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# **Disability Action Plan 2009 - 2012**

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## Synopsis

Guide Dogs SA.NT is committed to providing high quality integrated services to individuals who are blind, vision impaired, Deaf, hearing impaired and deafblind living in South Australia and the Northern Territory. This Disability Action Plan represents a further step in the commitment the organisation is making towards its overall mission.

This plan is a living document. It assists Guide Dogs SA.NT to systematically address matters related to disability access, as well as making services and information more accessible to clients. It also enables Guide Dogs SA.NT to fulfil the requirements of the Service Agreement with the South Australian Department for Families and Communities, and to achieve compliance under the provisions of both the National Disability Discrimination Act (1992) and the South Australian Equal Opportunity Act (1984).

The action plan incorporates six key objectives, ranging from physical and communication/information access to responsive organisational culture and client participation/involvement. It includes a number of major outcomes the organisation aims to achieve over a three year period, as well as a list of specific actions to help the organisation direct its efforts.

The Plan is consistent with Guide Dogs SA.NT's broader vision, values and strategic directions. All management and staff are committed to its implementation, maintenance and success.

# 1 Preamble

In keeping with the principles of the South Australian Disability Services Act (1993), Guide Dogs SA.NT is committed to the following ideals:

- 1 People with disabilities are individuals, no matter how they acquired their disability, what sort of disability they have or how severe their disability is.
- 2 People with disabilities have the right to be respected and treated with dignity.
- 3 People with disabilities have the same human rights and responsibilities as any member of the Australian community.
- 4 People with disabilities have the same rights as any member of the Australian community to realise their potential for intellectual, physical, social, emotional, sexual and spiritual development.
- 5 People with disabilities have the same rights as any member of the Australian community to make their own decisions about their lifestyle.
- 6 People with disabilities have a right to be protected from neglect, abuse, intimidation and exploitation.
- 7 People with disabilities have the same rights as any member of the Australian community to access the assistance and support that will enable them to exercise their rights, discharge their responsibilities and attain a reasonable quality of life.

## **The Disability Discrimination Act (1992)**

Guide Dogs SA.NT recognises the definition of “disability” provided in the Disability Discrimination Act 1992.

People who have a disability might have:

- total or partial loss of the person’s bodily or mental functions
- total or partial loss of a part of the body
- the presence in the body of organisms causing disease or illness
- the presence in the body of organisms capable of causing disease or illness
- the malfunction, malformation or disfigurement of a part of the person’s body
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- a disorder, illness or disease that affects a person’s thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour.

It includes a disability that:

- presently exists
- previously existed but no longer exists
- may exist in the future
- is imputed to a person

Guide Dogs SA.NT will conduct its business in a way that:

- Promotes an increased awareness of the rights, needs, and contribution by people with disabilities as valued members of the community.
- Supports access and equity for all South Australians with disabilities and prevents discrimination on the basis of age, gender, sexuality, race, ethnicity, religion, language and culture.
- Ensures that the interests of people with disabilities are always considered in the planning and provision of services.
- Takes measures to make the physical environment accessible and provides access to information and communication for people with disabilities.
- Works collaboratively with people with disabilities and in partnerships with other agencies, service providers, professional groups, educational institutions, and other community organisations to ensure that the highest levels of services appropriate to the needs of people with disabilities can be provided.
- Facilitates equal opportunities for people with disabilities in the field of employment or volunteering opportunities in our programs.
- Ensures training of staff and volunteers involved in the planning and provision of programs and services as important elements of promoting full participation and equality for people with disabilities.
- Advances equal opportunity for people with disabilities by striving for continuous quality improvement in the implementation of disability action plans.

## 2 About Guide Dogs SA.NT

Guide Dogs SA.NT provides a range of integrated services to people of any age who are blind, vision impaired, Deaf, hearing impaired or deafblind living in South Australia and Northern Territory. Services provided include:

### **Guide Dog Services**

- Guide dog training
- Assistance dogs
- Assessments and matching
- Follow-up care and support
- Community education and awareness

### **Vision Services**

- Orientation and mobility services
- Low vision services
- Acquired brain injury services
- Occupational therapy
- Orthoptics
- Community education and awareness

### **Hearing Solutions (SA only)**

- Information and training
- Assistive listening devices and technology
- Information on hearing-related conditions
- Community education and awareness
- Support to manage hearing loss
- Strategies to enhance effective communication skills
- Support to family members
- Support groups

### **Sensory Directions (SA only)**

- Case management services
- Information and referrals
- Assistance with problem solving
- Support to family members/carers
- Brokerage
- Advocacy
- Community education and awareness

With the person/guardian's permission, anyone can make a referral to Guide Dogs SA.NT. People who have a sensory loss can self refer.

Referrals may also come from:

- Allied health professionals
- Teachers
- Family/carers
- Friends

Referrals can be made by phone, email, fax, or in person at our various offices.

All of our services are responsive to the diversity of languages, literacy levels, communication styles and cultures that contribute to Australian society.

For more information about Guide Dogs SA.NT, please visit our website: [www.guidedogs.org.au](http://www.guidedogs.org.au)

## 3 Action Plan Development

Guide Dogs SA.NT undertook a number of preliminary steps prior to the development of this action plan. A Disability Action Plan (DAP) reference group was established to assist with the preparation of this plan. The reference group comprised three Guide Dogs SA.NT consumers as well as staff representatives from each service area of the organisation.

To assist with the identification of actual and potential access issues, a review of current activities was undertaken. The review examined pertinent information including the following:

- Nature of client complaints received between 2007 and 2008
- Relevant data from a client satisfaction survey conducted in July 2008
- Data from a staff survey conducted in November 2008
- Feedback received from clients regarding the accessibility and user friendliness of the new Guide Dogs SA.NT website launched in October 2008.

A focus group comprising clients and carers with a combination of sensory disabilities from metropolitan SA was held in May 2009. A separate focus group (was held via teleconference) with clients from regional South Australia and the Northern Territory. Participants were provided with reading materials, including a copy of the draft DAP in their preferred accessible formats, a week prior to the meetings. The initial draft action plan was thoroughly examined and further developed. The draft DAP was also circulated to other stakeholders, including Guide Dogs SA.NT staff, as well as a diverse range of government and community organisations for feedback before being finalised.

In addition, the following documents were used as a guide for developing this action plan:

- Australian Human Rights Commission - guide for DAP development
- Department of Families and Communities (DFC) DAP Helpful Hints
- National Disability Services (NDS) DAP Workshop and associated handouts – Nov 2008
- Telecommunications Industry Ombudsman (TIO) Second Disability Action Plan 2008-2010

## 4 Internal Responsibility and Reporting

The Manager of Client Services is responsible for implementing this plan and reviewing complaints about disability discrimination. However, all Guide Dogs SA.NT staff share responsibility for its practical implementation. This dynamic plan relates to everything Guide Dogs SA.NT does, and all management and staff are involved in and committed to its maintenance and success.

Progress on the development and implementation of the plan will be reported to the Board of Management via the Chief Executive Officer, and will also be included in the Guide Dogs SA.NT Annual Report.

## 5 Objectives

The Guide Dogs SA.NT DAP has six objectives as follows:

- 1 **Program Access:** To provide equitable access opportunities for clients in SA and NT to take full advantage of the range of programs and services offered by the organisation. Refer section 6.1
- 2 **Accessible Information:** To ensure our information and communication are as accessible as possible to all people, including those with disabilities. Refer section 6.2
- 3 **Responsive Organisational Culture:** To ensure services to clients with disabilities are delivered with awareness and understanding. Refer 6.3
- 4 **Client Participation:** To involve clients in a meaningful way in all levels of the organisation's activities including the planning, delivery and evaluation of service programs. Refer section 6.4
- 5 **Accessible Workplace Practices:** To ensure people with disabilities are able to have equal access to employment and volunteering opportunities offered by Guide Dogs SA.NT. Refer section 6.5
- 6 **Meeting Legislative Requirements:** Refer section 6.6 To comply with requirements under the Disability Discrimination Act (1992), the Guide Dogs SA.NT DAP includes details of:
  - Objectives and action programs to achieve the aims of the DDA
  - Ways of evaluating and revising these policies and programs
  - Plans to communicate these policies and programs to staff
  - The mechanisms for review of procedures and practices within the organisation with a view to identifying discriminatory practices
  - Intended outcomes and performance indicators against which the success of the DAP may be assessed
  - Persons within the organisation who have been given responsibility for implementing the provisions outlined above.

## 6 Action Plan

### 6.1 Access to Our Programs and Services

Guide Dogs SA.NT aims to ensure the range of services it offers is accessible to as many people as possible who require them. It is recognised that the issue is more than physical access to our buildings and offices. As the majority of our programs are provided as outreach services, the question of access extends to how well clients are able to access our outreach services in their environments.

Outcomes:

- All Guide Dogs SA.NT premises meet Commonwealth and State access standards.
- Improved overall client satisfaction rating.

Action	Responsibility	Timeline
<p><b>6.1.1</b> Ensure the Guide Dogs SA.NT new building in Adelaide meets all relevant Commonwealth and State disability access standards and passes an independent disability access audit.</p>	<p><b>Manager</b> Corporate Services</p>	<p>December 2010</p>
<p><b>6.1.2</b> The following issues are to be considered in the design of the new building:</p> <ul style="list-style-type: none"> <li>• Provision of a private room with access to a telephone, TTY and computer for meeting with clients</li> <li>• Clear large print and tactile signage at eye level</li> <li>• The front foyer to cater to the needs of clients with disabilities (e.g. counter should be of appropriate height)</li> <li>• Appropriate frontage to encourage people to come in and learn more about our services</li> <li>• Automatic doors</li> <li>• Smoke alarm system with flashing lights.</li> </ul>	<p><b>Manager</b> Corporate Services <b>Manager</b> Client Services</p>	<p>June 2010</p>
<p><b>6.1.3</b> Continue to negotiate with Adelaide City Council to achieve an alternative to tactile markers to indicate the new building's entrance.</p>	<p><b>Manager</b> Client Services</p>	<p>Ongoing</p>
<p><b>6.1.4</b> Continue to approach Adelaide City Council (as opportunities present) about 'Guide Dogs Customers Only' parking zone at the front of the building and/or disability car parking spaces, as well as a loading zone for buses to assist school/community groups to visit the Discovery Centre.</p>	<p><b>Manager</b> Corporate Services <b>Manager</b> Client Services</p>	<p>Ongoing</p>
<p><b>6.1.5</b> Review Guide Dogs SA.NT country services (including the Northern Territory) to inform funding bodies of the additional costs incurred in the provision of current levels of service, and the funding increases required to enhance equity of access.</p>	<p><b>Manager</b> Client Services</p>	<p>June 2010</p>
<p><b>6.1.6</b> Evaluate the effectiveness and efficiency of funding and service delivery models currently operating in NT, with the view of developing a specific strategic plan to better meet the wide-ranging needs of NT clients.</p>	<p><b>Manager</b> Client Services <b>Manager</b> Guide Dogs Services <b>Manager</b> Marketing and Communications</p>	<p>June 2011</p>
<p><b>6.1.7</b> Include specific questions on program/service access in the next client satisfaction survey.</p>	<p><b>Manager</b> Client Services</p>	<p>July 2010</p>
<p><b>6.1.8</b> Recognising that waiting lists are an important access issue, ensure that waiting list management is adequately described in procedures for all service programs.</p>	<p><b>Manager</b> Client Services <b>Manager</b> Guide Dogs Services</p>	<p>June 2010</p>

## 6.2 Accessible Information and Communication About Services and Programs

Guide Dogs SA.NT is committed to ensuring all our information and communication are as accessible as possible (e.g. in terms of availability, style and format) to all people, including those with disabilities. Our communications activities are directed at a number of different audiences including clients, potential clients, carers/guardians, potential referral sources, staff, volunteers, donors, Association members, government bodies and community groups.

Outcomes:

- Guide Dogs SA.NT public information is available in various formats to cater for the needs of people with a vision impairment, and is also in plain English as well as in a range of ethnic languages and Auslan.
- People who are Deaf or hearing impaired are aware Guide Dogs SA.NT offers a range of services that may be of assistance to them.

Action	Responsibility	Timeline
<p><b>6.2.1</b> Place a Deaf-friendly sign on the front door and display other appropriate visual information in the front foyer to indicate Guide Dogs SA.NT provides services to people who are Deaf or hearing impaired as well as people who are blind or vision impaired.</p>	<p><b>Manager</b> Corporate Services <b>Manager</b> Client Services</p>	June 2010
<p><b>6.2.2</b> Consider installation of (and explore potential sources of funding for) a large LCD screen TV in the foyer area of the new building providing information on services and events in Auslan, and with captions and audio description. Make supplementary information available in alternative formats including audio, large print and Braille to facilitate easy access to information for clients and visitors with diverse levels of vision and hearing impairment.</p>	<p><b>Manager</b> Client Services <b>Manager</b> Corporate Services <b>Manager</b> Marketing and Communications</p>	June 2010
<p><b>6.2.3</b> Ensure staff with direct contact having clients who are Deaf, hearing impaired or deafblind are able to communicate adequately with these people, including the use of basic Auslan skills.</p>	<p><b>Manager</b> Client Services</p>	December 2010
<p><b>6.2.4</b> Recognising that not all receptionist staff can communicate effectively in AUSLAN, explore alternative methods to ensure the reception area addresses the communication needs of deaf and deafblind clients.</p>	<p><b>Manager</b> Client Services</p>	July 2010
<p><b>6.2.5</b> Display information about availability of interpreters and assistive listening systems, including hearing loops, in public areas.</p>	<p><b>Manager</b> Client Services</p>	July 2010

Action	Responsibility	Timeline
<p><b>6.2.6</b> Ensure the continued distribution of Guide Dogs SA.NT information in a variety of outlets and formats, including media, publications, direct mail, conferences and events.</p>	<p><b>Manager</b> Marketing and Communications <b>Manager</b> Client Services</p>	Ongoing
<p><b>6.2.7</b> Develop processes to ensure clients receive a summary of what was discussed and agreed at the beginning phase and closing phase of an intervention program. This summary to be provided in their preferred format and language, and pitched at the appropriate cognitive level.</p>	<p><b>Manager</b> Client Services</p>	July 2010
<p><b>6.2.8</b> Ensure prompts are included on all referral forms, initial assessment forms and review forms, for staff to record the preferred format in all communication and correspondence from Guide Dogs SA.NT.</p>	<p><b>Manager</b> Client Services</p>	June 2010
<p><b>6.2.9</b> Ensure all client-specific correspondence from Guide Dogs SA.NT is sent to clients in their preferred format.</p>	<p><b>Manager</b> Client Services</p>	December 2009
<p><b>6.2.10</b> Include a standard line on every relevant official Guide Dogs SA.NT publication to advise the reader the material is available in alternative formats (or can be provided upon request).</p>	<p><b>Manager</b> Marketing and Communications</p>	December 2011
<p><b>6.2.11</b> Develop a clear procedure for all staff on how to convert print to various alternative formats.</p>	<p><b>Manager</b> Client Services</p>	September 2010
<p><b>6.2.12</b> Ensure newly recruited client services staff and existing staff are appropriately trained and updated on the use of assistive equipment such as the TTY, as well as the role and operation of communication aids and translating and interpreting services.</p>	<p><b>Manager</b> Client Services</p>	Ongoing
<p><b>6.2.13</b> Ensure the Guide Dogs SA.NT website meets international access standards – i.e. meets the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG2.0).</p>	<p><b>Manager</b> Marketing and Communications</p>	December 2010
<p><b>6.2.14</b> Undertake regular maintenance of the Guide Dogs SA.NT website to ensure it meets evolving international standards.</p>	<p><b>Manager</b> Marketing and Communications</p>	Ongoing
<p><b>6.2.15</b> Ensure the DAP is accessible through the Guide Dogs SA.NT website and available in alternative formats such as large print, Braille and audio upon request. Seek funding to provide the DAP in various community languages on a needs basis.</p>	<p><b>Manager</b> Marketing and Communications <b>Manager</b> Client Services</p>	September 2010
<p><b>6.2.16</b> Notify members and other organisations of the existence of the Guide Dogs SA.NT DAP.</p>	<p><b>Manager</b> Marketing and Communications</p>	April 2010

### 6.3 Responsive Organisational Culture

Guide Dogs SA.NT aims to develop and maintain a responsive and non-discriminatory organisational culture that values and embraces diversity in employment and service. It is recognised that this is an integral part of the process of ensuring clients are able to access the services we provide with dignity and equality.

Outcomes:

- The organisation respects and values the aspirations of individual clients.
- Services are provided from a strengths perspective.
- All staff are able to provide services to clients with understanding and awareness of their needs.
- All staff are aware of additional barriers experienced by people with disabilities of Aboriginal and Torres Strait Islander (ATSI) and culturally and linguistically diverse (CALD) backgrounds.

Action	Responsibility	Timeline
<p><b>6.3.1</b> Ensure all staff with client contact are given disability awareness training including obligations under the Disability Discrimination Act (1992), and that regular updated training occurs.</p>	<p><b>Manager</b> Client Services <b>Manager</b> Corporate Services</p>	September 2010
<p><b>6.3.2</b> Develop and provide relevant training for staff not working directly with clients to ensure all staff have basic disability awareness.</p>	<p><b>Manager</b> Client Services <b>Manager</b> Human Resources</p>	August 2010
<p><b>6.3.3</b> Incorporate relevant disability awareness training into induction training for all new staff and new Board members.</p>	<p><b>Manager</b> Human Resources</p>	June 2010
<p><b>6.3.4</b> Provide all client contact staff with specific sensory disability awareness in-service training, including the importance of empathic communication. Regular training and updates to be maintained.</p>	<p><b>Manager</b> Client Services</p>	Ongoing
<p><b>6.3.5</b> Ensure all permanent client contact staff are provided with cultural awareness training including regular updates.</p>	<p><b>Manager</b> Client Services</p>	June 2010
<p><b>6.3.6</b> In the absence of funding for designated ATSI and CALD officers, expand on the Sensory Directions networking project to ensure Guide Dogs SA.NT staff maintain and further develop relationships with ATSI and CALD specific organisations and communities to facilitate and enhance accessibility to services.</p>	<p><b>Manager</b> Client Services</p>	August 2010
<p><b>6.3.7</b> Explore collaborative relationships and links with agencies and professionals in the allied health, aged care and community services sectors to promote the range of services provided by Guide Dogs SA.NT.</p>	<p><b>Manager</b> Client Services</p>	June 2010

## 6.4 Client Participation

Guide Dogs SA.NT has a strong focus on client participation.

Guide Dogs SA.NT is committed to involving clients and their chosen advocates or carers in a range of policy development, service enhancement and review processes conducted within the organisation. Client consultation is a priority and acts as a precursor to the endorsement of policies, procedures or service changes that are endorsed by the Board of Management.

Outcomes:

- Clients are consulted and/or involved in the development of policies, procedures, service enhancement and review activities that impact on the services they receive.
- Clients are aware they are welcome to provide suggestions/feedback to staff and management regarding any matters pertaining to the organisation's operation at any time, and this can be done in their preferred language and formats.
- Guide Dogs SA.NT affirms the client assertion "Don't do for us without us."

Action	Responsibility	Timeline
<p><b>6.4.1</b> Ensure systematic client suggestions and feedback mechanisms for all client service related activities, in addition to existing complaints procedures, are in place.</p>	<p><b>Manager</b> Client Services <b>Manager</b> Guide Dogs Services</p>	April 2010
<p><b>6.4.2</b> Include client participation as a regular agenda item in Team Leader meetings.</p>	<p><b>Manager</b> Client Services <b>Manager</b> Guide Dogs Services</p>	April 2010
<p><b>6.4.3</b> Continue to conduct client satisfaction surveys on a regular basis.</p>	<p><b>Manager</b> Client Services</p>	Biannually
<p><b>6.4.4</b> Host focus groups, open forums, teleconferences, phone-ins with clients in metropolitan SA, regional SA and in the NT on specific issues when appropriate. Trial quarterly forums to obtain client feedback on provision and delivery of services and programs.</p>	<p><b>Manager</b> Client Services <b>Manager</b> Guide Dogs Services</p>	Ongoing
<p><b>6.4.5</b> Develop a procedure/checklist to ensure the disability-related needs of clients are considered and addressed in the planning and delivery of client consultative forums/meetings. These needs may include the provision of personal FM systems, hearing loops, Auslan interpreters, or materials in alternative formats.</p>	<p><b>Manager</b> Client Services</p>	June 2010

## 6.5 Accessible Workplace Practices

Guide Dogs SA.NT is committed to providing all employees, potential employees and volunteers with fair access to employment-related opportunities. Decisions regarding recruitment, promotion, transfers, training and development must be based on merit. All employees will be treated according to their skills, qualifications, competence and potential.

Guide Dogs SA.NT recognises that Equal Employment Opportunity is a matter of employment obligation, social justice and legal responsibility. It also recognises that providing policies and procedures to eliminate unlawful discrimination is good management practice.

The management of Guide Dogs SA.NT has a firm commitment to fair treatment principles, and will ensure that no discriminatory policies,

practices or procedures exist in any aspect of employment and service delivery.

Guide Dogs SA.NT is also committed to affirmative action strategies, and as such will encourage the recruitment of a candidate with a disability if they have the capability to fulfill the requirements of the role. Preference will be given to candidates with a disability if they are equally suitable for the position.

Outcomes:

- All staff are aware of and understand Guide Dogs SA.NT's EEO policy
- Potential job applicants and volunteers are aware of Guide Dogs SA.NT's commitments to EEO principles
- Processes are in place to help eliminate discriminatory practices.

Action	Responsibility	Timeline
<p><b>6.5.1</b> Seek assistance and advice from specialist disability employment agencies to:</p> <ul style="list-style-type: none"> <li>• enhance understanding of capabilities and support needs of people with disabilities in a work environment</li> <li>• understand the respective responsibilities of the organisation and staff member to ensure he/she is fulfilling the requirements of the job</li> <li>• ensure performance management processes are utilised appropriately to achieve optimal outcomes for the staff member and the organisation.</li> </ul>	<p><b>Manager</b> Client Services</p>	November 2010
<p><b>6.5.2</b> Incorporate in the Guide Dogs Access Policy (see 6.6.5) the requirement to address the needs of staff with disabilities in the planning and delivery of staff training, workshops and meetings.</p>	<p><b>Manager</b> Client Services</p>	July 2010
<p><b>6.5.3</b> Include a clause in Guide Dogs SA.NT's access policy (see 6.6.5) requiring the adoption of work practices and information technology systems that are 'disability friendly', while also meeting efficiency and cost-effectiveness criteria.</p>	<p><b>Manager</b> Client Services</p>	June 2010

## 6.6 Meeting the Requirements of the Disability Discrimination Act (1992)

Guide Dogs SA.NT recognises that under the DDA, a Disability Action Plan must include certain provisions (see Appendix 1). A key objective of this Plan is to facilitate the meeting of these requirements.

Outcomes:

- All staff are aware of and understand the DAP.
- Outcomes of, and management commitment to, the DAP are visible to staff.
- The DAP is monitored and reviewed on an ongoing basis.
- The DAP is evaluated and revised as required.

Action	Responsibility	Timeline
<b>6.6.1</b> Register Guide Dogs SA.NT DAP with Australian Human Rights Commission.	<b>Chief Executive Officer</b>	April 2010
<b>6.6.2</b> Publicise and distribute the DAP to all staff via email and place on the S drive/Intranet.	<b>Manager</b> Client Services	April 2010
<b>6.6.3</b> Incorporate DAP training as part of disability awareness training.	<b>Manager</b> Client Services	June 2010
<b>6.6.4</b> Incorporate DAP implementation as part of key responsibilities in position descriptions of relevant positions of the organisation.	<b>All Managers</b>	June 2010
<b>6.6.5</b> Develop a Guide Dogs SA.NT policy on disability access, and/or review the access to services policy to incorporate disability access needs.	<b>Manager</b> Client Services	June 2010
<b>6.6.6</b> DAP Project Manager to actively monitor DAP implementation and provide monthly progress reports to the Management Team with summary updates to all staff on status of completed actions and outcomes of the Plan.	<b>Manager</b> Client Services	Ongoing
<b>6.6.7</b> Provide 6 monthly reports to the Board on DAP implementation progress.	<b>Chief Executive Officer</b>	6 monthly
<b>6.6.8</b> Evaluate the success of the DAP in achieving performance indicators. Revise DAP and implement changes as required.	<b>Manager</b> Client Services	June 2012

# 7 Performance Indicators

The following performance indicators will be monitored to assist in measuring the effectiveness of the DAP in meeting its objectives.

Performance Indicator	Target	Responsibility	Timeline
<b>7.1</b> Client satisfaction rating on specific issues pertaining to access including accessibility to Guide Dogs SA.NT's information and communication	Satisfaction rating averages of more than 3.5 out of a maximum of 5 points on the scale in a client satisfaction survey.	<b>Manager</b> Client Services	September 2010
<b>7.2</b> Client complaints re accessibility of Guide Dogs SA.NT's programs and services	Nil	<b>Manager</b> Client Services	December 2011
<b>7.3</b> Client complaints re lack of disability awareness or understanding of staff members	Nil	<b>Manager</b> Client Services	December 2010
<b>7.4</b> Client participation	At least 3 examples of appropriate client participation in organisational initiatives each year (in line with B15 Client Consultation and Involvement Policy).	<b>Manager</b> Client Services	December 2010
<b>7.5</b> Lodgement of DAP	DAP lodged with the Australian Human Rights Commission.	<b>Chief Executive Officer</b>	April 2010

## 8 Grievances and Queries

Grievances and queries about the accessibility of Guide Dogs SA.NT services should be directed to the Manager of Client Services -

251 Morphett Street, Adelaide SA 5000  
Tel. 8203 8333  
TTY. 8203 8391  
Fax. 8203 8332  
Email: [info@guidedogs.org.au](mailto:info@guidedogs.org.au)

## 9 Acknowledgements

Guide Dogs SA.NT wishes to acknowledge the generous assistance and support provided by the Telecommunications Industry Ombudsman (TIO) and the Office of Disability and Client Services (ODACS) in the development of this action plan. Much of the format of this plan has been modelled on the highly regarded TIO second Disability Action Plan as well as the helpful template provided by ODACS. Guide Dogs SA.NT is also indebted to the many clients and allied health/community service professionals for their invaluable input and feedback throughout the developmental phases of this plan.

## Appendix 1

The following information has been taken from a document entitled “Disability Discrimination Act Action Plans: A Guide For Non-Government Organisations” from the Australian Human Rights Commission website. This is included here as an important point of reference.

### Legislative Requirements for Action Plans

Section 61 of the Disability Discrimination Act (1992) states that the action plan of a service provider must include provisions relating to:

- a the devising of policies and programs to achieve the objects of this Act; and
- b the communication of these policies and programs to persons within the service provider; and
- c the review of practices within the service provider with a view to the identification of any discriminatory practices; and
- d the setting of goals and targets, where these may reasonably be determined against which the success of the plan in achieving the objects of the Act may be assessed; and
- e the means, other than those referred to in paragraph (d), of evaluating the policies and programs referred to in paragraph (a); and
- f the appointment of persons within the service provider to implement the provisions referred to in paragraphs (a) to (e) (inclusive).

Section 62 of the Act states that the action plan of a service provider may include provisions, other than those referred to in section 61, that are not inconsistent with the objects of this Act.



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## **Guide Dogs SA.NT**

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