



**Your Community
Support Network**

Disability Access
and
Inclusion Plan

June 2014

Our History

In July 1983, 92 people met at the Brown Park Community Centre in Swan View to discuss the need in the community for support services of various kinds. From this meeting, 'Hills Community Support Group' (HCSG) was created by a voluntary group with assistance from the local Shire and the Lotteries Commission.

Rise Network Inc. (formerly HCSG) has grown from these humble beginnings into an organisation providing community support services to over 2000 people, mainly in the eastern metropolitan region. Our services include

- Aged Care
- Mental Health
- Youth Services
- People with Disabilities
- Property and Tenancy Management

Our Vision "To build on the capacity within each individual to achieve their personal potential" is the legacy that has guided us over the past 30years.

Today we have established ourselves as a provider of proactive, highly personalised solutions that deliver support to many members of the West Australian community.

Our Objectives

This **Disability Access and Inclusion Plan (DAIP)** outlines how Rise will achieve the seven desired outcomes under the Disability Services Act (1993).

As an organisation we are committed to these outcomes, ensuring that people with disability can access services, facilities, buildings and information in a way that facilitates increased independence, opportunities and inclusion within the community.

Consultation Process

We believe that through working with our employees, volunteers, clients, people we support and other stakeholders, we will raise awareness of access and inclusion issues, strengthen client relationships and assist in meeting the needs of our diverse community.

Rise acknowledges the need for an overarching consultation process that is designed to highlight areas of improvement for the organisation. This will assist Rise in the development of strategies to assist us in a more inclusive and relevant Plan.

Through consultation with key stakeholders, Rise will ensure the significance of the objectives we seek to achieve is a focal point of all decision-making processes.

Feedback on the strategies and outcomes of the Disability Access and Inclusion Plan will be sought by surveys of the people we support, clients, staff and family feedback and workshops.

The following strategies will assist Rise in the improvement of access to its services, buildings and information for people with disabilities.

Strategies to Improve Access & Inclusion

| Outcome 1: People with disability have the same opportunities as other to access the services of, and events organised by Rise. | | |
|---|---|--------------|
| Strategy | Sub Action | Timeline |
| 1.1 Ensure that all Rise events, activities and services are accessible for people with a disability | 1.1.1 Develop & Implement an Accessible Events checklist for staff when planning Rise events. | October 2014 |
| Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of Rise | | |
| Strategy | Sub Action | Timeline |
| 2.1 Ensure that where possible, Rise buildings and facilities are physically accessible to people with disabilities | 2.1.1 Review and implement, where possible, strategies to increase the accessibility of buildings and facilities to people with a disability. | Ongoing |
| | 2.1.2 Incorporate into future premise & building designs, the needs and requirements of people with disabilities. | |

Outcome 3:

People with disability receive information from Rise in a format that will enable them to access the information as readily as others

| Strategy | Sub Action | Timeline |
|--|--|-----------------|
| 3.1 Explore opportunities for use of technology including new and emerging technologies to improve information access for people with disabilities | 3.1.1 Advertise and promote the availability of how to obtain Rise information in alternative formats. | December 2014 |

Outcome 4:

People with disability receive the same level and quality of service from the staff of Rise as other people

| Strategy | Sub Action | Timeline |
|--|---|-----------------|
| 4.1 Inform staff about their role in implementing the DAIP plan to ensure its success. | 4.1.1 Provide information to staff on access and inclusion. | Ongoing |

Outcome 5:

People with disability have the same opportunities as other people to make complaints to Rise.

| Strategy | Sub Action | Timeline |
|--|--|-----------------|
| 5.1 Implementation of Rise's complaints process, ensuring accessibility to people with disabilities. | 5.1.1 Establishment & implementation of a complaints process that incorporates accessibility in various formats. | January 2015 |

Outcome 6:

People with disability have the same opportunities as other people to participate in any public consultation by Rise.

| Strategy | Sub Action | Timeline |
|---|--|-----------------|
| 6.1 Ensure that people with disability and/or appropriate representative groups are targeted as a part of consultative strategies | 6.1.1 Investigate the use of people with disability and/or representative groups are representative in all service design & delivery and strategic direction consultations | Ongoing |

Outcome 7:

People with disabilities have the same opportunities as other people to obtain and maintain employment with Rise.

| Strategy | Sub Action | Timeline |
|---|---|-----------------|
| 7.1 Maintain an equal opportunity recruitment and retention strategy that is inclusive of people with disability. | 7.1.1 Develop employment & training opportunities for people with disability. | June 2015 |

Responsibility for Implementation of the Plan.

The overall responsibility for the implementation of the Disability Access and Inclusion Plan will remain with the Chief Executive Officer of Rise Network Inc.

The core objectives of the DAIP will be included into all aspects of business planning, including the budgetary process, and the overall strategic objectives of Rise.

Delegation of responsibility to achieve the Strategy sub-actions will be undertaken and overseen by the Divisional Managers of each service, the Leadership Group and their delegates.

Training and skill development opportunities will be provided and encouraged for all employees and volunteers of the organisation.

Rise will continue to develop and foster ongoing opportunities from both within the organisation and the wider community to respond to the needs of the people we support and community members.

An internal report on the progress to date of outcomes can be made upon request to the organisation

Review and Evaluation Methods.

All staff, volunteers, stakeholders, clients and the people we support's input and consultation remain critical to the success of Rise's DAIP and the organisation will take into account their opinions and vision when determining the actions to be undertaken.

Communication of the Plan to Staff and the Community.

Copies of Rise's Disability Access and Inclusion Plan will be available via the Association's website and updates regarding its progress will be communicated to all staff and Association members via the Rise newsletter. Reference to the DAIP will also be including in all staff training sessions and policy and procedure manuals, where appropriate.

Reporting of the DAIP.

As per Rise's contractual requirements, an annual report and a six monthly update on the progress of the DAIP will be provided to the State Government agencies via the prescribed Service Provider Reporting Format.

A review of the DAIP will be undertaken by the organisation every 5 years and include public consultation in the setting of Rise's future strategies.

Alternative Formats.

Please note that in line with our above commitments this document can be made available in alternative formats, such as alternative languages and audio format, on request.