



Disability Access & Inclusion Plan (DAIP)

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Purpose

MercyCare's Disability Access and Inclusion Plan (DAIP) for 2021 – 2023 supports our vision "For people and communities to thrive" and our mission "To bring compassion and justice to life and break cycles of significant disadvantage".

MercyCare is committed to strengthening our organisational culture, workforce and services to be inclusive of our diverse community, including people living with a disability.

This plan outlines key outcomes and actions that MercyCare will take to realise the objectives of its Diversity and Inclusion Strategy, in alignment with Australian law, national standards for disability services and the requirements of the NDIS Quality and Safeguards Commission.

Background

Diversity and Inclusion Strategy

Disability is a key dimension of MercyCare's Diversity and Inclusion Strategy, which drives 3 key areas of change:

1. **Diverse Workforce:** Strive to employ diverse people at all decision-making levels across MercyCare
2. **Inclusive Culture:** Strengthen cultural capability, cultural security and foster collaborative relationships across and outside MercyCare
3. **Equitable Outcomes:** Improve access and equity for diverse communities through inclusive service delivery and people solutions

Australian National Standards for Disability Services

Six national standards apply to MercyCare as a provider of disability services:

1. **Rights:** the service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence
2. **Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society
3. **Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals
4. **Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement
5. **Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way
6. **Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals

NDIS Quality and Safeguards Commission

The new NDIS Quality and Safeguards Commission is effective in Western Australia as of 1 December 2020. As a registered NDIS provider, MercyCare must

1. Apply the NDIS Code of Conduct and support workers to understand the code
2. Meet NDIS Practice Standards in the services it provides
3. Empower people to speak up, act on complaints promptly and implement and maintain a system to manage and resolve complaints
4. Implement and maintain an incident management system and report to the NDIS Commission on any of the following allegations and incidents:
 - Death
 - Serious injury
 - Abuse or neglect
 - Sexual or physical assault
 - Sexual misconduct, and
5. Unauthorised use of restrictive practices
6. Meet NDIS provider requirements around behaviour support and restrictive practices
7. Screen paid workers and volunteers who have more than incidental contact with participants, identify and record roles and jobs requiring NDIS clearance, and maintain records of all workers who engage in such roles. Registered NDIS providers must ensure that any workers of a contractor, including an individual contractor themselves, has NDIS Worker Screening clearance. As at 1 Feb 2021, all workers in risk assessed roles for registered NDIS providers must apply for an NDIS Check clearance.

Disability Access and Inclusion Plan 2021-2023

MercyCare is committed to the inclusion of people with disabilities within our organisation and the services we deliver. Our Disability Access and Inclusion Plan drives four key outcomes for people with disabilities over the next 2 years: Inclusive Services; Access to Buildings, Facilities and Resources; Inclusive Engagement and Communications and; Equitable Employment Opportunities.



In striving towards our four key outcomes, MercyCare's Disability, Access and Inclusion Plan outlines specific actions and accountabilities over the next two years.

Key Outcome: Inclusive Services

MercyCare services are inclusive of people with disabilities

Manage MercyCare's aged care, disability, community, family and children services and programs and implement training and other solutions to ensure all services meet with the 6 National Australian Standards for Disability Services*		
a.	Rights: the service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence	GM, Community Aged Care and Disability Services
b.	Participation and Inclusion: The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society	
c.	Individual Outcomes: Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals	GM Residential Aged Care Services
d.	Feedback and Complaints: Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement	Manager. Early Learning Services
e.	Service Access: The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way	ED Community, Family and Children's Services
f.	Service Management: The service has effective and accountable service management and leadership to maximise outcomes for individuals	

Key Outcome: Inclusive Services

MercyCare services are inclusive of people with disabilities

2. Manage MercyCare's Disability Services and implement solutions to ensure they meet with the NDIS Quality and Safeguards Commission's requirements**, effective 1 Dec 2020

<p>a. Apply the NDIS Code of Conduct and ensure support workers understand the code</p> <p>b. Meet NDIS Practice Standards in the services it provides</p> <p>c. Empower people to speak up, act on complaints promptly and implement and maintain a system to manage and resolve complaints</p> <p>d. Implement and maintain an incident management system and report to the NDIS Commission on any of the following allegations and incidents:</p> <ul style="list-style-type: none"> • Death • Serious injury • Abuse or neglect • Sexual or physical assault • Sexual misconduct, and • Unauthorised use of restrictive practices <p>e. Meet NDIS provider requirements around behaviour support and restrictive practices</p> <p>f. Screen paid workers and volunteers who have more than incidental contact with participants, identify and record roles and jobs requiring NDIS clearance, and maintain records of all workers who engage in such roles. *Registered NDIS providers must ensure that any workers of a contractor, including individual contractors, have NDIS Worker Screening clearance.</p>	<p>GM Community Aged Care and Disability Services</p> <p>Disability Services Lead</p> <p>*Manager. Property & Procurement</p>
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Key Outcome: Access to Buildings, Facilities and Resources

MercyCare buildings and facilities are accessible to people with disabilities

Continue to review existing and new buildings, facilities, resources, IT systems, meeting and conference rooms to ensure they are accessible and appropriately equipped for people with disabilities	ED PC&B, ED BSS, Manager. Procurement & Property Services; Manager. IT
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Key Outcome: Inclusive Engagement and Communications

MercyCare community engagement practices and communications are inclusive of people with disabilities

Review MercyCare's internet and intranet to ensure content is inclusive and designed to meet the needs of people with disabilities	Manager Marketing & Comm Rel; Manager IT
Ensure external publications and promotions are made inclusive and accessible to people with disabilities in easy language level publications	Manager Marketing and Community Relations
Ensure internal corporate communications are inclusive of and made accessible to people with disabilities	
Ensure service user feedback and consultation processes are made accessible to people with disabilities	GM RAC, GM Community Aged Care & Disability Services, Manager. Early Learning Services, ED CFCS

Key Outcome: Equitable Employment Opportunities

People with disabilities have equitable employment opportunities at MercyCare

Include people with disabilities in MercyCare's traineeship program on an ongoing basis	ED PC&B; HR Manager
Leverage MercyCare's Flexible Working Arrangements Policy to attract and retain people with disabilities in the workforce	ELT, Managers & Supervisors
Build an inclusive workplace culture through people and leadership capability development programs and celebrate the contributions of people with disabilities through awareness initiatives	ELT, LMT; Org. Culture Lead; Manager L&D
Ensure people with disabilities have equal access to participate in employee and volunteer surveys, monitor and report their feedback about employment and volunteering experiences at MercyCare	Org Culture Lead; Volunteer & Placement Coordinator
Monitor and report on the representation of people with disabilities in the workforce	Organisational Culture Lead