



Government of **Western Australia**
Department of **Finance**

Disability Access and Inclusion Plan (DAIP)

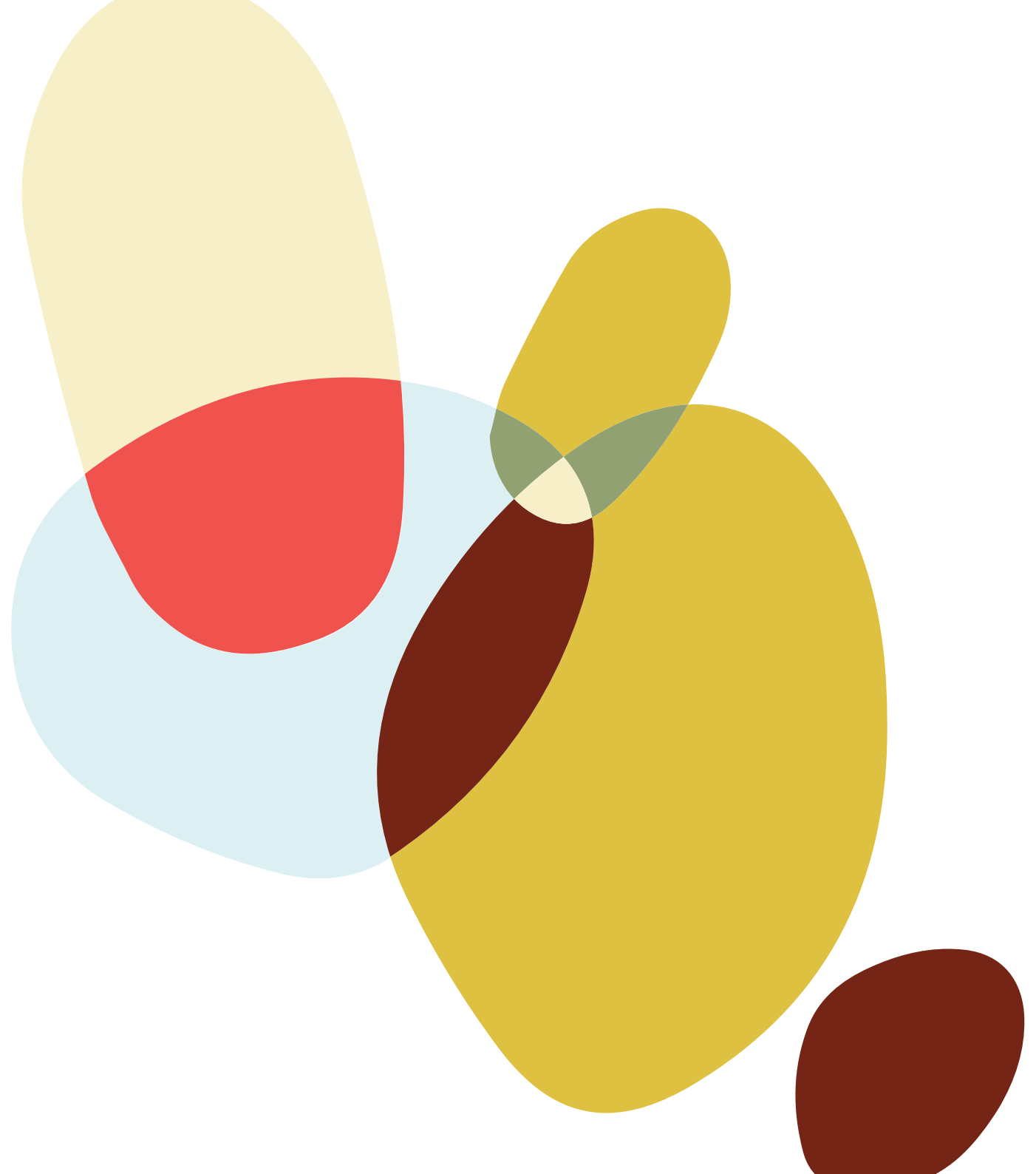
2023–2027



Acknowledgement of Country

The Department of Finance acknowledges the traditional custodians of Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of Aboriginal communities and their cultures; and to Elders both past and present.

The Department of Finance works throughout the State and we acknowledge the traditional custodians of all the lands on which we operate.



Contact us

The Department of Finance welcomes your feedback. If you wish to make any comments or suggestions about our Disability Access and Inclusion Plan (DAIP), please contact us.

Phone: (08) 6551 1000

Email: accessandinclusion@finance.wa.gov.au

Mail: Locked Bag 11, Cloisters Square WA 6850

Website: www.finance.wa.gov.au

Alternative formats

This publication is available in alternative formats such as electronic, by email, hard copy in both large and standard print, audio and published on the Department of Finance website. For further information please contact the Department of Finance at accessandinclusion@finance.wa.gov.au

Translating and interpreting service (TIS National)

If you require translating or interpreting into another language, please call [TIS National](http://www.tisnational.gov.au) on 131 450.

The Department of Finance's client code for booking an interpreter or a translator is C949461.

A separate client code C465406 applies to RevenueWA bookings.

For a non-English speaking client who is hearing impaired, contact the [National Relay Service](http://www.nrelayservice.gov.au) and ask them to call TIS National for a language interpreter.

National Relay Service

Contact the [National Relay Service](http://www.nrelayservice.gov.au) on:

- **TTY 133 677**
 - Speak and Read, Type and Read and Type and Listen (if you have a hearing or a speech impaired client)
- **Voice Relay 1300 555 727**
 - Speak and Listen (if you have a client with a speech impairment)
- **SMS Relay 0423 677 767**
 - Text and Listen

A message from the Director General



The Department of Finance (Finance) is committed to being the best place to work for all our staff – an inclusive workplace where employees are valued, and diversity is celebrated.

We are also dedicated to providing effective services that meet the changing needs of all our customers.

As a central agency that works throughout Western Australia, our customers are diverse. We recognise the importance of understanding diversity and delivering our services with our values at the core, providing clarity, collaboration, empathy and growth opportunities for our staff and customers.

This year we launched a new Diversity and Inclusion Strategy 2022-2025, which outlines our ambition to increase diversity within the Finance workforce.

The Strategy works in conjunction with this Disability Access and Inclusion Plan (DAIP) and is supported by a strong training and development program to improve staff understanding and empathy, improve our service delivery and recruitment strategies, and deliver consistent with our values.

This DAIP is an extension and continuation of our previous DAIP 2017-2022. It outlines the way we will strengthen our current initiatives and introduce new activities to deliver best practice for all members of our community. It also outlines our key goals and the specific targets and strategies we will use to achieve them.

The plan was developed through public and staff consultation and aims to ensure inclusion principles are integrated in everything we do, with equal opportunities provided to everyone.

We are committed to achieving the seven outcomes included in this plan, which will foster an inclusive work environment within Finance and have flow on benefits to people with disability, their families and the broader community.

I would like to thank the Disability Access and Inclusion committee for producing this significant piece of work and look forward to working with all Finance staff to implement its strategies.

Jodi Cant

Director General, Department of Finance

Our Department

Finance's role is as a central service agency and public sector leader, we deliver key services efficiently and effectively.

Our vision is to serve Western Australia to deliver what is needed today to achieve a better tomorrow. We deliver more than 300 services in five core areas:

Advise

Provide strategic advice across WA Government and the public sector on reform projects, project and asset management, procurement and policy.

Build

Plan, deliver and manage fit-for-purpose solutions for major community infrastructure such as schools, hospitals, prisons, and government office accommodation.

Buy

Lead government procurement and leverage our buying power to secure products and services for government, driving value for money for Western Australian taxpayers.

Collect

Collect revenue to fund government services and administer payment of grants and subsidies to the Western Australian community.

Deliver

Facilitate and optimise delivery of corporate services, using insights and leading technologies to continuously innovate and improve.

Our values are:



Clarity

We are clear on our purpose, our role and how we support others.



Empathy

We listen, understand, and respect all perspectives.



Collaboration

We value each other's contributions and create better outcomes when working together.



Growth

We learn, develop, inspire and improve in a changing environment.

Diversity, Access and Inclusion at Finance

Diversity and Inclusion Strategy 2022-2025

Finance's Diversity and Inclusion Strategy 2022-2025 supports our aims as a central agency, to progress diversity and inclusion. The Diversity and Inclusion Corporate Executive subcommittee monitors the progress of Finance's Diversity and Inclusion Strategy and representative diversity committees.

Planning for Better Access and Inclusion

This DAIP aims to meet and exceed the requirements under the *Disability Services Act 1993* (WA). DAIP strategies aimed to progress access and inclusion target the *Disability Services Regulations 2013*'s seven desired outcomes and support Finance's broader Diversity and Inclusion Strategy.

Finance intends to meet or exceed our legislative obligations under the *Equal Opportunity Act 1984* (WA), *Disability Discrimination Act 1992* (Cth), and United Nations Convention on the Rights of Persons with Disabilities.

The DAIP provides a framework for identifying ways where Finance can further improve access and inclusion for our staff, customers and stakeholders within the Western Australian community.

Our Commitment

Finance is committed to ensuring people with disability and their families and carers can fully access our services, information and facilities.

It is important to us that we provide the same opportunities to all people in our community.

We will support and empower our employees so they are able to contribute to the objectives to the best of their ability, and ensure we consult with people with disability, their families, carers and support service providers to identify and remove barriers to access and inclusion.



Our Progress

Since our 2017-2022 DAIP, Finance has introduced a range of strategies and initiatives to support equitable and full access and inclusion for staff and customers who access our facilities, services and information. This progress includes:

- > Installing accessible ramps, automatic doors for staff access, and braille on lifts at our Djookanup office in Osborne Park.
- > Upgrades to access at our city office at QBE House in Perth, including more accessible toilets and redesigning lift keypads to improve accessibility.
- > Engagement with providers with custom signage installed in kitchens to improve accessibility for staff with visual impairment.
- > Ongoing improvement of Finance's website to meet the Website Content Accessibility Guidelines 2.0 (WCAG 2) Level A.
- > Recognising and celebrating events such as the International Day of People with Disability by engaging staff in activities to improve understanding of disability and further improve access and inclusion.
- > Hosting events such as 'Work with Me' and workshops like 'Connecting across Diversity' to improve staff understanding of challenges faced by people with disability, and to improve understanding of language and engagement around disability.
- > Improvements in the Disability Awareness eLearning module to educate staff on disability matters and challenges, including training on how to make the workplace more inclusive.
- > Introducing a 'Passport – Reasonable Adjustment' to enable staff with disability the option of recording any unique work requirements with the Safe and Well team, to assist when transitioning to a new manager or work area.
- > Targeted recruitment of five staff with disability through Finance's graduate program, further enhancing the diversity in our workforce.
- > Offering employment opportunities for trainees with disabilities through the Public Sector Commission's Government Traineeship Program.

Development and Implementation

Review and Consultation

Finance's 2023-2027 DAIP project subcommittee coordinated the review of the previous DAIP and the development of the new plan on behalf of the DAIP Committee. Progress over the previous DAIP was captured and improvements were included within the plan.

The review of the DAIP and community consultation for the development of the revised DAIP included the following activities:

- Directorate representatives from across Finance were invited to form the DAIP project subcommittee to review and develop the DAIP.
- The community was invited to provide input into the continued development of the DAIP via an advertisement in The West Australian newspaper public notices published on 13 July 2022. Closing date for comments was 31 August 2022.
- Stakeholders were engaged from across Finance's business areas to inform the plan.
- Employees were invited to contribute to the plan by identifying potential barriers to accessing our services, information or facilities that people with disability may experience, and by providing suggestions to overcome them.
- Investigation of contemporary trends and best practice in access and inclusion plans.

Promotion

The final version of the DAIP was reviewed and endorsed by the Corporate Executive, then submitted to the Department of Communities and made available on Finance's external website and Intranet. Finance provided advice through The West Australian newspaper that copies of the DAIP are available to the community on request and in alternative formats if required.

Implementation, Monitoring and Reporting

The implementation of the strategies within the DAIP is the responsibility of all directorates across Finance.

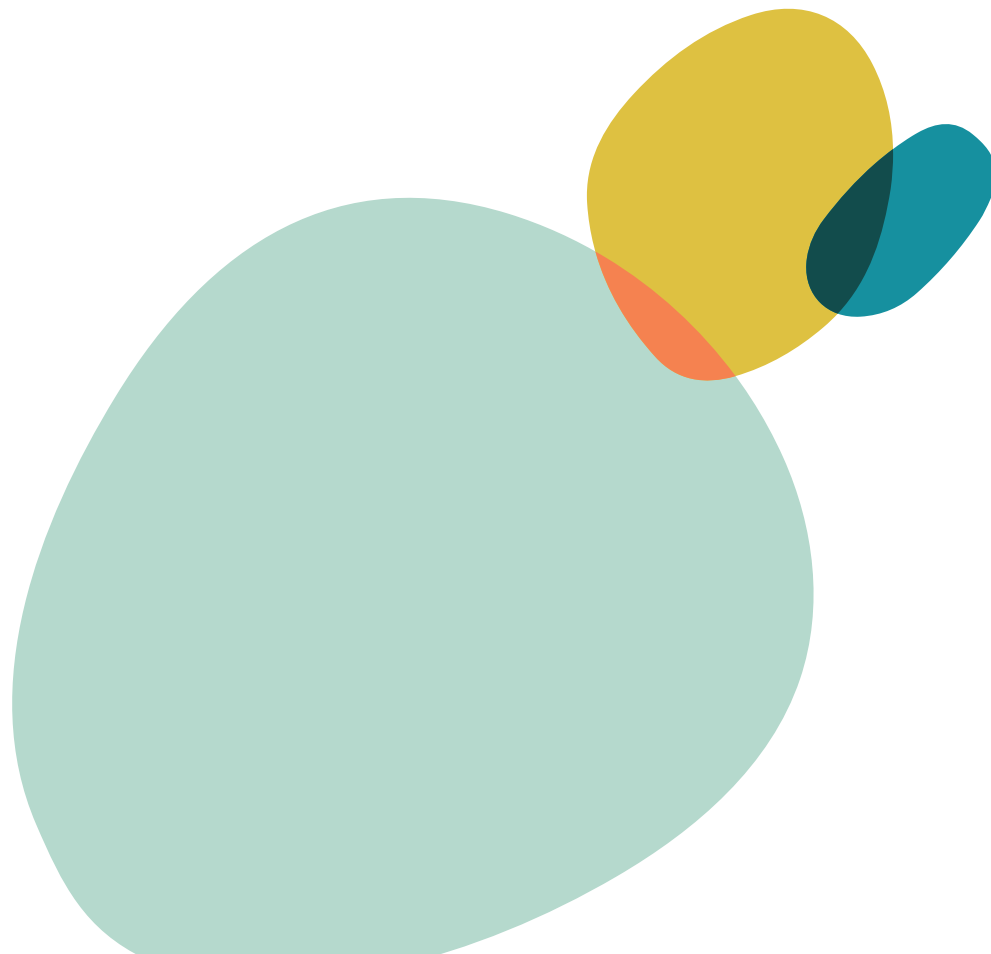
Finance's DAIP Committee will monitor and report on the implementation and progress of the DAIP through:

- Quarterly meetings of the DAIP Committee.
- Updates to the Corporate Executive Diversity and Inclusion sub-committee.
- Providing a progress report to the Department of Communities each year against the seven outcomes of the plan.
- The Public Sector Commission's equal employment opportunity annual collection report.

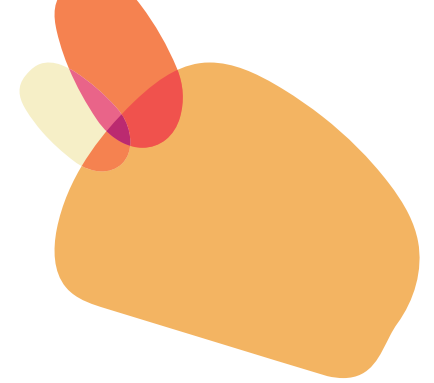
In addition, Finance is committed to reporting key achievements to support and enhance access and inclusion for people with disability in Finance's annual report.

Outcomes

Finance intends to achieve the Western Australian Public Sector's seven desired outcomes to progress access and inclusion by implementing the following strategies.



Outcome 1



People with disability have the same opportunities as other people to access the services of, and any event by, the Department of Finance.

Strategies

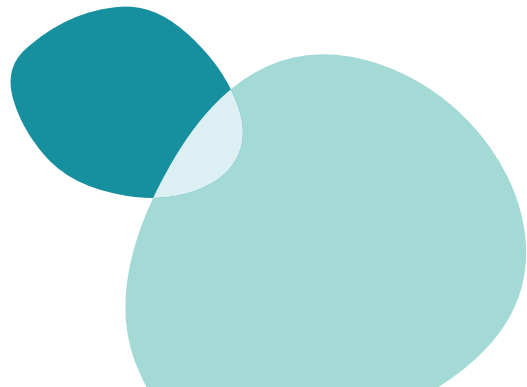
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- 1.1** Events organised by Finance are accessible to people with disability.
 - 1.2** Opportunities are provided for people with disability to comment on access to events, services and advice provided by Finance.
 - 1.3** Finance ensures its agents and contractors are aware of their obligations under the DAIP.
 - 1.4** The outcomes of the DAIP are incorporated into Finance's strategic business planning, budgeting processes and other relevant plans and strategies.
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Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities of the Department of Finance.

Strategies

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- 2.1** Finance's buildings and facilities are physically accessible for people with disability.
 - 2.2** Finance buildings have emergency evacuation procedures in place and regular training is conducted to ensure the safety of people with disability.
 - 2.3** Finance building signage meets the needs of people with disability.
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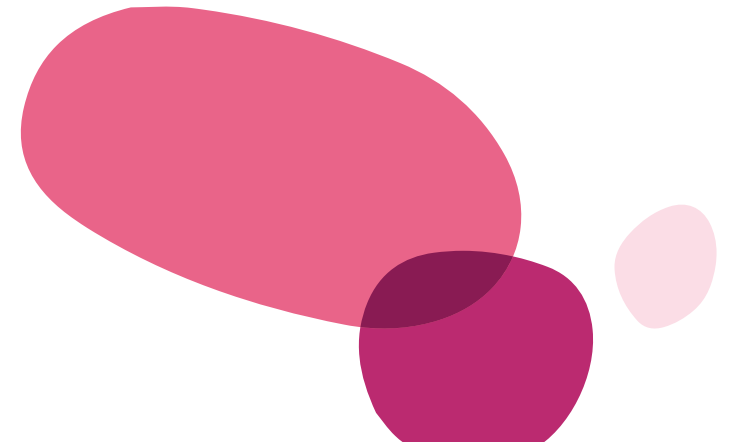


Outcome 3

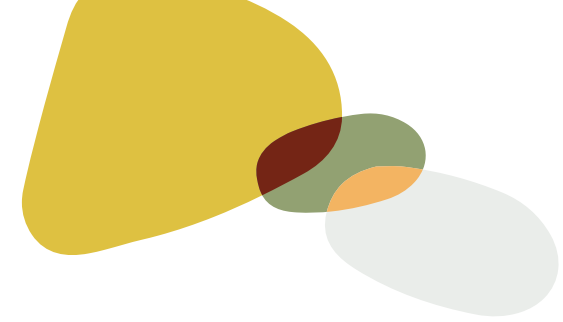
People with disability receive information from the Department of Finance in a format that will enable them to access the information as readily as other people are able to access it.

Strategies

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- 3.1** Our website and intranet are accessible and inclusive.
 - 3.2** Our systems are accessible for people with disability.
 - 3.3** Information is accessible or is available on request in alternative formats.
 - 3.4** There is on-request access to interpreter services for people with a disability.
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Outcome 4



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

Strategies

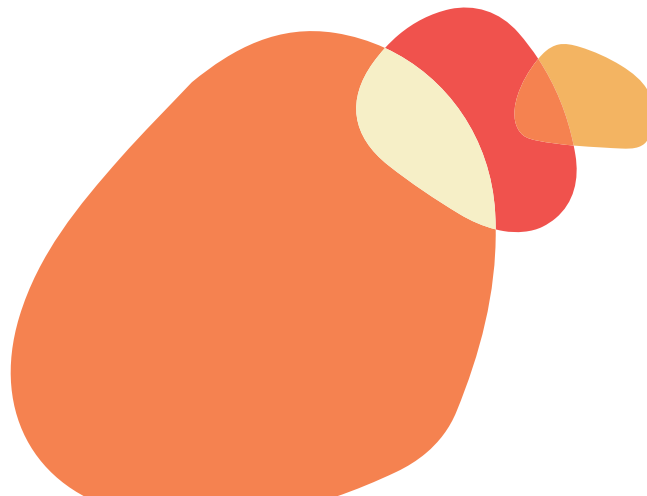
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- 4.1** Employees are aware and adequately trained to provide quality services to people with disability.
 - 4.2** Promote policies, codes of conduct and strategies that prohibit discrimination, harassment and victimisation of employees and visitors with a disability.
 - 4.3** Significant access and inclusion calendar events are recognised and celebrated.
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Outcome 5

People with disability have the same opportunities as other people to make complaints to the Department of Finance.

Strategies

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- 5.1** Complaints Policy and process are accessible and supportive for people with disability.
 - 5.2** Review feedback regarding access and inclusion matters and identify and address any systemic issues.
 - 5.3** The Language Services Policy is aligned with the WA Language Services Policy.
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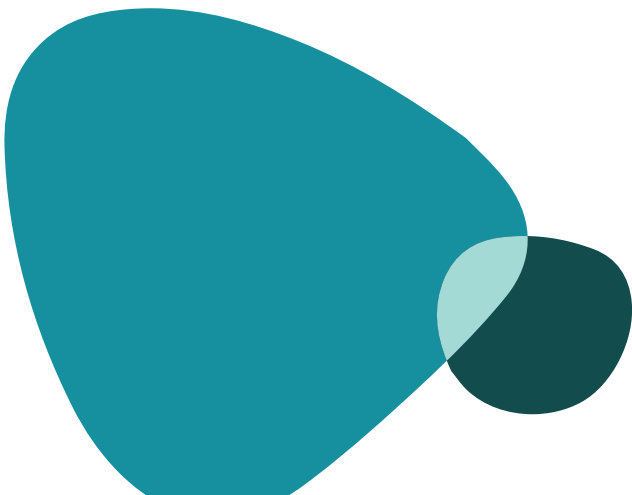


Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation by the Department of Finance.

Strategies

- 6.1** Appropriate protocols to support community consultation are established and implemented which encourage people with disability to participate.



Outcome 7

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

Strategies

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- 7.1** Develop and maintain innovative strategies to nurture an inclusive, diverse, values-based workforce that attracts employees with disability.
 - 7.2** Recruitment processes are inclusive and support people with disability to apply for roles with Finance.
 - 7.3** Maintain a diverse culture that supports access and inclusion.
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