



Government of **Western Australia**
Department of **the Premier and Cabinet**

Department of the Premier and Cabinet

Disability Access and Inclusion Plan 2016 - 2021

This Plan is available in alternative formats including in large and standard print, electronically by email, in audio format on CD, in Braille or on the Department's website.

Contents

About the Department of the Premier and Cabinet	3
Role of the Department.....	3
Our Structure	3
Services and Contact with the Public	4
Planning for Better Access	5
Our Commitment to Access and Inclusion	6
Progress Since 2007	6
Development of the 2016-2021 Disability Access and Inclusion Plan	7
Responsibility for the Planning Process	7
Review and Consultation Process	7
Findings of the Review and Consultation	7
Strategies to Improve Access and Inclusion.....	7
Implementation of the DAIP	8
Responsibility for Implementing the DAIP	8
Communication of the DAIP	8
DAIP Reviewing, Evaluation and Reporting	8
Disability Access and Inclusion Plan Strategies 2016-2021	10

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About the Department of the Premier and Cabinet

Role of the Department

The Department of the Premier and Cabinet (DPC) is primarily responsible for the administration of Executive Government services and the management of Government policy within Western Australia.

The Department provides administrative support to the Premier, Ministers, Leader of the Opposition, current and former Members of Parliament and State Government agencies. It leads the promotion of Western Australia's interests overseas; management of State occasions and official visits; Constitutional Centre programs as well as providing publishing services for Parliament and Government.

In its role of managing government policy, the Department is integral in providing policy advice and coordination for the Premier and Cabinet and the communication of Government policies and activities. The Department also provides for whole-of-government management and coordination of security incidents and emergencies.

Our Vision

Improving outcomes through leadership, collaboration and innovation.

Our Purpose

We provide quality policy and administrative advice and support to enable the Premier and Government to serve the WA community well.

Our Values

The Department is committed to the Public Sector *Code of Ethics* and will be guided by its Code of Conduct and the following values:

- Working with integrity
- Focused on results
- Collaborating with others
- Leading improvement

Our Structure

The Department's structure is divided up into eight directorates, each providing services to support the delivery of two key outcomes – the administration of Executive Government services and Government policy management.

Cabinet and Policy Division – provides policy advice to Executive Government and shows leadership and support to other agencies to identify and promote options for innovative government service delivery to better reflect community needs.

Land, Approvals and Native Title Unit (LANTU) – provides strategic leadership to the Western Australian Government on all matters related to the Commonwealth *Native Title Act 1993*.

Cabinet Secretariat – provides advice and support in relation to the management of Cabinet business, State Parliament, the Executive Council, Executive Government and the Economic and Expenditure Reform Committee.

State Law Publisher is the Government's official publisher for all State legislation and legislation materials and provides support for the Parliament of Western Australia with the printing and processing of all Chamber documents required for the operation of both Houses of Parliament. The State Law Publisher also provides free online access to various databases of current and archived legislation materials.

Office of the Director General – responsible for the Department's corporate governance functions and provides support services to the Director General.

Office of State Security and Emergency Coordination (OSSEC) – supports Western Australia's involvement in national counter-terrorism arrangements. OSSEC works in partnership with the WA Police to promote a consistent, coordinated approach to counter-terrorism planning. OSSEC also provides advice and support to the Premier and promotes whole-of-government policy and strategic level collaboration for other significant emergencies.

Office of Science – provides strategic leadership on matters related to science, including: building the State's science capacity, providing leadership on science policy, allocation and management of funding, investment attraction, coordinating government collaboration, and providing support to the Chief Scientist of WA.

State Administration and Corporate Support – provides support services to Ministers and Members of Parliament. This Division oversees a variety of services relating to finance, human resources, information management and technology, facilities management, corporate governance, Freedom of Information (FOI) coordination, the media office and the **Constitutional Centre** of Western Australia.

Services and Contact with the Public

The Department is essentially involved in providing services to executive government and in the management of strategic government policy. Services provided direct to the general public are limited to the following sections of the Department:

- The Department's **Ministerial Support Unit** provides a facility for members of the general public to contact the Premier by phone, letter, email or through his website.
- The Department's **Cabinet Secretariat** provides a facility for members of the public to register their interest in serving on Government boards and committees and submit their names for inclusion on the Interested Persons Register.
- The **State Ceremonial and Events Team** has contact with the general public when planning and coordinating official visits to the State by overseas dignitaries, arranging State hospitality functions and major government ceremonial and special events.

- The **State Law Publisher** provides limited publishing and legislative sales services to the general public.
- The **Constitutional Centre** provides education services to school groups and other community groups visiting the Centre.
- **Ministerial Offices** generally have very limited contact with the general public. All access is subject to prior appointment and strict security arrangements.
- There are 98 **Electorate Office** sites located throughout the State to support the elected Members of Parliament (MP). Each MP has direct contact with their constituents, although the Department has no responsibility for their role, actions or conduct of their business. The Department's role is to provide administration of members' entitlements and to provide administrative support such as assisting in leasing offices, vehicles, computing and other general office and staffing needs. The Department provides advice on the requirement for access and inclusion for people with disability where appropriate.

Planning for Better Access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2015), almost one in five Australians reported living with disability which equates to 18.3% or 4.3 million people. In Western Australia over 363,000 people have a disability (which equates to 14.6 per cent).

Participating in the community in general or the workforce is important for social inclusion and economic independence. Having disability can impact on a person's ability and opportunities to participate in paid work or access goods and services. Having access to opportunities for social interaction is an important aspect for anyone's health and wellbeing.

What is disability?

A disability is any continuing condition that restricts everyday activities. Disability can affect a person's capacity to communicate, interact with others, learn and get about independently. Disability is usually permanent but may be episodic.

Disability can be:

Sensory: affecting vision and/or hearing

Neurological: affecting a person's ability to control their movements, for example, cerebral palsy

Physical: affecting mobility and/or a person's ability to use their upper or lower body

Intellectual: affecting a person's judgement, ability to learn and communicate

Cognitive: affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain

Psychiatric: affecting a person's emotions, thought processes and behaviour, for example, schizophrenia and manic depression.

It is a requirement of the *Western Australian Disability Services Act 1993* that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the Department will ensure that people with disability have equal access to its facilities and services. Other legislation underpinning access and inclusion includes the *WA Equal Opportunity Act 1984* and the Commonwealth *Disability Discrimination Act 1992 (DDA)*.

Our Commitment to Access and Inclusion

The Department strives to achieve the highest standards in access and inclusion and to set an example for others to follow. To enhance access and inclusion for people with disability, their families and carers, the Department is committed to achieving the seven desired outcomes of the DAIP which are:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Department of the Premier and Cabinet.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Department of the Premier and Cabinet.
3. People with disability can access information from the Department of the Premier and Cabinet 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 of the Premier and Cabinet as other people receive from the staff of the Department of the Premier and Cabinet.
5. People with disability have the same opportunities as other people to make complaints to the Department of the Premier and Cabinet.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Department of the Premier and Cabinet.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the Department of the Premier and Cabinet.

Progress Since 2007

The Department of the Premier and Cabinet is committed to facilitating the inclusion of people with disability through the improvement of access to its information, services and facilities. Since the adoption of the Disability Access and Inclusion Plan in 2007, the Department has implemented a number of initiatives and progressed towards better access including the installation of sliding doors on all department occupied floors of Dumas House and a disability access path along Havelock Street to the building entrance. With only limited services provided directly to the general public, these improvements were made to ensure that where possible, all DPC buildings and likewise, all events and public consultations are accessible to people with disability.

Development of the 2016-2021 Disability Access and Inclusion Plan

Responsibility for the Planning Process

The Human Resource Service Branch in consultation with departmental staff and Corporate Executive oversees the ongoing development, implementation, review and evaluation of the Plan.

Review and Consultation Process

In 2015, the Department began a review of its DAIP 2011-2016 and through consultation with key stakeholders, drafted a revised Plan to guide further improvements to access and inclusion and in particular the addition of Outcome 7 'People with disability have the same opportunities as other people to obtain and maintain employment with the Department of the Premier and Cabinet'.

In 2016, in accordance with legislation the Department conducted a further review to guide additional improvements to access and inclusion and developed its 2016 – 2021 Plan as follows:

- An examination of the 2011-2016 DAIP.
- A review of any complaints made to the Department that are relevant to disability access and inclusion.
- A review of the complaints mechanism.
- A review of the areas of the Department with direct public contact or that may impact disability access and inclusion.
- A review of key policy documents.
- An investigation of disability access and inclusion good practice resources.
- A review of the DAIPs developed by other public service agencies.

The DAIP consultation comprised of a call for feedback on the proposed DAIP strategies by:

- Advertising the review in The West Australian Newspaper.
- Advertising the review on the Department's website.
- A link under the Consultation page of the Department's website.
- Advertising the review on the Department's intranet.
- Inviting feedback from employees with disability.

Findings of the Review and Consultation

The review and consultation has shown that the strategies in the 2011-2016 DAIP were successful in achieving access and inclusion of people with disability. The new DAIP will focus on ensuring that the Department continues to provide a high standard of access and inclusion to people with disability.

Strategies to Improve Access and Inclusion

This DAIP will be effective for five years from July 2016 to June 2021. Within the seven outcome areas, strategies have been identified where there is potential for improved access and inclusion.

The broad strategies provide flexibility to respond to emerging access and inclusion needs. The strategies are outlined in full on page 10 and will be used to guide the identification of initiatives in the annual implementation plans, for the duration of this DAIP.

Implementation of the DAIP

Responsibility for Implementing the DAIP

It is a requirement of the *Disability Services Act 1993* that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of the Department. Some initiatives in the Implementation Plan will apply to all areas of the Department while others will apply only to a specific area. The Implementation Plan sets out who is responsible for each action.

Communication of the DAIP

Copies of the Department's DAIP will be communicated via:

- The Department's website.
- A notice placed in The West Australian newspaper.
- A notice on the intranet homepage.

As plans are amended both staff and the community will be advised of the availability of updated plans.

Copies of the DAIP will be available in alternative formats and languages upon request.

DAIP Reviewing, Evaluation and Reporting

The Department's DAIP will be reviewed at least every five years, in accordance with the *Western Australia Disability Services Act 1993*.

The DAIP may be amended on a more regular basis to reflect progress and address any access and inclusion issues that may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Review and Monitoring

The Department will review progress against the strategies and undertake to develop a new DAIP every five years. The review of the Department's current DAIP and its achievements will be included in the DAIP 2021-2026 which will be submitted to the Disability Services Commission in 2021.

Each year the Department will:

- Review progress on the initiatives detailed in the annual Implementation Plan and report to the Department's Corporate Executive every six months.
- Prepare a report each year on the initiatives implemented from the DAIP. A status report will be provided to the Department's Corporate Executive for formal endorsement.

Evaluation

The DAIP will be reviewed annually to consider the impact of any organisational and service changes to identify potential new barriers and any that may have been missed following the initial consultation and development of the 2016-2021 DAIP.

Where new barriers are identified that need to be addressed consultation shall occur with all relevant parties and action shall be taken to develop and implement strategies and tasks to improve service delivery in those areas.

Where any significant barriers have been identified the Human Resources Branch may as part of the consulting process consider calling for input through the Department's website and/or directly from key disability service providers.

New or amended strategies will be included in the DAIP and submitted to Corporate Executive for approval.

New or amended DAIPs will be forwarded to the Disability Services Commission as required.

Copies of the amended DAIP, once endorsed by the Department, will be made available to the community.

Reporting

The Department will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 31 July each year, outlining:

- its progress towards the desired outcomes of its DAIP; and
- the progress of its agents and contractors towards meeting the seven desired outcomes; and the strategies it used to inform its agents and contractors of its DAIP.

Disability Access and Inclusion Plan Strategies 2016-2021

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, the Department of the Premier and Cabinet.

Strategy	Timeline
Monitor the Department's Access and Inclusion Plan to ensure it supports equitable access to services by people with disability throughout the various functions of the Department.	Ongoing
Ensure that any events are organised so that they are accessible to people with disability.	Ongoing
Ensure that all agents and contractors of the Department are aware of their requirements under the DAIP.	Ongoing
Incorporate the objectives of the DAIP into the Department's strategic business planning, budgeting processes and other relevant plans and strategies.	Ongoing
Ensure that all staff are aware of their requirements under the DAIP, with a focus on areas with contact with the public.	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Department of the Premier and Cabinet.

Strategy	Timeline
Ensure, where possible, all Departmental buildings and facilities are physically accessible to people with disability.	Ongoing
Ensure, where possible, adequate parking to meet the needs of people with disability in terms of quantity and location.	Ongoing
Ensure all future premises leased by the Department take into account the needs of people with disability.	Ongoing

Outcome 3: People with disability can access information from the Department of the Premier and Cabinet as readily as other people are able to access it.	
Strategy	Timeline
Ensure there is ongoing development and maintenance of the Department's websites to improve information for people with disability in compliance with the State Government Access Guidelines for Information, Services and Facilities.	Ongoing
Commit to making publications as accessible as possible (written in plain English and succinct).	Ongoing
Ensure all Department publications are readily available and able to be provided in alternative formats on request.	Ongoing
Improve community awareness that Department information is available in alternative formats upon request.	Ongoing
Ensure that staff are aware of accessible information needs and how to obtain information in other formats.	Ongoing

Outcome 4: People with disability receive the same level and quality of service from the staff of the Department of the Premier and Cabinet as other people receive from the staff of the Department of the Premier and Cabinet.	
Strategy	Timeline
Advise new and existing staff about disability and access issues to ensure all staff have the knowledge and skills to provide quality services for people with disability, their families and carers.	Ongoing

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Department of the Premier and Cabinet.	
Strategy	Timeline
Ensure that grievance mechanisms/complaints handling systems are accessible for people with disability.	Ongoing
Ensure that staff have the knowledge to facilitate the receipt of complaints from people with a disability.	Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Department of the Premier and Cabinet.

Strategy	Timeline
Ensure that consultations with the public are held in an accessible manner.	Ongoing
Ensure information detailing the nature of the consultation is available in accessible formats.	Ongoing

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Department of the Premier and Cabinet.

Strategy	Timeline
Ensure recruitment activities are inclusive and accessible to people with disability.	Ongoing
Develop innovative strategies to improve attraction and retention of people with disability.	Ongoing