



DISABILITY ACCESS INCLUSION PLAN (DAIP)
2021 - 2025

Activities by Amity Health broadly consistent with DAIP outcome areas include:

DAIP Outcome	Activities
<p>1. People with disabilities have the same opportunities as other people to access services and events. "Access" refers to both physical access to facilities as well as the capacity to comprehend information. All steps will be taken to facilitate understanding.</p>	<ul style="list-style-type: none"> • For all services and events, promotional material will be clear, easy to read / understand and primarily be pictorial. • For all services and events, promotional material will be placed in locations that are frequently accessed by people with disabilities. • All services and events will be delivered in a manner that is flexible and able to meet the needs of people with disabilities. • For all services and events the invitation and RSVP section will ask people to inform us of any special requirements. • All services and events will be held at venues fully accessible for people with disabilities. • Any barriers to participation that are identified are addressed by the Quality Team.
<p>2. People with disabilities have the same opportunities as other people to access buildings and other facilities.</p>	<ul style="list-style-type: none"> • All services will be provided on a clear ground level where lifts or ramps are not available. • Appropriate number of ACROD accessible parking bays will be available for all services and events. • Doorways and access into rooms will be adequately wide enough to allow wheelchair access and any other special requirements. • Adequate signage will be displayed to allow easy location of buildings. • Surface finishes will be slip free and absent of any hazards that may cause injury. • Pathways will be clear and hazard free. • Building amenities, such as bathrooms, will be of adequate space and have appropriate equipment to allow ease of use. • Emergency protocols and exits will be appropriately signed, easy to understand and have adequate space for accessing. • Any barriers to participation that are identified are addressed by the Quality Team.
<p>3. People with disabilities receive information in a format that will enable them to access information as readily as other people are</p>	<ul style="list-style-type: none"> • All information material is able to be adapted to meet any special needs. Particularly will be able to be printed in larger and/or darker font.



DAIP Outcome	Activities
<p>able to access it. Information provided is responsive to their needs.</p>	<ul style="list-style-type: none"> • All information is able to be presented in a variety of manners, such as pictorial versus word, or presented verbally by an Amity Health employee on special request. • Enhanced hearing equipment such as microphones can be used on request. • Interpreters can be accessed and provided at events or services as requested. • All information will be provided in a clear and concise manner.
<p>4. People with disabilities receive the same level and quality of service from staff as other people receive.</p>	<ul style="list-style-type: none"> • Provide disability awareness training to all staff providing services to people with a disability, including NDIS mandatory worker training. This ensures that people with disabilities are treated with respect and courtesy and their human rights are upheld. • Ensure all staff has a copy of the Disability Access and Inclusion Plan. • The Disability Access and Inclusion Plan is available for public and staff on our website. • Educate staff on methods to access information for special requirements. This may be done through staff education meetings, staff newsletters and direct communication with line managers. • All staff are familiar with our NDIS compliance policy.
<p>5. People with disabilities have the same opportunities as other people to provide feedback about the organisation including the lodging of complaints.</p>	<ul style="list-style-type: none"> • Ensure feedback and complaint forms are easily accessible and in a number of formats – this can be done via telephone, email, website form or written form. • Ensure all people are aware of how to provide feedback or make a complaint and that this is easily accessible. This is discussed with all NDIS clients as part of their Service Agreement. • Ensure all staff is aware of the feedback and complaints protocol and can communicate this to all people, including the feedback survey on our website. • Allow proxies to offer feedback or make complaints on behalf of the person with a disability. • Ensure feedback surveys or complaint forms can be adapted for any special requirements. • Feedback and complaints are linked in with the continuous quality improvement policy to ensure all complaints are dealt with and an improvement in the organisation is made.



DAIP Outcome	Activities
<p>6. People with disabilities have the same opportunities as other people to participate in any public consultation.</p>	<ul style="list-style-type: none"> • Liaise and seek guidance from the community and local disability services as to how consultation is best held with local people with a disability. • NDIS participants are supported to participate in governance and decision making through quarterly digital newsletters sent via email regarding our services inviting comment and feedback. • Consultation opportunities are advertised on our website and in social media posts. • Promote consultation events in a variety of mediums – i.e. through large print media, directly through disability services and visual media. • Hold consultations in appropriately accessible venues. • Key staff attend NDIS Provider forums. • Allow feedback / consultations to be provided in a variety of mediums – i.e. through telephone, surveys, open verbal forum and written feedback. • Allow proxies to participate and provide feedback on behalf of the person with a disability. • Ensure special requirements at public consultations are met – i.e. use of microphones, appropriate written material and adequate visual material, as well as personal assistance to support comprehension of materials if required. • Work in closely with the local disability services to obtain feedback on topics of interest. • Directly approach places of interest of people with a disability to conduct consultations.

Amity Health is an equal opportunity employer
 Policy Reference: HR 308 Equal Opportunity

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