

DISABILITY AUDIT TOOL

STAGE TWO

ORGANISATION POLICIES, STRUCTURE, AND CAPACITY ASSESSMENT

GUILDELINE FOR CARRYING OUT THE DISABILITY AUDIT TOOL

The tool was produced by a collective effort of various disability and child protection NGO partners, led by First Step Cambodia, to help NGOs and other services develop positive responses towards children and people with disabilities.

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What is the Disability Audit Tool (DAT)?

This part of the tool is used to help staff and management of organisations reflect on all aspects of their organisation from policy through to practice and identify areas of change needed to improve responses to children and adults with disabilities.

Why is it necessary and important to carry out a Disability Audit of your own organisation?

As described in the introduction to this tool, research and experience shows us that many organisations in Cambodia are not able to provide their services to people with disabilities. There are many reasons for this including lack of awareness, knowledge, training, skills and support.

Under Cambodian Law and the United Nations Convention for People with Disabilities and the UN Convention on the Rights of Children, people with disabilities have equal rights to support from all services, but currently in many situations are unable to access them. Research also shows that children with disabilities often miss out on services and support as NGOs often forget to include them in their plans.

We now understand that if all people in society are not to benefit from the services available in the NGO sector, we all need to change and 'mainstreaming' disability issues within our work is one way we can achieve that. If we successfully 'mainstream' disability this means that children and adults with disabilities are able to access services and support in the same way that people without disabilities can. Together we can remove the barriers that prevent people with disabilities accessing support and make all NGOs and services more easily accessible.

Frequently Asked Questions:

But my organisation does not work with PWD – so why do I need to carry out a DAT?

The focus of your organization's work may be different – but globally 15% of the population is believed to have a disability, though these are often hidden. You may already be working with some people with disabilities without realizing it, or there will be PWD who need your support.

This DAT will help you recognise and understand more about the needs and gaps in your organisation – and help you respond appropriately, improve your services and reduce the discrimination that people with disabilities experience.

How do I use this part of the tool that focuses on my organisation?

Follow the simple explanations below, step by step. Each section has questions to be answered and the guidance notes will help you complete each section.

Who should be involved in carrying out the DAT?

Ideally all staff in your organisation should have an opportunity to take part in the audit. This should include (but not be limited to) care givers, cleaners and guards, drivers, administration staff, project workers, social workers, outreach staff,

project managers, directors, the management board and the results should be shared openly with all staff and donors where possible.

The sharing can be carried out in many ways, and methods of sharing include workshops, group and 1:1 meetings, discussions and through looking at documents and policies that your organisation has developed. The guidance notes below explain this more clearly. If you need further help you may contact FSC to receive more guidance and support and/or other organisations that have already carried out an audit.

It is up to you which person or persons in your organisation takes the responsibility for making sure the audit is completed.

Should all staff and management take part?

Where possible it is helpful to have as many people as possible to share their ideas and take part, however this will depend on a number of factors (Availability, time factors, commitment etc.), so we suggest you try your best to involve as many as possible from your organisation.

How long will it take to carry out the DAT?

The tool is designed to be easy to use and the time needed to carry this out will vary from organisation to organisation, depending on a number of factors.

Ideally from starting the process and including the LTNA (Stage one) – to writing up the data, if planned well, the whole process (Stage One and Two) should take between one month and three months to complete (depending on planning, time available and commitment)

What happens after I have carried out the DAT and produced the report?

Please see the notes below for further instructions.

How often should an organisation carry out the DAT?

This tool is designed so that once an organisation has carried out the DAT and produced the report with recommendations; these can be used to develop a strategy to respond to the findings. You may decide to try and meet the recommendations in one year for example – and we suggest including a review of progress of your disability mainstreaming strategy into your 6 monthly and annual reviews. You can use this tool and the report you to review progress against the needs and targets you identified.

When you recruit new staff you will need to orientate them into all aspects of your work and please share the findings of the DAT and Disability Mainstreaming Strategy with them and discuss their own learning needs when they begin their employment with you, as their needs and ideas need to be included in the review process.

Where can I get support to carry out this DAT?

Other members of the Disability and Child Protection Mainstreaming Working Group (D&CPWG) who have already carried out an audit may be able to offer support and also staff from FSC and Handicap International.

What happens after I have carried out the DAT?

This guide includes detailed explanations and a guide to help you develop a simple report and to work together to begin the process of developing a strategy for change.

First Step Cambodia

STAGE TWO

SECTION A: QUESTIONS ABOUT THE ORGANISATION OR INSTITUTION

Please answer each question and provide information and data for every section where possible.



Information may be gained from organisational documents, discussion with management and staff of the organisation and other sources; each section below also provides some idea of where you may gain that information.

If you are unable to find the information, please make a note in the data and response column and describe the reasons why this is not possible at this time. This will enable you to follow up at a later date.

Please use a soft copy of this DAT to help you record the information.

QUESTION/ITEM/SOURCE OF INFORMATION	DATA/RESPONSE
<p data-bbox="195 886 980 987">Please describe the core vision, mission, tasks, strategies and/or services provided by the organisation or institution.</p> <p data-bbox="195 1065 926 1133">Source of information: Organisational documents, web site etc.</p>	
<p data-bbox="195 1146 980 1247">Please describe if you currently provide any services to people with disabilities, and what services are provided.</p> <p data-bbox="195 1292 947 1360">Please describe the types of disability in the cases of the people you are currently providing services for:</p>	

<p>Source of information: Organisational records relating to intake, case management and M&E etc.</p>	
<p>How would you describe the general level of understanding of disability issues amongst the staff team? (e.g. poor, basic, mixed, high etc.) (Please describe and provide comments to clarify your remarks)</p> <p>Does the team have knowledge related to national Government Laws and The Rights of People with Disabilities and International Conventions that are related to people living with disabilities? (e.g. UNCPWD) (Please describe)</p> <p>Source of information: Training Needs Assessment and discussions with staff and management.</p>	
<p>Has the staff team received any training at all related to disability issues? (If so, please describe in the right hand column the training received). If not, what is/are the reason(s) for not having training?</p> <p>Source of information: Discussions with staff, records of internal and external training received and attended.</p>	
<p>Questions about the staff/management and their understanding of the Root Causes of Disability: (can be included in the training needs assessment (TNA) and summarized here)</p>	

<p>What are some of the common beliefs in the team or discussed in the learning needs assessment regarding causes, treatment and outcomes for people with disabilities? (Please describe)</p> <p>How might these beliefs and attitudes affect their responses and behaviour towards people with disabilities? (e.g. include positive, negative and limiting responses)</p> <p>What are the specific and important questions related to disability that the staff team has? (How? Why? What? etc.)</p> <p>Source of information: Training Needs Assessment and additional discussions with staff and management.</p> <p>Note: Once you have completed the LTNA (Stage One) you will have a lot of data; you do not need to place it all in the right hand column, just summary notes. The LTNA should also be used during the analysis process.</p>	
<p>Does the staff understand the difference between disability and impairment, long-term vs short-term disability issues?</p> <p>Does staff understand the difference between 'intellectual impairment/disability' and 'mental illness and mental health problems'? (Please describe)</p> <p>Source of information: Training Needs Assessment and discussions with staff and management.</p>	

<p>Does the program/project staff have an understanding of the causes of the problems that people with a disability may experience in their life? (e.g. lack of services, lack of understanding by others, discrimination etc.) or do they assume that all of the problems are caused by the disability. If so, please describe.</p> <p>If not, please describe why that may be? (e.g. lack of awareness and understanding, focus on medical issues rather than the environment and how other people contribute to the problems people with disabilities have etc.)</p>	
<p>Does the program/project provide services or work towards solving the root causes of disability in any way? (e.g. health services for pregnant women, immunization programs, health care, awareness workshops related to care of children, alcohol and drug misuse etc.)</p> <p>If so, please describe. If not, what is the reason?</p>	
<p>Does the program/project include components for awareness raising and advocacy on the rights of the disabled? If so, please describe and give examples; if not please explain the reasons for that.</p>	
<p>What are the main barriers that people living with disabilities may experience when wishing to access the services provided by the organisation?</p>	

<p>(These can refer to physical access, language or communication barriers, distance, lack of appropriate information etc.)</p>	
<p>Do facilities such as office space, training rooms, toilet facilities etc. enable equal access to people with disabilities?</p> <p>What are the reasons that the organisation has challenges with providing equal access? (e.g. building design, limited budget for change, lack of funds, motivation etc.)</p> <p>What alternative strategies does the organisation have for making services accessible for people with disabilities? (e.g. outreach, hiring facilities with access, co- working with specialist disability organisations etc.)</p>	
<p>Organisational policies and strategy:</p> <p>How does the organisation include issues related to disability within its policies and strategy? Please describe. (This can be policies related to delivery and availability of services, information, training, employment, confidentiality, child protection etc.)</p> <p>If it does not, is there awareness inside the organisation of this as something that needs to be addressed and changed and what plans or strategy (if any) are in place to do this?</p>	

<p>Please describe the capacity and motivation of the management and staff to plan and implement change in policies and practice regarding disability?</p> <p>Please describe and note any specific challenges and needs that should be overcome to enable the team to implement policy and practice. (e.g. additional training, specific and focused support or mentoring etc.)</p>	
<p>If the organisation provides training, education and advocacy events relating to their specific work, how do they include people with disabilities and disability issues within that work and make issues of disability visible? Please describe.</p> <p>If not, can you describe some of the reasons for this?</p>	
<p>How would you describe the capacity of staff regarding disability related advocacy for individuals? (e.g. where a child with a disability is denied access to school due to their situation and the social worker advocates for the child to be able to attend)</p>	
<p>How would you describe the capacity of staff regarding their ability to meet the needs of people with disabilities in its work? (Not related to advocacy and training, e.g. limited, not possible, good, excellent etc.) Please explain the reasons if possible.</p>	
<p>Are there staff members in the organisation who have</p>	

<p>disabilities? If so, what kind of disabilities?</p> <p>What positions do they hold?</p> <p>Are the benefits they receive the same or different?</p> <p>How and why?</p>	
<p>What barriers do people with disabilities face when applying to work at your organisation?</p>	
<p>How does the organisation include people with disabilities in its work? Please provide examples. (e.g. consultation, working in partnership etc.)</p>	
<p>How would you describe the values, standards and commitment of the organisation to include disability issues in all aspects of its work? Please describe.</p>	
<p>Additional information: If you wish to share any additional information related to your organisation that has not been included in the previous sections, please write in the right hand column.</p>	

SECTION B: QUESTIONS ABOUT THE ORGANISATION IN RELATION TO LAW AND HUMAN RIGHTS

QUESTION/ITEM/SOURCE OF INFORMATION	DATA/RESPONSE
<p>Does the organisation have the capacity to analyse the situation of persons with disability from a Human Rights perspective? (For example, does the organisation and staff have the required knowledge, information, skills etc. to carry out this task?)</p>	
<p>Does the staff know of and understand the Convention on the Rights of Persons with Disability?</p> <p>Is it translated into their own language?</p>	
<p>Does the staff use the Convention actively in discussions with clients, colleagues, partner organisations and the community to help people with disabilities achieve their rights? If so, how?</p> <p>If not, what are the reasons?</p>	
<p>Does the staff team and organisation know of and understand the Cambodian Laws that relate to the rights of people with disabilities? (Law on the Protection and the Promotion of the Rights of Persons with Disabilities (2009)</p>	
<p>Does the organisation have the capacity to analyse the situation of persons with a disability from a legal perspective using the Cambodian legal framework. (Law on the</p>	

<p>Protection and the Promotion of the Rights of Persons with Disabilities (2009).</p>	
<p>Does the staff use the Cambodian Laws actively in discussions with the community and in their work? If so, how?</p> <p>If not, what are the reasons?</p>	
<p>What are the important needs that the organisation/staff has in relation to understanding and using Human Rights and Cambodian Law and Minimum Standards to improve the lives of people with disabilities? Please describe.</p> <p>Note: some of this information may also be gained from the Training Needs Assessment.</p>	
<p>Does the organisation have a Child Protection Policy?</p> <p>Does the policy identify specific issues related to children and young people with disabilities?</p> <p>If not, what are the reasons for this?</p> <p>Has the organisation carried out a Child Protection Audit Tool (CPAT)?</p> <p>If not, could you please explain the reasons for this and would you consider carrying out this in future?</p>	

NOTES ON COMPILING DATA, MAKING A PLAN AND WRITING A SIMPLE REPORT

Now you have carried out the DAT, you are ready for the next stage of the process – using the data and information gathered you can use the table below to cut and paste the information into the first column.

The second column (***Planning to Respond***) and the third column (***Time Frame and Resources Required***) also need to be completed.

This will take time and a lot of reflection if it is done well. There is no one ‘right way’ to undertake this process successfully but will need further discussion with the management and staff of the organisation to develop a clear plan and way forward. The finance staff at your organisation can also help develop a budget for implementing the proposed changes and strategy and you will need to share this process and the strategy with your donors to seek financial support where this is necessary.

Data and Summary Point	Plan to respond to gaps/meet needs/develop strategy/action required	Time frame/resources required
1. Staff and Management Team have limited knowledge, information, skills and capacity related to disability issues and working with people with disabilities.	Staff and management will set up a group to analyse the findings from the Learning and Training Needs Assessment and devise a specific long term training plan to address those needs.	Two months to develop the detailed learning and training plan; 12 – 18 months to implement all the learning; identify suitable consultants or NGOs who can provide training; discuss with management board and donors to obtain funding to achieve this; monitor and evaluate training and changes on a regular basis. Ensure that the whole organisation, including all staff, management and management board are 100% committed to this process.

<p>2. NGO office or center does not have suitable physical access to the building and toilet facilities.</p>	<p>Seek support from specialist NGO (e.g. HI) and/or people with disabilities to help plan changes to meet the requirements; identify financial and other resources to ensure the work can be carried out.</p>	<p>Within 3 – 6 months; contractor to make changes to the building (with experience of carrying out this work); financial resources from existing resources, or additional donors.</p>
<p>3. Organisational policies and guidelines do not address or include any disability related issues. Disability is therefore ‘invisible’ within existing frameworks and this results in discrimination against people with disabilities.</p>	<p>Seek support from specialist organisations working with people with disabilities; carry out a comprehensive review of all policies and guidelines to ensure they respond more positively to the issues; ensure visibility of disability issues within all policies so that they address the problems e.g. related to access, employment, practice, child protection etc. make sure the review leads to all policies complying with Cambodian Law and the UNCPWD.</p>	<p>6 months; create and prioritize opportunities for team, management team and management board to carry out review and make changes. Requires access to documentation (e.g. UNCPWD, Cambodian Law on Protection and the Promotion of the Rights of Persons with Disabilities; additional research recommendations from studies carried out in Cambodia.</p>