

# Access and Inclusion Plan 2019-2022

## 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 utilizes 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

Consultations have included:

- Audit of buildings – accessibility
- Access and Inclusion Officer – City of Stirling
- People With Disabilities (WA) Inc
- Vision Australia – readability of our website
- Poll on website/newsletter
- Engaging private disability consultant

Key improvements identified through consultation were:

- signage in head office building for accessibility
- ramp access in head office building
- map for finding office locations
- new building checklist considerations
- Vision website for information in alternative formats
- Interpreters and translators need to be made available upon request
- ‘Access Enquiries’ process initial appointments
- Office layout and furniture considerations

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
- When organizing events, we ask attendees if they require any adjustment needs prior to any event

### 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
- Signage on sliding doors to indicate entry access
- The main transparent entrance doors feature visual indicators across the full width of the glazed doors along with Vision Counselling logo, at the appropriate height
- Our double sliding doors have motion sensors and are wide enough to welcome wheelchair users
- Adequate corridor width throughout the office
- All doorway entrances are flat, with step ramps or feature a natural shoreline
- Pop up signage outside
- Direction arrows for easier access
- Signage for individual suites to make for easier navigation

- The reception desk is of recommended height for someone who uses a wheelchair or is of a short a stature
- Color contrasting throughout the office to ensure visibility and reduce sensory stimulation
- All furniture is kept in optimal position to maintain room clearance for appropriate wheelchair movement
- Spaces between facing furniture allows for appropriate personal space in order to foster a safer environment
- The office walkways are tidy and are wide enough to allow for easy and unobstructed movement
- Semi partitioned and individual office rooms encourage privacy and as well as social interaction
- Flooring is slip resistant and smooth for easy movement for people using wheelchairs and other mobility devices
- Office walls use contrasting colors on dividing walls and carpets, making navigation for people with vision impairments easier
- We use the recommended “D” type lever door handles to ensure ease of use for people with dexterity issues

### 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
- We can provide large print versions of materials and information
- Information on our website is predominantly provided in HTML

### 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 centered 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)

- We provide Formal Disability Awareness Training to our staff to help them build capacity in order to be more socially equitable
- We welcome assistive pets in all our locations
- To identify and manage unconscious bias our staff are encouraged to watch and complete videos and factsheets on unconscious bias

## 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, in writing, by email, 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
- Our complaint procedure is flexible and open, feel free to provide feedback and complaints in any way that makes you feel comfortable
- If you don't feel comfortable providing feedback or complaints yourself, we are happy to accept feedback and complaints from a carer/third party
- We will make all reasonable efforts to understand concerns and resolve complaints when they arise
- We aim to communicate in an open manner while we work to resolve any complaints

## 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
- At Vision Counselling and Psychology, we value integrity, customer focus, accountability, respect and excellence
- We appreciate public feedback and suggestions

## 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
- Vision Counselling welcomes applications from people of all backgrounds and abilities
- Vision Counselling is committed to an inclusive, accessible workplace. If any person requires assistance submitting applications, please contact 1800-184-746
- We provide work experience in our volunteer and support program through the Guaranteed Opportunity Approach
- We use the Guaranteed Interview Approach to help reduce barriers that people with a disability experience in gaining employment
- We can create adjustments at interviews by offering one on one interviews or interviews through Skype to help you be comfortable and put your best foot forward

## 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.