

# Disability Services Commission Disability Access and Inclusion Plan 2011–2016 Summary



## Our vision

All people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.

In achieving this vision the rights of people with disability are recognised, their families and carers supported, their involvement in all levels of decision-making is encouraged and their life choices are respected.

## People with disability in Western Australia

The Australian Bureau of Statistics survey of Disability Ageing and Carers (SDAC, 2003) estimated 405,500 West Australians have a disability (20.6 per cent of the population). Of the 405,500 Western Australians with disability, 115,800 people have profound or severe core activity limitation.

Core activities include:

- self-care, such as bathing or showering; dressing; eating; toileting
- mobility, such as moving around at home and in the community; getting into or out of a bed or chair; bending and picking up an object from the floor; and using public transport
- communication — understanding and being understood by others, including strangers, family and friends.

## Planning for better access

It is a requirement of the Disability Services Act 1993 (amended 2004) (the Act) that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) so that people with disability have the same opportunities as others to access services, facilities and information.

## Our commitment to access and inclusion

The Commission is committed to continually improving access and inclusion for people with disability, their families and carers. It strives to

achieve the highest standards in access and inclusion and to set an example for others to follow. The DAIP provides a framework for the identification of areas where access and inclusion can be improved within the Commission, across seven outcome areas.

## Strategies to improve access and inclusion 2011–2016

This DAIP will be effective for five years, from July 2011 to June 2016. Within the seven outcome areas, strategies have been identified where there is potential for improved access and inclusion. The broad strategies provide flexibility to respond to emerging access and inclusion needs. These strategies will be used to guide the identification of initiatives in the annual implementation plans, for the duration of this DAIP.

## Responsibility for implementation

The Act requires staff and the agents and contractors of the Commission to conduct their business in a manner consistent with the Commission's DAIP. It requires agents and contractors to take all practicable measures to ensure that relevant outcomes are implemented.

Implementation of the DAIP is the responsibility of all staff at the Commission. Some initiatives in annual implementation plans will apply to all areas of the Commission while others will apply to specific directorates. The annual implementation plans set out who is responsible for each initiative.

## DAIP reviewing and reporting

The Commission will develop an annual implementation plan to progress the strategies of the DAIP. Each year these will be reviewed and every five years the Commission will undertake to develop a new DAIP.

## Disability Access and Inclusion Plan Strategies 2011–2016

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

Strategy	Timeline
Develop and implement flexible strategies to improve access for people with disability, their families and carers.	Ongoing
Encourage and support disability sector organisations to improve access to their services for people with disability, their families and carers.	Ongoing
Ensure the agents and contractors of the Commission comply with the DAIP requirements.	Ongoing
Ensure events organised by the Commission are compliant with the State Government Access Guidelines for Information, Services and Facilities and are widely promoted to staff using a variety of strategies.	Ongoing
Improved communication about the availability of Commission funds, funding processes and timelines.	Ongoing

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

Strategy	Timeline
Ensure that all Commission facilities comply with access requirements and an access consultation is consulted where appropriate.	Ongoing
Ensure Commission facilities are located to maximise ease of access and to promote inclusion within the community.	Ongoing

**Outcome 3:** People with disabilities receive information from the Commission in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Timeline
Ensure the provision of information for all people with disability complies with the guidelines as detailed in the State Government Access Guidelines for Information, Services and Facilities.	Ongoing
Improve community awareness that Commission information is available in alternative formats, upon request.	Ongoing
Redevelopment of the Commission's website to increase access to timely and accurate information.	2015

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

Strategy	Timeline
Ensure all staff have the knowledge and skills to provide quality services for people with disability, their families and carers.	Ongoing

**Outcome 5:** People with disabilities have the same opportunities as other people to make complaints to the Commission.

**Strategy**

**Timeline**

Continue to raise awareness of the rights of consumers to make complaints and of the avenues available, particularly among new staff and consumers.

Ongoing

Ensure the Commission's complaints procedures are made available in flexible and accessible formats.

Ongoing

**Outcome 6:** People with disabilities have the same opportunities as other people to participate in any public consultation by the Commission.

**Strategy**

**Timeline**

Ensure consultations with the public are held in an accessible manner.

Ongoing

Ensure information detailing the nature of the consultation, is available in accessible formats for people with disability, their families and carers.

Ongoing

Increase opportunities for people with disability, their families and carers, to engage with the Commission in respect to significant issues affecting them.

Ongoing

Update the Consultation Policy to ensure that the needs of people with different communication needs are met by consultation strategies.

2013

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

**Strategy**

**Timeline**

Continue to develop innovative strategies to improve the attraction, recruitment and retention of employees with disability.

Ongoing

**Disability Services Commission**

146-160 Colin Street

West Perth, WA 6005

PO Box 441

Phone: 9426 9200

Freecall (country): 1800 998 214

Fax: 9226 2306

TTY: 9426 9315

National Relay Service: 13 36 77

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

Website: [www.disability.wa.gov.au](http://www.disability.wa.gov.au)

**Resources**

A full version of the DAIP and a range of DAIP resources to assist with implementation can be found on the Commission's website:

[www.disability.wa.gov.au](http://www.disability.wa.gov.au) .

**Strategic Policy and Programs Branch**

Phone: 9426 9623

Fax: 9226 2306

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