



DISABILITY ACTION PLAN

BACKGROUND

Barossa Enterprises is a long-term provider of disability services within the Barossa Valley, Clare and Gawler region. BE exists to support those living with disabilities and our systems, processes and policies support a robust, inclusive operation. BE is assessed against the National Disability Service Standards that were first produced in 1993 Under the Disability Discrimination Act. The Attorney-General develops Disability Service Standards to specify rights and responsibilities particularly with regard to equal access and opportunity for people with a disability. The Human Rights Commission has a function of advising the Attorney on developing the standards in the areas of:

1. Employment
2. Education
3. Public transport services
4. Access to premises
5. Accommodation and;
6. The administration of Commonwealth laws and programs

All 6 areas form Barossa Enterprises' service delivery. Recently the Disability Service Standards have been contemporised and consolidated to better support the move towards person-centred service delivery. These Standards govern and define our service delivery policy and it is the person-centred approach (where people with disability are at the centre of planning and delivery) that provides the basis of our Disability Action Plan. We ensure that our services:



- respect for the inherent dignity, independence of persons and individual autonomy, including the freedom to make one's own choices;
- are non-discriminatory
- provide full and effective participation and inclusion in society;
- respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
- express equality of opportunity;
- are accessible;
- provide equality between men and women;
- respect the evolving capacities of children with disability and respect for the right of children with disability to preserve their identities; and
- develop active partnerships between services and people with disability, and where appropriate, their families, friends, carers and/or advocates.

HOW OUR PLAN WORKS

Barossa Enterprises (BE) aims to have an informed and educative process of service delivery and policy development. We will closely link our Disability Action Plan with our Business Plan and, therefore, our service delivery model. Business rules and practices that support our service model will be managed through a quality system that invites customer feedback and responds to suggestions for service improvement. The Quality Management governance will include:

- a focus on outcomes for people who use services and supports;
- the involvement of customers and staff;
- a process and systems approach;
- the encouragement of continuous improvement;
- an evidence-informed decision process
- collaborative partnerships



Our Disability Action Plan will be a 'living' document that is regularly reviewed and updated as required; it will be adaptable to a changing service landscape.

BAROSSA ENTERPRISES ACTION PLAN

Goal	Action	Timeframe
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1.	<p>Our service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.</p>	<ul style="list-style-type: none"> • We will treat our clients with dignity and respect at all times • We will recognise and promote individual freedom of expression. • We will provide information to facilitate informed choice and, if needed, provide access to legal advice and/or advocacy. • Support strategies will be current and will minimise restriction and maximise individual decision development. • BE will be free from discrimination, exploitation, abuse, harm, neglect and violence. • Any breach of rights will be addressed promptly and systemically to ensure opportunities for improvement are captured (this includes engagement of families, friends, carers and advocates if required) • All personal information will be kept confidential and private. 	<ul style="list-style-type: none"> • All staff to renew their criminal history check specifically for working with vulnerable people through the Department for Communities and Social Inclusion. • All staff to undertake 'restrictive practices' training • All relevant policies are to be reviewed against this goal • All relevant procedures are to be reviewed against this goal 	<p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p>
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2.	Our service will work with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.	<ul style="list-style-type: none"> • We will provide valued roles for people with disability, of their own choosing. • We will actively work with family, friends and communities to maintain inclusive services. • Staff will continue to understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection. • We will work in partnership with other organisations and community members to develop service synergies and inclusion opportunities. • We will adopt strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people. 	<ul style="list-style-type: none"> • Barossa Enterprises will actively monitor social inclusion indicators including engagement with friends, engagement with activities and community groups to illustrate improvements in client social participation through our service. • We will formalise existing and new relationships with community organisations and business through agreed terms that promote the benefit of our services and the inclusion of our clients. • We will review our existing promotional material against the requirements of Aboriginal and Torres Strait Islander people. • We will develop business relationships with local indigenous community providers. 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>By September 2017</p>
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3.	<p>Our Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.</p>	<ul style="list-style-type: none"> • We will work with family, friends, carer or advocate (with consent) to identify clients strengths, needs and life goals. • Service planning, will be based on individual choice and will be undertaken together with an individual and, with consent, their family, friends, carer or advocate. • Our service plans, deliver and regularly reviews services or supports against measurable life outcomes. • Service planning and delivery is responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors. • The service collaborates with other service providers in planning service delivery and to support internal capacity to respond to diverse needs 	<ul style="list-style-type: none"> • Our lifestyle and Individual Development plans will be assessed against this goal and processes/templates amended where required • Market research will be undertaken to inform our service delivery of local demand and specialisation development. • Relationships will be developed with service providers that have been identified as supporting through the lifestyle plans in accordance with Goal 2. 	<p>By December 2016</p> <p>By December 2016</p> <p>Ongoing</p>
4.	<p>We seek regular feedback and use the information to inform individual and organisation-wide service reviews and</p>	<ul style="list-style-type: none"> • Individuals, families, friends, carers and advocates are actively supported to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences. 	<ul style="list-style-type: none"> • A customer feedback process is integrated into our client engagement processes. Clients will be reminded of the process at their Lifestyle and Individual Development Plan reviews. 	<p>Ongoing</p>

4.	improvement.	<ul style="list-style-type: none"> • Feedback mechanisms including complaints resolution, and how to access independent support, advice & representation are clearly communicated to individuals, families, friends, carers and advocates. • Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner. • The service seeks and, in conjunction with individuals, families, friends, carers and advocates, reviews feedback on service provision and supports on a regular basis as part of continuous improvement. • The service develops a culture of continuous improvement using compliments, feedback and complaints, to plan, deliver and review services for individuals and the community. • The service effectively manages disputes. 	<ul style="list-style-type: none"> • An active feedback mechanism will be integrated into Barossa Enterprises' existing website, as well as brochures, posters and regular client meetings. • Quarterly newsletters will be distributed to staff, members, clients and other stakeholders. 	Ongoing Ongoing
5.	We will manage service access, commencement and leaving in a	<ul style="list-style-type: none"> • The service systematically seeks and uses input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent. 	<ul style="list-style-type: none"> • Feedback mechanisms will be developed and refined according to Goal 4. 	Ongoing By Dec 2016



5.	transparent, fair, equal and responsive way.	<ul style="list-style-type: none"> • The service provides accessible information in a range of formats about the types and quality of services available. • The service develops, applies, reviews and communicates commencement and leaving a service processes. • The service develops, applies and reviews policies and practices related to eligibility criteria, priority of access and waiting lists. • The service monitors and addresses potential barriers to access. • The service provides clear explanations when a service is not available along with information and referral support for alternative access. • The service collaborates with other relevant organisations and community members to establish and maintain a referral network. 	<ul style="list-style-type: none"> • Barossa Enterprises website will be assessed for functionality for access through mobile 'smart' phones and tables. • Documents accessed through our website will be available in RFT format. • Relationships will be developed with service providers that have been identified as potential referral sources. This will be undertaken as defined in Goal 2. 	<p>By July 2016</p> <p>Ongoing</p>
6.	We will have effective and accountable service management and	<ul style="list-style-type: none"> • All staff will be suitably qualified, skilled and supported. • Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual 	<ul style="list-style-type: none"> • An audit of staff qualification will be undertaken and maintained • Policies, documents, critical services and procedural reviews will be 	<p>Ongoing</p> <p>By August 2016</p>



6.	<p>leadership to maximise outcomes for individuals.</p>	<p>requirements.</p> <ul style="list-style-type: none"> • The service documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management. • The service has monitoring feedback, learning and reflection processes which support continuous improvement. • The service has a clearly communicated organisational vision, mission and values which are consistent with contemporary practice. • The service has systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes. • The service uses person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision. 	<p>managed through an online management system.</p> <ul style="list-style-type: none"> • The organisational strategic plan is to be re- developed with divisional business plans developing operational strategies. • A gap analysis is to be undertaken to identify organisational developmental requirements for individualised funding under the National Disability Insurance Scheme. • Quarterly financial modelling and strategy reviews to be undertaken. 	<p>By July 2016</p> <p>Achieved</p> <p>Ongoing</p>
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