



Telethon Speech & Hearing  
Releasing children's potential

# **Telethon Speech & Hearing Disability Access and Inclusion Plan 2014-2016**

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Due to be updated and rewritten: May 2017

**This plan is available in alternative formats upon request in hard copy in standard and large print, electronically by email and on the Telethon Speech & Hearing website.**

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# 1 Background

## 1.1 Telethon Speech & Hearing

Telethon Speech & Hearing (TSH) is a non-profit organisation and registered charity that provides a range of diagnostic, therapy, education and support services for children/adults with hearing loss and children with speech and language delays.

TSH started more than 45 years ago with a group of parents who were dedicated to pursuing the best oral education for their profoundly deaf children.

From these humble beginnings of just five students, no premises and little money, TSH has grown to become one of WA's premier providers of services and support for children with ear health, hearing or speech/language concerns.

While most services are delivered out of the Wembley campus, TSH delivers a number of programs in private maternity hospitals, select schools, and in the regional locations of the Wheat belt, South-West and Pilbara areas of the State.

TSH service delivery reflects the organisation's commitment to teaching children with communication disabilities to listen and speak, giving them every opportunity to develop spoken language as their primary means of communication.

## 1.2 Services

Telethon Speech & Hearing provides programs and services for over 12,000 children and 2,000 adults each year. The programs and services include: -

- Newborn hearing screening in most private maternity hospitals.
- Early intervention services for children with hearing and speech and language impairments.
- School support programs for school aged children with hearing impairment.
- Complex diagnostic audiological assessments.
- Paediatric cochlear implant program.
- Ear health programs delivered throughout the Perth metropolitan area, South West and the Pilbara.
- Advocacy and support for adults with hearing impairment across WA.

## 1.3 Outline of Disability Access and Inclusion Plan

The Disability Services Act 1993 requires organisations which provide services to the public, on behalf of a State Government agency or Local Government, to develop a Disability Access and Inclusion Plan (DAIP).

The Telethon Speech & Hearing DAIP should be consistent with the following State Government agencies:

Department of Health  
Disability Services Commission

The plan outlines strategies to achieve each outcome and assigns responsibility for each strategy.

## **2 Goal**

The goal of this DAIP is to implement strategies to enable Telethon Speech & Hearing to be accessible and inclusive of individuals with disability and their families and carers.

## **3 Implementation, Monitoring, and Evaluation**

### **3.1 Responsibility for the planning process**

Responsibility for planning, developing and reviewing the DAIP rests with the Office of the CEO. The Policies and Procedures committee and the Facilitates and OSH committee will also be consulted.

### **3.2 Responsibility for implementing the DAIP**

The TSH DAIP will be implemented by staff.

The Policies and Procedures committee and Facilitates and OSH committee will also be responsible for implementing part of this plan.

### **3.3 Communicating the plan to staff and people with disability**

A communication plan will be developed to inform staff of their obligations under the DAIP.

### **3.4 Review and evaluation mechanisms**

This DAIP will be reviewed annually through the TSH Senior Leadership Team.

If the DAIP is amended or revised, the amended plan will be lodged with the Disability Services Commission.

## 4 Strategies to improve inclusion and access

Key:

Chief Executive Officer (CEO)

Office of Chief Executive Officer (OCEO)

Head of Corporate Services (HoCS)

Corporate Services (CS)

Grants (G)

Events, PR & Communications (EPR&C)

Manager Program Development (MPDev)

Manager Human Resources (MHR)

The following tables outline the strategies to achieve each outcome:

### 4.1 Outcome One: People with disability have the same opportunities as other people to access the services of, and any event.

[http://www.disability.wa.gov.au/Global/Publications/For business and government/DAIPs/Creating-accessible-events-checklist-for-Outcome-1-and-Outcome-6.pdf](http://www.disability.wa.gov.au/Global/Publications/For%20business%20and%20government/DAIPs/Creating-accessible-events-checklist-for-Outcome-1-and-Outcome-6.pdf)

Strategy	Details	Assigned	Resources required	Progress
4.1.1	Review current strategic business planning, and other relevant plans, to ensure they meet requirements of DAIP.  Heads of departments have to work on their operational plans. MT working on financial sustainability plan.	HoCS CEO SLT	Board Committee	✓
4.1.2	Investigate and identify funding sources to support accessible and inclusive services.	Grants	MT	✓
4.1.3	Organise events in an accessible venue.	EPR&C MPDev	Staff to assess	✓
4.1.4	Produce clear and easy to read invitation and flyers for events.	EPR&C	Staff to assess	✓
4.1.5	Ensure all services are accessible. ✓  Access to reception. ✓  Web site re-write in progress  Ramp to stage – Cost issue but being investigated.	HoCS	Funding	Ongoing

<p><b>4.1.6</b></p>	<p>Ensure FM systems are working in TSH managed facilities. ✓</p> <p>Gym and first two classrooms are still to be done.</p> <p>FM loop systems working. ✓</p>	<p>HoCS</p>	<p>Funding</p>	<p>Ongoing</p>
<p><b>4.1.7</b></p>	<p>Introduce an ipad to reception as an alternative communication method for clients.</p> <p>Sign for reception.</p>	<p>HoCS</p> <p>BL</p>		<p>✓</p>
<p><b>4.1.8</b></p>	<p>Up skill front line staff for dealing with clients with disability.</p> <p>BL to train staff of hearing impaired</p> <p>TB – handed out the “Communicating People with a Disability” at the last Line Managers Meeting. Line Managers to train their staff.</p> <p>TB to check with Line Managers if training has been done.</p>	<p>HoCS</p>	<p>Training</p>	<p>✓</p>

## 4.2 Outcome Two: People with disability have the same opportunities as other people to access the buildings and other facilities.

[http://www.disability.wa.gov.au/Global/Publications/For business and government/DAIPs/Buildings-and-facilities-checklist-for-Outcome-2-and-Outcome-7.pdf](http://www.disability.wa.gov.au/Global/Publications/For%20business%20and%20government/DAIPs/Buildings-and-facilities-checklist-for-Outcome-2-and-Outcome-7.pdf)

Strategy	Details	Assigned	Resources required	Progress
4.2.1	Review processes of Facilities and O&SH Committee and incorporate principles of DAIP into decision making.	HoCS	Committee to review	✓
4.2.2	Carrying out assessment of each building and evaluate the following: <ul style="list-style-type: none"> <li>• transport and car parking</li> <li>• external access</li> <li>• entrances</li> <li>• interiors general</li> <li>• lifts</li> <li>• toilets</li> <li>• utilities (telephones, drinking fountains, vending machines)</li> </ul> against the checklists available in relevant resource.  MT to install a doorbell on doors with a wheelchair sign on access doors.	HoCS	Review with Facilities committee	✓
4.2.3	Determine remedial works, changes and upgrades required to meet this outcome broadly.	HoCS	Review with Facilities committee	✓
4.2.4	Develop an implementation plan and prioritise works.	HoCS	Review with Facilities committee	✓
4.2.5	Seeking funding sources for implementation plan; if required.	Grants	Staff member to investigate	✓

### 4.3 Outcome Three: People with disability receive information in a format that will enable them to access the information as readily as other people are able to access it.

[http://www.disability.wa.gov.au/Global/Publications/For business and government/DAIPs/Information-checklist-for-Outcome-3-and-Outcome-7.pdf](http://www.disability.wa.gov.au/Global/Publications/For%20business%20and%20government/DAIPs/Information-checklist-for-Outcome-3-and-Outcome-7.pdf)

Strategy	Details	Assigned	Resources required	Progress
4.3.1	Assess and evaluate information against "Principles of accessible printed information" and combine evaluation with current communication audit.	EPR&C	DFPR team to investigate	✓
4.3.2	Assess current websites to meet accessibility guidelines developed by W3C.	EPR&C	DFPR team to investigate	✓
4.3.3	Develop cost effective alternative formats for key printed information.	EPR&C	DFPR team to investigate	✓
4.3.4	Ensure the corporate style guide is consistent with the DSC Disability Guidelines.	EPR&C	DFPR team to investigate	✓
4.3.5	Provide documentation regarding services, facilities and customer feedback on website in appropriate format and language.	DFRP	DFPR team to investigate	✓
4.3.6	Ensure clients and families are aware that they can request information in other formats.	EPR&C	DFPR team to investigate	✓

**4.4 Outcome Four: People with disability receive the same level and quality of service from staff as other people receive.**

[http://www.disability.wa.gov.au/Global/Publications/For business and government/DAIPs/Staff-access-awareness-checklist-for-Outcome-4-and-Outcome-7.pdf](http://www.disability.wa.gov.au/Global/Publications/For%20business%20and%20government/DAIPs/Staff-access-awareness-checklist-for-Outcome-4-and-Outcome-7.pdf)

Strategy	Details	Assigned	Resources required	Progress
4.4.1	Make the Disability Access and Inclusion Plan information available to all staff.	CEO MHR	Staff member	✓
4.4.2	Provide disability awareness training for staff with gaps in knowledge and who deal with public regularly.  TB – to investigate	CEO MHR	Staff member	✓
4.4.3	Improve staff awareness of accessible information needs and how to obtain information in other formats e.g. large print.  TB – looking at this	CEO MHR	Staff member	✓



#### 4.5 Outcome Five: People with disability have the same opportunities as other people to make complaints.

[http://www.disability.wa.gov.au/Global/Publications/For business and government/DAIPs/Public-Participation-checklist-for-Outcome-5-and-Outcome-6.pdf](http://www.disability.wa.gov.au/Global/Publications/For%20business%20and%20government/DAIPs/Public-Participation-checklist-for-Outcome-5-and-Outcome-6.pdf)

Strategy	Details	Assigned	Resources required	Progress
4.5.1	Accept complaints in a variety of formats such as telephone, email, written or in person.	CEO MHR	Staff member	✓
4.5.2	Allow advocates, carers or proxies to make complaints on behalf of the person with disability.	CEO	Review with Policies committee	✓
4.5.3	Improve staff awareness of complaints process and Complaints Management Resource file.  Training to be completed once the policy is complete.	CEO MHR	Staff member	✓
4.5.4	Promote the Health and Disability Services Complaints Office.	EPR&C	Staff member	✓
4.5.5	Improve client awareness of the complaints process annually.	CEO MHR	DFPR team	✓

**4.6 Outcome Six: People with disability have the same opportunities as other people to participate in any public consultation.**

[http://www.disability.wa.gov.au/Global/Publications/For business and government/DAIPs/Public-Participation-checklist-for-Outcome-5-and-Outcome-6.pdf](http://www.disability.wa.gov.au/Global/Publications/For%20business%20and%20government/DAIPs/Public-Participation-checklist-for-Outcome-5-and-Outcome-6.pdf)

Strategy	Details	Assigned	Resources required	Progress
<b>4.6.1</b>	When required, TSH should provide information in a range of formats; consult with people with disabilities in a range of mediums, and hold consultations in accessible buildings.	EPR&C	DFPR team	✓

ENDS

Updated: May 2016