Disability Access and Inclusion Plans

Resource Manual for State Government
Introduction

Public authorities in Western Australia have been required by the Western Australian Disability Services Act (1993) to have a Disability Service Plan (DSP) since 1995. An amendment to the Act in 2004 brought about a number of changes to this requirement, including a change of name to Disability Access and Inclusion Plan (DAIP).

This resource manual has been prepared to provide practical assistance to State Government authorities developing a DAIP as required by legislation.

The manual has been developed through widespread consultation with State Government authorities and the disability field.

All State Government authorities and key disability organisations have had opportunities to contribute to the contents of the resource manual and their contributions have been extremely valuable.


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.
How to use this manual

The contents of this manual have been organised into sections. Each of these may be useful as you go through the planning, implementation and review processes.

1. **Overview of Disability Access and Inclusion Plans**
   Background information on disability; the relevant legislation; the purpose, content and key outcomes of DAIPs.

2. **Steps to develop a Disability Access and Inclusion Plan**
   A step-by-step guide to developing a DAIP.

3. **Model Disability Access and Inclusion Plans**
   Two hypothetical model plans for different State Government authorities: these provide examples to illustrate a suggested format and content of a DAIP. It is important to note that these are presented as suggestions only, and are provided to assist, not limit, the development and implementation of DAIPs.

4. **Additional information**
   Additional information related to disability, the development of DAIPs and useful resources.

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 at www.dsc.wa.gov.au.

They are in alternative formats on request to the Community Access and Information Branch of the Disability Services Commission:

- Telephone: 9426 9384
- Country: 1800 998 214
- TTY: 9426 9315
- Fax: 9481 5223
- Email: access@dsc.wa.gov.au
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Acknowledgments

This manual was produced by the Disability Services Commission of Western Australia, as an update of the Disability Service Plan Resource Manual (1995).

The Commission wishes to thank all those who contributed to the development of the manual including:

- Activ Foundation
- Association for the Blind of Western Australia
- Cerebral Palsy Association of Western Australia
- Department for Community Development
- Department of Conservation and Land Management
- Department of Education and Training
- Department of Health
- Department of Planning and Infrastructure
- Department of Sport and Recreation
- Disability Services Commission
- Multiple Sclerosis Society of Western Australia
- Murdoch University
- Nulsen Haven Association
- Public Transport Authority
- Recreation Network
- Senses Foundation
- State Supply Commission
- Swan TAFE
- WA Disabled Sports Association

Consultation for and development of the manual was done by:

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Appreciation is also extended to the State Government authorities who participated in the DAIP training workshops and provided valuable input.
Disability Access and Inclusion Plans for State Government
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How many people in Western Australia have a disability?

Disability affects one third of the Western Australian population.

An Australian Bureau of Statistics survey in 2003 found that an estimated 405,500 Western Australians reported having a disability (20.6 per cent of the total population).

An estimated 246,800 Western Australians are carers for people with disabilities (12.6 per cent of the total population).

One in every 17 Western Australians aged 15 and over (91,600 people) has a disability and is also a carer of a person with disabilities.

Of the 405,500 Western Australians with disabilities, 115,800 people have profound or severe core activity limitation. 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 disabilities experience some form of limitation or restriction due to their disability.

What is disability?

A disability is any continuing condition that restricts everyday activities.

Disabilities can affect a person’s capacity to communicate, interact with others, learn and get about independently. Disability is usually permanent but may be episodic. Disabilities can be:

- **Sensory:** affecting vision and/or hearing.
- **Neurological:** affecting a person’s ability to control their movements, for example, cerebral palsy.
- **Physical:** affecting mobility and/or a person’s ability to use their upper or lower body.
- **Intellectual:** affecting a person’s judgement, ability to learn and communicate.
- **Cognitive:** affecting a person’s thought processes, personality and memory resulting, for example, from an injury to the brain.
- **Psychiatric:** affecting a person’s emotions, thought processes and behaviour, for example, schizophrenia and manic depression.
Some disabilities, such as epilepsy, are 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 disabilities have multiple disabilities.

- Physical disabilities generally relate to disorders of the musculoskeletal, circulatory, respiratory and nervous systems.
- Sensory disabilities involve 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.

**Trends in disability**

The number of Western Australians with disabilities is increasing. The Australian Bureau of Statistics (ABS) conducts regular surveys on disabilities to report the extent of disability in Australia, the need for support and the adequacy of support, and the contribution of informal care.

The 2003 Survey of Disability, Ageing and Carers figures for prevalence of disability show an increase since 1998 of 50,000 in the number of Western Australians with a disability, due to population increase and population ageing.

Between 2006 and 2026 the number of people with disabilities in Western Australia is expected to increase by more than 210,000, due mainly to our ageing population. People may have a disability at any age, but the likelihood increases as people get older. According to ABS data, 51 per cent of Western Australians over 60 years of age have a disability. The number of older Western Australians with disabilities will increase substantially as the ‘baby boomers’ move into age groups in which disability is more prevalent. In fact, there is expected to be an overall increase of 115.7 per cent over 20 years.

**The impact of disability**

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

As a consequence, people with disabilities face barriers with everyday activities such as hearing or understanding what is said, seeing small print, climbing stairs or understanding signage.
Often people with disabilities are unable to do things most of us take for granted, such as:

- visit the local library or senior citizens’ centre;
- read and understand public notices or newsletters;
- participate at the municipal swimming pool or recreation centre;
- play on the play equipment at the park;
- hear what is said at a public meeting;
- shop at the local shops;
- use public transport; and/or
- use public telephones or automatic teller machines.

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; and/or
- 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 disabilities include:

- the impact not only on the person with the disability, but also on their family and carers;
- the additional disadvantages facing people with disabilities, 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; and
- the continuing rise in the number of people with disabilities as the Western Australian population ages.
As members of the community, people with disabilities, their families and carers have the same rights as other people to access State public authority services. These rights are enshrined in both State and Commonwealth legislation which make it unlawful to discriminate against a person with a disability.

**The legislation**

**Western Australian Disability Services Act**

The Western Australian Disability Services Act 1993, (as 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. For the purposes of developing a plan this will mean ensuring that people with disabilities can access services provided by State Government authorities in Western Australia and that these services facilitate increased independence, opportunities and inclusion for people with disabilities in the community.

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

- lodge its current plan (which can be its DSP) by 31 July 2006;
- develop a DAIP which:
  - furthers the principles and objectives of the Act; and
  - meets the six Standards in Schedule 2 of the Disability Services Regulations 2004;
- lodge the finalised plan with the Disability Services Commission by 31 July 2007;
- take all practicable measures to ensure that the plan is implemented by the authority, its officers, employees, and relevant agents and contractors;
- review its plan at least 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 about:
  - progress made by the authority in achieving the desired outcomes in Schedule 3 of the regulations;
– progress made by any agents and contractors of the authority in achieving the desired outcomes in Schedule 3 of the regulations;
– the strategies used by the authority to inform its agents and contractors about its plan; and

• report in its annual report about the implementation of its plan.

Purpose of Disability Access and Inclusion Plans

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

What does access and inclusion mean?

Access and inclusion means different things to different people. There are, however, common elements that need to be considered to ensure that information, services and facilities are accessible to people with various disabilities.

By providing information, services and facilities that are accessible to people with various disabilities, an authority is reducing barriers to participation, and promoting inclusion in the activities and functions of that community.
When developing a Disability Access and Inclusion Plan (DAIP), public authorities must aim to achieve six 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, 2004 states the six desired outcomes of a DAIP:

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.
2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.
3. People with disabilities 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 disabilities 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 disabilities have the same opportunities as other people to make complaints to a public authority.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.

In addition some public authorities may decide to include a further outcome area. For example, authorities may choose to develop an outcome related to employment of people with disabilities by the authority. It is important to note that any additional outcomes are outside the scope of the DAIP requirements and may be subject to complementary legislation. This is the case with employment, which is covered under the Equal Opportunity Act (1984).

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

Each outcome area contains:

- an explanation of the ways people with disabilities may be unintentionally excluded;
- the role of public authorities in ensuring access and inclusion for people with disabilities;
- examples of good practice; and
- 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 disabilities have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.

People with disabilities 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 disabilities, their families and carers. Outcome 1 focuses specifically on the services currently provided by your authority, including:

- policies;
- the services provided; and
- how the services are provided (procedures and practices).

Service delivery concerns all staff, whether they work in public contact areas such as the front counter or are policy, program and administration staff.

It is important to ensure that:

- policies do not exclude people from services; and
- services are reviewed in consultation with people with disabilities, their families and carers to determine their appropriateness and relevance.

Adapting services may involve developing a particular response to the identified needs of someone with a disability or a group of people with a disability. It could include creating options for what is provided and/or how it is provided and should not separate the person with a disability from use of the authority’s mainstream services.

It is important to consider services to the public that are contracted out as well as those that are provided directly by the authority. State Government authorities are required to take all practicable measures to ensure that the DAIP is implemented by the authority, its officers and employees, and its agents and contractors. Authorities are also 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 contained 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 disabilities include:

- the Department of Planning and Infrastructure increased the number of multi-purpose 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 disabilities to experience selected exhibitions through touch and other senses. Carers have free entry; and
- continuing upgrade of buses in the metropolitan fleet to increase access.
Disability Services Commission resources

The Access Resource Kit – provides information about the outcome areas and other information relevant to DAIPs, including access checklists. Available on the Commission’s website: www.dsc.wa.gov.au.


Other resources

Outcome 2

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

The provision of appropriate access not only benefits people with disabilities but also seniors, people with temporary disabilities and parents with young children in prams. 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 vicinity around a facility needs to facilitate access. People with disabilities often experience difficulties due to the location of facilities, buildings or services. Signs that indicate where services or amenities are to be found are often absent or difficult to identify due to bad lighting, obscure placement or unclear lettering on directory boards. Clear symbols and directions can assist people to find their way.

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.

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 disabilities. While State Government authorities vary in the amount of contact that they have with the public, each needs to ensure that their internal building space and the environment around their facilities comply with public access requirements.

The rights of people with disabilities, including access to premises, is recognised by State and Commonwealth legislation. 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. A development that complies with the BCA may not now meet the access requirements of the DDA. Currently (2006) the BCA is being reviewed so that its access requirements can be upgraded to be consistent with those of the DDA. It is envisaged that in the future the BCA will be included as part of a DDA Standard on Access to Premises.

The Disability Discrimination Commissioner has released *Advisory Notes on Access to Premises* (see resources list at the end of this section). While these advisory notes are not legally binding, they have been prepared by the Commissioner to assist people to understand their existing responsibilities and rights under the DDA. It is recommended that these advisory notes are followed until there is a DDA Standard on Access to Premises. There are a number of Australian Standards on access referenced in both the *Human Rights and Equal Opportunity Commission Advisory Notes on Access to Premises* (see resources list at the end of this section) and the BCA. 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 that:

- the provision of appropriate access for people with disabilities is an integral part of any services provided, funded or contracted out; and
- 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 Human Rights and Equal Opportunity Commission Advisory Notes on Access to Premises.

It is essential that the design brief for buildings and facilities specifically addresses access provision requirements.

It is recommended that access consultants are engaged as part of the design team throughout the planning and construction phases of major projects to ensure that access is appropriately addressed. 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 BUILDINGS - A Guide to Access Requirements (see resources list at the end of this section).

It is important to note that even when the Premises Standard has been adopted, these will be minimum standards only and will not necessarily cater for all the access needs of people with disabilities.

Much progress has already been made by State Government authorities to improve access for people with disabilities, 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 disabilities 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; and
- many recreational facilities such as the Hills Forest Discovery Centre, and other national parks now provide universal access.
Disability Services Commission resources

The Access Resource Kit – provides information about the outcome areas and other information relevant to DAIPs, including access checklists. Available on the Commission’s website: www.dsc.wa.gov.au.


Easy Street – an introductory video on pedestrian access for people involved in developing road infrastructure. Can be ordered by contacting the Commission’s Community Access and Information Branch on 9426 9384.


Other resources


Australian Standards on Access – details of current Australian Standards covering access are provided in the Commission’s Access Resource Kit, and from Standards Australia at www.standards.com.au.

Welcome, Design Ideas for Accessible Homes – provides guidelines for accessible home design. This book may be purchased from: Rellim Booksellers, Hay Street, Perth; Boffins Bookshop, Hay Street, Perth; The Independent Living Centre, Aberdare Road, Nedlands; or ordered online from the Victorian Building Commission at www.buildingcommission.com.au.

The Accessible Parking Program in Western Australia – provides information on accessible parking in Western Australia. Available at www.acrod.org.au.
Outcome 3

People with disabilities 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.

Giving and receiving information is a critical aspect of our daily lives. People with disabilities frequently report frustration at the difficulties they experience in gaining access to all types of public information.

Communication difficulties are frequently associated with many disabilities, including:

• hearing loss or deafness;
• low vision or blindness; and
• disabilities that affect an individual’s ability to learn or think, such as an intellectual disability or psychiatric illness.

State Government authorities produce a variety of written material about their services. Many communication difficulties can be overcome by providing information in simple, clearly written English and in a print size that is easy to read.

For people who have low vision or are blind, it is also 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 having it available in an accessible format on the authority’s website will also make it more accessible for many people with a 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. Individuals need to have a range of options available so they can use the communication method that best meets their specific needs.

“Better Hearing” signs on public counters are valuable for informing visitors that staff know how to speak to someone who experiences difficulty hearing. The provision of audio loops at public meetings will enable people who use hearing aids to participate. For people who are deaf, Auslan sign language interpreters should be arranged if requested.

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

People with disabilities often experience access difficulties due to inadequate signage. Clear, well-lit directional signs also benefit the whole community.

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. Clear symbols and directions can assist people to find their way.

For people with physical disabilities 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 a vision impairment are assisted greatly by signs with good contrast of colours and texture.

**Ways that State Government authorities have improved access to their information for people with disabilities 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; and
- providing Auslan interpreters on request.

**Disability Services Commission resources**

*The Access Resource Kit* – provides information about the outcome areas and other information relevant to DAIPs, including access checklists.

*DSC Fact Sheet 11* – Putting People First - a guide to respectful terminology when referring to people with disabilities.

*State Government Access Guidelines for Information, Services and Facilities* – a guide to assist government, business and community groups to create Western Australia as an accessible and inclusive community.

**Other resources**


*Guidelines for the State Government Websites* – to assist agencies to meet the principles of inclusive web design.

*W3C Web Content Accessibility Guidelines* – assists web designers to create websites that are accessible to a wide audience, including people with disabilities.


The above resources are available through the Commission’s website: www.dsc.wa.gov.au.
Outcome 4

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

People with disabilities have a right to be treated like any other member of the community. Too often though, people interacting or serving people with disabilities simply do not know how to communicate appropriately with a person with a disability. They may be embarrassed when approached or simply wish to avoid any contact with the person who has a disability.

Sometimes this lack of understanding and awareness of the needs of people with disabilities can lead to talking to an adult person with a disability as if he/she were a child, or speaking to the carer of a person with a disability as if the person with a disability were not there.

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 the confidence of staff and competence in subsequent dealings with people with disabilities. This training should include information about the nature of the most common types of disability combined with practical hints on how to communicate most effectively.

Ways that State Government authorities have improved staff awareness and skills in assisting people with disabilities 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; and
- providing Auslan interpreters on request.

Disability Services Commission resources

The Access Resource Kit – provides information about the outcome areas and other information relevant to DAIPs, including access checklists. Available on the Commission’s website: www.dsc.wa.gov.au.

Getting There — Access Awareness Video, 1994 – identifies some of the common barriers facing people with disabilities and provides practical examples of ways to improve access to information, services and facilities. This can be ordered from the Commission’s Community Access and Information Branch on 9426 9384.

You Can Make a Difference to Customer Relations for People with Disabilities 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 disabilities. This can be ordered from the Community Access and Information Branch on 9426 9384.
Outcome 5

People with disabilities 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 customers’ needs; and
- providing the opportunity for customers to express their views in relation to government services and service delivery.

People with disabilities, 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.

Some people with disabilities, 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 disabilities may not know how to complain or appeal about aspects of the service.

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

- the organisation’s policy on customer feedback on their services;
- how complaints can be made within the organisation; and
- 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 disabilities include:

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

Disability Services Commission resources

*The Access Resource Kit* – provides information about the desired outcome areas and other information relevant to DAIPs, including access checklists.

*State Government Access Guidelines for Information, Services and Facilities* – a guide to assist government, business and community groups to create Western Australia as an accessible and inclusive community.

Available at www.dsc.wa.gov.au.
Outcome 6

People with disabilities 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 disabilities, their families and carers are also customers and 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 the access to it;
- knowing the particular communication needs of customers and responding appropriately, for example, providing a deaf interpreter, a hearing loop, or displaying Better Hearing Kits; and
- 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 disabilities, 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; and
- 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 disabilities 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; and
- conducting reviews of community consultation processes.

Disability Services Commission resources

The Access Resource Kit – provides information about the outcome areas and other information relevant to DAIPs, including access checklists.
State Government Access Guidelines for Information, Services and Facilities – a guide to assist government, business and community groups to create Western Australia as an accessible and inclusive community.

These resources can be found on the Commission’s website: www.dsc.wa.gov.au.

Other resources


Consulting with the Community – Facts and Tips – can be found in Part 4 of this manual.

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 currently develop their corporate or business plans around an analysis of the needs of their customers. People with disabilities are a subset of a broader customer base and preparation of a DAIP will assist authorities to meet their specific needs 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 disabilities 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

Officers from the Commission’s Community Access and Information 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 Resource Kit; and
- information support through the Commission’s website.

Access Officers from the Community Access and Information Branch can be contacted at the Disability Services Commission on:

Telephone: 9426 9384
Country: 1800 998 214
Fax: 9481 5223
TTY: 9426 9315
Email: access@dsc.wa.gov.au
Fact Sheet

Comparison of Disability Service Plans and Disability Access and Inclusion Plans

Disability Service Plans (DSPs) were a major leap forward in making public authority services, information and facilities more accessible for people with disabilities. Amendments to the Disability Services Act build on this success and Disability Access and Inclusion Plans (DAIPs) are now required as the mechanism to identify access barriers and develop strategies to overcome those barriers.

When comparing the requirements of each plan it is obvious that much of what is already being done through DSPs has been formalised in the requirements for DAIPs. For example, many public authorities were already reviewing, consulting and publishing their DSPs in accessible formats on request, and the new requirements for DAIPs formalises this demonstrated good practice.

The table below compares the requirements of each type of plan:

<table>
<thead>
<tr>
<th>PLANNING ELEMENT</th>
<th>DSP</th>
<th>DAIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Disability Service Plan</td>
<td>Disability Access and Inclusion Plan</td>
</tr>
<tr>
<td>Plan required to meet:</td>
<td>• five key outcomes; and</td>
<td>• six desired outcomes (previous Outcome 5 split into two outcomes so that access to grievance mechanisms and access to consultation and decision making processes are addressed separately); and</td>
</tr>
<tr>
<td>DAIP submission</td>
<td></td>
<td>• the current plan (which can be their DSP) by 31 July 2006;</td>
</tr>
<tr>
<td>requirements:</td>
<td></td>
<td>• the finalised DAIP by 31 July 2007; and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• any subsequent amendments made to the DAIP by 31 July in the relevant year.</td>
</tr>
<tr>
<td>PLANNING ELEMENT</td>
<td>DSP</td>
<td>DAIP</td>
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</tr>
<tr>
<td><strong>Review requirements:</strong></td>
<td>• recommended, but not required.</td>
<td>• must be reviewed at least every five years; and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• a review report must be lodged with the Commission by 31 July, no later than five years after:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>– the DAIP was submitted to the Commission; or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>– the previous review report was submitted to the Commission.</td>
</tr>
<tr>
<td><strong>Reporting requirements:</strong></td>
<td>• in public authority's annual report; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• progress of the public authority in achieving the key outcomes to the Commission.</td>
<td>• in addition to general annual reporting requirements, a report to be submitted to the Commission by 31 July each year, using a brief reporting template provided;</td>
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<td></td>
<td></td>
<td>• the reporting template will allow authorities to report on:</td>
</tr>
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<td></td>
<td></td>
<td>– progress made by the authority and any agents and contractors in relation to achieving the six desired DAIP outcomes; and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>– strategies implemented by the authority to inform its agents and contractors of its DAIP.</td>
</tr>
<tr>
<td><strong>Communicating availability of plan:</strong></td>
<td>• ways of communicating the plan were recommended, but not required.</td>
<td>• to be available:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>– on request in alternative formats (including hard copy in standard and large print, electronic format);</td>
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<tr>
<td></td>
<td></td>
<td>– on request by email; and</td>
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<tr>
<td></td>
<td></td>
<td>– on the authority's website;</td>
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<tr>
<td></td>
<td></td>
<td>• to be promoted in newspapers (statewide for State Government authorities or local newspaper for Local Government).</td>
</tr>
<tr>
<td>PLANNING ELEMENT</td>
<td>DSP</td>
<td>DAIP</td>
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<td>-------------------------------</td>
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</tr>
</tbody>
</table>
| Public consultation requirements: | • recommended, but not required. | • notice of consultation to be placed in newspaper (statewide for State Government authorities or local newspaper for Local Government authorities); and  
|                               |                                             | • notice on website.                                                 |
| Annual reporting by Commission: | • the Commission provided some information about the percentage of authorities providing DSP information in their annual report. | • following submission of public authority annual reports to the Commission by 31 July each year, the Commission provides a report to the Minister for Disability Services on the effectiveness of DAIPs and the extent of compliance. The report will reflect the six desired DAIP outcomes; and  
|                               |                                             | • the Minister will present the report to Parliament within 14 sitting days of receiving the report from the Commission. |
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 disabilities 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.

A DAIP should include:

- a policy statement that incorporates a commitment to furthering the principles and objectives applicable to people with disabilities, their families and carers by achieving the desired outcomes;
- a policy and procedures regarding the Act’s requirements around agents and contractors;
- an outline of the authority’s functions, facilities and services, (including in-house and contracted services);
- a description of the consultation process with people with disabilities and staff used to assist in the preparation of the plan;
- identification of barriers experienced by people with disabilities in accessing services;
- strategies designed to progress towards achieving the six desired outcomes for people with disabilities;
- dates for achievement of the proposed strategies;
- a strategy to communicate the plan to staff and people with disabilities;
- a mechanism by which people with disabilities can provide feedback; and
- a method to monitor, measure and review results so that the effectiveness of the plan can be evaluated.
Steps to develop a Disability Access and Inclusion Plan
for State Government

You can contact an access officer at the Disability Services Commission for advice and feedback as you develop or review your Disability Access and Inclusion Plan.
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**Introduction to the planning steps**

Each Disability Access and Inclusion Plan (DAIP) will be unique, to reflect the size, scope and activities of each State Government authority. The range of services and facilities and the extent to which authorities have contact with the general public will be contributing factors in shaping the plans.

Disability access and inclusion planning is a developmental process. Access barriers should be addressed systematically over time, with plans amended to reflect changing priorities and new access and inclusion barriers as they are identified.

It is also important that DAIP planning is an integral part of customer service planning, quality assurance and corporate planning processes, as people with disabilities, their families and carers are a subset of your customer base.

There are 11 basic steps that all State public authorities should follow in preparing plans. There will be some differences within those steps depending on whether or not the authority already has a DAIP.

1. Decide who will be responsible for overseeing the planning process.
2. List functions, facilities and services (both in-house and contracted).
3. Gather background information.
4. Determine and implement the consultation strategy to be used.
5. Develop an access and inclusion policy for people with disabilities, their families and carers.
6. Develop a policy and procedures regarding the legislative requirements around agents and contractors.
7. Identify objectives and strategies to overcome barriers.
8. Prepare the monitoring, reviewing and reporting mechanisms.
9. Develop and finalise the DAIP.
10. Lodge the DAIP with the Disability Services Commission.
11. Promote the plan to staff and the community.

Regardless of whether your authority has minimum or maximum contact with the public, the above steps should be followed.

A flow chart of these steps is provided at the end of this section of the manual.
1 Decide who will be responsible for overseeing the planning process

In most State public authorities one person will be delegated the responsibility of either co-ordinating or developing the DAIP. It is useful to consider forming a reference group to assist this person in the development, implementation, review and evaluation of the DAIP. A diverse reference group can capture the experience of staff, people with disabilities and other interested parties to ensure that the plan is comprehensive and relevant.

Where disability access or advisory committees exist these may serve as the reference group for the DAIP. State Government authorities need to ensure that there is adequate representation from across the organisation and from people with disabilities or their representatives.

Ideally those responsible for overseeing the development of the plan should have:

- a good understanding of the authority’s facilities and services; and
- an understanding of the range of access issues for people with various disabilities, their families and carers.

It is recommended that State Government authorities consider including the following in their reference group:

- representatives of various key service areas within the organisation and staff who may have personal or professional knowledge of disability issues;
- people from outside the organisation who have personal or professional experiences of disability issues (such as a person with a disability or representatives from disability organisations); and
- a senior member of staff who will champion the plan within the organisation and who will ensure that strategies to address barriers for people with disabilities are prioritised in the corporate and strategic planning exercises of the department and related business plans.
Preparation of a Disability Access and Inclusion Plan (DAIP) like customer service planning, requires the preparation of a list of the information, services and facilities that are offered by the State public authority. People with disabilities may be customers or potential customers. A comprehensive outline of what the organisation does will assist the organisation in identifying the potential barriers to access that may be experienced.

Authorities that already have a Disability Service Plan should review the existing list to ensure it accurately reflects the authority’s current information, services and facilities.

**State Government authorities**

Staff in State Government authorities have a contribution to make in the identification of access barriers and the strategies to overcome them. State Government authorities need to ensure that they have carefully examined all areas of their work to identify barriers or potential barriers to services and facilities, including those existing and planned, in-house or contracted.

**People with disabilities**

Providing information to people with disabilities, their families and carers and disability organisations assists them to identify access and inclusion barriers and the strategies to overcome them.

**Disability Services Commission**

The Disability Services Commission, which will be working with State Government authorities and monitoring the planning process, will need a good understanding of each State Government authority. It is important that the full range of your authority’s information, services and facilities are taken into account in considering the plans and yearly reports that are submitted to the Commission.

**Contracting out services**

In preparing the list of services and facilities, remember to include in-house and contracted services.

Where contracted services are provided to the public, State Government authorities need to ensure that they provide access for people with disabilities. Authorities are required to include information in their yearly report to the Commission on how they informed agents and contractors about their DAIP and the progress their agents and contractors have made towards the desired outcomes of the DAIP.
The finalised reporting processes for the DAIP activities of agents and contractors will be determined in collaboration with the Department of Treasury and Finance and the State Supply Commission.

The processes regarding agents and contractors are to be introduced incrementally. This section of the manual will be updated as information comes to hand. The information will be provided to State Government agencies through the Disability Services Commission.
Gather background information

To meet the needs of customers, it is important for State public authorities to have background information on target client groups and a clear picture of what has been and will be done for these groups. With respect to planning and meeting the access needs of people with disabilities, this background information could include:

- information on people with disabilities who use service(s);
- access issues identified by staff; and
- completed and proposed access initiatives within the organisation.

In gathering and reviewing this information, public authorities will increase the likelihood that they will:

- ensure that relevant people, organisations and groups are given the opportunity to be part of the ongoing consultation process; and
- ensure that there is broad coverage of barriers and strategies based on a range of information sources.

State public authorities that already have a Disability Service Plan should ensure that their existing information on people with disabilities, disability organisations and other relevant community groups is current. They should also review their existing plan, to identify progress and achievements, remaining barriers and proposed initiatives. The review could be done through:

- consultation with staff;
- consultation with access committee or working group; and / or
- consultation with service users, including people with disabilities.

Information on effective use of consultation and survey techniques is included in Part 3 of this manual.

People with disabilities who use your services

Having information about people with disabilities who use your services will assist your authority in planning its consultations and provide a context for the planning process. State public authorities which collect information on the users of their services may also collect information on the access or specific needs of people with disabilities. This information can assist in identifying:

- the extent to which people with a disability use services;
- some of the potential barriers that people with disabilities, their families and carers may experience in using services; and/or
- disability organisations that may need to be consulted.
Information on the access or special needs requirements of people with disabilities can also be discussed with people with disabilities, their families, carers and the organisations that support them. Remember, it is not the categorisation of the disability that is important, it is the access or special needs requirements of the individual.

Fact sheets in Part 3 of this manual provide information on disability in WA. More detailed statistical information from the Australian Bureau of Statistics’ Survey on Disability, Ageing and Carers may be found at www.abs.gov.au.

**Disability organisations and relevant community groups**

Identifying relevant disability organisations and groups to include in your consultation process is important as they can provide information on:

- the nature of the disabilities experienced by people served by your authority;
- the potential barriers people with disabilities experience in accessing facilities and services; and
- some of the possible strategies that could be implemented to overcome barriers.

Information from disability organisations and other relevant community groups will also provide valuable insight into the particular access and inclusion needs of people with specific disabilities. Information about some disability organisations is provided through the Disability Services Commission’s Access Resource Kit.

**Access issues identified by staff within the organisation**

Staff can be an important source of information about the barriers that people with disabilities experience in accessing State public authority facilities and services. They should be consulted prior to your discussions with your customers and the community.

Mechanisms within your department which collect feedback from consumers are also useful. These could include:

- review of comments in customer service suggestion boxes;
- discussion with grievance officers about complaints they may have received from people with disabilities, their families, carers or disability organisations;
- inspection of Ministerials; and/or
- focus discussion groups with counter or enquiry staff, or others in public contact positions.

Throughout the planning process it will be important that all staff are kept informed and involved. Their support is necessary for the development, implementation and evaluation of effective plans.
State Government authority access initiatives

State Government authorities have already undertaken a range of initiatives to improve access for people with disabilities. It may be useful, if you have not already done so, to prepare a summary of your organisation’s achievements, initiatives and policies to date in this area. Remember to discuss these initiatives during the consultations with your customers and the community to obtain feedback on how well they are working for people with disabilities.

Include only your planned access initiatives in the DAIP. If you wish to provide information on past initiatives and achievements these could be included in an introduction to your disability service plan or as a list of progress these could be included in the introduction to your plan or as a list of progress achieved (as presented in Appendix 1 of the Model DAIP, which is provided Part 3 of this manual).
4 Determine and implement consultation strategy

One of the integral requirements of the DAIP is community consultation. Consultation will ensure your plan is relevant and responsive to the needs of your customers. The amendments to the Disability Services Act (1993, amended 2004) now make community consultation mandatory. The minimum requirements are that public authorities must call for submissions regarding DAIPs “either generally or specifically” in:

- the newspaper, either statewide or local depending upon whether a State or Local authority; or
- on the authority’s website.

Planning for participation

Consulting with members of the community, including people with disabilities, takes time. Sending out documents with only short periods before feedback is due puts unnecessary pressure on potential respondents and reduces the likelihood that they will participate effectively if at all. Good planning to maximise participation includes:

- clarifying the purpose of the consultation, eg to comment on a draft policy or plan, to provide feedback about access barriers and possible strategies to reduce these, to provide feedback on a specific issue;
- identifying key stakeholders and ensuring that possible barriers to their participation are eliminated;
- allowing adequate time for feedback or notice about meetings;
- minimising or reimbursing the costs of participation through things such as providing reply-paid envelopes, reimbursing travel expenses to meetings, paying sitting fees for committee members; and
- reporting back to participants about the results of their feedback and any further actions planned.

Deciding who to invite

Consultation should include both internal and external customers. External customers could include:

- current or potential customers with disabilities and their families and carers;
- members of the authority’s disability access or advisory committee;
- disability service providers;
- advocacy services and disability peak bodies; and
- agents and contractors.
Internal customers would include the managers of each section of the authority and those staff with responsibilities that impact on the public, for example customer service staff, staff who develop or provide information to the public and HR personnel.

**Deciding on consultation methods and maximising access to these**

Each public authority needs to decide which consultation methods are most appropriate for them depending on:

- their size, location, and nature of services;
- available resources;
- customer base; and
- purpose of the consultation, eg one-off feedback to develop the DAIP or a longer term advisory role.

Where possible the community consultation methods already implemented by the organisation will consider the DAIP, eg customer satisfaction surveys, customer service councils.

Disability organisations may be able to provide specific advice on consulting their consumers and may be prepared to assist in promoting the consultation or facilitating links between your organisation and their consumers.

Consultation methods may include:

- face-to-face interviews;
- telephone interviews;
- focus groups/small group meetings;
- public meetings;
- videoconferences;
- surveys (distributed in hard copy via newspapers, newsletters or by mail, or electronic surveys by email or web-based);
- written submissions; and
- Access and Inclusion Advisory committees/reference groups.

It may be necessary to use alternative formats and/or languages for surveys or questionnaires (for example large print, Braille, translation offered) or to use alternative consultation methods to get feedback from people with disabilities.

Part 4 of this manual (Additional Information) includes a table which describes some of the advantages and disadvantages of different consultation methods and strategies. Information on the effective use of surveys is also included in this section.
Strategies to improve access and inclusion for people with disabilities require coordination and cooperation at all levels within each public authority. It is important for a public authority to make clear its overall commitment to particular principles and practices by the adoption of a relevant policy and to include this in their plan.

Your authority may wish to consider including the following in its disability access and inclusion policy:

- the overall aim or purpose of the DAIP;
- a definition of disability;
- a statement of the authority's commitment to providing access for people with disabilities to their services and facilities;
- the values that underpin the relationship between people with disabilities and the authority;
- linkages with other key policy statements of the authority such as statements about the relationship of the State public authority to the community it serves, or policies on services to people with disabilities that address issues of participation and integration.

As a minimum, State public authorities should state in their DAIP that they are committed to furthering the principles and objectives of the Disability Services Act (1993) by addressing the six desired outcomes of the DAIP.

 Authorities that already have a disability access policy should consider whether their existing policy reflects the requirements of the amended legislation and contemporary values.
Develop policy and procedures regarding agents and contractors

Contracting out services

Where contracted services involve the public, authorities need to ensure that these services provide access for people with disabilities.

Public authorities are required to inform their agents and contractors of their DAIP, and agents and contractors are required to conduct their business in a manner consistent with their principal's DAIP.

Public authorities are required to include information in their yearly report to the Commission on:

- how they informed agents and contractors about their DAIP; and
- the progress their agents and contractors have made towards the desired outcomes in the DAIP.

Note:

This is a new requirement of Disability Access and Inclusion Plans.

The reporting process for the DAIP activities of agents and contractors will be determined following discussions with the Department of Treasury and Finance and the State Supply Commission.

It is expected that this process will be introduced incrementally: that is, State Government authorities are not expected to introduce DAIP processes for their agents and contractors, including reporting requirements, in the first year of DAIP implementation. The processes are geared towards encouraging and informing agents and contractors about how to provide an accessible service to people with disabilities.

Further information will be forwarded to State Government authorities by the Disability Services Commission. Authorities are encouraged to contact their Principal Officer in the Commission's Community Access and Information Branch (9426 9384) with any questions about this.
Once consultation with customers and the community is completed, State Government authorities need to document the barriers, and the means by which they will be addressed.

The following information should appear in your plan:

- your authority's programs and sub-programs and related facilities and services (both in-house and contracted);
- barriers to accessing these;
- strategies that will address the barriers; and
- timelines for the completion of each strategy.

When identifying barriers it is important to be aware of applicable government legislation, including codes and standards. Particularly relevant are both the mandatory and recommended Australian Standards on Access. These standards, which are regularly updated, have been developed after extensive consultation with peak disability organisations across Australia and address the access requirements of people with all types of disability.

Remember that compliance with access standards does not in itself guarantee that anti-discrimination laws are satisfied.

It is important to prioritise the barriers that have been identified and to accurately assess the resources, both human and financial, required to overcome them. Funds for implementing the plan will need to be found from within existing authority resources. Creating better access can be about doing things differently and about careful planning in the initial stages of projects or developments. Those strategies requiring significant resourcing need to be incorporated into the authority's overall planning and budgeting cycle.

The model DAIPs in the Part 3 of this manual provide an example for a larger State Government authority with extensive public contact and one for a smaller authority with less public contact. Each of these plans contains a section (Strategies to Improve Access and Inclusion) on objectives and strategies to overcome barriers, with a suggested format and examples of the kinds of barriers and strategies that may be considered.

Also included in the model plans are examples of the broad strategies (and timeframes for their completion) to overcome access barriers, and a proposed Implementation Plan, an internal document to assist authorities to implement progress of their DAIP on an annual basis.
The Disability Services Act 1993 (amended 2004) requires State Government authorities to review their DAIPs at least every five years, but they may review them at any other time. State Government authorities must undertake community consultation, in accordance with the regulations, whenever reviewing a DAIP.

**Monitor**

Each plan must outline how the authority intends to monitor and measure the extent to which access and inclusion has been increased and enhanced for people with disabilities.

Monitoring your DAIP will assist you to:

- manage your strategies effectively;
- make sure that the DAIP is a dynamic plan, capable of adapting to new access and inclusion issues and barriers; and
- review your DAIP through the collection of data over the course of the DAIP.

Choose performance measures that provide good evidence of a strategy’s success or failure. If your chosen performance measurement information is not readily available, you should develop processes to collect it.

Agencies may wish to consider promoting the progress of their DAIP through their publications, media and website.

**Review**

Reviewing your DAIP will assist you to identify if activity undertaken through the plan has achieved the objectives of the plan.

Once strategies have been implemented, it will be important to seek feedback to determine the degree to which they have overcome barriers for people with disabilities. How you will measure the success of their DAIP needs to be built into the plan.

The means by which State Government agencies will review their DAIP will depend on the size of the organisation, its resources and functions. Ideally you should use both qualitative and quantitative data to measure the success of a DAIP. For example, performance indicator data regarding the percentage of agency events that were accessible for people with disabilities could be set as a mechanism for detailed quantitative analysis. Feedback from services users and other community members in focus groups could provide qualitative information.
It is important to remember that in the course of obtaining feedback on strategies new barriers may be identified and you may wish to adapt your Implementation Plan to meet the changing needs of people with disabilities, their families and carers.

**Annual Reporting**

State Government agencies are required, under the Act, to report on the actions they have undertaken to implement their DAIP in their Annual Report. The information that you are required to provide in your Annual Report is outlined in the Department of the Premier & Cabinet publication *Western Australian Public Sector Annual Report Framework*.

**Progress reports to the Disability Services Commission**

There is also a requirement to provide a DAIP progress report to the Disability Services Commission by 31 July each year. The progress report provides information about progress made by the authority and its agents and contractors in achieving the desired outcomes of the DAIP, and how agents and contractors have been informed about the DAIP. A Reporting Template is provided at the end of this section, to be completed and sent to the Commission by 31 July each year of your DAIP’s implementation.

Whenever a DAIP is reviewed a report must be lodged with the Commission.

If a DAIP is amended it must be lodged with the Commission. State Government authorities may choose to amend their Implementation Plan, which does not have to be lodged with the Commission.

Milestones for lodging and reporting on the DAIP are provided at the end of this section.
Examples of DAIPs are provided in the Part 3 of this manual. Authorities may choose to use these as a guide, with scope to add and adapt to meet their own needs.

Once the plan has been finalised and endorsed by the public authority’s corporate executive it should be submitted to the Disability Services Commission.

This can be done by forwarding it to the Community Access and Information Branch of the Disability Services Commission (PO Box 441, West Perth, WA 6872).
10 Lodge the Disability Access and Inclusion Plan with the Disability Services Commission

The DAIP must be lodged with the Disability Services Commission by 31 July 2007. A reminder letter about the lodgement process will be sent from the Commission early in 2007.

DAIPs lodged with the Commission will be examined to ensure that they meet the requirements of the Disability Services Act.

To ensure that your DAIP meets the requirements of the Act, the Commission can provide feedback about your DAIP. Please note that the Commission's Principal Access Officers are available to provide advice about your DAIP.

It is advised that you seek feedback about your DAIP by March 2007 at the latest, to allow the Access Officers sufficient time to examine your DAIP in detail.

There is also a legislative requirement for public authorities to submit their current plan, even if it is a DSP and out of date, by 31 July 2006. Please provide your current plan by 31 July 2006. The Commission will send a reminder letter about this requirement.

A guide of timeline of milestones for lodging and reporting on the DAIP is provided at the end of this section.
The Disability Services Act 1993 (amended 2004) requires public authorities to ensure that their DAIP is “made available to people with disabilities and the public generally, by publication in the prescribed manner”. The Disability Services Regulations (2004) prescribe the minimum requirements, which are that:

Public authorities must ensure that their DAIP is made available:

(a) on request, at the offices of the authority –
   i. in an electronic format;
   ii. in hard copy format in both standard and large print; and
   iii. in an audio format on cassette or compact disk;
(b) on request, by email; and
(c) on any website maintained by or on behalf of the authority.

The regulations also require that notice be given regarding the availability of the DAIP in a newspaper circulating the State.

Public authorities may also wish to promote their DAIPs in other ways, such as through information bulletins to those people, organisations and groups who took part in the consultations, through direct communication to disability organisations, and through the media. It is important to promote the availability of the plan in alternative formats upon request.

Authorities must state in their DAIP how they will communicate the plan to staff and customers.

A DAIP should be clearly written in plain and concise English. It is important that people with disabilities, their families and carers and others who are part of the consultative process have an opportunity to provide feedback about the plan. In addition, it will be important to inform staff of the authority about their role in implementing and monitoring the plan to ensure its success.

The quality of the planning process will be in part related to the involvement of a wide range of people both from within and outside the authority. Keeping people well informed will ensure that their interest in the process will be sustained and increase the likelihood that they will work with and alongside the authority to ensure the success of the plans.
## Steps to develop a Disability Access and Inclusion Plan

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<tr>
<th>Step</th>
<th>Description</th>
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<tr>
<td>Step 1</td>
<td>Decide who is responsible</td>
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<td>Step 2</td>
<td>List information, services and facilities</td>
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<td>Step 3</td>
<td>Gather background information</td>
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<td>Step 4</td>
<td>Determine and implement consultation strategy</td>
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<td>Step 5</td>
<td>Develop an access and inclusion Policy</td>
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<td>Step 6</td>
<td>Develop policy and procedures regarding agents and contractors</td>
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<tr>
<td>Step 7</td>
<td>Identify objectives and strategies to overcome barriers</td>
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<tr>
<td>Step 8</td>
<td>Prepare monitoring, reviewing and reporting mechanisms</td>
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<tr>
<td>Step 9</td>
<td>Develop and finalise the DAIP</td>
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<tr>
<td>Step 10</td>
<td>Lodge the DAIP with the Disability Services Commission</td>
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<tr>
<td>Step 11</td>
<td>Promote the plan to staff and the community</td>
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</table>

You can contact an access officer at the Disability Services Commission for advice and feedback as you develop or review your Disability Access and Inclusion Plan.
Fact Sheet

Lodging and reporting milestones for your Disability Access and Inclusion Plan

When a DAIP has been developed public authorities are required to submit it to the Disability Services Commission. They are also required to provide progress reports, on an annual basis, about the implementation of the DAIP.

Reporting about DAIPs occurs through the general annual reporting mechanisms of each public authority (whether State or Local Government), however the Commission also requires a progress report from each public authority by 31 July. A straightforward reporting template is provided by the Commission for the required progress report. The Commission will use the information provided in the reports to provide the Minister for Disability Services with a statewide perspective of DAIP outcome progress and compliance, and the Minister will table this report in Parliament.

The milestones for developing and implementing a DAIP are:

<table>
<thead>
<tr>
<th>Date</th>
<th>Documentation to be submitted to the Disability Services Commission</th>
</tr>
</thead>
<tbody>
<tr>
<td>31 July 2006:</td>
<td>Your current plan (which can be your DSP).</td>
</tr>
<tr>
<td>31 July 2007:</td>
<td>Your finalised DAIP.</td>
</tr>
<tr>
<td>31 July 2012:</td>
<td>A review report of your DAIP (or within five years of your previous DAIP review report).</td>
</tr>
<tr>
<td>31 July each year</td>
<td>Progress report to the Commission, using the template provided.</td>
</tr>
</tbody>
</table>

If the public authority reports under Section 62 or Section 66 of the Finance Administration and Auditing Act (FAAA) or under Section 553 of the Local Government Act (LGA), then it must include in that report to the Minister a report on the implementation of their DAIP.

Public authorities that do not provide reports under the FAAA or LGA, to whom the above reporting process does not apply, must provide a report about the implementation of their DAIP to the Commission by 31 August each year.
Fact Sheet

Progress Report to the Disability Services Commission

Under the Disability Services Act public authorities are required to provide the Disability Services Commission with a report by 31 July each year to demonstrate:

- progress made by the public authority in achieving the six desired outcomes;
- progress made by the public authority’s agents and contractors in achieving the six desired outcomes; and
- the strategies implemented by the public authority to inform its agents and contractors of its DAIP.

The progress report to the Commission covers each individual year of the DAIP’s implementation. Public authorities have until July 2007 to lodge their finalised DAIP. If you lodge it at that point then you will have to complete your first DAIP progress report to the Commission by July 2008. If you lodge your finalised DAIP by July 2006 then you will have to complete your first DAIP progress report to the Commission by July 2007.

Reports submitted to the Commission will be aggregated and analysed to provide a statewide report for the Minister for Disability Services. Once received, the Minister for Disability Services will submit the report to Parliament within 14 days. The report will demonstrate the progress that is being made in relation to access by public authorities. It is not intended to identify or compare individual public authorities.

Updates will be sent to public authorities when the reporting processes for ‘agents and contractors’ are finalised. Until notified, questions 2 and 3 of the reporting template do not apply.

Please complete the DAIP progress reporting template overleaf and provide it to the Disability Services Commission by 31 July each year.

Please note that public authorities are also required to describe activities undertaken through their DAIP in their Annual Report.

You can contact an access officer at the Disability Services Commission for advice and feedback as you develop or review your Disability Access and Inclusion Plan.
You can contact an access officer at the Disability Services Commission for advice and feedback as you develop or review your Disability Access and Inclusion Plan.

DAIP Progress Reporting Template

Please complete this progress reporting template about the previous financial year’s DAIP implementation and forward it to the Disability Services Commission by 31 July.

1. Please indicate for each of the Outcome areas in your DAIP:
   - the number of strategies that were completed, partially completed or not commenced; and
   - the number of current contracts that are working towards DAIP outcomes.

<table>
<thead>
<tr>
<th></th>
<th>Total number of planned strategies</th>
<th>Number of strategies completed</th>
<th>Number of strategies partially completed</th>
<th>Number of strategies not commenced</th>
<th>Number of contractors undertaking DAIP activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outcome 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outcome 2</td>
<td></td>
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<tr>
<td>Outcome 3</td>
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<tr>
<td>Outcome 4</td>
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<tr>
<td>Outcome 5</td>
<td></td>
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<tr>
<td>Outcome 6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Please indicate the number of your agents and contractors undertaking DAIP activities and the total number of your agents and contractors providing a service to the public:

<table>
<thead>
<tr>
<th>Number of contractors providing a service to the public consistent with the DAIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of contractors providing a service to the public</td>
</tr>
</tbody>
</table>
3. **How have you informed agents and contractors of your DAIP?**
   (Tick relevant responses)

<table>
<thead>
<tr>
<th>Provided a copy of your DAIP directly to agents and contractors upon awarding contract (including as a result of a contract variation)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Identified your DAIP in tender and contract documents as an important document in terms of providing services to the public</td>
<td></td>
</tr>
<tr>
<td>Provided a hyperlink in tendering documentation to your DAIP</td>
<td></td>
</tr>
<tr>
<td>Provided correspondence to the agent or contractor about your DAIP</td>
<td></td>
</tr>
</tbody>
</table>

4. **If you have completed a strategy that you believe has been particularly successful please describe it:**

   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

Please return this information to access@dsc.wa.gov.au
Model Disability Access and Inclusion Plans for State Government
Introduction to model plans

There is considerable variation in the size and structure of State public authorities in Western Australia, as well as in the nature of services and facilities that they provide. Given this diversity, it is difficult to produce one model plan that represents all authorities and all service types. The following examples are a useful guide for authorities developing their plans.

Two hypothetical State public authorities have been created. The first, the Integrated Mega-Authority, is a department with a wide range of objectives, from the provision of direct services for daily living, promotion of initiatives to increase customers’ well-being, and individualised services to assist customers to meet their personal and business goals. There is a high level of public contact and services are provided from Authority buildings, leased sites and through a network of approved contractors.

The second public authority, the Department of Investment Opportunity is an authority that has a resource management and development objective, where the focus of service is directed to advising government and industry, and regulating activity through the small scale registration of local operators. There is little contact with the general public, though the department does have regional offices.

The content of the two model plans is not prescriptive but suggests what could be included in your DAIP.

It is recommended that each plan include the following elements:

- A policy statement that incorporates a commitment to furthering the principles and objectives applicable to people with disabilities, their families and carers by achieving the desired outcomes.
- An outline of the authority’s information, services and facilities (including in-house and contracted services).
- A brief report of progress under the previous plan.
- A description of the process of consultation with people with disabilities and staff used to assist in the preparation of the plan.
- Identification of barriers experienced by people with disabilities in accessing services.
- Strategies designed to progress towards achieving the six desired outcomes for people with disabilities.
- Timeline for achievement of the proposed strategies.
- A strategy to communicate the plan to staff and people with disabilities.
- A mechanism by which people with disabilities can provide feedback.
• A method to monitor, measure and review results so that the effectiveness of the plan can be evaluated.
• A policy and procedures regarding the Act’s requirements around agents and contractors (note the Disability Services Commission will provide advice on this element of a DAIP at a later date).
• A clear statement that the plan is available, on request, in alternative formats.
• A clear statement that the plan is available on the authority’s website.

Authorities may also include other elements in their DAIP. For example, an authority may wish to highlight its achievements to date in improving access under its Disability Service Plan (DSP) or may wish to add budget details, priorities or performance indicators to its DAIP Implementation Plan.
Integrated Mega-Authority
Disability Access and Inclusion Plan (DAIP) 2006 - 2010

This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.
# Contents

## Background
- The Integrated Mega-Authority
- Functions, facilities and services provided by the Integrated Mega-Authority
- Planning for better access
- Progress since 1995

## Access and inclusion policy statement

## Development of the DAIP
- Responsibility for the planning process
- Community consultation process
- Findings of the consultation
- Responsibility for implementing the DAIP
- Communicating the plan to staff and people with disabilities
- Review and evaluation mechanisms

## Reporting on the DAIP

## Strategies to improve access and inclusion

## Appendices:
- Appendix 1 – Progress to date

## Implementation Plan

## Acknowledgements
The Integrated Mega-Authority acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

In particular, thanks are given to People Who Care Inc, the Association for People with Disability Inc, Authority staff and individual community members.
Background

The Integrated Mega-Authority

The Integrated Mega-Authority is a department that provides a wide range of services including the provision of various direct services for daily living, promotion of initiatives to increase its customers' well-being, and individualised services to assist customers meet their personal and business goals. There is a high level of customer contact and services are provided from Authority buildings, leased sites and through a network of approved contractors.

Functions, facilities and services (both in-house and contracted) provided by the Integrated Mega-Authority

The Integrated Mega-Authority provides health and community living services to people living in the greater metropolitan area. These services are detailed in the Customer Service Charter and include:

Training and education services - including personal development, community empowerment and industrial management courses.

Services providing support and assistance to individuals – one-to-one counselling, and referral and support services to assist individual customers meet personal and business objectives.

Community education programs – health and environmental awareness initiatives to promote individual and community well being, targeting all groups of people and industry sectors within the local area, and provision of general information.

Regulatory services – a range of responsive services to protect the physical environment, services to protect the rights of local customers, accreditation and certification of other service providers.

Services for daily living – all health, transport and capital works; provision of utilities to residences, places of work and community facilities.

Planning for better access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6% of Australians or more than one in five people, identify themselves as having some form of disability.

It is a requirement of the Disability Services Act 1993 that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disabilities have equal access to its facilities and services.
Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992 (DDA).

**Progress since 1995**

The Integrated Mega-Authority is committed to facilitating the inclusion of people with disabilities through the improvement of access to its information, services and facilities. Towards this goal the Authority adopted its first Disability Service Plan (DSP) in 1995 to address the barriers for people with disabilities wanting to access the Authority’s services and facilities. The DSP addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1992). The DSP has undergone three internal reviews since 1995.

Since the adoption of the initial DSP, the Authority has implemented many initiatives and made significant progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings of the 1995 DSP.
Access and inclusion policy statement for people with disabilities, their families and carers

The Integrated Mega-Authority is committed to ensuring that people with disabilities, their families and carers are able to fully access the range of Authority services and facilities.

The Integrated Mega-Authority interprets an accessible and inclusive community as one in which all Authority functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The Integrated Mega-Authority is committed to consulting with people with disabilities, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

The Integrated Mega-Authority is committed to ensuring that its agents and contractors work towards the desired access and inclusion outcomes in the DAIP.

The Integrated Mega-Authority is committed to working in partnership with community groups and other public authorities to facilitate the inclusion of people with disabilities through improved access to its information, services and facilities.

The Integrated Mega-Authority is committed to achieving the six desired outcomes of its DAIP. These are:

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
3. People with disabilities 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.
4. People with disabilities receive the same level and quality of service from the staff of the relevant public authority.
5. People with disabilities have the same opportunities as other people to make complaints to the relevant public authority.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.
Development of the Disability Access and Inclusion Plan

Responsibility for the planning process

A Disability Access and Inclusion Planning Committee of the Integrated Mega-Authority was established in February 2006 comprising one representative from each department of the Authority and three people with personal and/or professional knowledge of disability issues to oversee the development, implementation, review and evaluation of the plan.

Community consultation process

In 2006, the Authority undertook to review its DSP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the initial DSP and subsequent review reports to see what has been achieved and what still needs work;
- examination of other relevant Authority documents and strategies;
- investigation of contemporary trends and good practice in access and inclusion;
- consultation with key staff; and
- consultation with the community.

The Disability Services Act Regulations set out the minimum consultation requirements for public authorities in relation to DAIPs. State Government authorities must call for submissions (either general or specific) by notice in a statewide newspaper or on any website maintained by or on behalf of the State Government authority. Other mechanisms may also be used.

The Integrated Mega-Authority has a well established practice of community consultation in all of its programs. The following strategies were used in the consultation:

- In March 2006 the community was informed through The West Australian newspaper, radio and the Authority’s website that the Authority was developing a DAIP to address the barriers that people with disabilities and their families experience in accessing Authority functions, facilities and services.
- The community was advised through the local newspapers, radio and Authority’s website that they could provide input into the development of the plan by:

  Questionnaire: A questionnaire was made available on request, and in a variety of formats, and on the Authority’s website in March 2006. Staff were also encouraged to complete the questionnaire.
The questionnaire provided information on Authority functions, facilities and services. Customers were asked to identify any problems they had using services, accessing information, contributing to Authority decision-making processes, making complaints, physically accessing Authority facilities, and generally dealing with staff. The Authority received 32 completed questionnaires.

**Phone-In:** The community was invited to contact Authority officers in March 2006 to discuss some of the difficulties they were experiencing in accessing Authority services. The Authority received 30 calls.

**Community Meeting:** A meeting was held in April 2006 with 28 people including people with disabilities, their families and representatives of disability organisations and relevant community groups. Barriers to the Authority’s information, services and facilities, were identified. In addition, participants identified a number of strategies that would assist in overcoming barriers to access and inclusion.

**Findings of the consultation**

The review and consultation found that most of the objectives in the first DSP had been achieved and that a new plan was required, to ensure currency and relevance. The new plan should not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. It must also keep abreast of legislative and regulatory changes.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Implementation Plan.

**Access barriers**

While the review and consultation noted a great deal of achievement in improving access, it also identified a range of barriers that require redress. These access barriers include:

- the Authority’s policy to guide and inform access and inclusion activities may not reflect contemporary values and practice;
- processes of the Authority may not be as accessible as possible;
- events may not always be held in a manner and location that best facilitates the participation of people with disabilities;
- physical infrastructure may not be meeting the needs of people with disabilities;
- elements of the Authority’s website may require improvement to best meet the needs of people with disabilities;
- staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disabilities; and
- people with disabilities may not be aware of consultation opportunities with the Authority.
The identification of these barriers informed the development of strategies in the DAIP. The barriers have been prioritised in order of importance, which assists setting timeframes to complete strategies to overcome those access barriers.

**Responsibility for implementing the DAIP**

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of the Authority. Some tasks in the Implementation Plan will apply to all areas of the Authority while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action. The DAIP planning committee will guide the overall implementation of the plan.

**Communicating the plan to staff and people with disabilities**

In August 2006 the Authority sent copies of the draft DAIP to all those who contributed to the planning process including staff, people with disabilities, their families, carers, disability organisations and relevant community groups for feedback. In October 2006 the plan was finalised and formally endorsed by the Executive.

The Authority has advised, through the local media – newspaper and radio - that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on the Authority’s website.

As plans are amended both staff and the community will be advised of the availability of updated plans, using the same methods.

**Review and evaluation mechanisms**

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The Authority’s DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

**Monitoring and reviewing**

- The Disability Access and Inclusion Planning Committee will meet every quarter in the first year, and as required thereafter, to review progress on the implementation of the strategies identified in the DAIP.
- The review of the Authority’s DAIP will be included in the DAIP 2011-2015 which will be submitted to the Disability Services Commission in 2011. The report will outline what has been achieved under the Authority’s DAIP 2006-2010.
• The committee will prepare a report each year on the implementation of the DAIP. A status report will be provided to the Executive. These reports will be formally endorsed by the Executive.

Evaluation

• The Executive will endorse any reports on the disability access and inclusion implementation process annually.
• Once a year, prior to 31 July, the Authority will provide information to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies that have been implemented.
• A notice about the consultation process will be placed in the West Australian newspaper, posted on the Authority’s website, announced on Information Radio and circulated to key disability service providers.
• In seeking feedback the committee will also seek to identify additional barriers that were not identified in the initial consultation.
• The committee will use some of the consultation processes used during the initial consultations including: questionnaires, meetings with people with disabilities and disability organisation phone-ins.
• Authority officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
• Implementation Plans will be amended based on the feedback received. Copies of the amended Implementation Plan, once endorsed by the Authority, will be available to the community in alternative formats.

Reporting on the DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The Authority will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 31 July each year, outlining:

• progress towards the desired outcomes of its DAIP;
• progress of its agents and contractors towards meeting the six desired outcomes; and
• strategies used to inform its agents and contractors of its DAIP.
Strategies to improve access and inclusion

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the Authority will undertake from 2006-2010 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities.

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

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish a Disability Access Committee to guide the implementation of DAIP activities.</td>
<td>February 2006</td>
</tr>
<tr>
<td>Ensure that people with disabilities are provided with an opportunity to comment on access to services.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Monitor the Authority’s Access and Inclusion policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Authority.</td>
<td>March 2007</td>
</tr>
<tr>
<td>Incorporate the objectives of the DAIP into the Authority’s strategic business planning, budgeting processes and other relevant plans and strategies.</td>
<td>June 2008</td>
</tr>
<tr>
<td>Ensure that events are organised so that they are accessible to people with disabilities.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Promote the Business Development Service to people with disabilities.</td>
<td>September 2007</td>
</tr>
<tr>
<td>Ensure that Authority staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.</td>
<td>June 2008</td>
</tr>
</tbody>
</table>
### Outcome 2:
People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that all buildings and facilities are physically accessible to people with disabilities</td>
<td>June 2010</td>
</tr>
<tr>
<td>Ensure that all future premises leased by the Authority are</td>
<td>December 2007</td>
</tr>
<tr>
<td>Ensure that all premises and other infrastructure related to transport facilities are accessible.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.</td>
<td>July 2008</td>
</tr>
</tbody>
</table>

### Outcome 3:
People with disabilities 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.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve community awareness that Authority information is available in alternative formats upon request.</td>
<td>January 2007</td>
</tr>
<tr>
<td>Improve staff awareness of accessible information needs and how to obtain information in other formats.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Investigate and facilitate the use of interpreters to improve the availability of Authority meetings to people with a hearing impairment.</td>
<td>June 2008</td>
</tr>
<tr>
<td>Ensure that the Authority's website meets contemporary good practice.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Provide documentation regarding services, facilities and customer feedback in an appropriate format and using clear and concise language.</td>
<td>December 2007</td>
</tr>
</tbody>
</table>

### Outcome 4:
People with disabilities 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.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.</td>
<td>June 2008</td>
</tr>
<tr>
<td>Improve the awareness of new staff about disability and access issues.</td>
<td>June 2008</td>
</tr>
<tr>
<td>Further generate and sustain staff awareness of disability and access issues.</td>
<td>June 2008</td>
</tr>
</tbody>
</table>
**Outcome 5:** People with disabilities have the same opportunities as other people to make complaints to a public authority.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that current grievance mechanisms are accessible for people with disabilities.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.</td>
<td>June 2008</td>
</tr>
<tr>
<td>Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.</td>
<td>August 2008</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve community awareness about consultation processes in place.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.</td>
<td>December 2006</td>
</tr>
<tr>
<td>Improve access for people with disabilities to the established consultative processes of the Authority.</td>
<td>March 2008</td>
</tr>
<tr>
<td>Seek a broad range of views on disability and access issues from the community.</td>
<td>March 2008</td>
</tr>
</tbody>
</table>
Appendix 1

Progress since 1995 under the Disability Service Plan

1. Existing functions, facilities and services are adapted to meet the needs of people with disabilities.
   - Eligibility criteria for Business Development Services were amended to explicitly state participation of people with disabilities.
   - Staff from the Community Education section established performance indicators for inclusive education and this has been included in subsequent work plans.
   - Four of our 10 regional dental clinics have purchased the multipurpose “BEAUT” chairs to provide greater access for people with disabilities.

2. Access to buildings and facilities is improved.
   - A number of access improvements have been made to our Head Office including improved signage, an accessible parking bay at the plaza entry lift, a ramp at the front door on the main plaza entry, the installation of electronic self-opening doors and changes to our front counter and cashier’s desk to make this accessible to people who use wheelchairs.
   - Authority buildings with high public usage have been identified and access audits have been undertaken at all of these buildings.
   - Priority facilities including all clinics and the main training facility in West Perth have been modified to provide access according to Australian Standards on Access 1428.1
   - Existing leased properties with high public usage have been identified and the Authority has negotiated some key access improvements including accessible parking, ramps and improved signage.

3. Information about functions, facilities and services is provided in formats which meet the communication needs of people with disabilities.
   - All new public documents note that the publication is available in accessible formats such Braille, audiotape, CD Rom and large print.
   - A TTY has been installed and all staff have had training in its use.
   - Infringement notices and the infringement notice grievance procedure have been rewritten in plain English.
4. Staff awareness of the needs of people with disabilities and skills in delivering services is improved.

- Over 80 staff from the Better Health clinics and Residential Utilities program have participated in disability awareness training. Staff from the Residential Utilities program also attended the 2004 Universal Design conference.
- The Personal Projects Counselling Service has developed and trialled a new needs assessment tool for use with people with a disability.

5. Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision making processes.

- Information about our grievance service has been produced in plain English and has been provided to all non-government legal and advocacy services including disability service organisations.
- Public consultations are advertised in radio and local newspapers reinforcing that interpreters or accessible formats are available to support people to participate.
- Our customer satisfaction survey has been amended to include questions around access for people with a disability and their families and carers.
Integrated Mega-Authority
Disability Access and Inclusion Plan

Implementation Plan 2006 - 2007
The Implementation Plan itemises what the Authority will be undertaking in 2006-2007 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented using a table to outline:

• the broad strategy that the individual tasks are supporting;
• individual tasks being undertaken;
• a timeline for completion of the individual tasks; and
• the officer position or part of the Authority with responsibility for completing the individual tasks.

As outlined in the Authority’s DAIP, many of the broad strategies will not be completed in 2006-2007, however individual tasks to support the achievement of those strategies may well be undertaken in part or whole in 2006-2007 through the Implementation Plan.

Broad strategies that will not be achieved in 2006-2007 will be supported by tasks outlined in future Implementation Plans.
### Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Integrated Mega-Authority.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Task</th>
<th>Task Timeline</th>
<th>Responsibility</th>
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</table>
| Establish a Disability Access Committee to guide the implementation of DAIP activities. | • Draft a proposal (including terms of reference, meeting schedule, membership) for the Authority to endorse the establishment of a Disability Access Committee.  
• Publicise the Committee and call for community members to participate. | February 2006 | Manager, Community Development |
| Ensure that people with disabilities are provided with an opportunity to comment on access to services. | • Liaise with contractors, who are developing and implementing Authority evaluation activities, to increase their awareness of the importance of getting comments on services by people with disabilities.  
• Evaluation to include a mechanism to assist people with disabilities to comment on services in future reviews of services. | February 2007, June 2007 and ongoing | Manager, Community Development and all managers |
| Monitor the Authority’s Access and Inclusion policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Authority. | • Research, and adopt into the policy, the State Government Access Guidelines for Information, Services and Facilities as part of the policy.  
• Policy will be drafted and forwarded to the Authority for endorsement.  
• Research and adopt into the policy the Australian Language Services Policy. | January 2007, March 2007 | Disability Access Committee |
<table>
<thead>
<tr>
<th>Strategy</th>
<th>Task</th>
<th>Task Timeline</th>
<th>Responsibility</th>
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</thead>
</table>
| Develop links between the DAIP and other Authority plans and strategies. | • Identify appropriate strategic business planning documents, budget processes and all other relevant plans and strategies requiring alignment with the DAIP.  
• Incorporate the objectives of the DAIP into Authority’s strategic business planning, budgeting processes and all other relevant plans and strategies (from completion by June 2008). | June 2007 | All managers |
| Ensure that events are organised so that they are accessible to people with disabilities. | • Ensure all events are planned using the Disability Service Commission’s Accessible Events checklist.  
• Make the Accessible Events checklist available to staff on the Authority’s Intranet. | June 2007 | All managers |
| Promote the Business Development Service to people with disabilities. | • Develop promotional materials that highlight people with a disability succeeding in business.  
• Plan the promotion of the service via Information Radio and key disability groups (for full implementation by September 2007). | June 2007 | Manager Promotions and Marketing |
| Ensure that Authority staff and agents and contractors are aware of the relevant requirements of the Disability Services Act. | • Promote the Authority’s policy and procedures regarding the Disability Services Act’s requirements around agents and contractors through the newsletter and include in the induction process for new staff. | June 2008 | Manager, Corporate Services and all managers |
Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Integrated-Mega Authority.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Task</th>
<th>Task Timeline</th>
<th>Responsibility</th>
</tr>
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</table>
| Ensure that all buildings and facilities are physically accessible to people with disabilities. | • Audit and identify access barriers to buildings and facilities using the Access Resource Kit checklists and Disability Access Consultants.  
• Identify access complaints to support audit results.  
• Investigate means of improving access to heritage buildings while maintaining their integrity.  
• Ensure key staff maintain an awareness of the development of the DDA Premises Standard through means such as HREOC email updates and Advisory Notes.  
• Prioritise and make submission to the Executive to commence work on rectifying identified barriers. | March 2007  
April 2007  
April 2007  
December 2006  
June 2007 | Manager, Property Services |
<p>| Ensure that all future premises leased by the Authority are accessible. | • Develop a policy on leasing of premises to ensure they are accessible to people with disabilities. | December 2007 | Manager, Property Services |</p>
<table>
<thead>
<tr>
<th>Strategy</th>
<th>Task</th>
<th>Task Timeline</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that all premises and other infrastructure related to transport facilities are accessible.</td>
<td>• Audit all transport related infrastructure against the DDA Transport Standard. &lt;br&gt;• Liaise with the relevant local government authorities to plan remedial works. &lt;br&gt;• Prioritise and make submission to the Executive to commence work on rectifying identified barriers.</td>
<td>March 2007 &lt;br&gt;May 2007 &lt;br&gt;June 2007</td>
<td>Manager, Transport Services</td>
</tr>
<tr>
<td>Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.</td>
<td>• Undertake an audit of ACROD bays and implement a program to rectify any non-compliance. &lt;br&gt;• Consider the need for additional bays at some locations.</td>
<td>January 2007 &lt;br&gt;June 2007</td>
<td>Manager, Property Services</td>
</tr>
</tbody>
</table>
Outcome 3: People with disabilities receive information from the Authority in a format that will enable them to access the information as readily as other people.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Task</th>
<th>Task Timeline</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Improve community awareness that Authority information can be made available in alternative formats upon request.</td>
<td>September 2006</td>
<td>All managers</td>
</tr>
<tr>
<td></td>
<td>• Ensure that all documents carry a notation regarding availability in alternative formats.</td>
<td>June 2007</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Advise the community via the local newspaper, Information Radio, disability group newsletters that other formats are available.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Improve staff awareness of accessible information needs and how to obtain information in other formats.</td>
<td>June 2007</td>
<td>Manager, Corporate Services</td>
</tr>
<tr>
<td></td>
<td>• Make Accessible Information guidelines available on the Intranet.</td>
<td>June 2007</td>
<td>Manager, Corporate Services</td>
</tr>
<tr>
<td></td>
<td>• Develop an Accessible Information policy.</td>
<td>June 2007</td>
<td>Manager, Human Resources</td>
</tr>
<tr>
<td></td>
<td>• Conduct Accessible Information training and include as part of the induction of new staff.</td>
<td>June 2007</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ensure that the Authority’s website meets contemporary good practice.</td>
<td>September 2006</td>
<td>Manager, IT Services</td>
</tr>
<tr>
<td></td>
<td>• Redevelop website according to the W3C Web Content Accessibility guidelines as outlined in the State Government Access Guidelines for Information, Services and Facilities.</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>• Ensure forms and applications are available electronically.</td>
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<tr>
<td>Strategy</td>
<td>Task</td>
<td>Task Timeline</td>
<td>Responsibility</td>
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</tbody>
</table>
| Provide documentation regarding services, facilities and customer feedback in an appropriate format and using clear and concise language. | • Advise Authority staff of the minimum requirements.  
• Develop an audit plan (to guide an audit to be undertaken in December 2007), to identify resident and business related information for people with disabilities who live and/or work in the Authority.  
February 2007  
June 2007 | Disability Access Committee |
Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Authority as other people.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Task</th>
<th>Task Timeline</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.</td>
<td>• Conduct survey of all staff to determine training needs (training to be undertaken by June 2008).</td>
<td>June 2007</td>
<td>Manager, Human Resources</td>
</tr>
<tr>
<td>Improve the awareness of new staff about disability and access issues.</td>
<td>• Prepare information and plan the establishment of training in the induction for new staff (for rollout by June 2008).</td>
<td>June 2007</td>
<td>Manager, Human Resources</td>
</tr>
<tr>
<td>Further generate and sustain staff awareness of disability and access issues.</td>
<td>• Provide regular information on access and inclusion in the staff newsletter. • Develop a staff recognition program for good practice in access and inclusion (for rollout by June 2008).</td>
<td>September 2006, June 2007</td>
<td>Manager, Community Development</td>
</tr>
</tbody>
</table>
### Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Integrated Mega-Authority.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Task</th>
<th>Task Timeline</th>
<th>Responsibility</th>
</tr>
</thead>
</table>
| Ensure that current grievance mechanisms are accessible for people with disabilities. | • Review current mechanisms for access. Consult with people with disabilities and other experts for advice.  
• Develop other methods of making complaints such as web-based forms.  
• Promote accessible complaints mechanisms to the community. | March 2007  
May 2007  
June 2007 | Manager, Corporate Services |
| Ensure that grievance mechanism process and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities. | • Provide grievance mechanism process and outcome satisfaction survey forms in alternative formats upon request.  
• Undertake research to identify alternative means of providing grievance feedback (for full implementation by August 2008). | June 2007  
June 2007 | Manager, Corporate Services |
### Strategy

<table>
<thead>
<tr>
<th>Task</th>
<th>Task Timeline</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve community awareness about consultation processes in place.</td>
<td>December 2006 &amp; ongoing</td>
<td>Manager, Community Development</td>
</tr>
<tr>
<td>Promote the existence, role and activities of the Authority’s Disability Access Committee to the community.</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Disability Access Committee to meet regularly (as per proposal in Outcome 1) to provide strategic advice to the Authority, with support from Authority staff.</td>
<td>June 2007</td>
<td></td>
</tr>
<tr>
<td>Conduct a review of the Authority’s community consultation processes (including methods of communicating for Town Planning Schemes) regarding issues of disability, access and inclusion.</td>
<td>June 2007</td>
<td></td>
</tr>
<tr>
<td>Ensure that media releases go to print and electronic media (including Information Radio) and key disability groups, and are promoted on the website.</td>
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The model DAIPs are offered as suggestions only. You will need to modify these to suit your own organisation.
<table>
<thead>
<tr>
<th>Strategy</th>
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<th>Responsibility</th>
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</thead>
<tbody>
<tr>
<td>Commit to ongoing monitoring of the DAIP to ensure implementation and</td>
<td>• DAIP Committee to regularly monitor the progress of the plan and</td>
<td>November 2006</td>
<td>Manager, Community</td>
</tr>
<tr>
<td>satisfactory outcomes.</td>
<td>be involved in all reviews of the plan.</td>
<td></td>
<td>Development</td>
</tr>
<tr>
<td></td>
<td>• Consult people with disabilities in a range of different consultation</td>
<td>November 2006</td>
<td></td>
</tr>
<tr>
<td></td>
<td>mediums, eg focus group, interviews, surveys.</td>
<td></td>
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<tr>
<td></td>
<td>• Develop a register of experienced persons to provide comment on</td>
<td>December 2006</td>
<td></td>
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<tr>
<td></td>
<td>access and inclusion issues on request, who may not be members of</td>
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<tr>
<td></td>
<td>the Disability Access Committee.</td>
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</tr>
<tr>
<td>Seek a broad range of views on disability and access issues from the</td>
<td>• Include appropriate questions about access and inclusion in general</td>
<td>December 2006</td>
<td>Manager, Community</td>
</tr>
<tr>
<td>local community.</td>
<td>Authority surveys and consultation events.</td>
<td></td>
<td>Development</td>
</tr>
<tr>
<td></td>
<td>• Disability Access Committee to actively pursue the views of people</td>
<td>December 2006</td>
<td></td>
</tr>
<tr>
<td></td>
<td>with disabilities on a wide range of issues.</td>
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</table>
Model Plan for a State Government public authority

Department of Investment Opportunity

Disability Access and Inclusion Plan (DAIP) 2006 - 2010

This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.
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Acknowledgements

The Department of Investment Opportunity acknowledges the input received from Department staff and many individuals and groups within the community, which has been invaluable in the preparation of this DAIP.
Background

The Department of Investment Opportunity

The Department of Investment Opportunity provides services primarily to government, commerce and industry. The goal of the Department is to foster opportunities for businesses and communities throughout Western Australia to succeed and thrive in a global economy. The Department provides a range of services to advise and support the development of links and partnerships with investors, as well as providing a regulatory function to industry and commerce in regional areas. Services are provided from the Department's buildings and leased sites throughout the State.

Functions, facilities and services (both in-house and contracted) provided by the Department of Investment Opportunity

The Department of Investment Opportunity provides:

- **advice to government and industry** including data analysis, strategic planning, legislative review and development, policy and process review, research;
- **support to industry** including liaison between investors, government and industry; coordinating and developing industry infrastructure, providing assistance with community consultation;
- **promotional services** including information for investors and industry members; and
- **regulatory services** including inspections and registrations.

Planning for better access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6% of Australians or more than one in five people, identify themselves as having some form of disability.

It is a requirement of the Disability Services Act 1993 that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the Department will ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992 (DDA).
**Progress since 1995**

The Department of Investment Opportunity is committed to facilitating the inclusion of people with disabilities through the improvement of access to its information, services and facilities. The Department adopted its first Disability Service Plan (DSP) in 1995 to address the barriers for people with disabilities who need to access the Department's services and facilities. The DSP addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1992). The DSP has undergone three internal reviews since 1995.

Since the adoption of the initial DSP, the Department has implemented many initiatives and made significant progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings of the 1995 DSP.
Access and inclusion policy statement for people with disabilities, their families and carers

The Department of Investment Opportunity is committed to:

- ensuring that people with disabilities, their families and carers are able to fully access the range of departmental services and facilities (both in-house and contracted), providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community;

- ensuring that people with disabilities are given the opportunity to participate in shaping the development of their community through the consultative process with local business and industry in respect of new investments;

- consulting with people with disabilities, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately;

- ensuring that its agents and contractors work towards the desired access and inclusion outcomes in the DAIP; and

- achieving the six desired outcomes of its DAIP.

The six desired outcomes are:

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

2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.

3. People with disabilities 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.

4. People with disabilities receive the same level and quality of service from the staff of the relevant public authority.

5. People with disabilities have the same opportunities as other people to make complaints to the relevant public authority.

6. People with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.
Development of the Disability Access and Inclusion Plan

Responsibility for the planning process

A Disability Access and Inclusion Planning Committee of the Department of Investment Opportunity was established in February 2006 comprising one representative from each section of the Department and each region, and three people with personal and/or professional knowledge of disability issues, to oversee the development, implementation, review and evaluation of the plan.

Community consultation process

In 2006, the Department undertook to review its DSP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the initial DSP and subsequent review reports to see what has been achieved and what still needs work;
- examination of other relevant Department documents and strategies;
- investigation of contemporary trends and good practice in access and inclusion;
- consultation with key staff; and
- consultation with the community.

The Disability Services Act Regulations set out the minimum consultation requirements for public authorities in relation to DAIPs. State Government authorities must call for submissions (either general or specific) by notice in a statewide newspaper or on any website maintained by or on behalf of the State Government authority. Other mechanisms may also be used.

The Department has a well established practice of community consultation in all of its programs. The following strategies were used in the consultation:

- Regional working parties, comprising two departmental staff and two local people with personal or professional experience of disability, were established in each region.
- In March 2006 the community was informed through the West Australian newspaper, regional newspapers, Information Radio and regional radio stations and the Department’s website that the Department was developing a DAIP to address the barriers that people with disabilities and their families experience in accessing departmental functions, facilities and services.
- The community was advised through the local newspapers, radio and Department’s website that they could provide input into the development of the plan by:
Questionnaire: A questionnaire was made available in a variety of formats, at stalls at the Regional Investment Fairs or on the Department’s website during March 2006. Staff were also encouraged to complete the questionnaire.

The questionnaire provided information on departmental functions, facilities and services. Customers were asked to identify any problems they had using services, accessing information, contributing to the Department’s decision-making processes, making complaints, physically accessing departmental facilities, and generally dealing with staff. The Department received 41 completed questionnaires.

Phone-In: The community was invited to contact departmental officers in March 2006 to discuss some of the difficulties they were experiencing in accessing the Department’s services. The Department received 18 calls.

Community forums: Community forums were held in each of the four regions during April 2006 with 53 people including people with disabilities, their families and representatives of disability organisations and relevant community groups. Barriers to Department information, services and facilities were identified. In addition, participants identified a number of strategies that would assist in overcoming barriers to access and inclusion.

Findings of the consultation

The review and consultation found that most of the initial objectives in the first DSP had been achieved and that a new plan was required to ensure currency and relevance. The new plan should not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. The plan must also keep abreast of legislative and regulatory changes.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Implementation Plan.

Access barriers

While the review and consultation noted a great deal of achievement in improving access it also identified a range of barriers that require redress. These access barriers include:

- the Department’s policy to guide and inform access and inclusion activities may not reflect contemporary values and practice;
- Department processes may not be as accessible as possible;
- events may not always be held in a manner and location that best facilitates the participation of people with disabilities;
- physical infrastructure may not be meeting the needs of people with disabilities;
- elements of the Department’s website may require improvement to best meet the needs of people with disabilities;
- staff may be uninformed or lacking in confidence to provide the same level of service to people with disabilities; and
people with disabilities may not be aware of consultation opportunities with the Department.

The identification of these barriers informed the development of strategies in the DAIP. The barriers have been prioritised in order of importance, which assists in setting timeframes to complete strategies to overcome those access barriers.

**Responsibility for implementing the DAIP**

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of the Department. Some actions in the Implementation Plan will apply to all areas of the Department while others will apply only to a specific area. The Implementation Plan sets out who is responsible for each action. The DAIP planning committee will guide the overall implementation of the plan.

**Communicating the plan to staff and people with disabilities**

In August 2006 the Department sent copies of the draft DAIP to all those who contributed to the planning process (staff, people with disabilities, their families, carers, disability organisations and relevant community groups) for feedback. In October 2006 the plan was finalised and formally endorsed by the Department’s Executive.

The Department has advised, through the media (newspaper and radio), that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on the Department’s website.

As plans are amended both staff and the community will be advised of the availability of updated plans, using the same methods.

**Review and evaluation mechanisms**

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The Department’s DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

**Review and monitoring**

- The Disability Access and Inclusion Planning Committee will meet every quarter in the first year, and as required thereafter, to review progress on the implementation of the strategies identified in the DAIP.
• The review of the Department’s DAIP will be included in the DAIP 2011-2015 which will be submitted to the Disability Services Commission in 2011. The report will outline what has been achieved under the Department’s DAIP 2006-2010.

• The committee will prepare a report each year on the implementation of the DAIP. A status report will be provided to the Department’s Executive for formal endorsement.

Evaluation

• The Executive will endorse any reports on the disability access and inclusion implementation process annually.

• Once a year, prior to 31 July, the Department will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies that have been implemented.

• A notice about the consultation process will be placed in the West Australian and regional newspapers, posted on the Department’s website, announced on regional and Information Radio and circulated to key disability service providers.

• In seeking feedback the committee will also seek to identify any additional barriers that were not identified in the initial consultation.

• The committee will use some of the consultation processes used during the initial consultations including: questionnaires, meetings with people with disabilities and disability organisation phone-ins.

• Departmental staff will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

• Implementation Plans will be amended based on the feedback received. Copies of the amended Implementation Plan, once endorsed by the Department, will be available to the community in alternative formats.
Reporting on the DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The Department will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 31 July each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the six desired outcomes; and
- the strategies it used to inform its agents and contractors of its DAIP.

Strategies to improve access and inclusion

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the Department will undertake from 2006-2010 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities.

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

<table>
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<tr>
<th>Strategy</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>Seek a person with a disability to sit on the Department’s existing Consumer Reference Group.</td>
<td>February 2006</td>
</tr>
<tr>
<td>Provide opportunities for people with disabilities to comment on access to services and advice provided by the Department.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Monitor the Department’s Access and Inclusion policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Department.</td>
<td>March 2007</td>
</tr>
<tr>
<td>Incorporate the objectives of the DAIP into the Department’s strategic business planning, budgeting processes and other relevant plans and strategies.</td>
<td>June 2008</td>
</tr>
<tr>
<td>Ensure that any events are organised so that they are accessible to people with disabilities.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Strategy</td>
<td>Timeline</td>
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</tr>
<tr>
<td>Inform business and investor groups on how to undertake events that are accessible for people with disabilities.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Ensure that agents and contractors, particularly publishers and events/promotional service providers, of the Department are aware of their requirements under the DAIP.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Develop information to inform industry how to best meet the needs of investors and customers with disabilities.</td>
<td>December 2008</td>
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**Outcome 2:** People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Department of Investment Opportunity.

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<tr>
<th>Strategy</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>Ensure all buildings and facilities are physically accessible to people with disabilities.</td>
<td>June 2010</td>
</tr>
<tr>
<td>Install audio loops for use in the Head Office theatrette and all other public meeting venues.</td>
<td>March 2008</td>
</tr>
<tr>
<td>Ensure adequate ACROD parking to meet the needs of people with disabilities in terms of quantity and location.</td>
<td>July 2008</td>
</tr>
<tr>
<td>Ensure all future premises leased by the Department are accessible.</td>
<td>December 2007</td>
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**Outcome 3:** People with disabilities can access information from the Department of Investment Opportunity as readily as other people are able to access it.

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<tr>
<th>Strategy</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve community awareness that Department information can be made available in alternative formats upon request.</td>
<td>January 2007</td>
</tr>
<tr>
<td>Improve staff awareness of accessible information needs and how to obtain information in other formats.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Improve the awareness of call centre staff about information needs of people that are hearing impaired, hard of hearing, deaf, and people with speech impediments.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Investigate and facilitate the use of interpreters to improve the access to Department meetings for people with a hearing impairment.</td>
<td>June 2008</td>
</tr>
</tbody>
</table>
### Strategy

| Ensure that the Department’s website meets contemporary good practice, with an emphasis upon using text to actively describe the trends displayed in charts. | June 2007 |
| Provide documentation regarding services, facilities and customer feedback in an appropriate format and using clear and concise language. | December 2007 |

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

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.</td>
<td>June 2008</td>
</tr>
<tr>
<td>Improve the awareness of ‘direct service’ staff, including inspection, registration and call centre staff, about disability and access issues.</td>
<td>June 2008</td>
</tr>
<tr>
<td>Improve the awareness of new staff about disability and access issues.</td>
<td>June 2008</td>
</tr>
<tr>
<td>Ensure that Department staff are aware of the relevant requirements of the Disability Services Act in service provision.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Further generate and sustain staff awareness of disability and access issues.</td>
<td>June 2008</td>
</tr>
</tbody>
</table>

**Outcome 5:** People with disabilities have the same opportunities as other people to make complaints to the Department of Investment Opportunity.

<table>
<thead>
<tr>
<th>Strategy</th>
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<tbody>
<tr>
<td>Ensure that current grievance mechanisms are accessible for people with disabilities.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.</td>
<td>June 2008</td>
</tr>
<tr>
<td>Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.</td>
<td>August 2008</td>
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</tbody>
</table>
Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the Department of Investment Opportunity.

<table>
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<tr>
<th>Strategy</th>
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<tbody>
<tr>
<td>Improve community awareness about consultation processes in place.</td>
<td>June 2007</td>
</tr>
<tr>
<td>Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.</td>
<td>December 2006</td>
</tr>
<tr>
<td>Improve access for people with disabilities to the established consultative processes of the Department, including the capacity to accept verbal complaints.</td>
<td>March 2008</td>
</tr>
<tr>
<td>Seek a broad range of views on disability and access issues from the community.</td>
<td>March 2008</td>
</tr>
</tbody>
</table>
Appendix 1

**Progress since 1995 under the Disability Service Plan**

1. Existing functions, facilities and services are adapted to meet the needs of people with disabilities.
   - Consultations about new investment developments are now accessible to community members with a disability.
   - Information on the registration process for new operators is available in audio, large print and computer disk.

2. Access to buildings and facilities has been improved.
   - A full access audit of all regional offices and head office has been conducted, including parking, signage and approaches to offices, to establish priorities for improvement.
   - A ramp has been installed at the front entry to the Northern Region office.
   - All regional offices have one dedicated accessible parking bay.
   - Improved internal signage has been installed at Head Office.

3. Information about functions, facilities and services is provided in formats which meet the communication needs of people with disabilities.
   - The Department has a policy on communicating in plain English with customers.
   - Minutes of public consultations are available in a range of alternative formats.

4. Staff awareness of the needs of people with disabilities and skills in delivering services is improved.
   - All Enquiry Officers and Assessors have participated in disability awareness training.

5. Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision making processes.
   - The process for lodging submissions about new developments or grievances has been modified to allow for flexibility in the method of submitting comments.
Department of Investment Opportunity

Disability Access and Inclusion Plan

Implementation Plan 2006 - 2007
Implementation Plan

The Implementation Plan itemises what the Department will be undertaking in 2006-2007 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented using a table to outline the:

- broad strategy that the individual tasks are supporting;
- individual tasks being undertaken;
- timeline for completion of the individual tasks; and
- the officer position or part of the Department with responsibility for completing the individual tasks.

As outlined in the Department’s DAIP, many of the broad strategies will not be completed in 2006-2007, however individual tasks to support the achievement of those strategies may well be undertaken in part or whole in 2006-2007 through the Implementation Plan.

Broad strategies that will not be achieved in 2006-2007 will be supported by tasks outlined in future Implementation Plans.
Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Department of Investment Opportunity.

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<th>Strategy</th>
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<th>Responsibility</th>
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<tbody>
<tr>
<td>Seek a person with a disability to sit on the department’s existing Consumer Reference Group.</td>
<td>• Call for community members with a disability to participate on the Consumer Reference Group.</td>
<td>February 2006</td>
<td>Manager, Community Development</td>
</tr>
</tbody>
</table>
| Provide opportunities for people with disabilities to comment on access to services and advice provided by the Department. | • Investigate if existing feedback mechanisms can facilitate feedback from people with disabilities.  
• If necessary, amend existing feedback mechanisms, ensuring that good practice standards for information are used.  
• Circulate a memo throughout the Department informing staff of the requirement to include the form in publications. | February 2007  
June 2007 | Manager, Community Development  
All managers |
| Monitor the Department’s Access and Inclusion policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Department. | • Research, and adopt into the policy, the State Government Guidelines for Information, Services and Facilities.  
• Policy will be drafted and forwarded to the Department for endorsement.  
• Research and adopt into the policy the Australian Language Services Policy. | January 2007  
March 2007 | Consumer Reference Group and Manager, Community Development  
Manager, Community Development |
<table>
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<th>Strategy</th>
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<tr>
<td>Develop information to inform industry how to best meet the needs of investors and customers with disabilities.</td>
<td>• Draft a pamphlet, short booklet and PowerPoint presentation, based on the State Government Access Guidelines, about meeting the needs of investors and customers with disabilities. (Information to be provided to various industry bodies, for dissemination to individual businesses and posted on the Department's website by December 2007).</td>
<td>June 2007</td>
<td>All managers</td>
</tr>
</tbody>
</table>
| Ensure that any events are organised so that they are accessible to people with disabilities. | • Ensure all events are planned using the Accessible Events checklist.  
• Make the Accessible Events checklist available to staff on the Department’s Intranet.  
• Develop standard wording for all information bulletins and event invitations to allow attendees to indicate the nature of any access requirements.  
• Prepare briefing for Executive approval regarding the wording and dissemination of wording to all branches of the Department (by September 2007). | June 2007     | All managers                          |
<p>|                                                                        |                                                                                                                                 |               | Manager, Community Consultation Unit  |</p>
<table>
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<tr>
<th>Strategy</th>
<th>Task</th>
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<th>Responsibility</th>
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</table>
| Inform business and investor groups on how to undertake events that are accessible for people with disabilities. | • Draft a pamphlet, short booklet and PowerPoint presentation, based on the Accessible Events checklist, about how to ensure that people with disabilities can attend their events.  
• Provide information to various industry bodies for dissemination to individual businesses.  
• Post information on the Department’s website. | June 2007      | Manager, Community Development      |
| Ensure that agents and contractors, particularly publishers and events/promotional service providers, of the Department are aware of their requirements under the DAIP. | • Provide a copy of the DAIP to agents and contractors as part of the contract documentation.  
• Respond to queries from agents and contractors as required. | June 2007      | Manager, Contract Services          |
Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Department of Investment Opportunity.

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<tr>
<th>Strategy</th>
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</table>
| Ensure that all buildings and facilities are physically accessible to people with disabilities. | • Audit and identify access barriers to buildings and facilities using the Access Resource Kit checklists and Disability Access Consultants.  
• Identify access complaints to support audit results.  
• Investigate means of improving access to heritage buildings while maintaining their integrity.  
• Ensure key staff maintain an awareness of the development of the DDA Premises Standard through means such as HREOC email updates.  
• Prioritise and make submission to the Executive to commence work on rectifying identified barriers. | March 2007  
April 2007  
June 2007 | Manager, Property Services |
| Ensure that all future premises leased by the Department are accessible. | • Develop a policy on leasing of premises to ensure they are accessible to people with disabilities. | December 2007 | Manager, Property Services |
| Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location. | • Undertake an audit of ACROD bays and implement a program to rectify any non-compliance.  
• Consider the need for additional bays at some locations. | January 2007  
June 2007 | Manager, Property Services |
<table>
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<tr>
<th>Strategy</th>
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<tr>
<td>Install audio loops for use in the Head Office theatrette and all other public meeting venues.</td>
<td>• Consider appropriate audio loop systems based on effectiveness, installation and maintenance, ease of operation, portability and cost.</td>
<td>June 2007</td>
<td>Manager, Corporate Services</td>
</tr>
</tbody>
</table>
**Outcome 3:** People with disabilities receive information from the Department of Investment Opportunity in a format that will enable them to access the information as readily as other people.

<table>
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<tr>
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</table>
| Improve community awareness that Department information can be made available in alternative formats upon request. | • Ensure all documents carry a notation regarding availability in alternative formats.  
• Advise the community via the local newspaper, Information Radio, and disability group newsletters that other formats are available. | September 2006  
January 2007 | All managers |
| Improve staff awareness of accessible information needs and how to obtain information in other formats. | • Develop an Accessible Information policy.  
• Conduct Accessible Information training and include as part of the induction of new staff. | June 2007  
June 2007  
June 2007 | Manager, Corp Services  
Manager, Corp Services  
Manager, Human Resources |
| Improve the awareness of call centre staff about information needs of people who are hearing impaired, hard of hearing, deaf, and people with speech impediments. | • Provide training in the benefits and application of TTY and the Australian Communication Exchange.  
• Investigate the use of people with disabilities sending the Department an SMS message that is received via email. (If appropriate, establish system by June 2008). | June 2007  
June 2007 | Manager, Corporate Services |
<table>
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<tr>
<th>Strategy</th>
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</tr>
</thead>
</table>
| **Ensure that the Department’s website meets contemporary good practice, with an emphasis upon using text to actively describe the trends displayed in charts.** | • Ensure that forms and applications are available electronically.  
• Review current accessibility of the website, including ensuring that appropriate descriptive text is provided with images and charts, and determine if additional work is required to offer a meaningful and informative alternative to charts.  
• Complete redevelopment of the website according to the W3C Web Content Accessibility guidelines as outlined in the State Government Access Guidelines. | September 2006  
November 2006  
June 2007 | Manager, IT Services |
| **Provide documentation regarding services, facilities and customer feedback in an appropriate format and using clear and concise language.** | • Advise Department staff of the minimum requirements.  
• Develop an audit plan (to guide an audit to be undertaken in December 2007), to identify resident and business related information for people with disabilities who live and/or work in the Department.  
February 2007  
June 2007 | Manager, Community Development  
All managers |
## Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Department of Investment Opportunity as other people.

<table>
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<tr>
<th>Strategy</th>
<th>Task</th>
<th>Task Timeline</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.</td>
<td>• Conduct survey of all staff to determine training needs (training to be undertaken by June 2008).</td>
<td>November 2006</td>
<td>Manager, Human Resources</td>
</tr>
</tbody>
</table>
| Improve the awareness of direct service staff, including inspection, registration and call centre staff, about disability and access issues. | • Using the staff survey, focus on the training needs of direct service staff as priority providers of services to the public (training to be undertaken by June 2008).  
• Develop action plan to refresh the disability and access knowledge of inspection, registration and call centre staff. | January 2007    | Manager, Human Resources            |
|                                                                          | • Prepare information and plan the establishment of training in the induction for new staff (for rollout by June 2008).  
• Obtain the 'You Can Make a Difference to Customer Relations for People with Disabilities' training package from the Disability Services Commission. | June 2007       | Manager, Human Resources            |
<p>| Improve the awareness of new staff of the Department about disability and access issues. | • Promote the Department’s DAIP and policy statement of commitment through the newsletter and include in the induction process for new staff. | June 2007       | Manager, Corporate Services and all managers |</p>
<table>
<thead>
<tr>
<th>Strategy</th>
<th>Task</th>
<th>Task Timeline</th>
<th>Responsibility</th>
</tr>
</thead>
</table>
| Further generate and sustain staff awareness of disability and access issues. | • Provide regular information on access and inclusion in the staff newsletter.  
• Develop a staff recognition program for good practice in access and inclusion (for rollout by June 2008). | September 2006  
June 2007 | Manager, Community Development |
Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Department of Investment Opportunity.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Task</th>
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<th>Responsibility</th>
</tr>
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</table>
| Ensure that current grievance mechanisms are accessible for people with disabilities. | • Review current mechanisms for access. Consult with people with disabilities and other experts for advice.  
• Develop other methods of making complaints such as web-based forms.  
• Promote accessible complaints mechanisms to the community. | March 2007, May 2007, June 2007 | Manager, Corporate Services |
| Ensure that grievance mechanism process and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities. | • Provide grievance mechanism process and outcome satisfaction survey forms in alternative formats upon request.  
• Undertake research to identify alternative means of providing grievance feedback (for full implementation by August 2008). | June 2007, June 2007 | Manager, Corporate Services |
**Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the Department.**

<table>
<thead>
<tr>
<th>Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Improve community awareness about consultation processes in place.</td>
<td>• Promote the existence, role and activities of the Department’s Disability Access Committee to the community.&lt;br&gt;• Disability Access Committee to meet regularly (as per proposal in Outcome 1) to provide strategic advice to the Department, with support from Department staff.&lt;br&gt;• Conduct a review of the Department’s community consultation processes regarding issues of disability, access and inclusion.&lt;br&gt;• Ensure that media releases go to both print and electronic media, including to regional and Information Radio, key disability groups and are promoted on the website.</td>
<td>December 2006 &amp; ongoing&lt;br&gt;Ongoing&lt;br&gt;June 2007&lt;br&gt;June 2007</td>
<td>Manager, Community Development</td>
</tr>
<tr>
<td>Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.</td>
<td>• Consumer Reference Group to be assisted in regular monitoring of the progress of the plan.&lt;br&gt;• Consult people with disabilities in a range of different consultation mediums, eg focus group, interviews, surveys.&lt;br&gt;• Develop a register of experienced persons to provide comment on access and inclusion issues on request, who may not be members of the Disability Access Committee.</td>
<td>November 2006&lt;br&gt;November 2006&lt;br&gt;December 2006</td>
<td>Manager, Community Development and Consumer Reference Group</td>
</tr>
<tr>
<td>Strategy</td>
<td>Task</td>
<td>Task Timeline</td>
<td>Responsibility</td>
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</table>
| Seek a broad range of views on disability and access issues from the local community. | • Include appropriate questions about access and inclusion in general Department surveys and consultation events.  
• Consumer Reference Group to be used to actively pursue the views of people with disabilities on a wide range of issues. | December 2006  
December 2006 | Manager, Community Development and Consumer Reference Group |
Additional Information

for State Government
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Legislation and access

Legislation on access

Major legislative changes have occurred throughout Australia in recent years, aimed at improving services for people with disabilities. Three key pieces of legislation impact on the provision of accessible information, services and facilities for people with disabilities. They are:

1. The Disability Services Act 1993 (Western Australia, amended 2004)
3. The Equal Opportunity Act (Western Australia, amended 1988)
1. The Disability Services Act 1993 (Western Australia, amended 2004)

This is the legislation which makes Disability Access and Inclusion Plans (DAIPs) mandatory, and guides their development, implementation and reporting.

This Act states that a person with a disability has the right to be respected for their human worth and dignity and has the same human rights as other community members, regardless of the degree and nature of their disability.

The Act requires Western Australian State and Local Governments to develop and implement a DAIP (previously known as a Disability Service Plan). This means planning to ensure that people with disabilities can access services provided by public authorities in Western Australia.

Under the Disability Services Act (Part 1) “disability” means a disability –

(a) which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments;

(b) which is permanent or likely to be permanent;

(c) which may or may not be of a chronic or episodic nature; and

(d) which results in —

(i) a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and

(ii) a need for continuing support services.

Part 5 of the Disability Services Act 1993 outlines requirements of public authorities for DAIPs. Information from Part 5 of the Act (re-printed from the State Law Publisher website, www.slp.wa.gov.au) is provided over.

Further information about legislation for the DAIPs is from the Disability Services Regulations 2004, which came into operation as part of the Disability Services Amendment Act 2004. This includes information about consultation, reporting and publication of disability access and inclusion plans, as well as Schedule 2 (Standards for disability access and inclusion plans) and Schedule 3 (Desired outcomes of disability access and inclusion plans).

Disability Services Act 1993

Part 5 — Disability access and inclusion plans by public authorities

28. Disability access and inclusion plans

(1) Each public authority must have a disability access and inclusion plan to ensure that in so far as its functions involve dealings with the general public, the performance of those functions furthers the principles in Schedule 1 and meets the objectives in Schedule 2.

(2) A disability access and inclusion plan must meet any prescribed standards.

(3) A public authority must lodge its disability access and inclusion plan with the Commission —
   (a) if the authority was established before the commencement of the Disability Services Amendment Act 2004, without delay;
   (b) if the authority is established after the commencement of the Disability Services Amendment Act 2004, within 12 months after the day on which it is established.

(4) A public authority may amend its disability access and inclusion plan at any time.

(5) A public authority may review its disability access and inclusion plan at any time.

(6) After reviewing its disability access and inclusion plan, a public authority must lodge a report of the review with the Commission in accordance with subsection (7).

(7) Not more than 5 years is to elapse —
   (a) between the day on which a public authority first lodges its disability access and inclusion plan with the Commission and the day it lodges a report of a review of the plan with the Commission; or
   (b) between the lodgement of the report of one review of a plan and the lodgement of the report of another review of the plan.

(8) After reviewing its disability access and inclusion plan, a public authority may amend the plan or prepare a new plan.

(9) If at any time a public authority amends its disability access and inclusion plan or prepares a new plan, whether after a review or not, it must lodge the amended or new plan with the Commission as soon as practicable after doing so.

(10) A public authority must undertake public consultation in accordance with the procedure specified in the regulations when preparing, reviewing or amending a disability access and inclusion plan.

Reprinted from the State Law Publisher website (May 2006).
29. **Report about disability access and inclusion plan**

(1) A public authority that has a disability access and inclusion plan must, if required to report under section 66 of the *Financial Administration and Audit Act 1985*, include in such report, a report about the implementation of the plan.

(2) A local government or regional local government that has a disability access and inclusion plan must include in its annual report prepared under section 5.53 of the *Local Government Act 1995* a report about the implementation of the plan.

(3) A public authority that
   (a) has prepared or amended a disability access and inclusion plan in a year ending 30 June; and
   (b) is not required to report under subsection (1) or (2), must make a report about the implementation of the plan to the Commission within 2 months after the end of that year.

(4) The regulations may prescribe information that must be included in a report under subsection (1), (2) or (3) about the implementation of a disability access and inclusion plan.

29A. **Disability access and inclusion plans to be made available**

A public authority that has a disability access and inclusion plan must ensure that the plan is made available to people with disabilities, and the public generally, by publication in the prescribed manner.

29B. **Public authorities to ensure implementation of a disability access and inclusion plan**

A public authority that has a disability access and inclusion plan must take all practicable measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors.

29C. **Annual report by Commission about plans**

(1) As soon as practicable after each 1 July the Commission must give the Minister a report on the effectiveness of disability access and inclusion plans, and the extent to which they have been complied with, during the year that ended on the preceding 30 June.

(2) The Minister must cause the report received under subsection (1) to be laid before each House of Parliament within 14 sitting days after the Minister receives it.

Reprinted from the State Law Publisher website (May 2006).
Schedule 1 — Principles applicable to people with disabilities

1. People with disabilities have the inherent right to respect for their human worth and dignity.

2. People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.

3. People with disabilities have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.

4. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.

5. People with disabilities have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.

6. People with disabilities have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.

7. People with disabilities have the same right as other members of society to pursue any grievance concerning services.

8. People with disabilities have the right to access the type of services and supports that they believe are most appropriate to meet their needs.

9. People with disabilities who reside in rural and regional areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disabilities who reside in the metropolitan area.

10. People with disabilities have a right to an environment free from neglect, abuse, intimidation and exploitation.

Reprinted from the State Law Publisher website (May 2006).
Disability Services Regulations 2004

8. Information in reports about disability access and inclusion plans (s. 29)
For the purposes of section 29(4) of the Act, a report about a disability access and inclusion plan must include information relating to —

(a) progress made by the relevant public authority and any agents and contractors of the relevant public authority in achieving the desired outcomes specified in Schedule 3; and

(b) the strategies implemented by the relevant public authority to inform its agents and contractors of its disability access and inclusion plan.

9. Publication of disability access and inclusion plans (s. 29A)
For the purposes of section 29A, a public authority must publish its disability access and inclusion plan in a document that is made available —

(a) on request, at the offices of the authority —
   (i) in an electronic format;
   (ii) in hard copy format in both standard and large print; and
   (iii) in an audio format on cassette or compact disc;

(b) on request, by email; and

(c) on any website maintained by or on behalf of the authority, and notice of which is given in a newspaper circulating throughout the State or, in the case of a local government, the district of that local government under the Local Government Act 1995.

10. Procedure for public consultation by authorities (s. 29E)
(1) For the purposes of section 29E of the Act, a public authority is to undertake consultation in relation to its disability access and inclusion plan by calling for submissions either generally or specifically —
   (a) by notice in a newspaper circulating throughout the State or, in the case of a local government, the district of that local government under the Local Government Act 1995; or
   (b) on any website maintained by or on behalf of the public authority.

(2) Nothing in subregulation (1) prevents a public authority from also undertaking any other consultation.

Reprinted from the State Law Publisher website (May 2006).
Schedule 2 — Standards for disability access and inclusion plans

1. A disability access and inclusion plan must provide a means of ensuring that people with disabilities have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.

2. A disability access and inclusion plan must provide a means of ensuring that people with disabilities have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.

3. A disability access and inclusion plan must provide a means of ensuring that people with disabilities 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.

4. A disability access and inclusion plan must provide a means of ensuring that people with disabilities receive the same level and quality of service from the staff of the relevant public authority as other people receive from that authority.

5. A disability access and inclusion plan must provide a means of ensuring that people with disabilities have the same opportunities as other people to make complaints to the relevant public authority.

6. A disability access and inclusion plan must provide a means of ensuring that people with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.

Schedule 3 — Desired outcomes of disability access and inclusion plans

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.

2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.

3. People with disabilities 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 disabilities 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 disabilities have the same opportunities as other people to make complaints to a public authority.

6. People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.

Reprinted from the State Law Publisher website (May 2006).

The Disability Discrimination Act 1992 (DDA) seeks to provide uniform cover for everyone in Australia against discrimination based on disability.

For the purposes of the Disability Discrimination Act 1992, disability means:

“(a) total or partial loss of the person’s bodily or mental functions; or
(b) total or partial loss of a part of the body; or
(c) the presence in the body of organisms causing disease or illness; or
(d) the presence in the body of organisms capable of causing disease or illness; or
(e) the malfunction, malformation or disfigurement of a part of the person’s body; or
(f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
(g) a disorder, illness or disease that affects a person’s thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour;

and includes a disability that:
(h) presently exists; or
(i) previously existed but no longer exists; or
(j) may exist in the future; or
(k) is imputed to a person.”

From 1 March 1993 the Disability Discrimination Act (1992) made it unlawful for a person with a disability or a person who is the associate of a person with a disability (for example spouse, carer, business partner) to be discriminated against in the following areas:

- employment;
- education;
- access to premises;
- accommodation;
- buying or selling land;
- activities of clubs and incorporated associations;
- sport;
- administration of Commonwealth laws and programs; and
- the provision of goods, services and facilities.

In addition, Section 31(1) of the Disability Discrimination Act (1992) allows for the formulation of “disability standards” in relation to public transport, education, accommodation, employment and Commonwealth Programs. Once a disability standard has been approved it is unlawful for a person to contravene it. Disability standards are a way of providing a greater level of specificity, and therefore a greater level of certainty, about the requirements of the Act in these specific areas.
The Disability Standards for Accessible Public Transport-2002 came into effect in November 2002 (full standards on www.hreoc.gov.au. The Building Code of Australia and the DDA are currently being aligned under the DDA Access to Premises Standard. This Standard will be in law in 2006 (full standards on www.hreoc.gov.au. The Disability Standards for Education 2005 are also part of the Act, and apply to a broad range of education providers, including public providers that deliver education and training, community based not-for-profit providers and providers of adult and community education and higher education providers (full standards on www.hreoc.gov.au.

Where a person believes they have been discriminated against in breach of the Disability Discrimination Act (1992), they may make a complaint to the Human Rights and Equal Opportunity Commission about the person or organisation (including a public authority) alleged to have behaved in a discriminatory manner.

Authorities have the option of developing and lodging an Action Plan describing how they are working to become more accessible and inclusive. This can provide some clarity during any disability discrimination proceedings. A DAIP will most likely satisfy the DDA's requirements for Action Plans.

In the event that a complaint is made against a respondent who has lodged an action plan with the Human Rights and Equal Opportunity Commission, the plan may be relevant and considered by the Human Rights and Equal Opportunity Commission if the matter goes to formal hearing.

If the respondent defends the complaint by arguing that compliance with non-discriminatory policies would constitute an “unjustifiable hardship”, the Disability Discrimination Act (1992) says that the Human Rights and Equal Opportunity Commission must consider the plan in determining the issue of unjustifiable hardship.

People with disabilities can obtain information about the Disability Discrimination Act (1992) by contacting the Disability Discrimination Unit, the Sussex Street Community Law Service, East Victoria Park or telephoning 9470 2676, country callers 1800 642 791, TTY: 9470 2831.

More information about the DDA can be found at www.hreoc.gov.au.
3. The Equal Opportunity Act (Western Australia, amended 1988)

The Western Australian Equal Opportunity Act (1984) was amended in 1988, recognising that people with disabilities require and are entitled to the same level of service that is available to other members of the community.

The amendment to the Act makes it unlawful for a person to discriminate against any person on the grounds of impairment. Under the legislation, an action is regarded as being discriminatory if a person with impairment is treated less favourably than others in the same or similar circumstances.

Impairment in relation to a person means one or more of the following conditions:

- any defect or disturbance in the normal structure or functioning of a person’s body;
- any defect or disturbance in the normal structure or functioning of a person’s brain; or
- any illness or condition which impairs a person’s thought processes, perception of reality, emotions or judgement or which results in disturbed behaviour, whether arising from a condition subsisting at birth or from an illness or injury and includes an impairment which presently exists or existed in the past but has now ceased to exist, or is imputed to that person”.

Discrimination can be alleged in the following areas:

- employment;
- education;
- access to places and vehicles;
- goods, services and facilities;
- accommodation;
- sport;
- clubs and incorporated associations;
- qualifying bodies;
- partnerships; and
- professional or trade organisations.

For the purposes of this Act, a person discriminates by treating a person with impairment less favourably than others in the same or similar circumstances because of their disability.

Discrimination can also occur if a person sets a requirement or condition:

- which a higher proportion of people without the impairment can meet;
- which is not reasonable in the circumstances; and
- which the person with the impairment does not or cannot meet.
If a person with a disability believes that they have been discriminated against by a public authority because of their impairment they have the right to complain to the Commissioner of Equal Opportunity in Western Australia.

Further information about the Western Australian Equal Opportunity Act is available by contacting the Equal Opportunity Commission, Level 2, Westralia Square, 141 St George's Terrace, Perth (enquiries: 9216 3900, Country callers: 1800 198 149, TTY: 9216 3936, e-mail: eoc@eoc.wa.gov.au).

A copy of the Act may be obtained from the State Law Publisher at www.slp.wa.gov.au.
Resources to assist in improving access and inclusion

Resource List


Access Improvement Have Your Say! – a step-by-step guide and a feedback form which can be used to encourage the removal of access barriers, or acknowledge access improvements. This information is also available in alternative languages: Arabic, Bosnian, Chinese, Croatian, Italian, Persian, Polish, Serbian, Spanish and Vietnamese. Available on the Disability Services Commission’s website: www.dsc.wa.gov.au.

Access Resource Kit (ARK) – this kit has been designed to be used by Western Australian public authorities to help them to develop, implement, monitor and report on their DAIPs. It contains information and checklists about the practical issues involved with the provision of access for people with disabilities. Each checklist includes an Issues and Actions sheet, which may be used to list identified access barriers and possible ways to overcome these barriers. Copies of the ARK can be obtained from the Community Access and Information Branch of the Disability Services Commission (telephone 9426 9384; email access@dsc.wa.gov.au). They are available in alternative formats (such as audio, computer disk, large print or Braille) and in electronic format from the Disability Services Commission’s website: www.dsc.wa.gov.au.


Accessible Communities Awards – provides details of access initiatives that have been submitted for an award and considered meritorious, since 1999. Available on the Disability Services Commission’s website: www.dsc.wa.gov.au.

Accessible parking program in Western Australia – provides information on accessible parking in Western Australia. Available at www.acrod.org.au.

**Assistive Listening Devices** – an installation guide for assistive listening devices in auditoriums, theatres and cinemas. There is also a Signage Guide for Assistive Listening Devices. These are available on the Disability Services Commission’s website: www.dsc.wa.gov.au.

**Australian Standards on Access** – details of current Australian Standards covering access are provided in the Commission's Access Resource Kit, and from Standards Australia at www.standards.com.au.

**Buildings – A Guide to Access Requirements 2001** – provides information on planning, designing, developing and managing buildings and facilities to ensure that they are accessible. Includes information about access codes, standards and relevant legislation. This is available on the Disability Services Commission’s website: www.dsc.wa.gov.au.


**Creating Accessible Events** – assists event organisers and function coordinators design, plan and conduct events which are accessible for people with disabilities. This is available on the Disability Services Commission’s website: www.dsc.wa.gov.au.


**Easy Street** – an introductory video on pedestrian access for people involved in developing road infrastructure. Can be ordered by contacting the Community Access and Information Branch on 9426 9384.

**Expanding Your Sport and Recreation Markets: Universal Access to Your Facilities and Programs** – provides assistance in planning, design, management, staffing and programming to provide accessible recreational and leisure programs. This is available on the Disability Services Commission’s website: www.dsc.wa.gov.au.

**Getting There – Access Awareness Package 1994** – this package contains a 15 minute video which identifies barriers facing people with disabilities in their day-to-day lives. It also gives practical examples of steps that are being taken to improve access for people with disabilities. The package will be of particular interest to planners and providers of public information, services and facilities for people with disabilities. It can be ordered through the Community Access and Information Branch of the Disability Services Commission, on 9426 9384.


Signage Guide for Assistive Listening Devices in Cinemas, Theatres and Auditoriums – developed to inform architects, building designers, project managers, building surveyors, venue managers and sign installers of their access responsibilities and to assist them to provide and locate appropriate signage for assistive listening devices. Available on the Disability Services Commission's website: www.dsc.wa.gov.au.


Welcome, Design Ideas for Accessible Homes – provides guidelines for accessible home design. This book may be purchased from: Rellim Booksellers, Hay Street, Perth; Boffins Bookshop, Hay Street, Perth; The Independent Living Centre, Aberdare Road, Nedlands, or ordered online from the Victorian Building Commission at www.buildingcommission.com.au.

You Can Make a Difference to Customer Relations for People with Disabilities 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 disabilities. This can be ordered from the Community Access and Information Branch on 9426 9384.
Consultation and decision-making processes

People with disabilities form an increasingly important segment of the customer base of State Government authorities and need to be able to participate in any consultative processes. These may include consultations, decision making processes such as advisory committees and quality assurance processes.

Consulting with the community – requirements and tips

One of the integral requirements of the Disability Access and Inclusion Plan (DAIP) is community consultation. Consultation will ensure that your plan is relevant and responsive to the needs of your customers. Although community consultation was previously included in the Disability Services Act (1993) there were no specific requirements. The amendments to the Act now make community consultation mandatory. The minimum requirements are that public authorities must call for submissions regarding DAIPs “either generally or specifically” in:

- the newspaper, either state wide or local depending upon whether a State or local authority; or
- on the authority’s website.

The following section provides some detail around the essential elements in consulting effectively with people with a disability.

Planning for participation

Consulting with members of the community, including people with disabilities, takes time. Sending out documents with only short periods before feedback is due puts unnecessary pressure on potential respondents and reduces the likelihood that they will participate effectively, if at all. Good planning to maximise participation includes:

- clarifying the purpose of the consultation, eg to comment on a draft policy or plan, to provide feedback about access barriers and possible strategies to reduce these, to provide feedback on a specific issue;
- allowing adequate time for feedback or notice about meetings;
- minimising or reimbursing the costs of participation through practices such as providing reply paid envelopes, reimbursing travel expenses to meetings, or paying sitting fees for committee members; and
- reporting back to participants about the results of their feedback and any further actions planned.
Deciding who to invite

Consultation should include both internal and external customers. External customers could include:

- current or potential customers with disabilities, and their families and carers;
- disability service providers;
- advocacy services and disability peak bodies; and
- agents and contractors.

Internal customers would include those staff with responsibilities that impact on the public such as customer service staff, building and planning staff, staff who develop or provide information to the public, ranger services, or HR personnel.

Deciding which consultation methods and maximising access to these

Each public authority needs to decide which consultation methods are most appropriate for them depending on:

- their size, location, and nature of services;
- available resources;
- customer base; and
- purpose of the consultation, eg one-off feedback to develop the DAIP or a longer-term advisory role.

Where possible the community consultations methods already implemented by the organisation will consider the DAIP, eg customer satisfaction surveys, or customer service councils.

Disability services in your area or with whom you have a relationship may be able to provide specific advice on consulting their consumers and may be prepared to assist in promoting the consultation or facilitating links between your organisation and their consumers.

Consultation methods may include:

- face to face interviews
- telephone interviews
- focus groups/small group meetings
- public meetings
- videoconferences
- surveys (distributed in hard copy via newspapers, newsletters or by mail, or electronic surveys by email or web-based)
- written submissions
- access and inclusion Advisory Committees/Reference Groups

The following table describes some of the advantages and disadvantages of different consultation methods and strategies to maximise access.
### Consultation methods

<table>
<thead>
<tr>
<th>Method</th>
<th>Advantages</th>
<th>Disadvantages</th>
<th>Strategies to maximise access</th>
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</thead>
</table>
| Face-to-face interviews | • Facilitator can tailor the interview to individual needs of participant.  
• Can ask more open questions and explore issues that may be identified during the course of discussion.  
• Stakeholders may feel more comfortable speaking privately with the interviewer.  
• Can provide in depth information and quantitative information.  
• Stakeholder can be supported by a family member, carer or advocate. | • Some stakeholders may live in remote areas and are not easily accessible.  
• Some stakeholders may not want the interviewer to come to their home or may not be able to attend an interview at the organisation’s office.  
• Time intensive.  
• Travel costs. | • Organise an appropriate accessible venue.  
• Offer to cover travel/parking costs.  
• Confirm interview one -two days prior.  
• Use plain English.  
• Provide interpreters if required.  
• Provide refreshments.  
• Address the person with the disability, not the family member, carer or advocate, unless otherwise specified. |
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<tr>
<th>Method</th>
<th>Advantages</th>
<th>Disadvantages</th>
<th>Strategies to maximise access</th>
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<tr>
<td>Telephone interviews</td>
<td>• Can tailor to some extent to the individual needs of stakeholder being interviewed. &lt;br&gt;• Can ask more open questions and explore issues that may be identified during the course of discussion. &lt;br&gt;• Some stakeholders prefer to talk on the phone. &lt;br&gt;• Can communicate with stakeholders in remote situations. &lt;br&gt;• Stakeholders may feel more comfortable speaking privately with the interviewer. &lt;br&gt;• Can provide in-depth information and quantitative information.</td>
<td>• Some stakeholders cannot communicate their views over the phone. &lt;br&gt;• Interviewer cannot read body language and gestures. &lt;br&gt;• Interviews usually only for a shorter period of time. &lt;br&gt;• Time intensive. &lt;br&gt;• Call costs.</td>
<td>• Use plain English. &lt;br&gt;• Arrange to cover stakeholder call costs, eg through free-call number. &lt;br&gt;• Arrange access to TTY or National Relay Service. &lt;br&gt;• Arrange telephone interpreter if required.</td>
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<td>Method</td>
<td>Advantages</td>
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<tr>
<td>Focus groups/ small group</td>
<td>• Effective use of time.</td>
<td>• Can be difficult to keep participants focused on the topic.</td>
<td>• Provide at least two weeks notice of meeting.</td>
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<td>meetings</td>
<td>• Process can be tailored to the individual needs of participants if known</td>
<td>• More difficult to quantify the views of participants.</td>
<td>• Organise an accessible venue.</td>
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<td></td>
<td>beforehand.</td>
<td>• One or two participants may dominate the views of the group.</td>
<td>• Use plain English.</td>
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<td></td>
<td>• Facilitator can tailor the communication and ask additional questions</td>
<td>• Some participants may be unwilling to share some opinions in the presence of</td>
<td>• Provide interpreters if required.</td>
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<td></td>
<td>relevant to the participants.</td>
<td>other participants.</td>
<td>• Offer to cover travel/parking costs.</td>
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<td>• Facilitator can explore issues that may be identified during the course</td>
<td>• Organising participant attendance can be time intensive.</td>
<td>• Provide refreshments.</td>
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<td></td>
<td>of discussion.</td>
<td>• Venue costs.</td>
<td>• Ensure background information is available in accessible formats.</td>
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<td></td>
<td>• Participants can become aware of issues experienced by other stakeholders</td>
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<td>and provide mutual support to each other.</td>
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<td>• Participants can be empowered to act on a particular issue as a result of</td>
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<td>shared discussion.</td>
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<td>Method</td>
<td>Advantages</td>
<td>Disadvantages</td>
<td>Strategies to maximise access</td>
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<tr>
<td>Public meetings</td>
<td>• Effective use of time.</td>
<td>• Can be difficult to keep participants focused on the topic.</td>
<td>• Provide at least two weeks notice of meeting.</td>
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<td>• Process can be tailored to the individual needs of participants if known beforehand.</td>
<td>• More difficult to quantify the views of participants.</td>
<td>• Organise an accessible venue.</td>
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<td>• Facilitator can tailor the communication and ask additional questions relevant to the participants.</td>
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<td>• Facilitator can explore issues that may be identified during the course of discussion.</td>
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<td>• Provide interpreters if required.</td>
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<td>• Participants can become aware of issues experienced by other stakeholders and provide mutual support to each other.</td>
<td>• Venue costs.</td>
<td>• Offer to cover travel/parking costs.</td>
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<td>• Participants can be empowered to act on a particular issue as a result of shared discussion.</td>
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<td>• Provide refreshments.</td>
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<td>• Avoid early morning meetings.</td>
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<td>• Allow enough time for people to speak.</td>
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<td>• Ensure background information is available in accessible formats.</td>
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<td>Method</td>
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<tr>
<td>Video-conference</td>
<td>• Can communicate with stakeholders in remote situations.</td>
<td>• Can be difficult to keep participants focused on the topic and on the camera.</td>
<td>• Provide at least two weeks notice of meeting.</td>
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<td></td>
<td>• Effective use of time.</td>
<td>• More difficult to quantify the views of participants.</td>
<td>• Organise accessible venues.</td>
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<td>• Process can be tailored to the individual needs of participants if known</td>
<td>• One or two participants may dominate the views of the group.</td>
<td>• Use plain English in any promotion or background information requesting submissions.</td>
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<td>beforehand.</td>
<td>• Some participants may be unwilling to share some opinions in the presence of</td>
<td>• Ensure any background information is available in accessible formats.</td>
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<td></td>
<td>• Facilitator can explore issues that may be identified during the course</td>
<td>other participants.</td>
<td>• Provide interpreters if required.</td>
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<td></td>
<td>of discussion.</td>
<td>• Organising participant attendance can be time-intensive.</td>
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<td></td>
<td>• Participants can become aware of issues experienced by other stakeholders</td>
<td>• Technology not accessible in all rural areas.</td>
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<td></td>
<td>and provide mutual support to each other.</td>
<td>• Videoconferencing costs.</td>
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<td></td>
<td>• Participants can be empowered to act on a particular issue as a result of</td>
<td>• Technical support required.</td>
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<td>shared discussion.</td>
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<td>Method</td>
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<tr>
<td>Surveys</td>
<td>• All stakeholders can be asked for feedback.</td>
<td>• Survey form may not meet the communication needs of the range of people who are being asked to complete it.</td>
<td>• Structure survey questions to meet the needs of the stakeholders. Some people may be able to respond to closed questions and/or multiple choice style answers. Others may be able to answer more open questions that will provide more in depth information.</td>
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<td></td>
<td>• Some stakeholders prefer to write their views in their own time and in the privacy of their own home.</td>
<td>• Difficult to anticipate how many surveys will be returned - no guarantee of receiving surveys.</td>
<td>• Provide in accessible formats, eg email, Braille, large print, languages other than English.</td>
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<td></td>
<td>• Participants are more likely to contribute honestly when survey is anonymous.</td>
<td>• The written format of surveys can exclude many people who have difficulties with reading or writing.</td>
<td>• Provide a free-call number for people to receive assistance with the survey.</td>
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<td></td>
<td>• The data produced can be easily quantified.</td>
<td>• No option to follow-up individual issues unless names given.</td>
<td>• Provide a reply paid envelope.</td>
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<tr>
<td></td>
<td>• Can be cost effective if surveys are returned.</td>
<td>• Less likely to provide in-depth information about stakeholders’ views and opinions.</td>
<td>• Enlist the support of disability support organisations and local service providers to distribute surveys and support people to participate, eg Meals on Wheels or HACC service providers.</td>
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<tr>
<td>Method</td>
<td>Advantages</td>
<td>Disadvantages</td>
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<tr>
<td>Written submissions</td>
<td>• Allows people time to prepare their ideas or consult with others.</td>
<td>• Difficult to anticipate how many written submissions will be returned - no guarantee of receiving any.</td>
<td>• Use plain English in any promotion or background information requesting submissions.</td>
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<td></td>
<td>• Some stakeholders prefer to write their views in their own time and in the privacy of their own home.</td>
<td>• The written format of submissions can exclude many people who have difficulties with reading or writing.</td>
<td>• Ensure any background information is available in accessible formats.</td>
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<td></td>
<td>• Participants are more likely to contribute honestly when their feedback is confidential.</td>
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<td>• Provide support for people to record their responses.</td>
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<td>Method</td>
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<td>Disadvantages</td>
<td>Strategies to maximise access</td>
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<tr>
<td>Access and Inclusion</td>
<td>• Committed group of people who know your service and can provide ongoing feedback on access issues.</td>
<td>• Reliance on the views of a small number of individuals who may not have the skills or experience to represent the views of other people with a disability.</td>
<td>• Organise an accessible venue.</td>
</tr>
<tr>
<td>Advisory Committees/Reference</td>
<td>• Effective use of time.</td>
<td>• Can be difficult to keep participants focused on the topic.</td>
<td>• Use plain English.</td>
</tr>
<tr>
<td>Reference Groups/</td>
<td>• Participants can become aware of issues experienced by other stakeholders and provide mutual support to each other.</td>
<td>• More difficult to quantify the views of participants.</td>
<td>• Provide interpreters if required.</td>
</tr>
<tr>
<td>Customer Reference Networks</td>
<td>• Participants can be empowered to act on a particular issue as a result of shared discussion.</td>
<td>• One or two participants may dominate the views of the group.</td>
<td>• Offer to cover any costs associated with providing feedback, eg travel, phone, postage.</td>
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<td>(formal or informal)</td>
<td></td>
<td>• Some participants may be unwilling to share some opinions in the presence of other participants.</td>
<td>• Provide refreshments.</td>
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<td></td>
<td></td>
<td>• Organising participant attendance at meetings can be time intensive.</td>
<td>• Maintain a register of people with a disability using your facilities and services, who may be able to provide feedback.</td>
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<td></td>
<td>• Seek out individuals with specialist skills, knowledge and experience to join the committee/network.</td>
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<td>• Ensure information is available in accessible formats.</td>
</tr>
</tbody>
</table>
Promoting the consultation

To encourage as many people as possible to participate in your consultation, consider using a variety of methods to publicise the event, including:

- advertisements in newspapers and on the public authority’s website;
- invitations direct to customers you know have a disability or are caring for person with a disability;
- announcements on Information Radio; or
- contacting disability organisations and support services and asking them to participate and also promote the consultation to their consumers.

For further information about effective consultation go to:


Surveys

Surveys assist in collecting information from participants about attitudes, beliefs, intentions and behaviours and are useful when reviewing programs and strategies.

Surveys include telephone interviews, face-to-face interviews, computer assisted telephone interviews, mailed questionnaires, polls, or email surveys.

You should consider undertaking a survey when you want to collect information from the public or specific subpopulations as part of a review.

Survey design

Surveys should be developed and implemented correctly. There are a number of issues to consider when designing a survey.

- It is important to clearly define the objective of the survey to ensure that the questions provide the information you need.
- Sample size is important and needs to be representative of your client population.
- The type of survey (telephone survey, face-to-face interviews, mailed questionnaires etc) will affect the responses given and the response rate.
- Emphasising that survey results are confidential will improve the number of people who will respond.
- Your available budget will affect the type of survey to be conducted and how widely you can circulate it.
- The amount of time available to complete the survey and the length of the survey will impact on survey response.
- How clearly survey participants can respond to the survey can make the survey process easier and more meaningful for them. For example, using the Likert scale will allow responses ranging from a score of 1 (strongly agree) to 7 (strongly disagree), or using open ended questions.
- Piloting a survey using a sample group and modifying the survey accordingly can be a good way of ensuring that the survey is relevant, useful and non-offensive.

Some basic elements of good survey design are:

- Use straightforward words and avoid overly formal languages and abbreviations.
- Keep it as short as possible.
- Be specific.
- Provide realistic response options.
- Include ‘undecided’, ‘no response’ and ‘don’t know’ options where appropriate.
Size of the survey

Part of survey design involves identifying your target group, and deciding who the survey will go to. Factors that will influence this decision include:

- the size of the population in the survey area (the larger the population the greater the need to sample only a portion of it);
- budget allocation and survey cost; and
- convenience and accessibility of the survey area.

The responses will vary depending upon the survey’s target population. For example, different survey results would be anticipated if respondents were randomly selected compared to the results from specifically targeted groups.

Surveys are subject to sampling errors (mathematical errors that arise when a small sample is used to estimate the total experience of a larger population) and non-sampling errors (such as data entry errors and the impact of the survey instrument upon responses such as the question order, interview method etc). The size of the sample is generally 10% of the total study area population. Exceptions occur when specific groups are identified as the target group.

Other factors, which may influence the sample size, include the:

- required accuracy of the results;
- level of detail required in the results;
- variability of the characteristic being measured; and the
- proportion of the population with information relevant to the survey.

Please note that surveys tend to have limited success with young people, Indigenous people and culturally and linguistically diverse people. This further reduces the accuracy of a survey’s estimations. For further information about consulting these groups refer to:

- Consulting Citizens: Engaging with Aboriginal Western Australians on the Department of Indigenous Affairs website at www.dia.wa.gov.au or on 9235 8000;
- Office of Multicultural Interests on 9222 8800;
- Office for Children and Youth on 6217 8400; or
- Office of Citizens and Civics on 9213 7190.

The final sample size chosen will be a compromise between satisfying the ideals of the sample size estimation and the limitations of available resources. In cases where the sample size is too small to provide accurate estimations the survey results may still be useful in identifying issues to be explored in greater detail in focus groups or through other consultation methods.
Processing and analysing data

It is important to decide how survey responses are to be processed at the survey design stage, so that data can be processed with minimal time and cost.

Manual tabulation may be appropriate for small sample surveys requiring minimal cross tabulation. For larger surveys the use of computer programs specifically designed for questionnaire analysis are much more efficient. If survey respondents can indicate their views through the Likert scale (e.g., providing a score ranging from 1 and 7, representing high to low levels of agreement with a proposition) it will assist the swift tabulation of results. Some options for written comments by survey respondents may also be appropriate for information about the ‘how’ and/or ‘why’ of an issue. In such cases it will be important to analyse the responses and identify themes from open-ended questions.

Common errors can occur during the collection of data including:

- poor questionnaire design;
- non-uniformity in interviewing procedures;
- non-response;
- time biases, e.g., seasonal influences, memory errors; and
- processing errors.

A written report about the survey results will be a useful source of summary information.

Conclusion

In summary a good survey will:

- be attractive, accessible, informative and brief;
- indicate to the respondent that their participation in the survey is useful, easy and quick and safe (the results will remain private and will not be used against them);
- provide a good response rate;
- account for non-responses; and
- provide good statistical information.

For further information about sample sizes and other survey questions go to the Australian Bureau of Statistics’ website at www.abs.gov.au.
Disability affects one third of the Western Australian population.

![Diagram showing population with disabilities](image)

**Figure 1: Numbers of Western Australians with Disabilities**

An estimated total of 405,500 Western Australians have disabilities (20.6 per cent of the total population).

An estimated 246,800 Western Australians are carers for people with disabilities (12.6 per cent of the total population).

More than one in every three carers themselves has a disability (91,600).

**Of the 405,500 Western Australians with disabilities, 115,800 people have profound or severe core activity limitation. 71,600 of these are under 65 years of age and may be eligible for Disability Services Commission services.**

Profound limitation refers to when a person is unable to do, or always needs help with, a core activity task.

Severe limitation refers to when a person sometimes needs help with a core activity task; or has difficulty understanding or being understood by family or friends or can communicate more easily using non-spoken forms of communication.

Most people with disabilities experience some form of limitation or restriction due to their disability. This is defined in terms of the impact of the disability on selected activities of daily living.
Disability in Western Australia

Core activities include:

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

Three-quarters (74.2 per cent) of Western Australians with disabilities (300,900 people) have core activity limitation; that is, they need personal help, have difficulty, or use aids or equipment in connection with at least one of the tasks comprising the core activities of self-care, mobility or communication.

Other activities impacted by disabling conditions include:

- schooling restriction where there is difficulty at school; attendance is affected; there is a need for at least one day a week off school on average; and/or a special school or special classes are attended; and
- employment restriction where employment is precluded or limited by the disability; special assistance or equipment is required; there is restriction in the number of hours they can, or could work; and/or assistance from a disability job placement program or agency is required.

About 11 per cent of Western Australians with disabilities (46,000 people) are restricted in their ability to participate in schooling or employment only.

**Persons who experience an activity limitation in either a core activity area or in schooling or employment are described by the Australian Bureau of Statistics (ABS) as having a ‘specific limitation or restriction’. 85.5 per cent of Western Australians with disabilities (346,900 people) experience specific limitations or restrictions due to their disability.**

People can and do experience limitations in other activity areas, such as learning, social interaction, and independent living. 14.5 per cent of Western Australians with disabilities experience limitation only in these other activity areas. Figure 2 below highlights the proportion of Western Australians with disabilities, according to the presence and type of limitation or restriction.

![Figure 2: Disability, Limitation and Restriction, Western Australia, 2003](image-url)
Trends and projections in disability in Western Australia

Disability in 1998 and 2003

The Australian Bureau of Statistics (ABS) conducts regular surveys on disabilities to report the extent of disability in Australia, the need for support and the adequacy of support, and the contribution of informal care. The 2003 Survey of Disability, Ageing and Carers was essentially a repeat of the 1998 Survey of Disability, Ageing and Carers. Therefore, for the first time, valid comparisons between two consecutive disability surveys can be made.

The ABS reports that for disability in Western Australia:

- age-specific rates show no significant differences over the five year period 1998–2003; and
- the increases in numbers are entirely a result of population increase and population ageing.

For Western Australians of all ages:

- the estimated number of people with disabilities has increased from 355,500\(^1\) in 1998 to 405,500\(^2\) in 2003; and

- the estimated number of people with profound or severe core activity limitation has increased from 101,400\(^1\) in 1998 to 115,800\(^3\) in 2003.

For Western Australians aged under 65 years (the age group to which Disability Services Commission services are directed):

- the estimated number of people with disabilities has increased from 249,000\(^1\) in 1998 to 283,200\(^3\) in 2003; and

- the estimated number of people with profound or severe core activity limitation has increased from 62,400\(^1\) in 1998 to 71,600\(^3\) in 2003.

Disability Projections: The long-term view—2006 to 2026

Disability projections can be accurately forecast by applying current ABS reported age-specific disability rates to ABS population projections.

Table 1 below shows the estimated increase of Western Australians under and over 65 years of age with disabilities, between 2006 and 2026.

<table>
<thead>
<tr>
<th>Age group</th>
<th>2006</th>
<th>2026</th>
<th>Overall percentage increase</th>
<th>Annual rate of increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aged under 65 years</td>
<td>297,600</td>
<td>351,200</td>
<td>18.0</td>
<td>0.8</td>
</tr>
<tr>
<td>Aged 65 years and over</td>
<td>136,700</td>
<td>294,800</td>
<td>115.7</td>
<td>3.9</td>
</tr>
<tr>
<td>State population</td>
<td>2,032,800</td>
<td>2,522,300</td>
<td>24.0</td>
<td>1.1</td>
</tr>
</tbody>
</table>


Trends and projections in disability in Western Australia

- Over the 20-year period from 2006 to 2026, most of the increase in the numbers of Western Australians with disabilities will be a result of population ageing.
- The number of older Western Australians with disabilities will increase substantially as the ‘baby boomers’ move into age groups in which disability is more prevalent. There will be an overall increase of 115.7 per cent from 136,700 in 2006 to 294,800 in 2026.
- The overall increase for those aged under 65 years is only 18.0 per cent, representing an annual increase of 0.8 per cent, slightly less than the total population increase of 1.1 per cent. Most of the Commission’s service users are drawn from this group.

Figure 1 below shows the estimated increase of Western Australians under and over 65 years of age with disabilities, between 2006 and 2026.

Data Considerations

All ABS disability figures are produced from a survey and are estimates of the ‘true’ value—the number which might have been found if the whole population had been surveyed, and not just a sample. Each estimate represents a range within which the ‘true’ value lies.

All disability forecasts assume that age-specific rates of disability will remain constant. This is historically the case, but there are factors which may change this, such as:
- advances in medical technology have had an impact on some specific disabilities and health conditions, leading to a reduced prevalence of some conditions, and to improved survival of individuals with others; and
- there is some evidence that the health of older Australians is improving, such that rates of disability may fall and needs for assistance reduce.

Figure 1: Projected Persons with Disabilities, Western Australia, 2006–2026.

Over 10 per cent of Western Australia’s population provides care and support to people with disabilities.

Of the 246,800 carers in Western Australia:

- 38,800 carers (15.7 per cent of all carers) are primary carers assuming the main responsibility for meeting the basic daily needs of a person with a disability;
- of these primary carers, 31,400 live in the same household as the recipient of care;
- 17,300 primary carers (or 44.6 per cent of primary carers) have a disability; and
- 208,000 carers (84.3 per cent of all carers) provide a range of assistance to meet the basic support needs of people with disabilities but are not primarily responsible for the person’s day-to-day care.

Many carers spend a significant amount of time meeting their caring responsibilities.

- 13,400 primary carers (42.7 per cent of carers who live with the main recipient of care) spend at least 40 hours a week meeting their caring responsibilities.
- 3,200 primary carers who spend at least 40 hours a week meeting their caring responsibilities (10.2 per cent of carers who live with the main recipient of care) are aged 65 or over.
- 15,200 primary carers (48.4 per cent of carers who live with the main recipient of care) spend less than 40 hours a week meeting their caring responsibilities.

Table 1 below shows the time spent caring by primary carers who live with the main recipient of care in Western Australia in 2003.

<table>
<thead>
<tr>
<th>Age of Primary Carer</th>
<th>&lt; 40 hours per week</th>
<th>&gt; 40 hours per week</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-44</td>
<td>5,700</td>
<td>5,900</td>
<td>12,300</td>
</tr>
<tr>
<td>45-64</td>
<td>5,900</td>
<td>4,200</td>
<td>11,100</td>
</tr>
<tr>
<td>65+</td>
<td>3,700</td>
<td>3,200</td>
<td>8,000</td>
</tr>
<tr>
<td>Total</td>
<td>15,200</td>
<td>13,400</td>
<td>31,400</td>
</tr>
</tbody>
</table>

* The total figure includes ‘time spent caring’ not stated.

Figure 1: Carers of people with disabilities in WA, 2003

Figure 2: Principal source of income of primary carers in WA, 2003
Carers of people with disabilities in Western Australia

Many primary carers provide care and support to a person with a disability out of a sense of family responsibility.

- 18,400 primary carers (approximately 50 per cent of all primary carers) list one of their reasons for taking on the caring role as “family responsibility”.
- 11,600 primary carers state they had no choice or no alternative care was available.
- 14,300 primary carers believe that they “could provide better care”.

Table 2 below shows the number and proportion of primary carers with reasons for fulfilling their caring role.

More than half (59 per cent) of Western Australian primary carers are not employed, while the remainder work either full-time or part-time.

- 7,400 primary carers (19.1 per cent of primary carers) are engaged in full-time employment in addition to their caring role. A further 8,500 primary carers (21.9 per cent) are employed part-time.
- 59.0 per cent of primary carers (22,900) are not in the labour force.
- 58.9 per cent of primary carers (21,100) for whom information is available depend on pensions or benefits as their main source of income.

# State-level ABS estimate is unavailable, but a similar situation can be expected in Western Australia.

<table>
<thead>
<tr>
<th>Reason for Caring*</th>
<th>Number of Primary Carers</th>
<th>% of Primary Carers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Could provide better care</td>
<td>14,300</td>
<td>36.9</td>
</tr>
<tr>
<td>Family responsibility</td>
<td>18,400</td>
<td>47.4</td>
</tr>
<tr>
<td>No other family or friends available or willing</td>
<td>10,400</td>
<td>26.8</td>
</tr>
<tr>
<td>Emotional obligation</td>
<td>11,100</td>
<td>28.6</td>
</tr>
<tr>
<td>Had no choice or alternative care was unavailable</td>
<td>11,600</td>
<td>29.9</td>
</tr>
<tr>
<td>Other reason/not stated</td>
<td>12,500</td>
<td>32.2</td>
</tr>
<tr>
<td>All persons</td>
<td>38,800</td>
<td>–</td>
</tr>
</tbody>
</table>

* Carers may give more than one reason for caring.

The median gross personal income per week for primary carers is $305, compared to $384 for non-carers.

More than half (54.4 per cent) of Western Australian primary carers’ principal source of income is government pension or allowance.

- 37.9 per cent have ‘other’ source of income (wages or salary, unincorporated business income or other income); and the source of income is unknown for 7.7 per cent of primary carers.

Many primary carers in Australia are aged and care for a son or daughter*#

- National data suggest that of all primary carers, about a quarter (25.8 per cent) are parents caring for a son or daughter with lifelong disability.
- Many carers have responsibilities towards aged people with late-onset disability, and support to them is delivered through the aged care sector.
- Many primary carers (12 per cent) themselves are aged 65 years and over.
- In Australia as a whole, there are 4,100 parents aged over 65 years who are caring for a son or daughter with disability living at home.

Fact Sheet

Putting People First
Disability and Appropriate Language – A Guide

Why use positive language?

Language reflects and shapes the way we view the world. The words we use can influence community attitudes - both positively and negatively - and can impact on the lives of others.

How we write and speak about people with disabilities can have a profound effect on the way they are viewed by the community. Some words, by their very nature, degrade and diminish people with disabilities. Others perpetuate inaccurate stereotypes, removing entirely a person’s individuality and humanity.

Over the years, people with disabilities have had to endure a variety of labels that serve to set them apart from the rest of the community. Even today, people with disabilities are still identified by their disabling condition – all too often, we hear ‘a paraplegic’ for a person who has a paraplegia; ‘a cerebral palsy sufferer’ for a person with cerebral palsy or ‘a Down syndrome baby’ for a baby with Down syndrome. This labelling influences our perceptions by focusing only on one aspect of a person – their disability – and ignores their other roles and attributes, for example they may be also a parent, a lawyer, a musician or a sportsperson.

This guide aims to promote a fair, accurate and positive portrayal of people with disabilities. “Putting People First” is a simple rule of thumb – acknowledge the person before their disability.

General guidelines

- Don’t define a person by their disability. We are all individuals with abilities, desires, interests and problems – some of us happen to have a disability.
- Avoid focusing unnecessarily on a person’s disability. If it is not necessary to acknowledge that a person has a disability, then don’t mention it.
- Portray people with disabilities positively by recognising what a person can do rather than focusing on their limitations; for example, the person walks with an aid, not that he or she has limited mobility.
- Recognise that many of the difficulties facing people with a disability are barriers created by community attitudes and the physical environment. We can all help to break down these barriers by using appropriate language – to be labelled in a derogatory way serves only to perpetuate these barriers.
• Be specific about a person’s circumstances and avoid stereotypes, generalisations and assumptions based on limited information.

• Avoid any word or phrase that has a negative connotation – for example, ‘confined to a wheelchair’ instead of ‘uses a wheelchair’ – or that implies people with a disability are suffering.

• Avoid labels; say person with a disability; put the person first and be specific.

<table>
<thead>
<tr>
<th>Words to avoid</th>
<th>Words to use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abnormal; cripple or crippled; mentally retarded; moron</td>
<td>Put the person first and specify the need or disability, for example, a person who uses a wheelchair, person with a cerebral palsy/a disability.</td>
</tr>
<tr>
<td>Defect (as in birth defect, congenital defect).</td>
<td>Say the ‘person with a disability since birth’, ‘person with a congenital disability’.</td>
</tr>
<tr>
<td>Unfortunate; victim; suffer or suffering from; afflicted with; disease; illness; patient; in a vegetative state; invalid.</td>
<td>Put the person first and be specific, for example, a person with Down syndrome. Note: Patient is appropriate when referring to a doctor/patient relationship.</td>
</tr>
<tr>
<td>Dwarf</td>
<td>Person who is little or of short stature.</td>
</tr>
<tr>
<td>Mongol</td>
<td>Person with an intellectual disability/person with Down syndrome.</td>
</tr>
<tr>
<td>Paraplegic</td>
<td>Person with paraplegia.</td>
</tr>
<tr>
<td>Epileptic</td>
<td>Person with epilepsy.</td>
</tr>
<tr>
<td>Fit/attack/spell</td>
<td>Seizure</td>
</tr>
<tr>
<td>Spastic, or cerebral palsy sufferer.</td>
<td>Person with cerebral palsy.</td>
</tr>
<tr>
<td>Deaf and dumb</td>
<td>Deaf/hearing impaired and cannot speak/has difficulty with speech.</td>
</tr>
<tr>
<td>Brain damaged</td>
<td>Person with an acquired brain injury.</td>
</tr>
<tr>
<td>Handicapped</td>
<td>Handicapped is appropriate only if referring to a barrier facing people with a disability, for example, “….are handicapped by a lack of access.”</td>
</tr>
<tr>
<td>Words to avoid</td>
<td>Words to use</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Insane; lunatic; maniac; mental patient; neurotic; psycho; psychotic;</td>
<td>Put the person first and be specific, for example, say ‘a person with a</td>
</tr>
<tr>
<td>schizophrenic; unsound mind; crazy; mad</td>
<td>psychiatric illness.’</td>
</tr>
<tr>
<td>Terms beginning with ‘the’, such as ‘the disabled’ or ‘the blind’.</td>
<td>Put the person first and be specific, for example, people who are blind.</td>
</tr>
<tr>
<td>Confined to a wheelchair; wheelchair-bound.</td>
<td>Is a wheelchair user, uses a wheelchair.</td>
</tr>
<tr>
<td>Disabled toilets/parking</td>
<td>Accessible toilets/parking</td>
</tr>
</tbody>
</table>
Glossary

ABS             Australian Bureau of Statistics
Aids and equipment Any devices used by persons with one or more disabilities to assist them with performing tasks, but not help provided by another person or an organisation.
Alternative formats Information presented in formats other than the standard printed form. Alternative formats include presenting information on audiotape, computer disk, email, in large print or in Braille.
ARK             Access Resource Kit
AS              Australian Standard
Audio Loop      Magnetic field which helps prevent external sounds from interfering with intended auditory messages within a given space. Loops are set up in particular rooms or auditoriums to facilitate hearing by people who use a hearing aid.
Auslan/sign language Official non-verbal (signed) language of the Deaf community of Australia.
Carer           A person of any age who provides assistance, in terms of help or supervision, to persons with disabilities or long-term medical conditions, or older persons.
Core activity   Core activities are communication, mobility and self care.
Core activity limitation Core activity limitations are determined based on whether a person needs help, has difficulty, or uses aids or equipment with any of the core activities (communication, mobility or self care). A person’s overall level of core activity limitation is determined by their highest level of limitation in these activities.
DAIP            Disability Access and Inclusion Plan
DDA             Disability Discrimination Act (1992) Commonwealth
DDC             Developmental Disability Council
Disability      Any restriction or lack of ability (resulting from an impairment) to perform an activity.
DSP  Disability Service Plan
DSA  Disability Services Act (1993)
DSC  Disability Services Commission

Hearing impairment  The term, hearing impairment, is used to describe any level of hearing loss, such as hard of hearing or deafness.

HREOC  Human Rights and Equal Opportunity Commission. This Commonwealth statutory authority is responsible for administering a number of pieces of Commonwealth legislation relating to human rights and anti-discrimination. The Commission also acts as a decision making tribunal when matters cannot be conciliated. It makes these decisions after holding formal inquiries.

Impairment  A loss or irregularity in body structure or physiological function, including mental or cognitive functions, which may result in a disability.

Inclusion  Participating fully in an activity or the community, just the same as other people.

Peak Disability Organisations  Organisations representing groups of disability organisations. Peak organisations often liaise with government in relation to disability issues.

Sensory impairment  Hearing and/or vision impairment

TTY  Telephone Typewriter - a device attached to a telephone line which allows callers to communicate by typing messages which are instantaneously seen by the person at the other end of the line.

Vision impairment  Vision impairment is an impairment of sight that cannot be corrected by glasses or contact lenses. This includes individuals with low vision as well as people who are legally blind.