

## DISABILITY ACCESS AND INCLUSION PLAN (DAIP) 2020-2022

### DAIP PURPOSE AND SCOPE

Yorgum is committed to ensuring that Aboriginal people with disability, their families and carers enjoy the same rights and opportunities enjoyed by people without a disability, and to be valued and productive members of their community.

We want Aboriginal people with disability to be able to engage with us in ways that best suit their individual needs.

Our DAIP lays out the ways in which Yorgum will:

- Improve access to its services, information and facilities for people with disability, their families and carers
- Increase disability awareness within Yorgum
- Increase employment opportunities for people with disability within Yorgum
- Report Yorgum's progress and achievements relating to disability access and inclusion

### BACKGROUND

Yorgum's DAIP is aligned to our vision and mission, and provides an opportunity to make a real difference to Aboriginal people with disability, their families and carers.

**Our Vision** is that Aboriginal people, their families and communities are empowered, and have the skills and supports to improve and maintain their social and emotional wellbeing

**Our Mission** is to provide all Aboriginal people and their families with a wide range of culturally secure, community-based healing services that utilise a trauma-informed approach to positively impact their social and emotional wellbeing

Our organisational values underpin the way we act towards people, including Aboriginal people with disability:

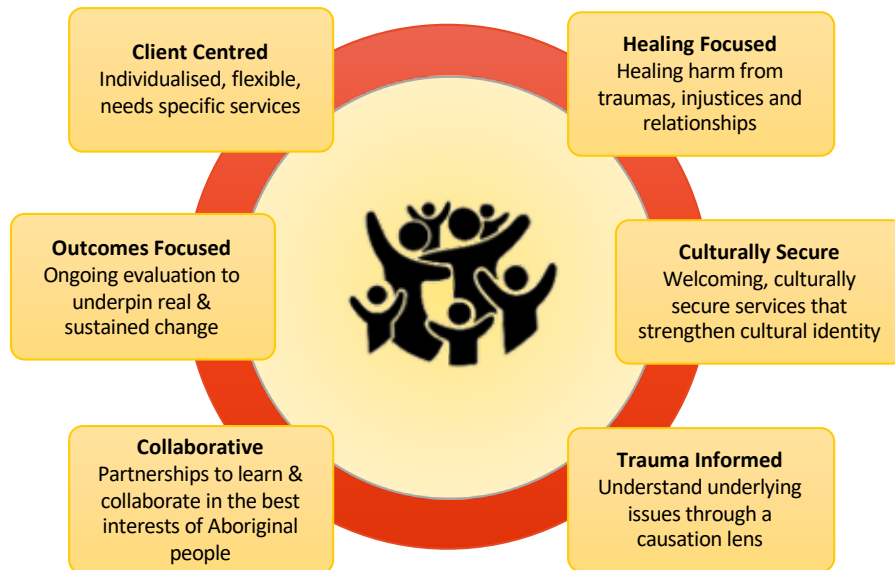
#### Our Values

- **Our Mob First:** We put Aboriginal people first in our priorities
- **Aboriginal Culture:** We base our work around Aboriginal culture and practices
- **Safety:** We provide safe, welcoming, culturally secure, trauma-informed services
- **Respect:** We believe in the dignity and worth of all people, and this underpins our behaviour
- **Integrity:** We are honest, do what we believe is right, are transparent and reliable
- **Knowledge:** We value knowledge and seek to build up our understanding

### YORGUM SERVICES

Yorgum provides all Aboriginal people and their families across Western Australia (except for the Kimberley region) with a wide range of community-based healing services that positively impact their social and emotional wellbeing (SEWB). Our services are funded through State and Commonwealth grants and are free to all our clients.

Yorgum designs and delivers its services around the following 6 principles:



Yorgum currently has offices located in the Perth metropolitan area and regional offices in South Hedland, Kalgoorlie and Albany.

## DEVELOPING OUR DAIP

Yorgum’s DAIP has been developed by its Senior Management Team (SMT).

The DAIP is built around 7 core outcomes:

- **Outcome 1:** People with disability have the same opportunities as other people to access Yorgum’s services and events.
- **Outcome 2:** People with disability have the same opportunities as other people to access Yorgum’s buildings and other facilities.
- **Outcome 3:** People with disability receive information from Yorgum in a format that will enable them to access the information as readily as other people are able to access it.
- **Outcome 4:** People with disability receive the same level and quality of service from Yorgum staff as other people receive.
- **Outcome 5:** People with disability have the same opportunities as other people to make complaints to Yorgum.
- **Outcome 6:** People with disability have the same opportunities as other people to participate in any public consultation with Yorgum.
- **Outcome 7:** People with disability have the same opportunities as other people to obtain and maintain employment with Yorgum.

## **Communication**

Yorgum's DAIP will be available on request to clients and staff in the following ways:

### **Clients**

- In electronic format via email from service staff
- In hard copy format (both standard and large print) via service staff
- Downloadable document from the Yorgum website

### **Staff**

- Accessible in electronic format from the internal document management system

## **Review and Evaluation**

The SMT will regularly review and evaluate progress against implementing the DAIP Implementation Plan and refresh the plan at least every 2 years.

## **Reporting**

The SMT will report its progress to the Board of Yorgum.

Yorgum will report the progress of its DAIP through submission of contractor reports to Government agencies when required.

## DAIP IMPLEMENTATION PLAN 2020-2022

The following Implementation Plan details what strategies Yorgum will use to improve access to its services, information and facilities by people with disability, their families and carers in 2020-2022.

### OUTCOME 1

People with disability have the same opportunities as other people to **access Yorgum’s services and events.**

Strategy
Ensure the SMT actively manages planning, implementation and review of the DAIP.
Ensure Yorgum’s Disability Services and events are accessible and meaningful to people with a disability, their family and carers.
Provide outreach services to people with a disability who cannot access the service at one of Yorgum’s hub locations.
Ensure Yorgum’s staff and contractors are aware of their responsibilities under the DAIP.
Include information on disability during orientation for all new staff.
Provide disability awareness training to all staff providing services to people with disability, their families and carers.
Provide training and information regarding accessibility standards to event planners and coordinators.

### OUTCOME 2

People with disability have the same opportunities as other people to **access Yorgum’s buildings and other facilities.**

Strategy
Ensure where possible, that buildings and facilities Yorgum uses are physically accessible to people with disability.
Ensure where possible, there is adequate parking to meet the needs of people with disability.
Ensure where possible, that reception areas, client contact areas and toilet facilities are accessible to people with disability.

### OUTCOME 3

People with disability receive information from Yorgum in a format that will enable them to **access the information as readily as other people** are able to access it.

Strategy
Provide information about Yorgum’s Disability Services in several formats using various platforms (e.g. brochures, radio, Facebook, website)
Ensure Yorgum’s publications, service and other information are available in alternate formats upon request.
Improve staff awareness of information dissemination and access issues through training and support of their work.
Raise any information dissemination and access issues through regular staff communications (e.g. feedback, supervision and team processes).

### OUTCOME 4

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

Strategy
Ensure Yorgum’s policies and practices are inclusive and address the needs of people with disability.
Provide choice and control in the way people with a disability engage with us and empower them to make decisions and exercise their rights.
Improve Yorgum staff and contractors’ awareness of disability access and inclusion issues through training and ongoing professional support (e.g. supervision and reflective practice).

### OUTCOME 5

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

Strategy
Ensure Yorgum’s feedback and complaint forms are available in alternate formats upon request.
Ensure staff explain the feedback and complaints process to people with a disability in a way that makes sense to them.
Ensure that all complaints are responded to in a timely manner and the proposed resolution is discussed with the complainant in a way that makes sense to them.

## OUTCOME 6

People with disability have the same opportunities as other people to **participate in any public consultations organised by Yorgum.**

Strategy
Ensure public consultations that are organised by Yorgum are advertised in an accessible manner and held in an accessible location.
Where required and where possible, assist clients to participate such public consultations (e.g. additional information, transport).
Provide people with disability who attend such public consultations with information about outcomes in a way that is accessible and makes sense to them.

## OUTCOME 7

People with disability have the same opportunities as other people to **obtain and maintain employment** with Yorgum.

Strategy
Review current employment practices to identify any unintended barriers to recruitment of people with disability.
Engage with disability employment service providers to explore opportunities and innovative strategies to improve recruitment and retention of employees with disability.
Encourage a culture whereby staff feel safe to disclose and share their experience of living with disability or caring for family members with disability.