

## Appendix I: Commonwealth Disability Strategy

Within the framework of the Commonwealth Disability Strategy, ARIA performs the role of 'provider' with performance measured against the following indicators:

- > providers have established mechanisms for quality improvement and assurance
- > providers have an established service charter that specifies the roles of the provider and consumer, and service standards which address accessibility for people with disabilities
- > a complaints/grievance mechanism, including access to external mechanisms, is in place to address issues and concerns raised about performance.

In conjunction with its scheme administrator, ARIA met all the requirements of the Commonwealth Disability Strategy in its role as provider.

Quality improvement and assurance mechanisms were in place during the year in the form of a client satisfaction survey conducted both by ARIA, through independent research firm Orima Research, and by the scheme administrator, which conducts an annual cyclical research program, also through Orima Research.

ARIA provides a website developed by contract to comply with Government Online guidelines and the World Wide Consortium (WC3) Web Content Accessibility Guidelines. For example, it is an HTML-based website which allows access to readers for the visually-impaired.

Through the scheme administrator, members have access to:

- > a TTY phone line
- > a service charter specifying the roles and responsibilities of both the scheme administrator and its clients
- > a complaints system to address issues and concerns raised by members.

Both ARIA's and the scheme administrator's offices provide wheelchair access and facilities.

