

Goodwood Community Services Inc.

Disability Action Plan



Our vision

A community of diversity and opportunity, in which every person enjoys life to the fullest.

Our Mission

We will provide the local area with services, activities, information and connections that have the potential to enrich each and every community member's life.

Our Principles and values

To achieve our mission, we value the power of:

- Community and individual diversity and cultural difference
- Collaborative action, mutual support and collective self help and advocacy to achieve shared goals
- Community leadership and entrepreneurial action
- The right information, in the right format at the right time
- Support for people in their difficult times
- Abundant laughter

Our Organisation

Goodwood Community Services (GCS) has operated as an incorporated community organisation with an elected Board of volunteer community members since 1978.

GCS offers a wide range of social, health, education and recreational programs/services to a multitude of cultures, families and all genders and ages in the local area. Also GCS provides the Home and Community Care (HACC) Program to support for Greek and Filipino aged people in the metropolitan area.

GCS is funded and supported by Unley City Council, the department of Education and Children's Service and the department for Families and Communities (DFC) through the services and programs.

Our activities

The principles of Community Development underpin all GCS activities, which include:

- Filipino Home and Community Care Program
- Greek Friendly Home Visiting and Transport Program
- Goodwood English Language Program
- Goodwood Playgroup
- Goodwood Toy Library
- Kinderaction/Goodygym
- Staines Child Development Program

Our Disability Action Plan

The office for the Ageing of the Department for Families and Communities (DFC) requires all HACC funded agencies to develop and put in place their own Disability Action Plan. Disability Action Plan is a practical tool designed to eliminate physical and attitudinal barriers, in order to reach existing and potential clients with disabilities. We provide 'Filipino Home and Community Care Program' and 'Greek Friendly Home Visiting and Transport Program' and develop the Disability Action Plan to progressively improve access to, and information about, services for people with disabilities.

Our disability action plan headings are:

1. Planning and policy development
Outcome: Greater accessibility to services for people with disabilities.
2. Accessibility of building, facilities and services
Outcome: People with disabilities will have improved physical access to buildings, facilities and services.
3. Attitudinal and cultural awareness in management and service provision
Outcome: Demonstrated awareness and understanding by staff and volunteers of the needs of people with disabilities. High quality standards in the delivery of services are achieved through sound management practice and governance.
4. Communication and interpreter services
Outcome: That all communications regarding services are made available in the full range of formats and prompted via a specific disability communication strategy.
5. Employment and human resource practices
Outcome: Improved equity and equal opportunity for people with disabilities in the GCS workforce. Recruit, employ and develop personnel that are committed to furthering their values, skills and knowledge to ensure opportunities are facilitated within regulatory requirements and "good practice" standards.

6. Complaints mechanisms

Outcome: People with disabilities will have appropriate access to complaint handling procedures within services and to independent complaint authorities.
GCS encourages and promotes an evaluative process that fosters a continuous improvement model which is accessible to all stakeholders and ensures satisfactory resolution is achieved.

7. Harassment and victimisation aims

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

8. Privacy, Dignity and Confidentiality

Outcome: Relevant ethical practices are upheld in relation to confidentiality and privacy legislation and that individuals are treated with dignity and respect.

What is “disability?”

The Federal Disability Discrimination Act 1992 (DDA) defines “disability” covers a range of physical, intellectual, psychiatric, sensory and neurological disability.

Disability, in relation to a person, means:

- a. total or partial loss of the person’s bodily or mental functions; or
- b. total or partial loss of a part of the body; or
- c. the presence in the body of organisms causing disease or illness; or
- d. the presence in the body of organisms capable of causing disease or illness; or
- e. the malfunction, malformation or disfigurement of a part of the person’s body; or
- f. a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g. a disorder, illness or disease that affects a person’s thought processes, perception of reality, emotions or judgement or that result in disturbed behaviour.

And includes a disability that:

- h. presently exists; or
- i. previously existed but no longer exists; or
- j. may exist in the future; or
- k. is imputed to a person

Disability, Ageing and Carers in Australia

Disability

In the 2003 Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (SDAC) one in five people in Australia (3,958,300 or 20.0%) had a reported disability. This rate was much the same for males (19.8%) and females (20.1%).

Older people

In 2003, there were 3.35 million people aged 60 years and over (17% of the population). In 2003, 51% of all people aged 60 years and over had a reported disability and 19% had a profound or severe core-activity limitation. 41% of them reported needing assistance to manage health conditions or cope with everyday activities. People aged 85 years and over reported a much higher need for assistance than those aged 60-69 years (84% compared with 26%).

Carers

In 2003, there were 2.6 million carers who provided some assistance to people who needed help because of disability or age. About one fifth of carers (19%) were primary carers who provided the majority of the informal help. 54% of all carers were women and 1.0 million (39%) were in the 35-54 year age range. 24% of primary carers were aged 65 years and over, compared to 13% of the total population.

Disability Action Plan

1. PLANNING AND POLICY DEVELOPMENT

OUTCOME: Greater accessibility to services for people with disabilities.

Strategies	Action	Time frame	Responsible Person/s	Progress
1.1 Incorporate the requirements of people with disabilities into corporate and operational planning.	GCS will provide information to service providers on the development of our Disability Action Plan.	Dec 08	Coordinator	
	GCS will ensure clients and carers are consulted in the development of the Disability Action Plan.	Dec 08	HACC Workers	
	GCS will ensure program providers and stakeholders are consulted in the development of the Disability Action Plan.	Dec 08	Coordinator	
1. 2. Review and adapt services and programs to ensure that people with disabilities are not excluded and do not experience discriminations as users of services, as service providers or as staff.	GCS will review services and programs to determine whether they are being used and accessed by people with disabilities.	Jun 09	Management	
	GCS will make recommendations regarding any proposed changes to improve access and develop actions for implementation.	Jun 09	Management	
	GCS will ensure that appropriate consultations with people with disabilities occur as part of planning for new service and programs.	Ongoing	Coordinator	

Disability Action Plan

2. ACCESSIBILITY OF BUILDINGS, FACILITIES AND SERVICES

OUTCOME: People with disabilities will have improved physical access to buildings, facilities and services.

Strategies	Action	Time frame	Responsible Person/s	Progress
2.1 GCS building and facilities are progressively made accessible.	GCS will explore with the City of Unley the possibility of changing the internal doors and the back door to create favourable conditions for people with disability.	June 09	Coordinator	
	GCS will explore with the City of Unley the possibility of changing the disability toilet door to make easier the access for people with disability. A sliding door is easier to access.	June 09	Coordinator	
	GCS will explore with the City of Unley the possibility of changing 2 toilets into 1 in the Activity Hall area for people with disability.	June 09	Coordinator	
	GCS will raise the issue of hard chairs with no arms which are not comfortable for people with disability with the City of Unley.	June 09	Coordinator	
	GCS will raise the issue of installing handle bars and alarms in the shower and toilet facilities.	June 09	Coordinator	
	GCS will raise the issue of no signage for toilet in the halls.	June 09	Coordinator	
	GCS will work with the City of Unley on resolving physical accessibility barriers.	Ongoing	Coordinator	

2.2 Services that are available are clearly identifiable to potential participants.	GCS will raise the issue of the high reception window which makes it difficult for staff to see the building entrance.	June 09	Coordinator	
	GCS will review all programs marketing/promotional material.	Aug 09	Admin team	
2.3 Personnel demonstrate an understanding of service requirement for individuals with varying needs.	Staff and volunteers to undertake disability awareness and discrimination training.	Dec 09	Coordinator	
2.4 Continue to provide the following community services through the Home and Community Care (HACC) Service Program.	Filipino Home and Community Care Program: <ul style="list-style-type: none"> • Counselling, support, information, referral and advocacy • Assistance with Social Integration • Social support (home visiting) • Domestic assistance • Transport assistance 	Ongoing	Management	
	Greek Home Visiting & Transport Program: <ul style="list-style-type: none"> • Support, information, referral and advocacy • Assistance with Social Integration • Social Support (home visiting) • Transport Assistance 	Ongoing	Management	
2.5 To support people with a disability who choose to volunteer in GCS programs.	Participation is encouraged by: <ul style="list-style-type: none"> • Providing training appropriate to needs • Ongoing support 	Ongoing	Coordinator	

Disability Action Plan

3. ATTITUDINAL AND CULTURAL AWARENESS IN MANAGEMENT AND SERVICE PROVISION

OUTCOME: Demonstrated awareness and understanding by staff and volunteers of the needs of people with disabilities.
High quality standards in the delivery of services are achieved through sound management practice and governance.

Strategies	Action	Time frame	Responsible Person/s	Progress
3.1 Education and training to equip staff and volunteers with the skills and awareness necessary to ensure there are inclusive services for people with disabilities.	Education and training for GCS service providers and volunteers to understand the requirements for ensuring services are accessible to people with disabilities.	Dec 09	Coordinator	
	Education and training for GCS service providers to develop cultural disability awareness to ensure each culture's different point of view about the disability is taken into account.	Dec 09	Coordinator	
3.2 GCS corporate governance including structure, values, objectives and practices complies with legislative, administrative, financial and performance requirements.	Board of management to be aware of their roles and responsibilities in relation to the Disability Discrimination Act 1992, South Australia's Equal Opportunity Act (1984) and the Disability Action Plan.	Jun 09	Coordinator	
3.3 GCS develops strategies to review and assess operating performance.	GCS will annually review the Disability Action Plan and incorporate into program reviews and development.	Ongoing	Management	
3.4 GCS through a continuous improvement model demonstrate effective service delivery.	GCS will continue to participate in DFC Service Excellence and HACCC audits.	Ongoing	Management	
	GCS will develop and review an organizational strategic plan that incorporates the Disability Action Plan.	Jun 09	Management	

Disability Action Plan

4. COMMUNICATION AND INTERPRETER SERVICES

OUTCOME: That all communications regarding services are made available in the full range of formats and promoted via a specific disability communication strategy.

Strategies	Action	Time frame	Responsible Person/s	Progress
4.1 Ensure equal opportunity to access for people with disabilities to information and communication strategies on GCS programs and services.	Education and training for GCS service providers to develop how to communicate with people with disabilities.	Dec 09	Coordinator	
	GCS will ensure telephone details of interpreter services for people with diverse backgrounds and the National Relay Service details to enable people who are deaf and those with communication difficulties to have access.	Ongoing	All staff	
	GCS will ensure that information and communication are available for older people from culturally and linguistically diverse (CALD) backgrounds.	Ongoing	All staff	
4.2 All publications of GCS will be available in various formats to include needs of people with disabilities.	All GCS publications will be required to be produced in alternative formats such as large print, double space, clear fonts and plain English where the need is shown.	Ongoing	Admin Staff	

Disability Action Plan

5. EMPLOYMENT AND HUMAN RESOURCE PRACTICES

OUTCOME: Improved equity and equal opportunity for people with disabilities in the GCS workforce. Recruit, employ and develop personnel that are committed to furthering their values, skills and knowledge to ensure opportunities are facilitated within regulatory requirements and “good practice” standards.

Strategies	Action	Time frame	Responsible Person/s	Progress
5.1 Promote improved awareness and equity in the employment of people with disabilities to eliminate direct and indirect discrimination.	GCS to review its Equal Employment Opportunity policies to provide for the employment of people with disability, taking into account the HEROC Advisory Notes on Employment & the Disability Recruitment Program.	Dec 09	Management	
5.2 GCS has transparent policies and procedures in place for the recruitment and selection of personnel.	GCS to review its employment policies and procedures to reflect equitable access.	Dec 09	Management	
5.3 Position descriptions outlining roles and responsibilities are in place for all paid and unpaid personnel.	GCS to review all position descriptions to ensure all staff adhere to good practice standards.	Dec 09	Coordinator /Management	
5.4 Appropriate personnel induction procedures are in place.	GCS to review its induction procedures to reflect the above.	Dec 09	Coordinator /Management	

Disability Action Plan

6. COMPLAINTS MECHANISMS

OUTCOME: People with disabilities will have appropriate access to complaint handling procedures within services and to independent complaint authorities.

GCS encourages and promotes an evaluative process that fosters a continuous improvement model which is accessible to all stakeholders and ensures satisfactory resolution is achieved.

Strategies	Action	Time frame	Responsible Person/s	Progress
6.1 GCS develops and implements frameworks that provide accessible complaints and dispute resolution system.	GCS review its complaints handling policies and procedures.	Dec 09	Management	
6.2 Promote complaint handling procedures.	GCS to promote the use of accessible and participatory complaints procedures for people with disabilities as part of the broader complaints handling processes.	Ongoing	All staff	
6.3 Participants are provided in appropriate format the complaints and dispute procedure.	GCS will ensure that key staff are informed of the relevant policies and will apply those policies to ensure appropriate redress for people with disabilities and their associates/advocates.	Ongoing	Management	
	Complaints procedures will be incorporated into induction training for all new staff and volunteers and will be widely communicated.	Ongoing	Coordinator	
6.4 GCS develops a system to link complaint resolutions to their continuous improvement plan.	GCS will expand the function of complaints procedures to include a role for recommending improvements in the delivery of services.	Dec 09	Management	

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7. HARASSMENT AND VICTIMISATION AIMS

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

Strategies	Action	Time frame	Responsible Person/s	Progress
7.1 Ensure staff and volunteers are aware of their obligations under the Disability Discrimination Act 1992.	Education and training for GCS service providers and volunteers to understand their obligations under the DDA and of the rights and responsibilities of people with disabilities.	Dec 09	Coordinator	
	Discrimination Harassment training to be provided for service providers and volunteers.	Dec 09	Coordinator	

Disability Action Plan

8. PRIVACY, DIGNITY AND CONFIDENTIALITY

OUTCOME: Relevant ethical practices are upheld in relation to confidentiality and privacy legislation and that individuals are treated with dignity and respect.

Strategies	Action	Time frame	Responsible Person/s	Progress
8.1 GCS has policies and procedures addressing privacy and confidentiality.	GCS to review its policies and procedures.	Dec 09	Management	
8.2 Personnel demonstrate the ability to implement privacy and confidentiality policies and procedures at all times.	Code of Conduct developed for all staff and volunteers.	Dec 09	Management	
	Ensure privacy and confidentiality policies and procedures are included in induction processed.	Ongoing	Coordinator	
8.3 Clients are advised of the usage, storage and disposal of personal information.	Client handbooks to include information about policies and procedures and are reminded at assessment and evaluation times.	Ongoing	Coordinator /HACC Staff	