

Gosnells Community Legal Centre



DISABILITY ACCESS & INCLUSION PLAN

2022



Disability Access and Inclusion Plan 2022- 2026

About GCLC

Gosnells Community Legal Centre (Inc.) is a non-profit Community Legal Centre operating in Perth's South-East Metropolitan area since 1982. We provide free and low-cost services in the area of:

- Family Law,
- Family & Domestic Violence Law,
- Tenancy Law,
- Financial Counselling,
- Mediation, and
- Criminal Injury Compensation

PWD in our catchment

In 2016 there were 4,686 people (or 4% of the total population) who needed assistance with their activities of daily living due to a Disability. These disabilities include, but are not limited to:

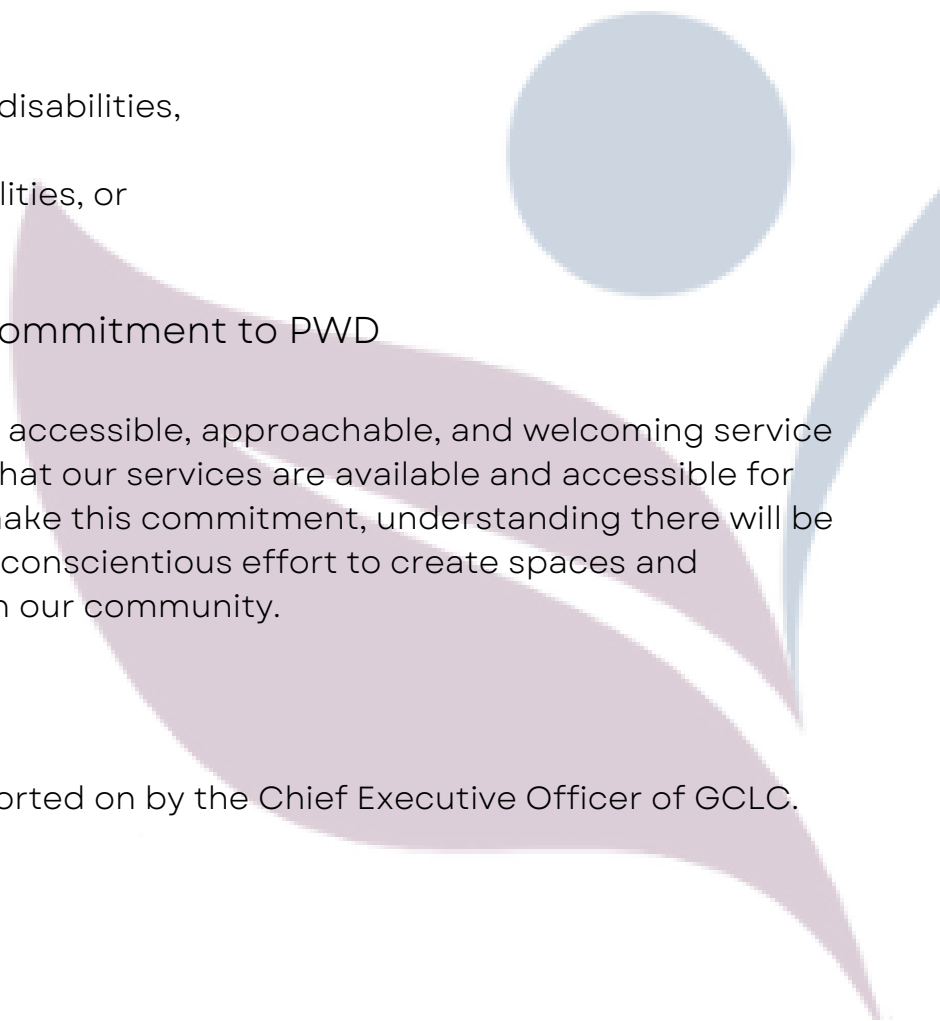
- Psychosocial or Mental Health disabilities,
- Physical disabilities,
- Cognitive or Intellectual Disabilities, or
- Sensory disabilities.

Policy statement about our commitment to PWD

GCLC is committed to offering an accessible, approachable, and welcoming service for people in need, and ensuring that our services are available and accessible for everyone in our community. We make this commitment, understanding there will be a requirement for dedicated, and conscientious effort to create spaces and opportunities that suit everyone in our community.

Responsibility

The DAIP will be reviewed and reported on by the Chief Executive Officer of GCLC.



Reporting

Progress on the strategies within GCLCs DAIP will be reported in our Annual Report and on our website. The report will outline progress towards the desired outcomes of the DAIP by GCLC.

The DAIP will be reviewed at least every four years and if amendments are made, consultation with the community will be undertaken.

Once endorsed by the Management Committee, the Gosnells Community Legal Centre (Inc.) DAIP will be promoted on our website, published in hard copy and sent to our major stakeholders.

Review & evaluation

The DAIP will be reviewed annually and progress will be reported on to the GCLC Management Committee.



Strategies:

1) People with a Disability are able to access and fully utilise GCLC services

	Strategy	Action Required	Responsibility	Implementation Timeframes	Review Timeframe
1.1	Encourage community feedback on GCLC services, events and facilities	Provide an online feedback form on GCLC website Invite people with disabilities to comment on the accessibility of our services, facilities and events	CEO	Q1 2023	Annual
1.2	Improve access to GCLC offices and outreach venues	Develop accessibility checklist for our office and outreach services Use accessibility checklist for all proposed venues and only accept those who meet the criteria	CEO	Q4 2022	Annual Revision
1.3	Provide options to assist people with a disability to access GCLC services	Provide training to front line staff on alternate communication methods Offer online and phone-based services to all clients as an option Advise clients they can bring a support person or advocate to meetings	Line Manager Admin Admin	Q4 2022 Q2 2022 Q2 2022	Every 2 years (*) Annual review Annual review

(*) also included as part of new staff and volunteer Induction

2) People with a disability can readily access GCLC buildings and facilities

	Strategy	Action Required	Responsibility	Implementation Timeframes	Review Timeframe
2.1	Develop office meeting spaces that accommodate Disability requirements	Ensure meeting rooms available for people with assistive equipment (wheelchair etc) Create meeting room for children with special needs	CEO	Q2 2022	As needed
2.2	All GCLC staff are aware of the facilities for people with a disability in the building	Training for all staff on accessible toilet and facility locations	CEO	Q3 2022	Every induction
2.3	Provide options to assist people with a disability to access GCLC services at our office	Admin staff to ask all clients if they have accessibility requirements when booking an appointment	Admin	Q2 2022	Annual

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

	Strategy	Action Required	Responsibility	Timeframes	Review Timeframe
3.1	All GCLC information is available in easy read	GCLC information, forms and brochures are created in easy-read format	CEO	Q3 2023	As needed
3.2	GCLC website is accessible	Website complies with the W3C Web content accessibility guidelines	CEO	Q2 2023	Every 2 years
3.3	GCLC staff are trained in alternate communication methods and have the resources to communicate effectively	Training for all staff on communication strategies	Line Manager	Q1 2023	Every 2 years (*)
3.4	GCLC staff are trained in advocacy and the role of the advocate	GCLC staff are encouraged to support people with a disability to use an advocate/ support person and understand this role	Line Manager	Q2 2023	Every 3 years (*)
3.5	GCLC information is available in multiple formats, including video, written, and audio	GCLC information is provided on our website and social media in diverse media to encourage use	CEO	Q3 2023	Every 2 years

4) People with disabilities receive the same level and quality of service from the staff of GCLC as other people receive

	Strategy	Action Required	Responsibility	Timeframes	Review Timeframe
4.1	Professional Development plans and training needs identified for all staff	WOO Training plan developed for all staff	CEO	Q4 2022	Annual
		Individual professional development plans established for staff	Line Manager	Q1 2023	Annual
4.2	GCLC staff are trained in the DAIP and our commitment to access and inclusion	Whole organisation training on the DAIP and the commitment	CEO	Q3 2022	Annual (*)

5) People with a Disability have the same opportunity as others to make complaints to GCLC

	Strategy	Action Required	Responsibility	Timeframes	Review Timeframe
5.1	Feedback and complaint policy available on the website	Review Complaints and Feedback policy	CEO	Q3 2022	Annual
		Create online feedback form for website	CEO	Q3 2022	
		Promote feedback form to all clients	All staff	Q4 2022	
5.2	GCLC has a positive response to feedback and complaints and uses the information to inform improvement	Feedback responses are timely, and all changes or improvements are documented	CEO	Q3 2022	Annual
5.3	All clients receive a feedback link as part of file closure via email, letter, or verbal if client is non-literate	Feedback form is sent to 100% of clients	All staff	Q3 2022	Annual

(*)

6) People with a disability have the same opportunities as others to participate in any public consultation by GCLC

	Strategy	Action Required	Responsibility	Timeframes	Review Timeframe
6.1	People with a Disability are included in consultation for policy submissions and law reform	Develop relationships with Disability Advocacy groups	CEO	Q4 2022	As needed
		Create a reference group of people with a disability for significant reform pieces	CEO	Q3 2023	As needed

7) People with a disability have the same ability to access and maintain employment with GCLC

	Strategy	Action Required	Responsibility	Timeframes	Review Timeframe
7.1	GCLC management are aware of reasonable adjustment requirements for staff with a disability and engage in assessments as required to employ new staff with disabilities	HR Procedure developed on reasonable adjustments	CEO	Q4 2022	As needed
		Recruitment process includes question on reasonable adjustments	CEO	Q4 2022	
7.2	Personal Evacuation Emergency Plans (PEEP) developed for all staff with disabilities where needed	PEEP process promoted to staff and staff are encouraged to engage in the process if needed	CEO	Q4 2022	Every induction
7.3	GCLC implements non-discriminatory recruitment practices	Non-discriminatory recruitment practices including accessible interview spaces, easy read JDF and documents and the option to bring a Job Network provider	CEO	Q4 2022	Annual
7.4	GCLC staff have access to Employee Assistance Program (EAP)	EAP available and promoted to all staff	CEO	Q3 2022	Annual
7.5	Equal Opportunity statement provided to all staff when they start with GCLC	Equal Opportunity Statement in onboarding pack for all new recruits	CEO	Q4 2022	Every induction
7.6	GCLC Management are aware of the responsibilities under Disability Discrimination Act 1992	Management team are trained in DDA 1992	CEO	Q3 2023	Every 2 years
		Staff are given training on the rights of people with a disability under Disability Discrimination Act 1992	CEO	Q3 2023	Every 2 years

