association Inc. as part of Workways' commitment to equal access to all of the services and facilities which are provided to

its clients. Our commitment to this plan includes the development of an organisational culture which values the abilities of all members of our community.

We believe that by promoting the principles of access and equity, Workways will be better able to achieve its service goals and provide a better service for all of its clients.

Definitions

For the purpose of this document, 'disability' shall have a broad application and include disabilities which are physical, intellectual, psychiatric, sensory and neurological. It also covers physical disfigurement and the presence in the body of an organism which is capable of causing disease.

Workways understands that the DDA makes it unlawful to discriminate in the provision of goods, services or facilities against people on the basis of a disability that they have or may have. It is also unlawful to discriminate against a person on the basis that one of her/his associates has, or may have a disability.

Evaluation and Review

Workways is committed to review and evaluation of this plan. We will implement regular annual reviews. The review panel will include the CEO, Managers of each major office and the Occupational Health and Safety Committee.

An evaluation report will be submitted to the Board by the Chief Executive Officer in the February meeting of each year, for comment and further action.

Resources

The Board will ensure that funds are available from appropriate budget categories to enable the strategies of the DAAP to be carried out as per the plan. Evaluation will occur annually.

Disability Action Plan

Section I : Organisational Culture and Commitment to Equal Access

Principles

1. Workways believes that an organisational culture which values all people's abilities is best developed in all staff and management levels.
2. Staff training will assist us in understanding the needs of people with disabilities.
3. A positive access plan will help Workways to develop better services for all clients.

Action	Responsibility	Completion Date	Evaluation Date
DAAP to be presented to staff at in-service training session	CEO	Ongoing	Annually
DAAP to be included in staff information/orientation packages	CEO	Ongoing	Ongoing
Workways' Grievance Procedure to include reference to DAAP	CEO/Board	August 2008	Annually
A staff skills audit, which identifies Workways staff who have specific skills and experience in working with people with disabilities will be conducted.	CEO	Jan 2009	Annually
All client policies (Grievance Procedure, Consumer Rights and Responsibilities etc) to be available in large print and on a CD	CEO	Jan 2009	Ongoing
All new service publications and information brochures will include illustrations of clients who have disabilities	CEO	Jan 2009	Ongoing
Agency and program information will be available on CD	CEO	Jan 2009	Ongoing
A series of graphic-based, single issue agency information pamphlets will be produced by Workways	CEO	Jan 2009	Ongoing
Agency information kits, including printed and audio formats will be made available to Centrelink, Commonwealth Rehabilitation Service, and other Service Providers.	CEO	Jan 2009	Ongoing
Survey of selection of clients with disabilities to be conducted to check their satisfaction with access and service provided.	CEO	Dec 2008	Ongoing

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Section 2: Safety

Principles

1. The safety of all of our clients and staff is paramount.
2. Safety precautions for people with disabilities assist all people involved at Workways

Action	Responsibility	Completion Date	Evaluation Date
Remove loose floor mats, particularly in entrance to offices	OHS Officer	Dec 2008	
Large EXIT signs are to be installed in all office locations	OHS Officer	Dec 2008	
Evacuation procedures to be established, including provision for physical inspection of each room before evacuation	OHS Officer	Dec 2008	
Evacuation procedures to be displayed in large print in all offices in all locations	OHS Officer	Sep 2008	
Evacuation procedures explained to all clients as part of intake process.	Case Manager	Aug 2008	
Visual Fire alarms to be installed in all locations	OHS Officer	Mar 2009	
Graphic 'no smoking' and room identity (e.g. training room) signs to be installed in each location	OHS Officer	Mar 2009	
'Assistance required' alarms to be installed in all disability access toilets	OHS Officer	Jul 2009	

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Section 3 Receiving Clients

Principles

1. Clients' first impression of our service is of paramount importance as it sets the scene for our working relationship.
2. All clients should be greeted warmly and with respect.
3. All clients should have access to the same information.

Action	Responsibility	Completion Date	Evaluation Date
All reception staff will be trained to greet clients in wheelchairs by going into the reception area and sitting beside them when completing registration formalities. Such clients will not be addressed over the high reception counters.	CEO	Oct 2008	
All pamphlets and information brochures which are currently on the high reception counters in each office location will be placed on a lower surface to enable easier access for all clients	Reception staff	Jul 2008	
Consideration will be given to new leased buildings of all reception areas to lower the counter barriers, dependent upon budget considerations	Board, CEO	Ongoing	
All notices on each notice board will be enlarged to enable easier access to written information, particularly job advertisements.	Reception staff	Jul 2008	
Make available a large computer keyboard at each office Investigate and purchase word processing software which is appropriate for visually impaired people.	CEO	Dec 2008	

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Section 4 – Access to training

Action	Responsibility	Completion Date	Evaluation Date
<p>Evaluate effectiveness of enrolment information in meeting the needs of students with disabilities.</p> <p>Evaluate course application and enrolment information provided to prospective students regarding course entry requirements, course publications and information, accessibility of enrolment information.</p> <p>Evaluate the current provisions on the enrolment form for students to disclose their disability.</p> <p>Ensure students with disabilities are able to participate in courses on the same basis as students without disabilities and without being discriminated against.</p>	Training Manager	Dec 2008	
<p>After identifying individual learning support needs of students with disabilities, course delivery to be reviewed and any reasonable adjustments to be made.</p>	Training Manager	Dec 2008	
<p>Encourage the level of participation in courses by students with disabilities.</p> <p>Enhance staff and student awareness of support services available to students with disabilities.</p>	Training Manager	Ongoing	

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Section 5: Physical Access to Workways Buildings

Principles

From time to time Workways re locates to more suitable Sites. A checklist of requirements includes Disability issues - access and toilet requirements is used when assessing new buildings. Workways has a commitment to provide new buildings addressing Disability access by using the Standard AS 1428.1.

1. Workways welcomes all clients.
2. Independent access promotes our clients' abilities.

Some objectives which are common across all offices

3. Kitchen cups to be kept at wheel chair height in all offices
4. Provide Disability car parks with signage in Workways car parks and investigate with local Shires for Designated Disability parking close to all offices.

Site - Head Office Bairnsdale

Access to building

Item	Actions	Who	Date complete	Evaluation
Corridor	Install Tactile indicators at commencement of ramps	Building Maintenance Supervisor (BMS)	Jun 2009	

Site - Bairnsdale

Item	Actions	Who	Date completed	Evaluation
Ramp at front entrance	Assess current ramp for compliance re AS1428.1	BMS	Jun 2009	

Site - Bega

Item	Actions	Who	Date completed	Evaluation
Wheelchair access	No front access	BMS	Jul 2009	
Handrail to disabled ramp	Provide handrail on both sides of Disability access at rear of building	BMS	Jul 2009	
Existing disabled ramp	Requires tactile indicators to entry	BMS	Jul 2009	
Toe board	Requires toe board to ramp and landing	BMS	Jul 2009	
Disability toilet	Requires signage and pin fixed type door	BMS	Jul 2009	
New premises	Re locate to new premises which are compliant with Disability access under AS1428.1	CEO	Dec 2009	

Site Corryong

Item	Actions	Who	Date completed	Evaluation
Front step	Install small ramp into building	BMS	Dec 2009	
Toilet	Liaise with Landlord to assist with converting existing toilet to a disability toilet in 2010	CEO	Jul 2010	

Site - Eden

Item	Actions	Who	Date completed	Evaluation
Toilet	Negotiate with Landlord to assist with converting existing toilet to Disability	BMS	Jul 2010	
Front step	Convert to disability access to standard 1428	BMS	Jul 2009	

Site – Lakes Entrance

Item	Actions	Who	Date completed	Evaluation
Front Door	Front door needs to open both in and out with rail fitted at front door	BMS	Jul 2009	
Access	Access requires landing at entrance with handrails and tactile indicators	BMS	Dec 2009	

Site – Leongatha

Item	Actions	Who	Date completed	Evaluation
Disability toilet	Convert an existing toilet near the training room to Disabled access	BMS	Jul 2010	

Site - Maffra

Item	Actions	Who	Date completed	Evaluation
Disability toilet	Provide a disability toilet which is compliant with the building code	BMS	Dec 2009	
Step at front entrance	Provide small ramp to allow access under AS 1428.1	BMS	Jul 2010	

Site - Mallacoota

Item	Actions	Who	Date completed	Evaluation
Access ramp	Provide tactile indicators on ramp	BMS	Dec 2009	
Disability toilet	Liaise with landlord to assist in providing Disability toilet	CEO	Jul 2010	

Site – Moe

Item	Actions	Who	Date completed	Evaluation
Front door access 5cms step	Provide small ramp with tactile indicators to front access	BMS	Dec 2009	
Ramp entry is sloping to the North	Provide handrail and tactile indicators	BMS	Dec 2009	
Disabled toilet	Non compliant with layout	BMS	Dec 2008	

Site – Myrtleford

Item	Actions	Who	Date completed	Evaluation
Access	Provide disabled access at front of building	BMS	Dec 2009	
Toilet	Liaise with landlord to provide internal disability toilet	CEO	Dec 2010	

Site – Orbost

Item	Actions	Who	Date completed	Evaluation
Disability toilet	Signs to Inform clients in writing at the front counter of the position of the Disability Public toilets at the rear of the Arcade	BMS	Dec 2008	
Ramp	Ramp in passage requires tactile indicators and handrails	BMS	Dec 2009	

Site – Pambula

Item	Actions	Who	Date completed	Evaluation
Disability Toilet	Discuss with landlord to provide disability toilet	CEO	Dec 2010	
Front access	Provide small ramp inside to allow for wheelchair access	BMS	Dec 2009	

Site – Sale

Item	Actions	Who	Date completed	Evaluation
Entrance ramp	Remodel ramp - to provide wider 'flat' area from door, and to fill gap between concrete and the beginning of the ramp. Provide tactile indicators. Handrail is at 950mm. Handrail needs painting.	BMS	Jul 2009	
Training room	Small step at entrance to training room. Therefore a sign at the corner of the building to indicate that the disability entrance is at the front of the building	BMS	Dec 2008	
Mats	Remove back door mat	BMS	Aug 2008	
Basin	Hand washing basin in disability toilet to be raised to provide wheelchair access underneath	BMS	Jul 2009	

Shepparton

Item	Actions	Who	Date completed	Evaluation
Disability Toilet	Toilet pan in disabled WC position is non compliant	BMS	Sep 2009	
Disability Toilet	Circulation space between pan and vanity in Disability toilet is non compliant Disabled WC sign is non compliant	BMS	Sep 2009	
Front access	Provide small ramp inside to allow for wheelchair access	BMS	Sep 2009	

Site Traralgon

Item	Actions	Who	Date completed	Evaluation
Toilet	Discuss with landlord to assist in providing disability toilet	CEO	Jul 2010	
Car park	Identify disability parking at rear of building	BMS	Dec 2009	

Site – Warragul

	Actions	Who		
Toilet	Discuss with land lord to provide disability toilet	CEO	Jul 2010	
New premises	Seek new premises which are compliant with disability access	CEO	2010	
Front door access	Install small ramp at front door	BMS	Dec 2009	

Site – Yarram

	Actions	Who		
Disability toilet	Provide a compliant disability toilet. Liaise with Landlord to assist in providing a Disability toilet	CEO	Jul 2010	
Access ramp	Provide tactile indicators at ramp	BMS	Dec 2009	
Handrails	Provide handrails to disability ramp	BMS	Dec 2009	