



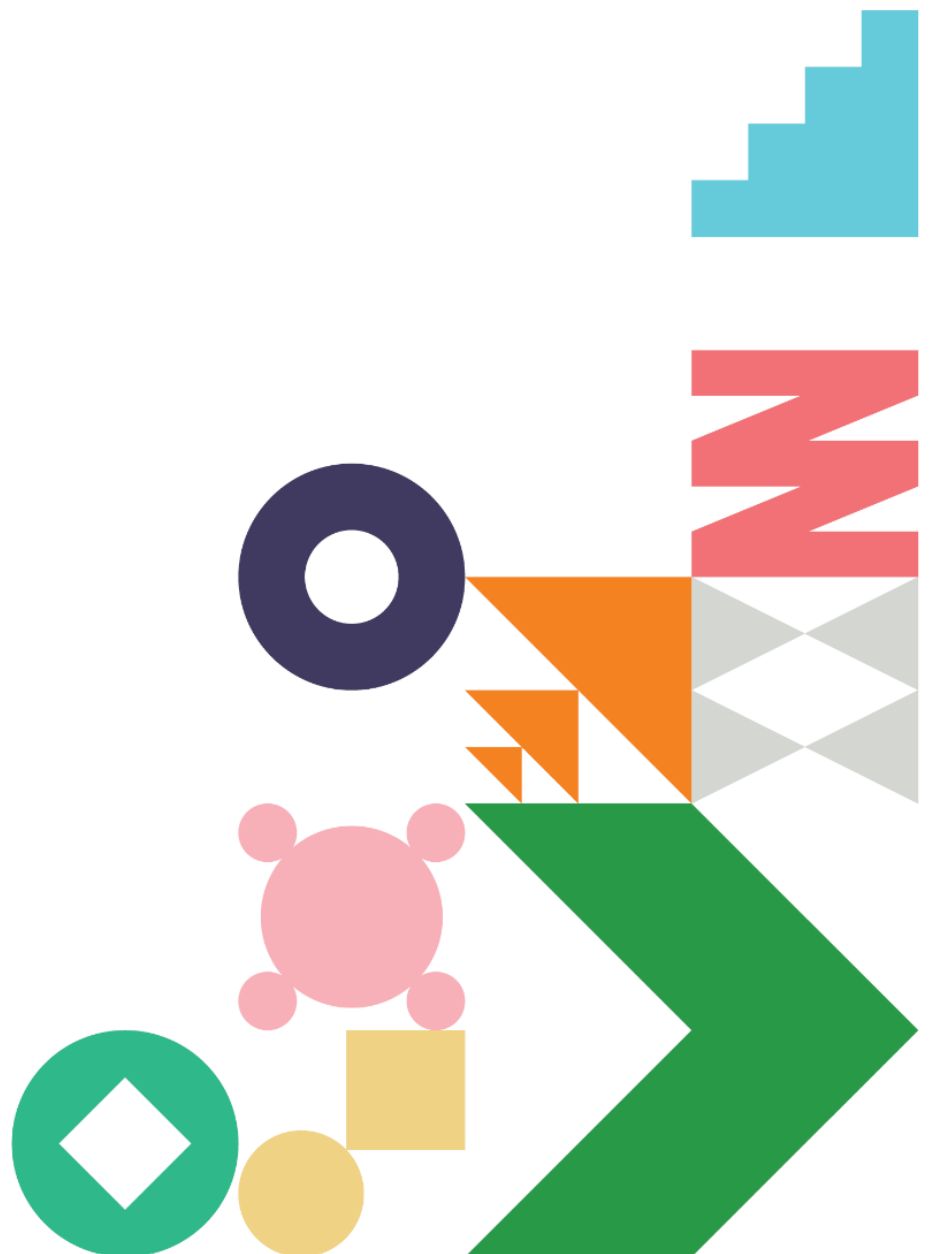
Public Sector
Commission

Disability Access and Inclusion Plan

2021-2026

December 2020

PSC2075562



From the Commissioner

Integrating access and inclusion in everything we do is key to being a truly contemporary organisation and, in our context, helping deliver on our remit to shape, build and regulate the public sector.

This plan includes initiatives to support people with disability – our staff, our clients and our stakeholders – and builds on improvements we have made over time on access and inclusion.

It aligns with the seven areas detailed in the *Disability Services Act 1993*: services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment.

It also supports the sectorwide Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020–2025 and the accompanying action plan for people with disability.

Our plan has a range of concrete actions to implement over time. Each action is important in itself and together the actions signal the way we want our agency to operate and the way we want to contribute to the Western Australian community through our work.

We want our policies and practices to be accessible and flexible, and to support people with disability. We want our staff to experience a sense of belonging and inclusion in their work environment. That's why we have built this plan with their input and ideas – and we will continue to work with those who can help us achieve more and take advantage of opportunities as they emerge.

Each of us in the Commission has a role to play in making sure these actions are delivered. Each of us also has a role to play in embracing the broader intent of this plan and the way it shapes our work going forward.



SHARYN O'NEILL
PUBLIC SECTOR COMMISSIONER

Equitable access and inclusion

The rights of people with disability are protected by Australian and Western Australian legislation which make it unlawful to discriminate against people with disability and ensure they have the same opportunities and choices as the rest of the community.

In developing this plan, we worked with our staff who have disability access and inclusion knowledge through lived experiences and those who have this knowledge in their professional capacity.

We reviewed the [Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020–2025](#), [People with Disability: Action Plan to Improve WA Public Sector Employment Outcomes 2020–2025](#), our previous disability access and inclusion plan as well as our [Workforce and Diversity Plan 2020–2022](#) to identify achievements and areas of focus.

We sought feedback from the Department of Communities, peak representative bodies including the National Disability Services and six disability employment providers, and the Western Australian community.

We have taken the definition of people with disability – those who identify as having a mild or moderate core activity limitation – from the [People with Disability Action Plan](#).

We will implement our plan over the next five years to 2026. Each priority area includes who is responsible for the actions, timeframe for implementation, expected outcomes and basis for monitoring and evaluating.

Our Human Resources branch will monitor progress against each action, evaluate the trends, identify areas for improvement and provide a report to the Commission's Corporate Executive twice a year. We will also report on progress through our annual report to Parliament.

The plan is available to our staff, agents and contractors, and all Western Australians on WA.gov.au. It can be made available in alternate formats by telephoning us on 08 6552 8745 or [email](#).

Reflecting on progress

Since implementing our first plan in 2010, we have made strong progress in having services, information and facilities accessible and inclusive for staff, clients and stakeholders with disability.

We have:

- consulted with peak representative bodies and stakeholders, including people with disability, when developing the [Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020–2025](#) and the supporting [People with Disability Action Plan to Improve WA Public Sector Employment Outcomes 2020-2025](#) and [Recruiting for and Developing Diverse Talent in the Public Sector](#)
- formed a pilot partnership with the National Disability Services (NDS) and eight agencies to build disability employment confidence and improve employment outcomes for people with disability
- coordinated and funded a pilot sectorwide adult people with disability traineeship
- piloted a cadetship with Edith Cowan University for five cadetship opportunities for final year undergraduate students with disability
- supported a trainee with disability to attain Certificates II and III in Government and a period of employment as a Level 1 administration officer
- ensured new systems meet WCAG 2.0 level AA requirements and had a staff member with disability (visual impairment) test software for accessibility
- ensured content on the WA.gov.au website meets Web Content Accessibility Guidelines (WCAG) 2.0 level AA requirements
- provided mental health first aid training to our staff
- facilitated return to work programs for staff with disability
- provided ergonomic assessments for staff to identify individual accessibility requirements
- requested training facilitators modify their delivery, as required, to support participants with disability
- used Mental Health Week and International Day of People with Disability to provide information and support to staff
- trained our fire wardens in evacuation procedures, including for staff and visitors with disability and mobility considerations
- reviewed our feedback and complaints management procedures, taking into account the requirements of people with disability.

In the Commission, we have challenges in relation to disability access and inclusion. With a small workforce, it is sometimes difficult to meet representation targets and improve our equity index¹.

Single movements in a diversity group can see us either exceeding or not meeting these targets. These challenges have helped inform priorities and actions for the next five years.

¹ Equity index is a measure of how evenly a group is dispersed through the salary profile. Where there are fewer than 10 staff in a diversity group, the equity index may not be a good indicator of the true distribution of salary levels in the group.

Outcome 1:

People with disability have the same opportunities as other people to access Commission services and events

Action	Responsible officer	Measure of success
Events are inclusive and accessible to people with disability	Event coordinators	<ol style="list-style-type: none"> 1. Events are accessible, well signposted and held in locations that are easy to get to. 2. Event content and information are accessible and inclusive. 3. Events recorded and placed on our website have open/closed captions. 4. Events via webinar include accessibility considerations.
Service delivery is inclusive and accessible to people with disability	Contract and procurement managers, Project and Program Governance Committee chair	<ol style="list-style-type: none"> 1. Project and Program Governance Committee templates are updated in 2021–22 to ensure new services outline substantive equality considerations, including disability access and inclusion requirements. 2. Contract and procurement policies and procedures are reviewed in 2021–22 to ensure substantive equality, accessibility and inclusion considerations are embedded into our practices. 3. Agents and contractors receive information about our DAIP requirements so they are aware of their disability access and inclusion responsibilities. 4. Opportunities are sought to procure services from businesses that employ people with disability.

Outcome 2:

People with disability have the same opportunities as other people to access Commission building and facilities

Action	Responsible officer	Measure of success
Where practicable, buildings and facilities are physically accessible to people with disability	Manager Corporate Services and Dumas/Hale House Facilities Manager	<ol style="list-style-type: none"> 1. Buildings and facilities are physically accessible and meet the needs of people with disability. 2. Reception and client contact areas are accessible to people with disability. 3. Signage meets the needs of people with disability. 4. The needs of people with disability are considered and staff with disability are consulted before accommodation changes are made.
Appropriate evacuation and safety procedures are in place for people with disability	Human Resources Manager, nominated fire wardens, Dumas House/Hale House Facilities Manager and OSH Committee chair	<ol style="list-style-type: none"> 1. Staff with disability or mobility issues have an individual evacuation plan. 2. Fire wardens are trained in evacuation procedures for people with disability and mobility issues; and seek feedback following emergency evacuations and drills for any improvements. 3. The OSH Committee has input from staff with disability or subject matter experts when making recommendations to Corporate Executive.

Outcome 3:

People with disability receive information from the Commission in formats that enable them to access the information as readily as other people

Action	Responsible officer	Measure of success
Information, website and intranet are accessible and inclusive	Strategic Communications Manager, Information and Technology Manager	<ol style="list-style-type: none">1. New software and system purchases consider accessibility and inclusion requirements.2. The website and intranet use clear and inclusive language.3. Communications staff have contemporary accessibility knowledge through training.4. Information is provided in alternative formats on request.5. Information, website and intranet are compliant with the WA Government's Website Content Accessibility Guidelines.

Outcome 4:

People with disability receive the same level and quality of service from Commission staff as other people

Action	Responsible officer	Measure of success
Staff are aware of and understand disability considerations	Human Resources Manager in collaboration with line managers	<ol style="list-style-type: none"> 1. Training and development opportunities are provided which support inclusive workplace practices including: <ul style="list-style-type: none"> • online disability awareness • targeted resources from disability providers to support staff with disability • mental health first aid. 2. Mental Health Week and the International Day of People with Disability are included in the events calendar and resources are shared with staff.
Staff share their diversity information	Executive Directors, Human Resources Manager in conjunction with Data Analytics and Reporting Manager, and Manager Workforce Diversity and Inclusion	<ol style="list-style-type: none"> 1. Diversity data collection forms are updated in 2021–22 to be contemporary and use inclusive language. 2. A process is in place that reminds staff each quarter to update their diversity information on Ascender. 3. There is a 100% response rate by Commission staff in the census pilot.
Staff increase their disability confidence	Human Resources	<ol style="list-style-type: none"> 1. A disability confidence program is piloted with staff in 2021–22. 2. Results are analysed to determine if further actions are needed to increase staff disability confidence.

Outcome 5:

People with disability have the same opportunities as others to provide feedback and make complaints to the Commission

Action	Responsible officer	Measure of success
Complaints management systems and processes are accessible to people with disability	Executive Directors, Strategic Communications Manager, Information and Technology Manager	<ol style="list-style-type: none">1. Complaints procedures are available in alternative and accessible formats as required.2. Different pathways are available to make complaints.3. Complaints from people with disability are monitored and areas of improvement identified.
Feedback pathways are accessible to people with disability	Strategic Communications Manager, event organisers and all staff who receive feedback	<ol style="list-style-type: none">1. Different pathways are available to provide accessibility feedback.2. Feedback is considered and acted on in a timely manner.

Outcome 6:

People with disability have the same opportunities as other people to participate in any public consultation by the Commission

Action	Responsible officer	Measure of success
Consultation processes encourage participation by people with disability	Executive directors, directors, managers and Human Resources	<ol style="list-style-type: none">1. Public consultations are accessible and inclusive.2. Project and Program Governance Committee templates are updated in 2021–22 to ensure consultation with people with disability when implementing new services.

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with the Commission

Action	Responsible officer	Measure of success
Profile data and diversity targets are used to recruit for people with disability using exceptions of the <i>Equal Opportunity Act 1984</i> (EO Act)	Corporate Executive, managers and Human Resources	<ol style="list-style-type: none"> 1. The request to fill a vacancy template is reviewed in 2021–22 to include substantive equality/diversity initiatives to fill each vacancy. 2. All vacant positions are reviewed to determine if they are to be advertised under section 66R of the EO Act. 3. The job advertisement template is reviewed in consideration of accessibility and inclusion requirements. 4. Representation of people with disability employed in the Commission meets the 5% target set for the public sector.
Recruitment practices are accessible and inclusive	Human Resources Manager in collaboration with line managers	<ol style="list-style-type: none"> 1. Managers involved in recruiting staff receive training in unconscious bias. 2. Reasonable adjustments are made during interview processes for candidates with disability. 3. Various mediums are used when externally advertising vacant positions, including via social media and through disability employment providers.
Development opportunities, including training, are provided	Human Resources Manager in collaboration with line managers	<ol style="list-style-type: none"> 1. Staff with disability are provided with development opportunities to enhance their skills. 2. Learning and development opportunities are accessible to and inclusive of all staff.
Workplace practices and systems are inclusive and accessible	Human Resources Manager in collaboration with line managers	<ol style="list-style-type: none"> 1. Reasonable workplace adjustments, flexibilities and modifications are provided as required.
Workplace inclusiveness is measured	Human Resources with support of People, Culture and Diversity	<ol style="list-style-type: none"> 2. A survey of staff is undertaken in 2022-23, with results analysed to inform further actions.

Disability access and inclusion feedback

The Public Sector Commission values comments on your experience accessing our services, information and facilities. Feedback is welcome at any time and is treated anonymously and confidentially.

To help us analyse your comments, please tick which best describes your interest in providing feedback:

<input type="checkbox"/>	I am a Commission employee
<input type="checkbox"/>	I work for the WA Government sector
<input type="checkbox"/>	I am a customer / client with disability
<input type="checkbox"/>	I am a carer / family member of a customer / client with disability
<input type="checkbox"/>	I am from a disability provider
<input type="checkbox"/>	I am from a disability employment provider
Other	Click to enter text

1. In the last 12 months, have you experienced challenges or barriers accessing our services, information and/or facilities? If yes, please provide more details below.

Click to enter text

2. What have we done well to ensure our services, information and/or facilities are accessible for people with disability?

Click to enter text

3. Do you have any suggestions or comments on how we can improve access to our services, information and/or facilities for people with disability?

Click to enter text

If you would like the Public Sector Commission to respond to your feedback, please provide your contact details:

Name	Click to enter text
Email	Click to enter text
Phone	Click to enter text
Address	Click to enter text

Return this form:

E: hr@psc.wa.gov.au

A: Human Resources Manager
Public Sector Commission
2 Havelock Street
WEST PERTH WA 6005

For a copy of the form in an alternate format or to provide verbal feedback:

E: hr@psc.wa.gov.au

T: 08 6552 8745