



Government of **Western Australia**  
Department of **Jobs, Tourism, Science and Innovation**

# Disability Access and Inclusion Plan

## 2018-2023

10 September 2018

**This plan is available in alternative formats upon request including electronic format, large print, audio disc, email.**

## Foreword

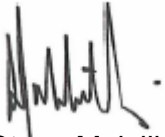
I am pleased to present the Department of Jobs, Tourism, Science and Innovation Disability Access and Inclusion Plan.

The Department's Disability Access and Inclusion Plan is intended to ensure people with disability to have the same level of access to a range of department services and processes as other people.

This is the first DAIP for the recently formed Department. The Department is committed to continuously improving access to its information, services and facilities and ensuring the inclusion of people with disability in its events and initiatives.

The Plan outlines the Department's access and inclusion goals for the next five years. This includes goals related to access to department services, events, buildings/facilities, information and complaints processes for people with disability, customer service and employment within the Department.

I encourage you to read the plan and support its implementation over the coming years.



Steve Melville  
Director of Corporate Services  
Department of Jobs, Tourism Science and Innovation.  
September 2018

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## About the Department

The Department of Jobs, Tourism, Science and Innovation was formed in July 2017 and is the lead agency for economic development, international trade and investment, and tourism. It also leads the promotion and development of the defence, international education, and science and innovation sectors in Western Australia.

The Department brings together:

- the former Department of State Development
- the Tourism Commission of Western Australia
- the Industry Development division from the former Department of Commerce
- the former Office of Science from the Department of the Premier and Cabinet
- the Innovation division from the Office of the Government Chief Information Officer
- the International Education function from the former Department of Education Services.

The majority of Departmental contracts are for professional services and the Department as a whole does not, in general, interface with the community. While tourism is a responsibility of the Department, Tourism WA is a statutory authority and has a separate DAIP for 2017- 2022.

## Functions, facilities and services provided by the Department

The Department is staffed by technical experts in economics, law, resources, governance, policy, environment, heritage, project management, investment attraction and many other fields.

Our functions include:

- Developing and coordinating State-significant projects and infrastructure
- Negotiating and managing agreements between development proponents and the Western Australian government
- Supporting the development of industry in Western Australia, by improving local industry capability and participation, and developing industrial land
- Promoting Western Australia as an extraordinary holiday destination
- Assisting the development of export markets and managing Western Australia's international network of trade and investment offices
- Providing strategic policy advice on State development issues
- Promoting Western Australia's defence sector capability and capacity
- Developing the State's science and innovation capabilities by encouraging investment and linkages between the private, public and academic sectors.

## **Our Values**

Our values support our culture and are the principles we use to help us serve the interests of the public and to produce positive results.

### **Leadership**

We provide purpose and direction and empower and support our people to use their initiative to deliver effective outcomes.

### **Transparency**

We value two-way communication, providing appropriate feedback and using transparent processes.

### **Integrity**

We are ethical and accountable for our actions, deliver on our promises and share information appropriately.

### **Excellence in Delivery**

We produce high quality work to deliver value to the community, and we constantly seek to improve the way we operate.

### **Working Together**

We support each other in a team environment, treat others with fairness and respect, acknowledge innovation and effort and celebrate success.

## **Planning for better access and inclusion**

One in five Australians identify a disability and there are more than 405,000 people with disability in Western Australia. When you consider the role of carers, disability affects one in three people.

The Disability Services Act 1993 requires public authorities to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure people with disability have equal access to public services and facilities. There are seven DAIP outcome areas that must be addressed in a DAIP.

DAIPs also support government departments and authorities to meet other legislative requirements including those included in the Equal Opportunity Act 1984, the Disability Discrimination Act 1992 (DDA), the Carers Recognition Act 2004 and United Nations Convention on the Rights of Persons with Disability.

### **Definition of disability**

A disability is any ongoing condition that restricts everyday activities. Disability can impact on a person's communication, social interaction, learning, mobility or daily life. The Disability Services Act 1993 defines disability as meaning a disability which:

- is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments
- is permanent or likely to be permanent

- may or may not be of a chronic or episodic nature and
- results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services.

## **Our commitment**

The Department of Jobs, Tourism, Science and Innovation is committed to fair and equitable access and opportunities for people with disability across all of the seven Disability Access and Inclusion outcome areas. The seven (7) DAIP outcomes are:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Department.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Department.
3. People with disability receive information from the Department in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and quality of service from the staff of the Department as other people receive from staff of the Department.
5. People with disability have the same opportunities as other people to make complaints to the Department.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Department.
7. People with disability have the same opportunities as other people to obtain and maintain employment within the Department.

## **Review of Our Achievements**

The Department has reviewed its DAIP implementation activity over the past five years through consultation with stakeholders including the Disability Access and Inclusion Reference Group. A desktop review of progress reports, relevant policies and strategic documents was also completed. Over the past five years, the former Department of State Development continued to support improved access and inclusion across its business.

Key actions included:

- The development of an events policy and detailed events checklist to ensure staff consider access and inclusion requirements such as physical access to venues, wayfinding, amenities and parking. It's a requirement that all staff use the policy and checklist when organising any public event.
- Departmental managers underwent training on workplace adaptability and the different ways they can support staff with disability.
- The Department's website was updated to incorporate best practice tools and presentation for enhanced accessibility. The improved accessibility features also ensured the Department met the State Government web standards.
- The complaints policy and procedures were made available on the Department's website.

- Personal Emergency Evacuation Plans were developed for people requiring additional assistance during building evacuation and the plans are tested during routine fire drills.
- The Department developed an Access and Inclusion policy to ensure staff are aware of their obligations to provide the same level of services and facilities to people with disability as other people.
- Training was provided to new employees to raise awareness of the relevant requirements of the Disability Services Act for all staff.
- Staff were provided with information on how to support people to access information in a format that suits them through advice on how and where to access information in various formats.
- The Department encouraged staff to learn more about disability by providing departmental information sessions, generate interest articles via Newsflash items published on the intranet when appropriate.
- A Departmental Disability Access and Inclusion Reference Group assisted the department to monitor and implement the DAIP.

## **Development of the Disability Access and Inclusion Plan**

### **Responsibility for the planning process**

The Department will continue to operate a Disability Access and Inclusion Planning Reference Group. It includes a cross-section of the Department, including people with personal and/or professional knowledge of access and inclusion. The group is responsible for:

- Monitoring DAIP implementation and identifying opportunities for improvement
- Assisting in the development of strategies to address barriers to access or inclusion
- Participate in DAIP progress reporting and be involved in the review and evaluation of the DAIP.

### **Community consultation process**

The Disability Services Act 1993 set out the minimum consultation requirements for public authorities in relation to DAIPs. The DAIP review was promoted on the Departments website and in a public notice in the West Australian Newspaper on Saturday 4 August 2018.

It was also promoted via email to key representative organisations. People with disability, families and carers were invited to provide input into the review of the previous DAIP and the development of this current DAIP by attending a consultation session, via email or by contacting the staff person overseeing the process. The Department's Disability Access and Inclusion Reference Group, Managers and staff were also invited to attend consultation sessions.

This Disability Access and Inclusion Plan includes a commitment to continuous improvement and the need to reflect contemporary values and practices beyond the minimum compliance with access standards. The Plan will also be responsive to any legislative and regulatory changes.

## DAIP Development Strategies by Outcome

<b>Outcome 1:</b> People with disability have the same opportunities as other people to access the services of, and any events organised by, the Department.	<b>Timeline</b>
Update and implement the Department's Access and Inclusion Policy to ensure it supports equitable access to Departmental services and events by people with disability.	Annually
Public events hosted by the Department are held at venues that provide good access and in locations that are well signposted and easy to get to.	Ongoing
The Accessible Events Checklist is used in the planning events hosted by or on behalf of the Department.	Any Department events
Contractors and other events/promotional service providers to the Department are made aware of their requirements under the DAIP. Contracts include link to DAIP as a reference document.	At contract commencement or renewal

<b>Outcome 2:</b> People with disability have the same opportunities as other people to access the buildings and other facilities of the Department.	<b>Timeline</b>
Ensure that the advice of an Access Consultant is sought where required, when planning and designing any facilities or undertaking major refurbishments.	Ongoing
This Access Consultant will seek opportunities to engage with people with disability when planning and designing any facilities.	Ongoing
Feedback about access from employees and people with disability is responded to and acted upon in a timely manner.	Ongoing
Ensure adequate reserved parking to meet the needs of people with disability in terms of quantity and location. This includes any staff with parking requirements.	Ongoing

<b>Outcome 3:</b> People with disability receive information from the Department in a format that will enable them to access the information as readily as other people are able to access it.	<b>Timeline</b>
Monitor the Department's website to ensure it continues to meet State Government website accessibility requirements.	At least annually



<b>Outcome</b>	<b>Timeline</b>
Ensure State Government policy on accessible information is integrated into the Departments style guide and applied to any published information.	Ongoing
Support communications staff to attend accessible information training.	When available
Improve general staff awareness of accessible information protocols and how to provide or access information in other formats.	At least annually
Ensure enquiry staff are familiar with State Government translation policy and know how to seek interpreter support which includes Auslan (sign language).	Ongoing

<b>Outcome 4:</b> People with disability receive the same level and quality of service from the staff of the Department as other people receive from staff of the Department.	<b>Timeline</b>
Provide disability awareness training and inclusion training to DAIP committee members and including a session on DAIPs in induction.	Annual
Raise staff awareness of the relevant requirements of the Disability Services Act 1993 via events on International Day of People with Disability or during Disability Awareness Week in WA.	Annually
Provide a web based link to register of representative community groups and encourage staff to seek targeted feedback on specific access and inclusion initiatives or issues etc.	Ongoing
Include access and inclusion advice/support to the function of peer to peer support officers and provide the officers with training.	Annually
Provide diversity/awareness training for staff involved in recruitment activities.	Annually

<b>Outcome 5:</b> People with disability have the same opportunities as other people to make complaints to the Department.	<b>Timeline</b>
Ensure that current grievance mechanism processes/system are accessible and that departmental employees with disability have access to Trained Grievance Resolution Officers.	Ongoing

<b>Outcome</b>	<b>Timeline</b>
Promote the complaints process and receive complaints through a variety of channels.	Ongoing
Ensure that complaints policy and procedures are accessible for people with disability.	Ongoing

<b>Outcome 6:</b> People with disability have the same opportunities as other people to participate in any public consultation by the Department.	<b>Timeline</b>
Provide targeted communication to people with disability and representative stakeholder organisations to raise community awareness about consultation processes in place.	Ongoing
Provide support to people with disability so they can be involved and participate in consultation processes.	As required
Provide multiple ways for people to provide feedback include offline channels.	As required

<b>Outcome 7:</b> People with disability have the same opportunities as other people to obtain and maintain employment within the Department.	<b>Timeline</b>
Review recruitment policies and practices to ensure they are free of unintentional bias and inclusive of people with disability seeking employment with the Department.	Ongoing
Ensure that staff with disability are provided with support to do their jobs.	Ongoing
Promote the benefits of employing people with disability within the Department.	Ongoing
Continue to inform managers of workplace adaptability and programs like job access to support employees with disability.	Ongoing
Enhance attraction and retention of people with disability seeking employment by promoting and implementing flexible work options such as job design, working from home, job sharing etc.	Ongoing
Align to the Workforce Diversity Plan to increase opportunities to employ people with disability.	By 2019

## **Responsibility for implementing the DAIP**

The Disability Services Act 1993 requires public authorities to take all practical steps to ensure that the DAIP is implemented by its officers, employees, agents or contractors. Some DAIP initiatives will be the responsibility of all staff, whilst others may be the specific responsibility of a particular division or particular staffing role. An implementation plan is developed to identify who is responsible for each action.

## **Communicating the plan to staff and people with disability**

The publications and lodgement of this Disability Access and Inclusion Plan was promoted through the news section of the Department's website and in an advertisement in The West Australian newspaper. The DAIP is available on the Department's website and copies of the Plan are available in alternative formats, upon request including electronic format, large print, audio disc, email.

## **Monitoring and Review**

The Disability Services Act 1993 sets out the minimum review requirements for public authorities in relation to DAIPs. The Manager Corporate Services or their delegate will prepare a report each year on the implementation of the DAIP and produce annual progress reports to the Department of Communities - Disability Services. This includes progress towards the DAIP outcomes including any progress made by agents or contractors and the strategies used by the Department to inform agents and contractors of their DAIP obligations and responsibilities.

A status report will be provided to the Department's Executive for endorsement. This DAIP will be reviewed within five years, in accordance with the Act. Whenever this DAIP is amended, a copy of the amended Plan will be lodged with the Department of Communities - Disability Services.

## **Evaluation**

Departmental staff will be encouraged to provide ongoing feedback on how DAIP strategies are progressing and to provide advice for improvement. The Disability Access and Inclusion Plan Reference Group will meet at least twice a year to review progress on the implementation of the strategies identified in the DAIP. The Implementation Plan will be amended based on feedback and/or complaints received by the Department or any instructions from the Department of Communities - Disability Services. The Department's Executive will endorse any reports on the DAIP implementation process.

## **Reporting on the DAIP**

The Disability Services Act 1993 sets out the minimum reporting requirements for public authorities in relation to DAIPs. The Department will report on the implementation of its DAIP through its Annual Report in addition to the annual progress reports to the Department of Communities - Disability Services.

## Contact Details

The Department welcomes feedback on this Plan. Feedback can be sent in writing to:

Disability Access and Inclusion Plan  
Corporate Services  
Department of Jobs Tourism Science and Innovation  
1 Adelaide Tce  
East Perth, WA 6004

Alternatively, you can provide feedback via:

Phone: (08) 9222 0571

Email: [DAIPOfficer@dsd.wa.gov.au](mailto:DAIPOfficer@dsd.wa.gov.au)

Website: [www.JTSl.wa.gov.au](http://www.JTSl.wa.gov.au)