

# ANGLICARESA

## Access and Inclusion Plan 2018-2021

| Key Priority Areas                             | Objectives   | Actions  | Lead                              | Due date   |
|--|--|--|-----------------------------------|------------|
| <b>1. Inclusive and accessible communities</b> | People with disability live in accessible and well-designed community with opportunity for full inclusion in social, economic, sporting and cultural life.       | 1. As policies and procedures are reviewed, ensure they reflect AnglicareSA's commitment to improve access and inclusion for people living with a disability or mental illness.  | GM People and Culture             | 31/07/2019 |
|  |  | 2. Ensure all new information, promotional material and communication products meet access and inclusion criteria.   | GM Customer, Innovation and Brand | 31/07/2019 |
|  |  | 3. Implement a process to support and monitor the regular assessment by services of their accessibility and active promotion of inclusion of people living with a disability or mental illness.  | Operational GMs                   | 31/07/2019 |
|  |  | 4. Ensure all new or leased premises and redevelopment of existing premises meet relevant DDA and related standards and requirements as per building standards, which are reflected in the AnglicareSA Fitout standards.                                     | CFO                               | 31/07/2019 |
| <b>2. Economic security and employment</b>     | People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives. | 1. AnglicareSA's employee recruitment and retention policy, procedures, processes and practices support the recruitment and retention of people living with disability and/ or mental illness and that of family members/ carers in AnglicareSA's workforce. | GM People and Culture             | 31/07/2019 |
|  |  | 2. Employees/ volunteers/ students who disclose that they are living with a disability and/ or mental illness have an Action Plan that outlines necessary workplace modifications.   | GM People and Culture             | 31/07/2019 |

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| <b>3. Rights Protection, Justice and Legislation</b> | People with disability and/ or mental illness have their rights upheld, promoted and protected.   | 1. Ensure new programs/tenders meet the goals, needs and preferences of people living with disability and/ or mental illness and families/ Carers.   | Operational GMs                                    | 31/07/2019  |
|  |   | 2. Ensure relevant structures, processes and tools for safeguarding people living with a disability and/ or mental illness from abuse, neglect and exploitation are in place.  | GM People and Culture                              | 31/07/2019  |
|  |   | 3. Ensure all workers complete Fair Treatment Training.  | GM People and Culture                              | 31/07/2019  |
|  |   | 4. Ensure AnglicareSA's feedback process is accessible, inclusive and safe guards the rights of people living with disability and/ or mental illness and families/ Carers.   | GM People and Culture                              | 31/07/2018  |
| <b>4. Personal and community support</b>             | People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities. | 1. Implement the Customer First Principles to service delivery across the organisation that enables inclusive and accessible service delivery for people living with a disability or mental illness.   | GM Customer, Innovation and Brand                  | 31/07/2019  |
|  |   | 2. Regular partnership activities are planned and facilitated to engage employees, volunteers, with a disability and/ or mental illness and families/ Carers in identifying how the organisational culture can be more inclusive and supportive. | GM Customer, Innovation and Brand; Operational GMs | 31//12/2018 |

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|                         |  | 3. Ensure customers living with disability and/ or mental illness are able/ supported to exercise choice and independence to meet their individual goals, needs and preferences in relation to their service experience.  | Operational GMs       | 31/12/2018 |
| 5. Learning and skills  | People with a disability achieve their full potential through their participation in an inclusive, high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives. | 1. Conduct a review of how people living with disability and/ or mental illness and families/ Carers are engaged in planning, delivery and evaluation of services and programs with a view to making recommendations and developing tools to support meaningful engagement. | Operational GMs       | 31/12/2018 |
|                         |  | 2. Employees/ volunteers/ students at AnglicareSA who disclose that they are living with a disability and/ or mental illness can identify specific learning goals and be supported to achieve them.   | GM People and Culture | 31/12/2018 |
|                         |  | 3. Students and volunteers with disability seeking learning opportunities at AnglicareSA are supported and accommodated wherever possible.  | GM People and Culture | 31/12/2018 |
| 6. Health and wellbeing | People with disability are supported to attain the highest possible health throughout their lives.   | 1. Employee/volunteer Health and Wellbeing initiatives are developed in consultation with employees living with a disability and/ or mental illness, and rates of participation monitored.  | GM People and Culture | 31/12/2018 |
|                         |  | 2. Holistic individual assessment, care planning and review to support health and wellbeing is conducted in partnership with customers living with disability and/ or mental illness and families/ Carers in applicable services.   | Operational GMs       | 31/07/2019 |