



**therapyfocus**

*Growing potential*

**DISABILITY ACCESS & INCLUSION PLAN  
2015 - 2020**



## **CEO FOREWORD**

Welcome to Therapy Focus' Disability Access and Inclusion Plan (DAIP) 2015-2020. I commend to you this plan as it embodies our values as an organisation – our will to listen and to respond to the needs of the people we serve.

This document details a number of initiatives we are undertaking to ensure our services are growing the potential of both our customers, our staff, and the community that we work and live in.

Therapy Focus is one of Australia's leading providers of professional therapy services. We have developed a DAIP that outlines how Therapy Focus and its staff are working to make sure our clients have access to community services and facilities which are accessible to everyone and should be used and enjoyed by everyone.

Therapy Focus is quality certified by SAI Global under the ISO 9001:2008 quality management systems standard. This focus on quality and the cycle of continuous improvement has enabled us to focus on outcomes. With so many therapy outcomes being verified in the community, a Disability Access and Inclusion Plan seemed a natural way to monitor our performance, and that of the broader community, in enabling people with disabilities in their communities.

To ensure we remain honest to those we serve, Therapy Focus has instituted a Parent Reference Group. From this group members may be nominated to then serve as Board members, influencing decisions impacting the whole organisation and the manner in which services are delivered. In moving from an Association to Company structure, it is likely that representation of people with a lived experience of disability will be mandated.

Cultural Awareness training has been designated as mandatory training for all staff who have not demonstrated prior competency. The training sessions' outcomes will facilitate stronger working and social relationships between our employees and Indigenous Australians. A strong working relationship with the Ethnic Disabilities Advocacy Centre, as well as a focus on the use of interpreters in service delivery, means Therapy Focus is aware of the diversity of its clientele and is working to ensure communication and understanding between cultures is effective.

Our Behaviour Support Team (BeST) helps individuals and families work through any difficulties they may face in managing challenging behaviours. A person with challenging behaviours can put themselves and others at risk, which can limit their participation at home, school, work, and in the community. By using an evidence-based model of Positive Behaviour Support, BeST work with the individual, family members and other key people in the person's life to determine why the behaviour is happening and what factors may be contributing to it. BeST clinicians then develop interventions that may include helping the individual to develop better coping skills, and supporting family and carers to respond appropriately to the behaviour.

Our Grant for Inclusion, Value and Equality (GIVE) Fund provides non-government funded specialised equipment, educational activities, resources and therapy service to make a difference to the lives of people with a disability to assist in their participation in the community.

Inclusion is promoted in primary schools across Western Australia through the Therapy Focus annual Help a Child Grow Art Competition. The competition commenced in 2002 and is a school based art activity. School students are invited to illustrate a storybook which encourages inclusion of children with disabilities. Through the story, children are helped to understand disability, including the difference in children with special needs, at an age when their attitudes and behaviours are shaped for the rest of their lives. With sponsorship a complimentary copy of the published storybook was provided to every primary school in Western Australia.

Therapy Focus' mascot Sunny the Sunflower continues to help teach children and the community about the positive message of inclusion. Sunny's Roadshow is a free community education initiative which teaches people of all ages not to fear difference in others, but to celebrate everyone's unique abilities.

Therapy Focus remains dedicated to improving access and inclusion for all our customers and people with disabilities.



**Matt Burrows**  
**Chief Executive Officer**

## ABOUT THERAPY FOCUS

Since incorporation as a not-for-profit organisation in 1998, Therapy Focus has grown to become Western Australia's largest non-government providers of therapy services, delivering quality services to almost 3,000 children and adults annually with a range of disabilities.

We employ more than 200 staff including registered speech pathologists, physiotherapists, occupational therapists, psychologists and social workers. Our clinical teams, which include family connect workers, work closely with families, schools, carers and the community to provide comprehensive therapy programs that help people with disabilities live the life that they want to live.

Promoting access and inclusion of people with disabilities is another aspect of what we do. Through advocacy, mentoring, capacity-building, partnerships, projects and events, we strive to increase participation of people with disabilities throughout the wider community.

Our organisational values also support the principles of access and inclusion for all people with disabilities:

- **Inclusion:** We communicate openly with people to provide relevant information that enables them to make informed decisions
- **Respect:** We respect the people we serve, the people we work with, the organisations we partner with, and the teamwork of all involved
- **Courage:** We work with courage and gain fulfilment from the courage others gain as a result of our work
- **Integrity:** We pride ourselves on our professional integrity and strive to continuously improve the quality of our services

### Our Strategic Plan

Our Strategic Plan outlines the key focus areas and strategic objectives for 2014 - 2017. The plan represents our commitment to providing accessible and inclusive services that empower the people we serve to make informed decisions that affect their lives. As community practitioners we work for social inclusion and advocate for social justice.

### Structure and Services

Therapy Focus is able to deliver a range of early childhood, school age and adult therapy services through a range of contracts and funding arrangements. Quality services for people with disability are ensured through a framework which includes independent evaluation. Therapy Focus is a registered provider of Disability Professional Services (DPS) with the West Australian State Government's Disability Services Commission (DSC) and My Way trial and the National Disability Insurance



Scheme (NDIS) trial. Therapy Focus is also funded by DSC to deliver continence management services to children aged 0 -16 years throughout Western Australia.

Through the DSC funded Community Aids and Equipment Programme (CAEP) and NDIS, our therapists prescribe and supply a wide range of aids and equipment for individuals with disabilities and their families. If items are not covered by CAEP, applications are made to charitable organizations such as Variety WA, Telethon and other providers of grants and philanthropy. Therapy Focus also has its own charitable fund. Our Grant for Inclusion, Value and Equality (GIVE) program can also provide funding to support independence, participation and social inclusion of people with disabilities.

As a provider of disability services under DSC, Therapy Focus is required to conduct business in a manner consistent with the Commission's DAIP and take all practicable measures to ensure that relevant outcomes are implemented. The implementation of Therapy Focus' DAIP is the responsibility of all staff at Therapy Focus.

## **PLANNING FOR BETTER ACCESS**

Since 1998 Therapy Focus has been committed to continually improving access and inclusion for people with disability, their families and carers. We have developed opportunities for people with disabilities to be included both in our service and events, as well as in the life of their community.

Services are based on the latest information and research. Our 'learning everywhere' model of service provision supports each person's independence, inclusion and participation. By working closely with like-minded corporate, government and not for profit organisations, Therapy Focus has been better able to provide a range of services and opportunities to enable people with disabilities to live the life that they want to live. We strive to achieve the highest standards in access and inclusion and to set an example for others to follow.

### **Our Commitment to Access and Inclusion**

Therapy Focus is committed to ensuring that the community is accessible and inclusive for people with disabilities. An accessible and inclusive community is one in which all functions, facilities and services are open, available and accessible to people with disabilities, providing them, as far as is practicable, with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

### **Therapy Focus believes that all people with disabilities are:**

- Valued members of the community who make a variety of contributions to our social, economic and cultural life
- A diverse community and should be supported to remain in the community of their choice
- Benefited from community participation and inclusion and that this also makes for a richer community life for all its members

Therapy Focus is committed to consulting with people with disabilities, their families and carers and where required, disability organisations, to ensure that barriers to access and inclusion are addressed appropriately;

- Ensuring that staff work towards the desired outcomes in the DAIP
- Working in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities through improved access to facilities and services in the community
- Providing equal opportunities across the organisation as per our Equal Opportunity Policy
- Achieving the desired outcomes of our DAIP

## SIGNIFICANT ACHIEVEMENTS OF THERAPY FOCUS' 2009 – 2014 DAIP

### KEY OUTCOME

**People with disabilities have the same opportunities as other people to access the services of, and any events organised by Therapy Focus.**

### ACHIEVEMENTS

- As part of key practices, Therapy Focus has promoted and provided information and opportunities for clients to be included and participate in the life of their community. Therapists and Family Connect Workers have partnered with a wide range of community groups to promote access and inclusion of people with disability.
- Therapy Focus has provided a range of paper based and electronic / web based opportunities for our customers and members of the public so that they can access information about our services and events.
- Our website (therapyfocus.org.au) conforms to W3C WAI Level A compliance, which means it is designed to comply with worldwide standards for disability access.
- Events organised by Therapy Focus are compliant with the State Government Access Guidelines for Information, Services and Facilities.
- Our Help A Child Grow Fund has provided funding assistance to support independence, participation and social inclusion of people with disabilities, and their families.
- 300 guests attended an outdoors cinema movie night hosted by Therapy Focus in partnership with IdentityWa to celebrate Disability Awareness Week.
- 'Have a Go Days' held in partnership with Inclusion WA and the Bayswater City Council highlighted the importance of social inclusion and encouraged people of all abilities to participate in fun community activities,
- Our 'Catching Up' program, allowed participants to learn about and experience the accessible features provided by Transperth to support community participation for people with disabilities.

**People with disabilities have the same opportunities as other people to access the buildings and other facilities of Therapy Focus.**

- Therapy Focus has actively worked towards ensuring that all our buildings and facilities comply with access requirements, reviewing locations and facilities to maximise ease of access and community participation.
- Our Joondalup office has installed a lift to enable access to all clients and carers.
- Therapy Focus has supported local councils with advice and letters to enable them to build accessible playgrounds, beaches and pools.

**People with disabilities receive information from Therapy Focus in a format that will enable them to access the information as readily as other people are able to access it.**

- Therapy Focus has worked towards ensuring that all information provided for people with disability complies with the State Government Access Guidelines for Information, Services and Facilities.
- Information about the range of accommodation supports available to people with disability has been compiled in the document: “How I want to live and be supported”, through grant funding from DSC.
- Therapy Focus continued to offer all clients and members of the public to opportunity to access Translating and Interpreting Service (TIS).

**People with disabilities receive the same level and quality of service from the staff of Therapy Focus as other people receive from the staff of our organisation.**

- As a professional service, Therapy Focus has undergone regular assessment by independent evaluators to ensure that relevant standards of quality are met. These outcomes have been made available for public viewing through our website.
- Therapy Focus ‘ policies support equal access for all people receiving services.
- Therapy Focus has ensured that all therapists are appropriately credentialed according to relevant guidelines for registration to practice.
- Therapy Focus has ensured that clinical staffs have the knowledge and skills to provide quality services for people with disability, their families and carers. Key Performance Indicators have been established that require clinicians to engage in regular:
  - one to one line manager support
  - peer / clinical supervision, biannual review of performance
  - development and implementation of a professional learning and development plans.
- The establishment of Our Parent Reference Group has provided valuable parent/carers perspectives with

regard to planning, implementation and delivery of services.

- Therapy Focus has provided to service consumers, opportunities for them to participate in ethically approved clinical studies that have supported the development of quality services for people with disabilities and their families.
- Therapy Focus participated in a key Count Me In , Quality Improvement project that enabled therapists to spend more time getting to know children and finding out what is really important to them, rather than focusing just on therapy.

**People with disabilities have the same opportunities as other people to make complaints to Therapy Focus.**

- Customers may lodge a complaint via:
  - the Therapy Focus website
  - a printed feedback form
  - telephone
  - face to face
  - email
  - service review
- Therapy Focus reviews HADSCO’s annual report of complaints.
- Therapy Focus lists on our Website, key useful links including those to Advocacy services
- Therapy Focus’ Feedback Management Policy ensures consumers are informed of their right to advocacy and their right to seek resolution with the Health and Disability Services Complaints Office.
- The Therapy Focus Feedback Framework and Feedback Brochure are available through our Website. Written information is also provided directly to customers during our Family Welcome Meetings and Service Reviews.

**People with disabilities have the same opportunities as other people to participate in any public consultation by Therapy Focus.**

- Therapy Focus provides opportunities for public and customers. Consultation during our stakeholder events and Annual General Meeting.
- Information detailing these opportunities is available in a flexible range of formats for people with disability, their families and carers.
- Therapy Focus conducts a biennial survey to gain feedback on our services.

**People with disability have the same opportunities as other people regarding employment practices (recruitment and retention) by a public authority.**

- Therapy Focus conducted ‘Putting Families in the Driving Seat’ workshops that created a circle of support, built a culture of relationships and integration and resulted in the formation of a Parents Reference Group.
- Therapy Focus conducted a consultation on behalf of the Commissioner of Children and Youth to enable children with disabilities to have a voice on matters that concern them.
- The Parent Reference Group has provided a valued parent/carer perspective on Therapy Focus policies, procedures and service provision and has supported service improvements.
- Where possible, Therapy Focus has liaised with disability employment providers and endeavoured to employ people with disability.
- Training has been provided to fellow employees to enable them to understand disability and how to work together.
- The inaugural Dr Louisa Alessandri grant was awarded to Therapy Focus and Curtin University for an intergenerational mentoring project that will support vocational preparation of young people with intellectual disability.

## **DEVELOPMENT OF THE 2015-20 DISABILITY ACCESS AND INCLUSION PLAN**

The following tasks were undertaken in developing Therapy Focus' 2015-2020 DAIP:

- Examination and review of achievements of the 2009 - 2014 DAIP
- Review of recent annual reports, strategic documents and significant programs and services
- Consideration of good practice in other organisations.

### **DAIP Strategies to improve access and inclusion 2015 – 2020**

This DAIP will be effective from June 2015 to June 2020. Within the seven outcome areas, strategies are identified where there is potential for improved access and inclusion. These strategies are flexible so that they are able to respond to emerging access and inclusion issues, needs, and best practice.

### **Implementation of the Therapy Focus DAIP**

Responsibility for the development, implementation and review of the DAIP rests with the Leadership Group and ultimately the CEO. Required strategies will be integrated into business plans and applied through relevant policies, procedures and key business activities.

The Leadership Group will ensure that the Therapy Focus DAIP:

- Is redeveloped every five years
- Identifies key people who are responsible for implementing the specific strategies to meet each objective
- Is reviewed annually for outstanding actions from the previous implementation / identify new strategies / actions through consultation. Key achievements will be reported to the Disability Services Commission
- If amended, a copy of the amended DAIP will be lodged with the Commission

### **Reporting and communication of the Therapy Focus DAIP**

Both the Therapy Focus DAIP 2015 – 2020 and the annual DAIP progress report will be forwarded to the Commission. It will also be made available to Therapy Focus staff, customers, partners and public through:

- The Therapy Focus website ([therapyfocus.org.au](http://therapyfocus.org.au))
- Announcement of Therapy Focus social media pages upon rollout
- A broadcast email to all staff through 'Monday Musings'
- Articles in Therapy Focus monthly and quarterly newsletters
- Alternative formats and languages upon request

## THErapy FOCUS 2015-20 DISABILITY ACCESS AND INCLUSION PLAN (DAIP)

### OUTCOME

**People with disabilities have the same opportunities as other people to access the services of, and any events organised by Therapy Focus.**

### THErapy FOCUS WILL CONTINUE TO:

- As part of key practices, Therapy Focus promotes and provides information and opportunities for clients to be included and participate in the life of their community. Therapists and Family Connect Workers partner with community groups to promote access and inclusion of people with disability, their family and carers.
- Therapy Focus provides information about how members of the public can access our services and events
- The Therapy Focus website ([therapyfocus.org.au](http://therapyfocus.org.au)) conforms to W3C WAI Level A compliance, which means it is designed to comply with worldwide standards for disability access.
- Access to Therapy Focus services are based on relative need and available resources
- Events organised by Therapy Focus are compliant with the State Government Access Guidelines for Information, Services and Facilities.
- Our Grant for Inclusion, Value and Equality (GIVE) program provides funding assistance to support independence, participation and social inclusion of people with disabilities, and their families.

### THErapy FOCUS PLANS TO:

- Place State Government Access Guidelines for Information, Services and Facilities on the company intranet, Quality Circle, to support all staff to review standards of documentation, services provided and facilities.
- Regularly audit corporate literature using the State Government Access Guidelines for Information, Services and Facilities as a guide. Based upon findings, develop and implement flexible strategies to improve access for people with disability, their families and carers.
- Where circumstances allow, provide training and feedback regarding accessibility standards to local governments, councils, event planners and coordinators

**People with disabilities have the same opportunities as other people to access the buildings and other facilities of Therapy Focus.**

- Therapy Focus is actively working towards ensuring that all our buildings and facilities comply with access requirements, ensuring they are located to maximise ease of access and to promote inclusion within the community.
- Annually audit of Therapy Focus offices to ensure compliance with government building and ACROD guidelines for accessibility. If non – compliance is found then Therapy Focus will consult and plan for remediation of any breaches.
- Prior to leasing, new facilities are viewed for compliance with government building and ACROD guidelines for accessibility. New Build General Recommendations and CAEP Funding Summary. Consultation and planning to effect accessible building compliance.
- Where circumstances allow, provide education and feedback regarding accessibility standards to local governments, schools councils, event planners and coordinators.

**People with disabilities receive information from Therapy Focus in a format that will enable them to access the information as readily as other people are able to access it.**

- Therapy Focus endeavours to ensure that all information complies with the State Government Access Guidelines for Information, Services and Facilities.
- Therapy Focus states that it is able to provide information in alternative formats and languages upon request.
- Therapy Focus maintains a database of community services, including recreation, sport and leisure that support access and inclusion for people with disabilities.
- The Therapy Focus website ([therapyfocus.org.au](http://therapyfocus.org.au))
- Ensure the following guidelines are available on the Quality Circle and any updates are communicated via all staff (Monday Musings) emails:
  - State Government Access Guidelines for Information, Services and Facilities;
  - WA Language Services Policy 2014 and guidelines.
- Regularly audit corporate literature to ensure compliance with State Government Access

conforms to W3C WAI Level A compliance, which means it is designed to comply with worldwide standards for disability access.

**People with disabilities receive the same level and quality of service from the staff of Therapy Focus as other people receive from the staff of our organisation.**

- As a professional service, Therapy Focus undergoes regular assessment by independent evaluators to ensure relevant standards of quality are met. These outcomes are available for public viewing through our website.
- Through application of relevant policies and procedures, not limited to: the WA Quality System, Working with Diverse Clients and Families', Clinical Governance Framework, supporting customer feedback.
- Key Performance Indicators require staff members who provide clinical service to engage in regular opportunities

Guidelines for Information.

Recommendations for priorities for service improvement and / or development of alternative formats where required.

- Audit the Therapy Focus website to comply with W3C Web Accessibility Initiative Level AA standards. Recommendations for priorities for service improvement and / or development of alternative formats where required.
- Regularly review and update Therapy Focus corporate Style Guide to assist staff in creating accessible documents and communicating with customers.
- Provide all corporate literature in a range of different formats and alternative languages upon request.
- Development and reporting of clinical portfolios to promote the review and application of evidence in the development, application and review of clinical practices, staff training and skills development.
- Development of procedures to support clinical staff to meet ongoing applicable standards of professional practice published through APRAH.
- Participate in opportunities to develop research partnership to promote the

for:

- one to one line manager support
- peer / clinical supervision, biannual review of performance
- development of professional learning and development plan
- Redevelopment of the Therapy Focus website to ensure access to timely and accurate information.
- Ensure all staff have the knowledge and skills to provide quality services for people with disability, their families and carers
- Our Parent Reference Group provides valuable parent/carer perspectives with regard to planning, implementation and delivery of services.
- Therapy Focus is certified under the ISO 9001:2008 Quality Management System standards.
- Therapy Focus assures that all our therapists are appropriately credentialed with current registration to practice
- Provide ongoing learning and development for our employees to keep our therapists abreast of current therapeutic practices, thinking and availabilities
- Therapy Focus highlights to consumers opportunities for them to participate in ethically approved and clinical studies to promote the development of quality services.
- development of quality services.
- As part of its induction program, Therapy Focus to provide all non-clinical staff with disability awareness / customer service training about providing services to customers with disability
- Therapy Focus Assets and Fleet Manager will attend available training on Access to Premises Standards and changes to the Building Code of Australia.
- Where required make available support services to assist people with hearing and visual impairment, such as the National Relay Service.



**People with disabilities have the same opportunities as other people to make complaints to Therapy Focus.**

- The Feedback Management Policy ensures consumers are informed of their right to advocacy and their right to seek resolution with the Health and Disability Services Complaints Office.
- A feedback brochure, and management flow chart is available promotes external stakeholders to provide feedback.
- Therapy Focus; Feedback framework, policy and process is available to consumers through our Website, and contained in Family Welcome Information and Service Reviews information packs.
- Procedures are in place to ensure every complaint is acted upon within certain timelines.
- Customers may lodge a complaint via:
  - accessing our website
  - completing our feedback form and returning by post
  - telephone
  - face to face
  - email
  - service review
  - any other method necessary to communicate their dissatisfaction
- Therapy Focus lists key useful links including those to advocacy services on our website.
- Include awareness of the rights of consumers to make complaints and of the avenues available to them at general and clinical induction.
- Audit the Therapy Focus complaints process from a customer perspective to ensure that mechanisms for complainants are presented in flexible and accessible formats.
- In addition to the current complaint processes, provide links to alternative avenues on the Therapy Focus website e.g HaDSCO, People With Disabilities
- Therapy Focus reviews and makes available to staff, HADSCO's annual report of complaints.

**People with disabilities have the same opportunities as other people to participate in any public consultation by Therapy Focus.**

- Therapy Focus ensures that regular opportunities for consultation (during our Family Fun Days and Annual General Meeting) with the public and our customers.
  - Information detailing these opportunities for consultations is available in a flexible range of formats for people with disability, their families and carers
  - Therapy Focus conducts biennial client surveys to gain feedback on our services and publish details through our Website.
  - Identified training needs are reflected by the training events on offer to the staff at Therapy Focus.
  - Our Parent Reference Group provides a parent/carer perspective with regard to planning, implementation and delivery of services by Therapy Focus and input to the policies that define and improve those services.
  - Clinical staff, including family connect and social workers continue to provide advocacy and support to encourage people with disabilities to have a say.
- Increase opportunities for people with disability, their families and carers, to engage with Therapy Focus in respect to significant issues affecting them e.g. clinical governance.

**People with disability have the same opportunities as other people regarding employment practices (recruitment and retention) by a public authority.**

- Therapy Focus is an employer of people with disability where possible.
  - Training has been provided to fellow employees to enable them to understand the disability and how to work together.
- Continue to link with Disability Employment Service providers to explore opportunities and innovative strategies to improve the attraction, recruitment and retention of employees with disability.
  - Consult with and promote vacancies through the National Disability Recruitment centre.
  - Implement diversity training for employees.

