

ENHANCING ACCESS IN MAINSTREAM NON GOVERNMENT AGENCIES:

A SYSTEMATIC APPROACH

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BACKGROUND

- \$750K to increase access for people with disabilities
- **Focus** – Mainstream non government agencies
- **Criteria** - Human Services as part of core business

Human Service – those “which contribute to the ability of people to live and participate in the community”

(Govt of WA, 2002)



CONTEXT

- Knowledge and Information society
 1. *How and why is access to information technology (IT) critical to social inclusion?*
 2. *What does it mean to have genuine access? and*
 3. *How can access for meaningful social inclusion best be promoted in a wide variety of circumstances?*
- Change and capacity building



BACKGROUND

- Grants designed to give support to non government agencies so they could work towards the Disability Access Inclusion Plan (DAIP) requirements
- Organisations were required to
 - *Review their services and facilities*
 - *Identify areas of service improvement*
 - *Develop processes and resources*

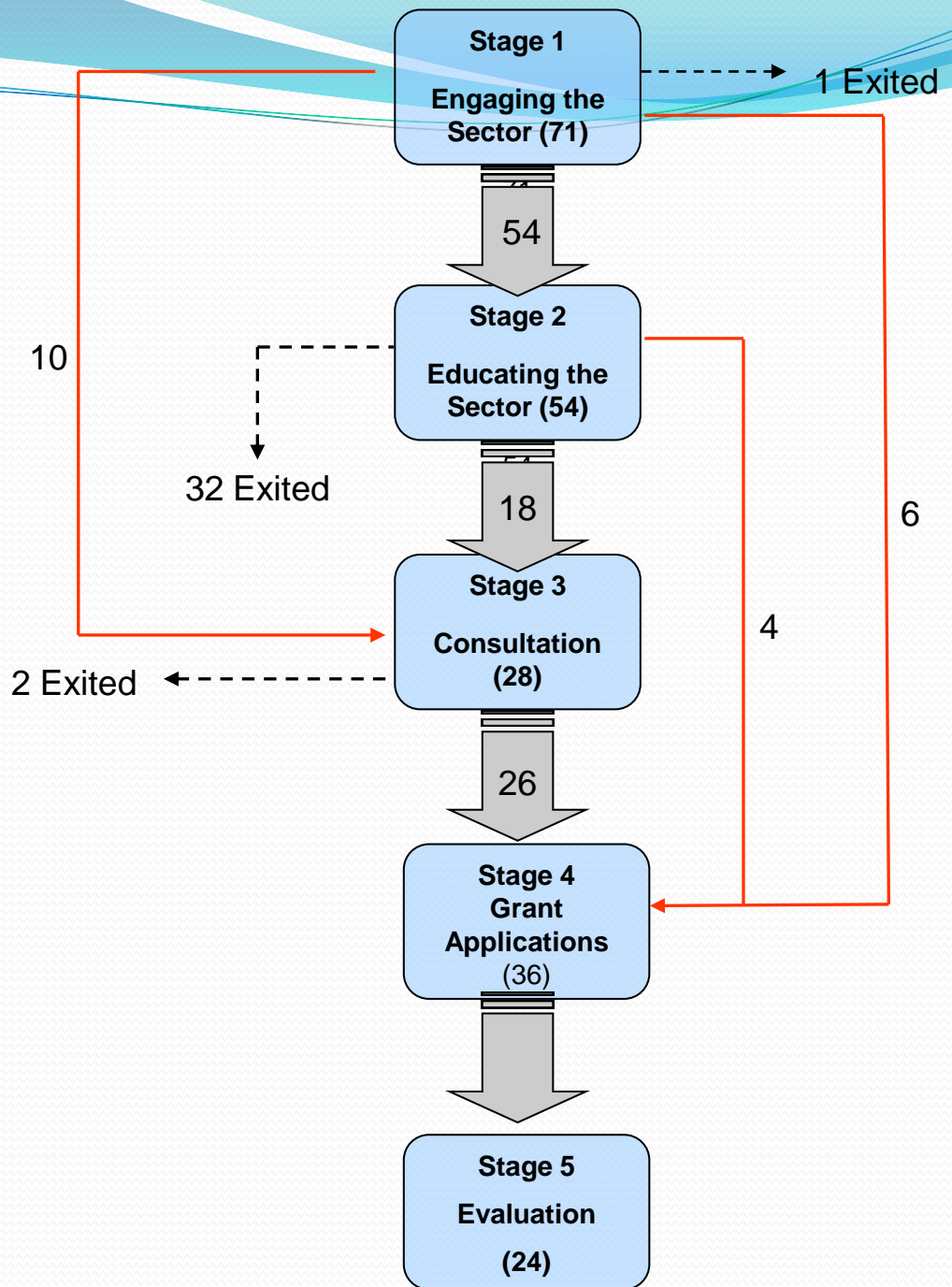


DISABILITY ACCESS INCLUSION PLANS

- Services, events
- Access to buildings and other facilities
- Information in accessible formats
- Service from staff
- Ability to make complaints
- Participation in public consultations



PARTICIPANTS



ACTIVITIES/OUTPUT

- Website development and redesign (18)
- Style guides (6)
- Staff development and training (13)
- Print material updates (21)



METHODOLOGY

- Multiple Case study
- Documentation
- Interview
- Sample size



THEMES

- Engagement of stakeholders
 - *Distribution of information*
 - *Perceptions*
 - *Threshold of entry?*
 - *Community engagement*



THEMES

- Priority of Access
 - *Change Agents (50%)*
 - Passionate, embraced opportunity
 - *Compliers (25%)*
 - Opportunity to meet DAIP, compliance focused
 - *Complying Adaptors (25%)*
 - Image vs functionality



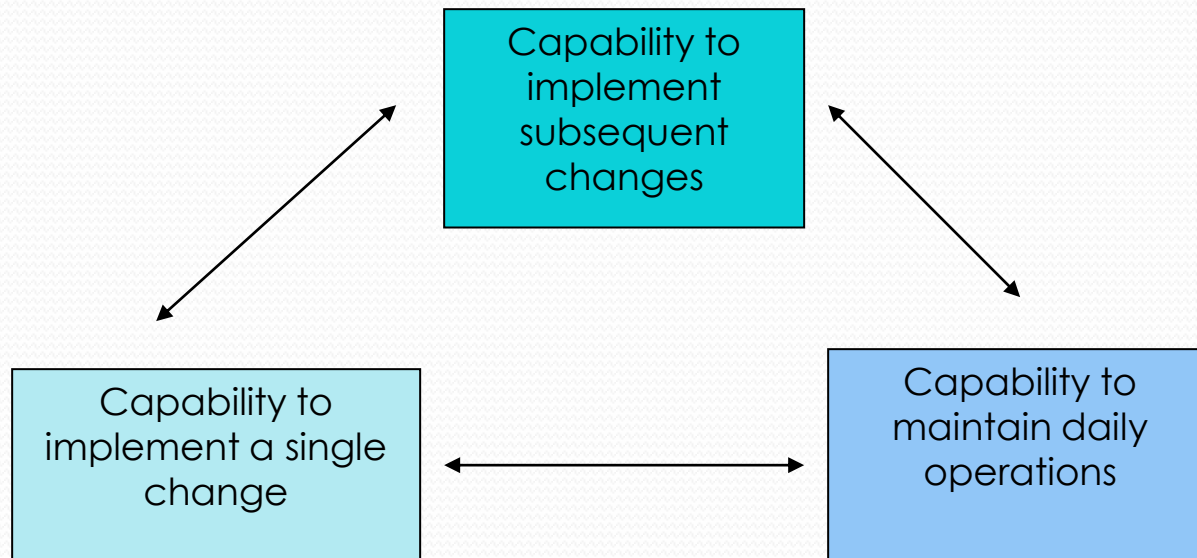
THEMES

- Sector capacity for Change
 - *willing to participate if the conditions are right*
- An alignment to perceived organisational image;
- An acknowledgement of other demands that are impacting on organisations;
- A need for additional resourcing for access issues to be implemented;
- Access to expertise to support developments;
- A clear framing of the process and boundaries;
- Allowing organisations to participate within their own styles and cultures; and
- Flexible pacing of the process.



THEMES

- Sector capacity for Change



Source: Meyer and Stensaker, 2006



THEMES

- Effective Coordination and Technical Support
 - Authenticity
 - Personal connection and relationships
 - Timeliness
 - Flexibility
 - Affirming
 - Resourcing
 - Problem solver
 - Creator



THEMES

- Developing the Capacity of Organisations



THEMES

- Capacity Development and Sustainability



<p>Large Organisation</p>	<ul style="list-style-type: none"> •Organisational capacity is available but additional capacity is not made available •Lower levels of commitment at all levels, may have individual champions •Compliance focused •Not viewed as core business or necessarily relevant to organisational outcomes •Non strategic approach •Limited connection to people with disabilities 	<ul style="list-style-type: none"> •Organisational capacity is available and provided •High levels of commitment at all levels of organisation •Core business approach •Sustainable strategies in place strategy •Informed by people with disabilities
<p>Small Organisation</p>	<ul style="list-style-type: none"> •Limited available capacity •Low levels of commitment, unlikely to have champions given numbers •Compliance focussed •Not viewed as core business •Limited connection to people with disabilities 	<ul style="list-style-type: none"> •Limited available capacity but attempts to make changes •High levels of commitment •Seen as a core business but challenged by implementation •Informed by people with disabilities
	<p>Limited experience and understanding of disability</p>	<p>Experienced and good understanding of disability</p>

SUMMARY

- Model to build capacity
- Commitment vs compliance
- Agency readiness
- Technical support
- Physical change
- Flexible engagement
- One off vs repeat



