

E-QUAL (Enhancing Quality)

Diversity Plan

June 2013 – June 2016



Alternative Formats

This Plan is available in alternative formats such as large print, electronic format (disc or emailed), audio or Braille, and in different languages, on request.

Feedback

E-QUAL welcomes feedback on the progress of this Plan. Community members wishing to provide feedback should contact E-QUAL on 08 9389 9930 or e-qual@e-qual.net

Copies of this Plan are available at www.e-qual.net or through e-qual [@e-qual.net](mailto:e-qual@e-qual.net)

About E-QUAL (Enhancing Quality)

E-QUAL's mission is to enhance outcomes for people with disability. To do this we seek out opportunities to:

- Provide training to people with disability about their rights or to develop their capacity to contribute as leaders in their own lives and in the community
- Provide training to business, government and community about disability awareness and specific programs such as quality assurance
- Evaluate access or inclusion in communities
- Evaluate the quality of programs or services
- Consult with people with disability and the wider community about access and inclusion, service quality or outcomes

E-QUAL operates nationally and has its head office in Nedlands, Western Australia. For further information about E-QUAL go to www.e-qual.net

Our commitment to access for all

The Australian community is a community rich in diversity. Our community includes people of varying ages, gender, cultural background, ability and sexual orientation. E-QUAL is committed to providing services, products and information that are accessible to all members of the Australian community.

The purpose of our Diversity Plan is to comprehensively address and plan for the access needs of diverse people in all of our projects. This is not only good business practice but also a requirement under legislation such as the *Disability Discrimination Act 1992*.

The focus in our Diversity Plan is to ensure:

1. Accessible buildings and facilities are used for training or events
2. Staff have appropriate skills and knowledge
3. Communication is in accessible formats
4. Continuous improvement

Development of the Diversity Plan

The process of developing this Diversity Plan included:

- Review of our current activities
- Examination of feedback about access issues from previous projects
- Investigation of contemporary trends and good practice in access
- Consultation with staff
- Consultation with stakeholders

Responsibility for implementing this Diversity Plan

Implementation of the Plan is the responsibility of all E-QUAL staff. The Managing Director may allocate particular projects to specific personnel from time to time.

Communicating the Diversity Plan to staff and stakeholders

The plan will be:

- Lodged with the Australian Human Rights Commission
- Distributed to all staff
- Available on the E-QUAL website and in alternate formats on request
- Promoted through networks

Review and evaluation of the Diversity Plan

The plan will be formally reviewed at least every 3 years and will be monitored on a regular basis as part of internal quality management processes. The Plan will be updated where necessary to reflect progress and any access issues which may arise. When the plan is amended, a copy of the amended plan will be lodged with the Australian Human Rights Commission.

Implementation of the Diversity Plan

The following tables describe our plans over the next three years to address the four focus areas of our Diversity Plan.

| | Focus area 1: Accessible buildings and facilities are used for training or events | When |
|-----|--|-------------|
| 1.1 | Provide information to project partners to ensure all aspects of a project (where relevant) are accessible and inclusive. | Ongoing |
| 1.2 | Provide links to Commonwealth and State Government Guidelines on access and inclusion for diverse communities, on the E-QUAL website and promote to staff. | Sept 2013 |
| 1.3 | Ensure all training and events are planned according to E-QUAL Accessible Events checklist. | Ongoing |
| 1.4 | Review E-QUAL Accessible Events checklist template at the commencement of new contracts (where relevant) and tailor for that event. | Ongoing |
| 1.5 | Review effectiveness of accessibility after each event, using feedback from participants and staff. | Ongoing |
| 1.6 | Ensure community consultations are planned according to E-QUAL Accessible Events checklist. | Ongoing |

| | Focus area 2: Staff have appropriate skills and knowledge | When |
|-----|--|-------------|
| 2.1 | Provide diversity training as part of the orientation of all new staff. | Ongoing |
| 2.2 | Provide refresher diversity training for staff at least every two years. | Biannually |
| 2.3 | Continue to seek opportunities to employ people with disabilities wherever possible. | Ongoing |
| 2.4 | Contact specialist services/providers to advise E-QUAL on strategic issues regarding the inclusion of specific stakeholders. | As required |

| | Focus area 3: Communication is in accessible formats | When |
|-----|--|-------------|
| 3.1 | Continue to ensure that all public information (including this Plan) is made in clear and concise language and is available in alternative formats on request. | Ongoing |
| 3.2 | Ensure E-QUAL website meets the requirements for accessible websites: WCAG 2.0 Level AA. | Jan 2014 |
| 3.3 | Provide Auslan interpreters as required e.g. for meetings and events. | Ongoing |
| 3.4 | Utilise the National Relay Service to meet the telephone communication needs of people with hearing or speech impairments. | Ongoing |
| 3.5 | Ensure that the access needs of people with diverse needs are considered in all community consultations. | Ongoing |
| 3.6 | Review complaints process to ensure it is accessible to all. | Jan 2014 |

| | Focus area 4: Continuous improvement | When |
|-----|---|-------------|
| 4.1 | Encourage feedback on all aspects of E-QUAL's products and services. | Ongoing |
| 4.2 | Take actions to continuously improve products and services. | Ongoing |
| 4.3 | Review E-QUAL policies and procedures to ensure they align with the intent of the Diversity Plan. | Dec 2013 |