

# Access and Inclusion Plan

## About Vision Counselling and Psychology

Vision Counselling and Psychology was established in 2009 to provide professional counselling and psychology services to Western Australians. Over the years Vision has grown from a private practice to a large multidisciplinary team working in the Perth metropolitan, Rockingham and Peel regions. Vision Counselling and Psychology continues to work in private practice and has partnered with local, state and federal government, community service providers and corporate companies developing and facilitating counselling, psychology and wellbeing programs.

Vision works in partnership across the local community to empower people and enable mental health and wellbeing for everyone. Vision utilises its core value of *vision* as a strategy for the business and to assist all clients.

## Our Vision

- To empower our clients with a positive *vision* and direction for their future. We will inspire individuals to reach their full potential.

## Our Purpose

- Provide a professional and confidential counselling service to West Australians
- Help our clients to gain clarity and *vision*
- Equip our clients with tools and strategies to overcome challenges
- Empower our clients to set and achieve goals, move forward and feel good
- Support our clients, colleagues and our community when in need through quality counselling services

## Our Values

- We use *vision*, foresight and focus
- We nurture the 3 traits of counselling – to be caring, empathic, genuine
- We hold privacy and confidentiality at the forefront of our service
- We serve and support our community
- We act with professionalism and integrity
- We respect others at all times
- We empower our clients to discover and problem solve
- We are creative, resourceful and think outside the dodecahedron
- We build strong networks in the community
- We encourage open communication

## What is Access and Inclusion?

Access identifies if a building or natural environment is easily accessible to all clients intending to use a service.

Inclusion allows and accepts that clients of all abilities and capabilities are recognised and welcomed.

## About our Access and Inclusion Plan

This consultation included:

- Audit of buildings – accessibility
- Vision Australia – readability of our website
- Poll on website/newsletter
- Engaging private disability consultant

Key issues identified through consultation were:

- Improvement to signage in head office building for accessibility
- Improvements to the Vision website for information in alternative formats
- Interpreters and translators need to be made available upon request

Key achievements identified through consultation were:

- Good visual access to finding locations
- Being open to communication
- Flexibility in services such as mobile service delivery where required

## Access and Inclusion Plan (AIP) Strategies

### Outcome 1

**People with disability have the same opportunities as other people to access the services of, and any events organised by, Vision Counselling and Psychology**

- Public transport 200m from entrance (Transperth bus services)
- Disabled parking and free parking onsite
- Wheelchair accessible
- Electronic/phone booking system
- Extended hours of services/access Monday – Sunday

- Home visits or community outreach visits where required
- Guidelines and procedures will ensure that Vision Counselling and Psychology's staff are aware of the requirements of the business's AIP

## Outcome 2

**People with disability have the same opportunities as other people to access the buildings and other facilities used by Vision Counselling and Psychology**

- Ramps from parking lot
- Undercover walkway
- Head office operates from within a City of Stirling building which is compliant with relevant legislation and consistent with AIP
- All offices are wheelchair accessible
- Disability facilities onsite (not applicable in Fremantle)

## Outcome 3

**People with disability receive information from Vision Counselling and Psychology in a format that will enable them to access the information as readily as other people are able to access it**

- User friendly website and print material in clear and concise language
- Printed information is also presented in alternative formats upon individual request
- Application of the Disability Services Commission guidelines for accessible printed information checklist

## Outcome 4

**People with disability receive the same level and quality of service from the staff of Vision Counselling and Psychology as other people receive from the same staff**

- Client centred customer service
- Provide staff with the opportunity to develop the knowledge and skills to enable provision of quality services for people with disability, their families and carers. (Disability Awareness Training and National Standards of Disability Training)

## Outcome 5

**People with disability have the same opportunities as other people to make complaints to Vision Counselling and Psychology**

- Complaints can be made in person, by telephone, or online via our 'Contact Us' form on the Vision website

- Vision Counselling and Psychology will have in place, and review on a regular basis, feedback and complaint procedures which are readily available to the public in a variety of accessible formats included in the Vision Welcome Pack
- The clients can also use the Disability Services Commission's feedback and complaint procedures

## Outcome 6

### **People with disability have the same opportunities as other people to participate in any public consultation by Vision Counselling and Psychology**

- This living document will be updated on a regular basis in consultation with all clients

## Outcome 7

### **People with disability have the same opportunities as other people regarding employment practices (recruitment and retention) with Vision Counselling and Psychology**

- Vision Counselling and Psychology will support people with a disability to participate in volunteering
- Vision Counselling and Psychology will develop networks with Disability Employment Service Providers and local businesses that support all employment opportunities
- Vision Counselling and Psychology will adjust the working environment to suit the needs of the employee

## Contacting Vision Counselling and Psychology

Vision Counselling and Psychology welcomes all feedback. If you would like to make suggestions for improvements to the Access and Inclusion Plan, please contact Vision:

### By Telephone

1300 184 746

Monday – Friday 9.00am – 5.00pm

### In Person

Stirling Leisure Centre

Suite 1-2 (Building 2) – 173 Gildercliffe Street, SCARBOROUGH WA 6019

### By Email

[admin@visioncounselling.com.au](mailto:admin@visioncounselling.com.au)

### Visit our Website

[www.visioncounselling.com.au](http://www.visioncounselling.com.au)

### Alternative Formats

This information is available in alternative formats on individual request.