



## **Disability Access and Inclusion Plans (DAIPs): Resource Manual for State Government – Part 1**

The manual has been designed in a loose leaf format to allow updating and the insertion of other relevant resource materials.

Copies of this document are also available on [the Commission's website](http://www.dsc.wa.gov.au) (www.dsc.wa.gov.au).

Alternative formats are available on request to the Access and Inclusion Branch of the Disability Services Commission:

Telephone: 9426 9200  
Country: 1800 998 214  
TTY: 9426 9315  
Fax: 9481 5223  
Email: [access@dsc.wa.gov.au](mailto:access@dsc.wa.gov.au)

### **Disclaimer**

While care has been taken by the Disability Services Commission in preparing this Disability Access and Inclusion Plan (DAIP) Resource Manual, the Commission does not accept responsibility or liability for the results of specific action taken on the basis of this information or for any errors or omissions

## **Acknowledgements**

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9/589 Stirling Highway, Cottesloe, WA 6011  
PO Box 595, Cottesloe, WA 6911  
Telephone: 9385 6666  
Email: e-qual@e-qual.net

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## **People with disability in the community**

### **How many people in Western Australia have a disability?**

Disability affects one sixth of the Western Australian population.

The 2012 Survey of Disability Ageing and Carers conducted by the Australian Bureau of Statistics found:

- An estimated 389,800 people reported having a disability.
- 236,200 people are carers of people with disability.
- Over one sixth of the WA population have a disability (which equates to 16.2 per cent).
- More than 45 per cent of people aged 60 years are reported to have a disability.
- Around 2.7 per cent or 57,000 people under aged 65 years are reported to have severe or profound disability (SDAC 2012).

Profound limitation refers to when a person is unable to do, or always needs help or supervision to carry out the functions of normal daily living.

Severe limitation refers to when a person sometimes needs help or supervision with daily living routines or has difficulty understanding or being understood by family or friends.

Most people with disability experience some form of limitation or restriction due to their disability.

### **Trends in disability**

The number of Western Australians with disability is increasing, partly due to population growth in the state but also because the incidence of disability increases with age. Between 2006 and 2026 the number of people with disabilities in WA is expected to increase by around 190,000, due mainly to our ageing population.

People may have a disability at any age, but the likelihood increases as people get older. According to the ABS survey, by the age of 60, half of all men and women will have acquired some form of disability.

### **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:

<b>Sensory:</b>	affecting vision and/or hearing
<b>Neurological:</b>	affecting a person's ability to control their movements, for example, cerebral palsy
<b>Physical:</b>	affecting mobility and/or a person's ability to use their upper or lower body
<b>Intellectual:</b>	affecting a person's judgement, ability to learn and communicate
<b>Cognitive:</b>	affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain
<b>Psychiatric:</b>	affecting a person's emotions, thought processes and behaviour, for example, schizophrenia and manic depression.

Some disability, such as epilepsy, is hidden, while others, such as cerebral palsy, may be visible. A physical disability is the most common (73 per cent), followed by intellectual/psychiatric (17 per cent), and sensory (10 per cent). Many people with disability have multiple disabilities.

- Physical disability generally relates to disorders of the musculoskeletal, circulatory, respiratory and nervous systems.
- Sensory disability involves impairments in hearing and vision.
- Intellectual/psychiatric disorders relate to difficulties with thought processes, learning, communicating, remembering information and using it appropriately, making judgements and problem solving. They also include anxiety disorders, phobias or depression.

People may have more than one disability and may experience additional disadvantages due to factors such as being from a non-English speaking background or because they live in remote areas.

## **The impact of disability**

While the degree and type of disability varies with individual circumstances, people with disability frequently report they experience difficulty being independently mobile, or being able to see, hear, or communicate.

As a consequence, people with disability face barriers with everyday activities such as hearing or understanding what is said, seeing small print, climbing stairs or understanding signage.

The exact impact of a disability on the life of an individual varies according to a number of factors including:

- the specific nature and severity of the disability
- the person's strength, stamina, size, weight and age

- the person's ability to cope
- the physical, social and economic environment within which the person is living.

Creating a community which is accessible and inclusive will minimise the effect of disability.

Other factors that need to be considered when planning services for people with disability include:

- the impact not only on the person with the disability, but also on their family and carers
- the additional disadvantages facing people with disability, their families and carers in rural or remote communities
- additional specific opportunities and supports needed by people from a non-English speaking background
- the increased likelihood of disability as people get older
- the continuing rise in the number of people with disability as the Western Australian population ages.

## **Legislative requirements of DAIPs**

### **The legislation: Western Australian Disability Services Act**

The Western Australian Disability Services Act 1993 (amended in 2004) requires Local and State Government authorities to develop and implement a Disability Access and Inclusion Plan (DAIP) that will further both the principles and the objectives of the Act. These are included in Part 4 of this manual.

Essential to the development or reviewing of a plan is accessibility for people with disability to services provided by State Government authorities in Western Australia. It is intended these services will facilitate increased independence, opportunities and inclusion for people with disability in the community.

To comply with the amended Act, a State Government authority is required to:

- take all practicable measures to ensure the plan is implemented by the authority, its officers, employees, and relevant agents and contractors
- review its plan no less than every five years
- undertake public consultation, as specified in the regulations, when preparing, reviewing or amending its plan
- lodge review reports, amended plans or new plans with the Disability Services Commission
- report to the Commission each year by 4 July outlining the following:
  - strategies planned and completed to meet the desired outcomes specified in Schedule 3
  - how effective the strategies were

- if using agents and contractors to achieve any strategies then how they are informed of the DAIP
- how agents and contractors report to you
- report in its annual report about the implementation of its plan.

## **The seven desired outcomes of a Disability Access and Inclusion Plan**

When developing or reviewing a Disability Access and Inclusion Plan (DAIP), public authorities must aim to achieve seven desired outcomes. These outcome areas provide a framework for translating the principles and objectives of the Disability Services Act into tangible and achievable results.

Schedule 3 of the Disability Services Regulations, 2013 states the seven desired outcomes of a DAIP:

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

This part of the manual contains a section on each of the seven desired outcomes.

Each outcome area contains:

- an explanation of the ways people with disability may be unintentionally excluded
- the role of public authorities in ensuring access and inclusion for people with disability
- examples of good practice
- links to useful information and resources.

Additional information to assist State Government authorities to develop their DAIPs is provided in Part 4 of this manual.

## **Outcome 1**

**People with disability have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.**

People with disability frequently report difficulty in gaining access to a range of mainstream services provided by public authorities, due to physical barriers or lack of accessible information.

It is important that the services provided by State Government authorities are able to appropriately meet the needs of the public they serve. This includes people with disability, their families and carers. Outcome 1 focuses specifically on the services currently provided by your authority, including:

- policies that do not exclude people from services
- the services provided
- how the services are provided (procedures and practices).
- services that are reviewed in consultation with people with disability, their families and carers to determine appropriateness and relevance.

Service delivery concerns all staff, irrespective of their position in public contact areas such as the front counter or policy, program and administration capacities. It should not separate the person with a disability from use of the authority's mainstream services.

It is important to consider public services that are contracted out as well as those provided directly by the authority. State Government authorities are required to take all practicable measures to ensure the DAIP is implemented by the authority, its officers and employees, and its agents and contractors. Authorities are required to report annually on the progress made by their agents and contractors towards the desired outcomes of their DAIPs. Further information on the requirements regarding agents and contractors is in Part 2 of this manual.

Ways that services have been successfully adapted by State Government authorities to enhance access and inclusion for people with disability include:

- the Department of Planning and Infrastructure increased the number of multipurpose taxis to cope with increasing demand
- the Department of Sport and Recreation has adopted principles of access to be applied to all existing and new sporting services
- the Sensational Art program at the WA Art Gallery enables people with disability to experience selected exhibitions through touch and other senses. Carers permitted free entry
- continuing upgrade of buses in the metropolitan fleet to increase access.

**Disability Services Commission resources**

- The Access and Inclusion Resource Kit provides information about the outcome areas and other information relevant to DAIPs, including access checklists. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP > Access and Inclusion Resource Kit).
- Creating Accessible Events – provides assistance to design, plan and conduct accessible events. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Understanding disability > Accessibility > Services, events and public consultation).
- State Government Access Guidelines for Information, Services and Facilities – a guide to assist government, business and community groups establish Western Australia as an accessible and inclusive community. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP).

### **Other resources**

- Captivate Inclusion Toolkit – a resource for frontline sport, recreation and leisure staff. Available on the [Western Australian Local Government Association website](http://www.walga.asn.au) (www.walga.asn.au > Member Resources > Planning and Community Development > Documents > Disability Services > Captivate Documents > Captivate Participation for All: Toolkit).

## **Outcome 2**

### **People with disability have the same opportunities as other people to access buildings and other facilities of the relevant public authority.**

The provision of appropriate access benefits the entire community including seniors, parents with young children in prams and people with disability. If access requirements are considered early in the planning stage of any new development, they can frequently be incorporated for very little or no additional cost.

The increasing community recognition of the importance of providing access to public buildings and facilities is reflected in a variety of legislation, standards and codes that relate to the provision of access. People with disability often experience difficulties due to the location of facilities, buildings or services. It is necessary for the vicinity around a facility to aid access. Signs that indicate where services or amenities can be found are sometimes absent or difficult to identify due to bad lighting, obscure placement or unclear lettering on directory boards. The provision of clear symbols and directions can assist people to find their way and locate relevant services.

### **Legislation and the built environment**

The Western Australian Disability Services Act 1993 (amended 2004) and the Commonwealth Disability Discrimination Act (1992) each require that services and facilities provided for the general public also provide an equivalent access for people with disability. While State Government authorities vary in the amount of contact that they have with the public, each authority needs to ensure that their internal building space and the environment around their facilities comply with public access requirements.

The Disability Discrimination Act (DDA) is of particular relevance. Prior to the introduction of the DDA, all legislative access requirements were contained in the Building Codes Australia (BCA), which set out the minimum requirements of building design and construction throughout Australia. The DDA Access to Premises Standard was updated in 2011 and can be found on the [Australian Human Rights Commission website](http://www.humanrights.gov.au) (www.humanrights.gov.au > Publications > Access to Premises). These Standards have been developed through a wide consultation process involving key stakeholders.

### **State Government access requirements for buildings and facilities**

To achieve access in the built environment, State Government departments should ensure:

- the provision of appropriate access for people with disability is an integral part of any services provided, funded or contracted out
- the design and construction of all public buildings and facilities funded by Government comply with the BCA and the requirements of the DDA as detailed in the Access to Premises Standards.

It is essential the design brief for buildings and facilities specifically addresses access provision requirements. Engaging access consultants as part of the design team throughout the planning and construction phases of major projects can help ensure that access is appropriately considered.

Information about access consultants can be obtained from the Association of Consultants in Access, Australia Inc (see resources list at the end of this section).

More information about access provision, and a building and facilities checklist is available in the Disability Services Commission's resource Builders and Developers – Stages for Planning Access (see resources list at the end of this section).

Much progress has already been made by State Government authorities to improve access for people with disability, and it is important to continue to build on those achievements.

### **Ways that State public authorities have improved access to their buildings and facilities for people with disability include:**

- WA Government Railways is upgrading metropolitan train stations to make them fully accessible.

- Many departments, hospitals and health services have conducted access audits and have implemented programs of access improvements to their buildings over several years.
- Many authorities have undertaken internal modifications such as lowering counters and installing accessible lift controls.
- Many recreational facilities such as the Hills Forest Discovery Centre and other national parks now provide universal access.

### **Disability Services Commission resources**

- The Access and Inclusion Resource Kit provides information about the outcome areas and other information relevant to DAIPs, including access checklists. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP > Access and Inclusion Resource Kit).
- Builders and Developers – Stages for Planning Access. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP).
- State Government Access Guidelines for Information, Services and Facilities – a guide to assist government, business and community groups establish Western Australia as an accessible and inclusive community. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP).

### **Other resources**

- Access to Premises Standards can be found on the [Australian Human Rights Commission website](http://www.humanrights.gov.au) (www.humanrights.gov.au > Publications > Access to Premises).
- Australian Standards on Access – details of current Australian Standards covering access are provided in the Commission's Access and Inclusion Resource Kit and on the [Standards Australia website](http://www.standards.com.au) (www.standards.com.au).
- Information about Liveable Homes can be found on [the Liveable Homes website](http://www.liveablehomes.net.au) (www.liveablehomes.net.au) and on the [Victorian Building Commission website](http://www.vba.vic.gov.au) (www.vba.vic.gov.au).
- The Accessible Parking Program in Western Australia provides information on accessible parking in Western Australia. More information is available on the [National Disability Services website](http://www.nds.org.au) (www.nds.org.au).

- **Improving Access To Heritage Buildings** A practical guide for providing **access to heritage buildings** for people with disabilities. Written by an architect Eric Martin. This publication can be found on the [Department of the Environment website](http://www.environment.gov.au) (www.environment.gov.au >Topics > Heritage > Heritage organisations > Australian Heritage Council > AHC publications > Improving access to heritage buildings).
- [Visit the State Heritage Council website](http://www.stateheritage.wa.gov.au) (www.stateheritage.wa.gov.au).

### Outcome 3

**People with disability receive information from the relevant public authority in a format that will enable them to access the information as readily as other people are able to access it.**

Exchanging information is an imperative part of our daily lives and many communication difficulties can be overcome by providing information in simple, clearly written English in a print size that is easy to read. The whole community can benefit from these considerations including seniors, people from culturally and linguistically diverse (CALD) backgrounds as well as people with disability.

Hearing loss or deafness, low vision or blindness and intellectual disability or psychiatric illness can affect an individual's ability to learn or think and possibly cause communication difficulties.

State Government authorities produce a variety of written material about their services:

- For people who have low vision or are blind, it is important to have information freely available on request in alternative formats such as audio cassette or CD, large print, computer disk and Braille. Providing information by email or in a user-friendly format on the authority's website increases ease of accessibility for many people with vision impairment.
- There is a variety of communication techniques that can be used to assist people who have a hearing impairment or who are deaf. A range of options need to be available to ensure individuals can utilise the communication method that best meets their specific needs.
- 'Better Hearing' signs on public counters are valuable for informing visitors that staff knows how to speak to someone with hearing difficulties. The provision of audio loops at public meetings enables people with hearing aids to participate, and for people who are deaf, Auslan sign language interpreters should be arranged upon request.

For seniors, parents with prams, people from CALD backgrounds and people with disability unclear signs may increase the effort required to reach their destination. People with an intellectual disability require signs which have clear symbols and words, and people with vision impairment are assisted greatly by signs with good contrast of colours and texture. Clear, well-lit directional signs also benefit the

whole community as seniors and people with disability can experience access difficulties due to inadequate signage. Inside buildings, signs which indicate where services or amenities are found are often absent or difficult to identify due to bad lighting, obscure placement or unclear lettering on directory boards

Technology is providing many new communication opportunities for people with disability and it is important to keep up to date with these advances.

**Ways that State Government authorities have improved access to their information for people with disability include:**

- developing accessible information policies
- providing accessible information training for all staff who develop public information
- redesigning websites to meet the W3C Web Content Accessibility Guidelines
- making all public documents available on the website in accessible formats, including audio files online
- promoting the availability of information available in alternative format to the community
- installing audio loops in seminar rooms or lecture theatres
- increasing the accessibility of library collections through talking books and use of technology such as CCTVs
- providing deafness awareness training for all staff who are involved in delivery of information to the public
- providing Auslan interpreters on request.

**Disability Services Commission resources**

- The Access and Inclusion Resource Kit provides information about the outcome areas and other information relevant to DAIPs, including access checklists. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP > Access and Inclusion Resource Kit).
- Words that work – a guide for media is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Understanding disability > Communication).
- State Government Access Guidelines for Information, Services and Facilities – a guide to assist government, business and community groups establish Western Australia as an accessible and inclusive community. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP).

**Other resources**

- Designing for People with Partial Sight and Colour Blindness – an article by Aries Ardit on the [Lighthouse International website](http://www.lighthouse.org) (www.lighthouse.org > Accessibility > Accessible design > Accessible print design > Effective color contrast)
- [W3C Web Content Accessibility Guidelines](http://www.w3.org) – assists web designers to create websites that are accessible to a wide audience, including people with disability (www.w3.org > Guidelines and Techniques).
- World Wide Web Access: Disability Discrimination Act Advisory Notes – assists web designers with making websites accessible to all internet users. This is available on the [Australian Human Rights Commission website](http://www.humanrights.gov.au) (www.humanrights.gov.au > Our work > Disability Rights > Standards > World Wide Web Access > Disability Discrimination Act Advisory Notes).

## Outcome 4

### **People with disability receive the same level and quality of service from the staff of the relevant public authority.**

Sometimes a lack of understanding or awareness can lead to an adult person with a disability being spoken to as if they were a child, or subsequently their carer is addressed instead. It can also result in staff tending to shout at people who have a hearing impairment or who are deaf, when it would be more helpful to face the person and speak clearly and slowly in a normal voice or, if the person prefers, write instead.

Disability awareness training has been shown to improve staff confidence and competence when assisting people with disability. This training should include information about the nature of the most common types of disability combined with practical hints on how to communicate effectively.

### **Ways that State Government authorities have improved staff awareness and skills in assisting people with disability include:**

- providing disability awareness training for all staff
- providing training specifically tailored for staff in different areas such as communication for front counter staff and accessible information for web designers
- promoting achievements and good news stories on access in staff newsletters
- providing deafness awareness training for staff providing Auslan interpreters on request.

### **Disability Services Commission resources**

- The Access and Inclusion Resource Kit provides information about the outcome areas and other information relevant to DAIPs, including access checklists. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access

and Inclusion Plans > Implementing your DAIP > Access and Inclusion Resource Kit).

- State Government Access Guidelines for Information, Services and Facilities – a guide to assist government, business and community groups establish Western Australia as an accessible and inclusive community. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP).
- You Can Make a Difference to Customer Relations for People with Disability in Local Government and State Government Agencies, 2000 – a training package consisting of five modules, to assist Local and State Government authorities to improve customer service for people with disability. This can be ordered from the Access and Inclusion Branch by calling 9426 9200.

## Outcome 5

### **People with disability have the same opportunities as other people to make complaints to the relevant public authority.**

The Western Australian public sector is committed to a service culture that focuses on customers' needs. As outlined in many Customer Service Charters, public authorities are:

- improving the services the public pays for through taxes and direct charges
- eliminating services that do not match customer needs providing the opportunity for customers to express their views in relation to government services and service delivery.

Some people with disability, their families and carers do not like to complain about the services they receive, for fear that those services will be withdrawn. Other people with disability may not know how to complain or appeal about aspects of the service.

People with disability, their families and carers are a specific customer group and require consideration to ensure they are able to access the grievance mechanisms of each authority. Such consideration may take the form of making information available about planning, decision-making and grievances in simple clear language or in alternative formats where required.

State Government authorities need to review their grievance policies and procedures to ensure that they clearly communicate to people with disability, their families and carers:

- the organisation's policy regarding customer feedback on their services
- how complaints can be made within the organisation
- where to go if the problem is not able to be resolved within the organisation.

**Ways that State Government authorities have made complaints processes more accessible for people with disability include:**

- producing a plain English pamphlet explaining the complaints procedure
- having complaints processes accessible online
- enabling people to make verbal as well as written complaints.

**Disability Services Commission resources**

- The Access and Inclusion Resource Kit provides information about the outcome areas and other information relevant to DAIPs, including access checklists. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP > Access and Inclusion Resource Kit).
- State Government Access Guidelines for Information, Services and Facilities – a guide to assist government, business and community groups establish Western Australia as an accessible and inclusive community. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP).

**Outcome 6**

**People with disability have the same opportunities as other people to participate in any public consultation by the relevant public authority.**

The Western Australian public sector is committed to a service culture that focuses on customers' needs. As outlined in many Customer Service Charters, public authorities are implementing a regular process of customer consultation.

People with disability, their families and carers require consideration to ensure their participation. Such consideration may take the form of:

- making information available about planning and decision-making in simple clear language or in alternative formats where requested
- ensuring that venues where public consultations are held are physically accessible both inside the building and in its surrounding vicinity
- knowing the particular communication needs of customers and responding appropriately, for example, providing an interpreter for people who are deaf or have a hearing impairment, a hearing loop, or displaying Better Hearing Kits
- providing options for giving information during the authority's consultative process, such as a choice between verbal or written presentations.

When State Government authorities involve people with disability or their families and carers on advisory/appeal committees (such as a disability access and inclusion service planning reference group) it is important to:

- provide an appropriate orientation to the organisation's policies, services and functions and to the meeting processes and procedures
- minimise the use of acronyms and/or terminology specific to the organisation that others may not understand.

**Ways that State Government authorities have made consultation processes more accessible for people with disability include:**

- appointing disability access advisory committees to advise on issues regarding disability and access
- ensuring that consultation meetings are planned and conducted using the Accessible Events checklist
- providing Auslan interpreters at public meetings
- providing a range of ways in which people can provide input, including online
- conducting reviews of community consultation processes.

**Disability Services Commission resources**

- The Access and Inclusion Resource Kit provides information about the outcome areas and other information relevant to DAIPs, including access checklists. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP > Access and Inclusion Resource Kit).
- State Government Access Guidelines for Information, Services and Facilities – a guide to assist government, business and community groups establish Western Australia as an accessible and inclusive community. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP).

**Other resources**

- Consulting with the Community – Facts and Tips can be found in Part 4 of this manual.
- An inclusive consultation booklet is available on the [Department of Social Services website](http://www.dss.gov.au/sites/default/files/documents/05_2012/ic.pdf) (www.dss.gov.au/sites/default/files/documents/05\_2012/ic.pdf).

**Outcome 7**

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

There are many ways the business community can welcome people with disability and experience the benefits. Employers who are inclusive in the way they recruit staff have access to a wider talent pool. Businesses can take advantage of the inclusion of people with disability as a new market by improving customer service and considering the needs of their consumers, including people with disability, in their business planning and development.

### **Ways that State Government authorities have incorporated employment practices into the DAIP:**

- utilising inclusive recruitment practices by making sure job advertisements are in an accessible format
- looking at ways of improving how to attract, recruit and retain people with disability into positions that involve flexibility of job descriptions to include the possibility of working from home
- working with support agencies to promote vacancies, get advice on what constitutes reasonable adjustment and provide initial assistance in the workplace if required
- using Equal Employment Opportunity principles when interviewing people with disability
- providing support and training for management staff in recruitment and retention practices
- confirming appropriate and sufficient training is provided as well as access to information and support
- making sure development opportunities are available
- ensuring policies and procedures are regularly reviewed.

### **Disability Employment Toolkit**

The Disability Employment Toolkit has been designed to complement the Western Australian Disability Employment Strategy and contains the following information:

- Benefits of employing people with disability
- What are my responsibilities?
- Recruitment and selection
- What are reasonable adjustments?
- Is my workplace inclusive and accessible?
- What financial support is available?
- Retention of employees who acquire a disability
- Frequently asked questions
- More information and help
- References

### **Disability Services Commission resources**

- The Disability Employment Toolkit is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Employing people with disability > Disability Employment Toolkit).
- Information is also available on how to implement Outcome 7 into your DAIP on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and Government > Disability Access and Inclusion Plans > Implementing your DAIP > Outcome 7).
- The Access and Inclusion Resource Kit provides information about the outcome areas and other information relevant to DAIPs, including access checklists. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP > Access and Inclusion Resource Kit).
- State Government Access Guidelines for Information, Services and Facilities – a guide to assist government, business and community groups establish Western Australia as an accessible and inclusive community. This is available on [the Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > Business and government > Disability Access and Inclusion Plans > Implementing your DAIP).

### **Additional resources**

- The [Australian JobSearch website](http://www.jobsearch.gov.au) (www.jobsearch.gov.au) provides a list of Disability Employment Network members in Western Australia.
- [Disability Employment Services](http://employment.gov.au) (employment.gov.au > Disability Employment Services) provides initial and ongoing support when you employ a person with disability. They can help you find the right person for the job and then support you both through the ongoing employment process.
- The [Australian Government JobAccess website](http://www.jobaccess.gov.au) (www.jobaccess.gov.au) covers all matters relating to the employment of people with disability. Useful information includes advice and support, employer incentives and rights and responsibilities. There are also case studies and success stories available to read.
- The [Australian Human Rights Commission's website](http://www.humanrights.gov.au) (www.humanrights.gov.au > Best practice guidelines for recruitment and selection) has best practice guidelines on recruitment and selection to help you to implement a consistent method of recruitment and encourage applications from the widest possible pool.

## **Support for developing and implementing Disability Access and Inclusion Plans**

### **Purpose of Disability Access and Inclusion Plans**

The purpose of preparing a DAIP is to ensure that people with disability can access all information, services and facilities provided by State Government authorities in Western Australia, and be included in the community. With the predicted increase in the number of people with disability it is essential that planning for disability access and inclusion be undertaken to make public services accessible for all members of the community.

### **Where does a Disability Access and Inclusion Plan fit in?**

A Disability Access and Inclusion Plan (DAIP) should be part of the overall strategic planning process of an authority. Many agencies develop their corporate or business plans around an analysis of the needs of their customers. Preparation of a DAIP will assist authorities to meet the specific needs of the entire community that includes seniors, parents with prams, people from CALD backgrounds and people with disability as part of customer service.

### **What is in a Disability Access and Inclusion Plan?**

A DAIP should be a clearly written document which outlines how State public authorities can ensure that people with disability have access to their functions, facilities and services. DAIPs will vary according to the type and size of the authority and the services it provides.

Two model DAIPs are provided in Part 3 of this manual, as good practice examples of the format and the types of strategies that an authority could consider. Each model DAIP is accompanied by a DAIP Implementation Plan, itemising tasks and timelines for action to be undertaken. Implementation plans are not required to be lodged with the Commission.

### **Disability Services Commission support for Disability Access and Inclusion Plans**

Senior Disability Access Officers from the Commission's Access and Inclusion Branch are available to provide support to agencies in the development and implementation of their DAIPs. This support can be provided through:

- individual contact with agencies on request, for review of their DAIPs and provision of feedback and ideas
- opportunities for agencies to share their ideas for actions and solutions through forums and meetings
- information support through the Access and Inclusion Resource Kit

- information support through the Commission's website.

Senior Disability Access and Inclusion Officers from the Access and Inclusion Branch can be contacted at the Disability Services Commission on:

Telephone: 9426 9200

Country: 1800 998 214

Fax: 9481 5223

TTY: 9426 9315

Email: [access@dsc.wa.gov.au](mailto:access@dsc.wa.gov.au)

## Fact sheet

### Key Elements of a Disability Access and Inclusion Plan

A Disability Access and Inclusion Plan (DAIP) should be a clearly written document which outlines how a public authority is ensuring that people with disability have access to the authority's functions, facilities and services.

Plans will vary according to the functions and services provided by each authority and the needs of the consumers of the services. However, each plan should contain some basic elements. The headings outlined in bold are legislative requirements of the Act and need to be included:

Outline of organisation	information about services and facilities
Policy statement	incorporating commitment to DAIP
<b>Review report</b>	<b>outlining previous achievements</b>
<b>Consultation methods</b>	<b>this statement must include advertising in the printed media and on the public authorities website</b>
Barriers	description of any barriers experienced by people with disability accessing facilities or services
<b>DAIP Outcomes</b>	<b>statement affirming commitment to all DAIP outcomes</b>
Timeline	of achievement of proposed strategies
<b>Promotion</b>	<b>this statement must include advertising in the printed media and on the website</b>
<b>Alternate formats</b>	<b>statement confirming the DAIP will be made available in alternative formats upon request</b>
<b>Application of DAIP</b>	<b>statement outlining how DAIP will be applied</b> (eg The Disability Services Act 1993 (amended 2004) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors).

Policy for agents and contractors	<b>or just a statement outlining how agents and contractors will report their progress to you</b>
Evaluation	outline of methods to measure and review strategies
Feedback	summary of how people with disability can provide feedback. This could also be included as part of evaluation statement.
<b>Review</b>	<b>a statement confirming requirements of legislation that the DAIP will be reviewed at least every five years</b>
<b>Reporting</b>	<b>as outlined in the Act</b>

Details of the above processes can be found in Part 2 of this Resource Manual.