

E-QUAL (Enhancing Quality)

Access and Inclusion Plan 2018 – 2021



Further information

For further information or to provide feedback on this Plan please contact E-QUAL on 08 93899930 or e-qual@e-qual.net

This Plan is also available in alternative formats on request.

About E-QUAL (Enhancing Quality)

E-QUAL's mission is to enhance the quality of services 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
- Provide advice to businesses about providing accessible and inclusive services

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 our community.

This is our second Plan and supersedes our inaugural Diversity Plan. The purpose of our Access and Inclusion 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 Access and Inclusion Plan is to ensure:

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

Development of the Access and Inclusion Plan

The process of developing this Access and Inclusion 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 Access and Inclusion 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 Access and Inclusion 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 alternative formats on request

Review and evaluation of the Access and Inclusion Plan

The Plan will be reviewed at least every three 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.

Achievements since our last Plan

During the period of the last Plan we have:

- Promoted the use of accessible venues for training and events
- Participated in professional development in Leadership, Mental Health, Autism, Physical Access, Cultural Competency and Consciousness
- Provided information in Easy English
- Reviewed policies, procedures and checklists to ensure they were relevant and contemporary
- Encouraged and acted on feedback
- Established Diverse Leadership Inc

Implementation of the Access and Inclusion Plan

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

	Focus area 1: Accessible buildings and facilities are used for training, consultations 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	Ensure all training, consultations and events are planned considering relevant parts of the E-QUAL Accessible Events checklist.	Ongoing
1.3	Review effectiveness of accessibility after each event, using feedback from participants and staff.	Ongoing

	Focus area 2: Staff have appropriate skills and knowledge	When
2.1	Identify staff needs for access and inclusion training as part of staff orientation and annual reviews.	Ongoing
2.2	Continue to support and promote the development of the leadership capacity of people with disability.	Ongoing
2.3	Continue to seek opportunities to employ people with disability and from other diverse backgrounds 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 is made in clear and concise language and is available in alternative formats on request.	Ongoing
3.2	Review E-QUAL website to ensure it meets the requirements for accessible websites: WCAG 2.0 Level AA.	January 2019
3.3	Ensure that the access needs of people with diverse needs are considered in all training, consultations and events.	Ongoing
3.4	Utilise appropriate tools and services to meet the needs of people with specific communication requirements such as the National Relay Service, language interpreters etc as required.	Ongoing

	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, procedures and checklists to ensure they are relevant and contemporary practice.	January 2021