



Government of **Western Australia**
Department of **the Registrar**,
Western Australian Industrial Relations Commission

Department of the Registrar, Western Australian Industrial Relations Commission

Disability Access and Inclusion Plan 2023 - 2028

This plan will be made available on the Department's website and in alternative formats including in large print, electronically by email and in audio format upon request.

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Background

The Department of the Registrar

The Department of the Registrar, Western Australian Industrial Relations Commission (the Department) is a public sector department established under section 35 of the *Public Sector Management Act 1994 (WA)*, responsible to the Minister Industrial Relations.

The Department provides the Western Australian Industrial Relations Commission (the Commission) with the physical and virtual infrastructure, human, administrative and financial resources, integral to the achievement of its objectives pursuant to the *Industrial Relations Act 1979 (WA)*.

The Department also provides the physical and virtual infrastructure, human and administrative resources necessary to support the separate jurisdictions of the Industrial Magistrates Court of Western Australia and the administrative support for the lodgement of applications to the Western Australian Industrial Appeal Court.

Functions, Facilities and Services Provided by the Department

The Department ensures the Commission has the necessary resources to effectively prevent and resolve industrial disputes by providing services for the lodgement, registration, processing, and management of all applications to the Commission, the Work Safety and Health Tribunal, the Road Freight Transport Industry Tribunal, the Industrial Magistrates Court of Western Australia, the Western Australian Industrial Appeal Court, Police Compensation Tribunal and other constituent authorities.

Planning for Better Access

The Department of the Registrar is committed to providing those with disability or disadvantage access to its information, services and facilities. The Department's Disability Access and Inclusion Plan (DAIP) addresses barriers to access and inclusion by identifying potential solutions for people with disability, their families and carers.

Our Progress

The Department's DAIP is reviewed and amended in accordance with the Department's statutory obligations and where barriers to inclusion arise.

The DAIP 2023-2028 will continue to enable digital transformation initiatives and website improvements in accordance with Website Accessibility Standards issued by the Office of Digital Government.

Access and Inclusion Policy Statement

The Department and the Commission are committed to:

- ensuring that people with disability, their families and carers can fully access all services and facilities, with the same opportunities, rights and responsibilities enjoyed by all other people in the community;
- consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately;
- ensuring that work undertaken by third parties is in accordance with the desired access and inclusion outcomes in the DAIP; and
- achieving the seven desired outcomes of the DAIP.

The seven desired outcomes are:

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

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

Outcome 3: People with disability have the same opportunity as other people to access information from the Department and the Commission in a format that will enable them to access the information as readily as other people are able to access it.

Outcome 4: People with disability receive the same level and quality of service from the staff of the Department and the Commission, as other people receive from the staff of the Department and the Commission.

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Department and/or the Commission.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Department and/or the Commission.

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment within the Department or the Commission.

Development of the Disability Access and Inclusion Plan

The Planning Process

The planning and development of the DAIP involved:

- Examination of the DAIP 2018-2023.
- Examination of other relevant departmental policies and procedures to ensure a consistent approach to meeting the DAIP Outcomes.
- Investigation of contemporary trends and good practice for access and inclusion.
- Consultation with key staff across the Department and the Commission.
- Review of plans developed by other State government agencies.
- Consultation with the public.

The consultation process included:

- An advertisement in The West Australian newspaper inviting submissions from the public.
- The draft DAIP and a general invitation to comment was made available on the Department's website.
- The draft DAIP was presented to the Department's Executive for comment.
- The draft DAIP and a general invitation to comment was promoted to all employees of the Department via an intranet news post.
- Notices inviting feedback were available in public access areas of the Department.

Responsibility for Implementing the DAIP

Implementation of the DAIP is the responsibility of all areas of the Department. The DAIP Committee will guide the overall implementation of the DAIP.

As the Department's DAIPs are reviewed and replacement DAIPs are endorsed in future years, both employees and the public will be advised of the availability of updated DAIPs.

Promotion of DAIP

The final version of the DAIP was reviewed and endorsed by the Chief Executive Officer. The endorsed DAIP was then submitted to the Department of Communities, Disability Services and made available on the Department's intranet and external website.

Copies of the DAIP are available to employees via the Department's intranet. The Department has also advised, through The West Australian newspaper, that copies of the DAIP are available to the community upon request and in alternative formats if

required, including hardcopy in standard and large print, electronic format, audio format, by email and on the Department and Commission websites.

Review and Evaluation Mechanisms

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

The review of the expired DAIP is included in the Annexures of the Department's new DAIP 2023-2028.

The DAIP Committee will meet quarterly in the first year and bi-annually thereafter to review compliance with the DAIP.

The DAIP Committee will also prepare an annual progress report, that will form the basis for what will be included in the Department's Annual Reporting requirements under the *Financial Management Act 2006 (WA)*. A status report will also be provided to the Department's Executive for formal endorsement.

Evaluation

Once a year, the Department will seek feedback from the community on barriers to accessing the facilities and services provided by the Department and the Commission. Similarly, departmental staff will have an opportunity to provide feedback on access and inclusion issues identified by those with disability or disadvantage, inviting suggestions for improvement.

Reporting

The *Disability Services Act 1993 (WA)* sets out the minimum reporting requirements for public authorities in relation to DAIPs. The Department will report on the implementation of its DAIP 2023-2028 through its Annual Report and the prescribed progress reports to the Department of Communities, Disability Services for the year ended 30 June each year, outlining the progress towards the desired outcomes of the DAIP.

Through the annual statutory reporting process, the Department is required to include a statement of progress towards meeting outcomes in relation to agents and contractors and the strategies used to inform agents and contractors of the Department's DAIP.

The intent of the *Disability Services Act 1993 (WA)* is that where agents and contractors are used as a go between in the provision of a service to the community for the public authority, that the agent and contractor considers the needs of people with disability.

The Department does not use agents or contractors to this effect and therefore the reporting of progress towards outcomes of this nature is not required.

Access and Inclusion Strategies

The following seven desired outcomes provide a framework that delivers access and inclusion for people with disability.

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

Strategies		Timeframe
1.1	The DAIP Committee will be required by the Executive to monitor access and inclusion and make recommendations for improvement, in accordance with good governance principles and legislative obligations.	Ongoing
1.2	Internal communications will ensure that staff and contractors are aware of the requirements of the DAIP and ensure that all services are accessible to people with disability.	Ongoing
1.3	The DAIP Committee will conduct a yearly audit and ensure all public services and resources are accessible for staff and visitors with disability.	Ongoing
1.4	Disability is one of the key criteria for assessing eligibility of applicants and respondents to receive assistance from the WAIRC Pro Bono Scheme. This assistance consists of avenues for access to justice, including free legal advice and representation from private law firms and community legal services.	Ongoing

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

Strategies		Timeframe
2.1	The Department's Executive will ensure that any planned alterations to the existing facilities are conducted and completed in such a manner that services and facilities remain accessible to people with disability.	Ongoing
2.2	Accessibility information will be maintained on all floors of the Commission and Department.	Ongoing
2.3	Access and Inclusion information will be published on external websites.	Ongoing
2.4	Fire Wardens and employees assisting members of the community are trained to ensure they understand the procedure on how to assist people with disability in an emergency situation.	Ongoing
2.5	People have opportunity to seek assistance to ensure appropriate support is provided on occasions when people with disability attend our premises.	Ongoing

Outcome 3: People with disability have the same opportunity as other people to access information from the Department and the Commission in a format that will enable them to access the information as readily as other people are able to access it.

Strategies		Timeframe
3.1	Public information will be made available in alternative formats upon request.	Ongoing
3.2	Staff will receive training on accessible information needs and how to obtain information in other formats.	Ongoing
3.3	Auslan and text services will be provided upon request. These include TTY, TDD and TT services.	Ongoing
3.4	Websites and content will comply with the Website Accessibility Standards established by the Office of Digital Government.	Ongoing

Outcome 4: People with disability receive the same level and quality of service from the staff of the Department and the Commission, as other people receive from the staff of the Department and the Commission.

Strategies		Timeframe
4.1	Disability awareness information is provided to new staff as part of their induction.	Ongoing
4.2	Contemporary information regarding access and inclusion for people with disability is included on the intranet and updated on a when required.	Ongoing
4.3	Service delivery options will consider the full range of disability types, including cognitive, intellectual, sensory and psychological, in addition to mobility and access requirements.	Ongoing

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Department and/or the Commission.

Strategies		Timeframe
5.1	A readily accessible complaints process will be promoted in public areas and external websites.	Ongoing
5.2	Complaints received about disability access will be responded to in a timely manner.	Ongoing
5.3	Staff will be sufficiently informed in disability and access issues to provide appropriate assistance to people with disability making complaints.	Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Department and/or the Commission.

Strategies		Timeframe
6.1	Information in alternative formats will be made available on request, for all members of the public to comment on the provision of services offered by the Department.	Ongoing
6.2	All sections of the community were invited to participate in consultation on the proposed DAIP 2023-2028, via advertising in the West Australian newspaper and on external websites.	Completed

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment within the Department or the Commission.

Strategies		Timeframe
7.1	Maintain current selection and recruitment practices that encourage people with a disability to apply for advertised vacancies.	Ongoing
7.2	Provide support for employees with disability, including workplace modifications as required.	Ongoing
7.3	Ensure appropriate development opportunities for career planning for employees with disability.	Ongoing

Appendices

Appendix 1 – Completed Access and Inclusion Initiatives

The Department provides access to its information, services and facilities in the following ways:

- ✓ Website accessibility complies with Website Accessibility Standards.
- ✓ Accessibility information is provided on the websites of the Department and the Commission and includes:
 - Contact details for the DAIP Committee;
 - links to City of Perth accessible parking;
 - links to City of Perth disabled toilet facilities; and
 - accessing specialised services such as Auslan interpreters and text services.
- ✓ Audio induction hearing loops are available in the courts and at the Registry's front counter, to assist those with hearing impairments. This hearing aid acts as a wireless loudspeaker providing quality and non-distorted sound to the hearing-impaired person.
- ✓ Refurbishment to court room and conference room facilities have delivered accessible facilities.
- ✓ A Disability Access and Inclusion page has been created on the intranet with information and links to valuable information to assist people with disability. This material forms the basis for new employees to identify what disability access and inclusion means in the workplace.
- ✓ Staff input was sought throughout the life of the various DAIPs. As an example, the following issues were identified and improved because of staff engagement:
 - barriers to assisting hearing impaired clients at the Registry counter;
 - and
 - the need for improved signage and assistive hearing equipment.
- ✓ A satisfaction feedback questionnaire was developed for ongoing use by employees and the public to report on access and inclusion barriers.

Appendix 2 – References

Legislation

Disability Discrimination Act 1992 (Cth)

[Federal Register of Legislation](#)

Disability Services Act 1993 (WA)

Disability Services Regulations 2004 (WA)

[WALW - Home \(legislation.wa.gov.au\)](#)

Disability Access and Inclusion Information

Additional information on Disability Access and Inclusion Plans or associated information is available on the Department of Communities, Disability Services website.

[Disability Services \(www.wa.gov.au\)](#)

Further Information

For further information about services, facilities and functions of the Department, or to request further information regarding this DAIP, please contact us by one of the following methods:



Phone: (08) 9420 4444



Mail: DAIP Committee
Department of the Registrar,
Western Australian Industrial Relations Commission
Level 17, 111 St Georges Terrace
PERTH WA 6000



Email: daip@wairc.wa.gov.au



Internet: www.dotr.wa.gov.au
www.wairc.wa.gov.au



AuslanServices
a leading provider of Auslan interpreters

Australian Sign Language (Auslan) interpreters can be booked through [Auslan Access Australia](#) or the Department can book one with sufficient advance notice. The Department is committed to meeting any costs associated with utilising the Auslan service.