



DISABILITY ACCESS & INCLUSION PLAN

2024



Disability Access and Inclusion Plan 2024- 2028

About Redgum Justice

Redgum Justice is a community legal centre that provides essential legal, financial and advocacy services to vulnerable people in Perth's south-east corridor.

PWD in our catchment

Almost 20% of people in Perth's south-east are estimated to have a serious mental health issue or disability - although we anticipate that undiagnosed disabilities would push this number much higher.

Policy statement about our commitment to PWD

The Redgum Justice team 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 Redgum Justice to the Board of Directors.



Reporting

Progress on the strategies within the Redgum Justice DAIP will be reported to the Department. The report will outline progress towards the desired outcomes of the DAIP by Redgum Justice.

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

Review & evaluation

The DAIP will be reviewed annually and progress will be reported on to the Department and to the Redgum Justice Leadership Group.



Strategies:

1) People with a Disability are able to access and fully utilise Redgum Justice' services

	Strategy	Action Required	Responsibility	Implementation Timeframes	Review Timeframe
1.1	Encourage community feedback on our services, events and facilities	Provide feedback form Invite people with disabilities to comment on the accessibility of our services, facilities and events	Lead CEO	Q1 2023	Annual
1.2	Improve access to Redgum Justice offices and outreach venues	Develop accessibility checklist for our offices and outreach services Use accessibility checklist for all proposed venues and only accept those who meet the criteria	CEO	Q4 2023	Annual Revision
1.3	Provide options to assist people with a disability to access Redgum Justice 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 2023 Q2 2023 Q2 2023	Every 2 years Annual review Annual review



2) People with a disability can readily access Redgum Justice' 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	Q1 2023	As needed
2.2	All 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	Q1 2023	Every induction
2.3	Provide options to assist people with a disability to access our services at our office	Admin staff to ask all clients if they have accessibility requirements when booking an appointment	Admin	Q1 2023	Annual

3) People with disability receive information from Redgum Justice staff 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 information is available in easy read	Redgum Justice information, forms and brochures are created in easy-read format	CEO	Q3 2023	As needed
3.2	Staff are trained in alternate communication methods and have the resources to communicate effectively	Training for all staff on communication strategies	Line Managers	Q1 2023	Every 2 years
3.3	Staff are trained in advocacy and the role of the advocate	Staff are encouraged to support people with a disability to use an advocate/ support person and understand this role	Line Managers	Q2 2023	Every 3 years

4) People with disabilities receive the same level and quality of service from the staff of Redgum Justice 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 2023	Annual
		Individual professional development plans established for staff	Line Manager	Q1 2023	Annual
4.2	Staff are trained in the DAIP and our commitment to access and inclusion	Whole organisation training on the DAIP and the commitment	CEO	Q1 2023	Annual (*)

5) People with a Disability have the same opportunity as others to make complaints to Redgum Justice management

	Strategy	Action Required	Responsibility	Timeframes	Review Timeframe
5.1	Feedback and complaint policy available	Review Complaints and Feedback policy	CEO	Q2 2023	Every 3 years
		Promote feedback form to all clients	All staff	Q2 2023	
5.2	Redgum Justice 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 2023	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	Q1 2023	Annual



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

	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 2023	As needed
		Create a reference group of people with a disability for significant reform pieces	CEO	Q4 2023	As needed

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

	Strategy	Action Required	Responsibility	Timeframes	Review Timeframe
7.1	Redgum Justice is 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 2023	As needed
		Recruitment process includes question on reasonable adjustments	CEO	Q4 2023	
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	Q1 2023	Every induction
7.3	Redgum Justice 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	Q1 2023	Annual
7.4	Redgum staff have access to Employee Assistance Program (EAP)	EAP available and promoted to all staff	CEO	Q1 2023	Annual
7.5	Equal Opportunity statement provided to all staff when they start working for Redgum Justice	Equal Opportunity Statement in onboarding pack for all new recruits	CEO	Q1 2023	Every induction
7.6	Redgum Justice Management are aware of the responsibilities under Disability Discrimination Act 1992	Management trained in DDA 1992	CEO	Q3 2023	Every 2 years
		Staff are trained on the rights of people with a disability under DDA 1992	CEO	Q3 2023	Every 2 years



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