



Socially Inclusive Organisations Fact Sheets

Is your organisation welcoming and accessible to all people?

Are you supportive and embracing of people of all abilities and diversities?

The following Socially Inclusive Organisation fact sheets are designed to enable you and your organisation to gain a greater understanding of the issues people with disabilities and people from various diverse backgrounds may experience when using your service.

By implementing even some small changes as highlighted in these fact sheets attached you can make a real difference to the way there are treated, supported and embraced. The aim of the Socially Inclusive Organisations program is to encourage all staff not to be discriminative on the basis of people being difference but understand how we all may need to change the way we do our work practices to ensure everyone is welcomed into our organisations.

- When you think physical access, think more than wheelchair access!
- When you consider social access think more than a welcoming smile, but also the information you provide and the attitudes of you and your fellow staff members
- When you think about setting up client appointment think more about – can they get there at this time, do they have access to transport (public transport or private vehicle), can they remember the appointment, can they actually read and understand what you are requiring of them, if there is a cost can they afford it

Statistics in Campaspe and Moama

One reason we need to be inclusive and welcoming is the statistics of all people that in the Campaspe Moama region

Did you know for both the Shires of Campaspe and Murray, the 2011 census statistics show:

- 2.3% our population was of Aboriginal and/or Torres Strait Islander descent;
- 6.5% of our population was born overseas;
- 26.9% of total households were classed as low income according to the Australian Bureau of Statistics (low income households refer to those receiving less than \$600 per week);
- 6.0% of the population was in need of assistance - assistance is defined as people who need carers in their day to day lives;
- 21.9% of people in our region identified as having a disability.

Together with their friends and families, the number of people described above is bigger still - *and every one of them is a potential client that has different needs and desires from your organisation.*

Improved access will also assist older people

Our region has a rapidly ageing population. The Shire of Campaspe is home to an ageing population and this trend is projected to continue into the future. Residents 60 years of age and over account for 25% of the total population. Between 2011 and 2036, the population for the Shire of Campaspe alone is forecast to increase by 14.01%. This means that by 2036, the number of residents aged 60 years and over in the Shire of Campaspe will increase 5% to account for 30% of the total population.

This increase in the over 65 age group will have a large impact on the demand for businesses to look at alternative ways of providing services for their customers.

More than half of people aged 55 years and over have difficulties with mobility, sight and hearing. Whilst they may not see themselves as having a disability, they may benefit from, and seek, easier ways to access services. Source – Shire of Campaspe

Relevant Legislation

- Did you know it is illegal to discriminate on the basis of age, disability, race, religious background or sex when providing a service?
- The Commonwealth Disability Discrimination Act 1992 requires all public premises are to be accessible to people with disabilities; this means that your business is obliged to ensure ease of access for people of all abilities.

For more information on relevant legislation see Fact Sheet 2: “Meeting your Legal Responsibilities”.

Who will benefit from improved access and a welcoming attitude?

Providing good access to your business will benefit:

- people who are blind or partially sighted
- people with learning or intellectual disabilities
- people who are deaf or hearing-impaired
- people with a physical disability or limited mobility
- people with long-term illnesses
- people with mental health or psychological difficulties
- people with an acquired brain injury
- people with a complex communication needs
- parents or carers of young children – particularly those with strollers or prams
- delivery people (good access makes their job easier and safer)
- people from a cultural and linguistic diverse (CALD) backgrounds
- Aboriginal and Torres Strait Islander people
- lesbian, gay, bisexual, transgender and intersex people

- people who are ageing
- every client using your service – particularly when it's busy
- you and your organisation.

A Welcoming Business equals good business!

Do you want to know more about making your business more accessible and inclusive for all? There are a number of factsheets included in this information pack. These will also be available on the Campaspe Primary Care Partnership website which will assist you in making your business open for all – visit www.campaspepcp.com.au/welcomingbusiness

Factsheets includes the following:

- Fact sheet 1: Getting Started
- Fact sheet 2: Meeting your legal responsibilities
- Fact sheet 3: What is a *Welcoming* business?
- Fact sheet 4: Let's talk Communication
- Fact sheet 5: Being Accessible
- Fact Sheet 6: Understanding Poverty
- Fact Sheet 7: Looking after the mental health of your staff and customers
- Fact Sheet 8: Understanding Aboriginal culture and history
- Fact Sheet 9: New ways to work
- Further Contacts
- Welcoming Business Audit

Campaspe Murray Welcoming Business Program is an initiative of the Community Building Program (Shire of Campaspe Rural Access) and the Socially Inclusive Communities Project (Campaspe Primary Care Partnership). These initiatives are funded by the Australian Government Department of Social Services and the Victorian Government Department of Health and Human Services.

Go to www.dss.gov.au or www.dhhs.vic.gov.au for more information.

These Factsheets were based on materials developed by Marrickville Council, the City of Kingston and the Australian Human Rights Commission. We acknowledge and thank them for granting permission to adapt them for the Campaspe Murray Welcoming Business Program.

Version 2.0 dated April 2017