



Government of **Western Australia**  
Department for **Planning and Infrastructure**

# DISABILITY ACCESS AND INCLUSION PLAN

2007 - 2012

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# BACKGROUND

## ***Overview of the Department for Planning and Infrastructure***

The Department for Planning and Infrastructure (the Department) plans, regulates and manages land and transport systems and services for the benefit of the community. It seeks to enrich and sustain the wellbeing for all Western Australians by connecting and delivering economic and social networks. Accordingly, the Department's corporate outcomes are:

- An accessible and safe transport system;
- Road users that meet established vehicle standards and driver competencies;
- Accessibility to serviced land; and
- Integration of land and transport systems that facilitates economic development.

## ***Products and Services***

In achieving our stated corporate outcomes, the Department provides products and services to the community in the following areas:

- Aviation
- City and regional planning
- Crown land management
- Cycling and walking
- Freight
- Green transport solutions
- Licensing services
- Marine safety
- Maritime facilities
- Parks and properties
- Passenger transport
- Pastoral leases
- Planning approvals
- Rail safety
- Taxis
- Community grants and subsidies, e.g. Taxi User Subsidy Scheme, Recreational Boating Facilities Scheme, and Regional Airports Development Scheme.

Examples of our products and services to the community include:

- Transport planning to connect people and goods through an intricate system of roads, railways, airports and ports and regulations to keep them safe within those networks;
- Land planning to connect people to the services and amenities they need such as schools, public transport, hospitals and airstrips;
- Connecting people with disabilities to the wider community through subsidised access to transport and promotion of good design; and
- Connecting rural and urban Western Australia through a commitment to statewide service delivery, through North West shipping and subsidised travel for school children and the elderly.

## ***Background to the Department's Disability Planning***

Since the development of the *"Going Out and Getting There: Action Plan for Accessible Public Transport for People with Disabilities in Perth"* in 1995, WA has lead the country in the provision of accessible public transport. The Department continues to make a significant contribution to the

development and monitoring of Accessible Public Transport Standards which are regulated under the Federal *Disability Discrimination Act 1992*.

In the late 1990's and early 2000's the Department developed and implemented a Disability Service Plan (DSP), in which we devised and documented the progress towards achieving strategies developed to improve access to our services and facilities for people with disabilities.

Following amendments to the *Disability Services Act 1993* (the Act) in 2004, a Disability Access and Inclusion Plan (DAIP) is now required to further the principles and meet the objectives of the Act.

The Department's DAIP is directed toward ensuring people with disabilities have equal access to our products and services, and to the processes associated with their development and provision.

## ***Looking Ahead***

The DAIP provides a framework for the identification of barriers to access and inclusion and for the development of strategies to improve access and inclusion. These strategies work towards a number of access and inclusion outcomes, which are defined in the *Disability Services Act 1993*.

The six access and inclusion 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 employees of the relevant public authority as other people receive from the employees of that authority;
5. People with disabilities have the same opportunities as other people to make complaints to the relevant public authority; and
6. People with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.

# METHODOLOGY

## *Planning*

An internal reference group, the Disability Access and Inclusion Plan Working Group (DAIPWG), was established to oversee and contribute to the development of the Department's DAIP. The DAIPWG comprises internal representatives from key departmental areas including Accommodation Services, Communications, Transport Programs, Urban Policy, Regional Services, Contracts and Strategic Corporate Support.

The DAIPWG Chair communicated extensively with the Department's assigned liaison officer at the Disability Services Commission (DSC). The liaison officer provided useful direction and tools such as the Access Resource Kit which proved invaluable in the development of our DAIP.

Planning for the DAIP first involved a review of the original DSP followed by consultation.

## *Review*

The review of the original DSP had two primary objectives:

1. Ascertain the success in improving access to our services, information and facilities for people with disabilities; and
2. Identify access barriers that still need to be addressed in the new plan.

The review found that since the adoption of the initial DSP, we have implemented many initiatives and made significant progress towards better access. These include:

- Numerous initiatives have been introduced over the past two years to increase Multi Purpose Taxi (MPT) supply and service quality, including:
  - Government commitment to an \$8 million Multi Purpose Taxi Service Improvement Plan designed to increase MPT supply and recruit and retain committed operators including;
    - \$15,000 vehicle modification subsidy;
    - \$10 lifting-fee subsidy for every wheelchair job undertaken through the Taxi User Subsidy Scheme; and
  - Committing \$6 million to facilitate a buy-back of MPT plates in an effort to reduce the costs in the industry and make MPT driving more viable for operators;
- Oral testing for Learners Permits is conducted at all metropolitan and regional licensing centres;
- In the planning process for the new Mandurah to Perth railway, the Department worked with New Metro Rail architects, project officers, access consultants and portfolio employees to ensure access for people with disabilities;
- Provision of a Telephone Typewriter machine for enquiries on licensing issues. This is publicised on renewal notices and the Department for Planning and Infrastructure website;
- All new licensing centres and the Department's regional offices have modified hydraulic counters for customers with wheelchairs, self-opening doors, appropriate ramps and accessible parking;
- Numerous publications made available in alternative formats; and
- The needs of people with disabilities are taken into account and catered for in regard to participation in the Department's consultation programs, including consultations in regard to strategic plans and developments. Individuals are consulted in regard to their particular participation needs.

## Consultation

In order to ensure members of the community could comment on our proposed DAIP, we invited comment via the media, including:

- an advertisement placed in the Government Noticeboard in *The West Australian* newspaper;
- directly providing disability groups with our draft DAIP and inviting comment;
- an advertisement placed on the Department website; and
- invitation to comment to all of the Department's employees via the Departmental intranet news page.

## Summary of Access Barriers

The following barriers were identified:

<b>Outcome 1</b>	<b>People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Department.</b>
<b>Barriers</b>	<ul style="list-style-type: none"> <li>• Documentation, processes and regulations to comply with legislative requirements may discriminate against people with disabilities, for example:               <ul style="list-style-type: none"> <li>○ applicants must present personally at Licensing Centres for concessions; and</li> <li>○ Vehicle Standards Regulations may make it more difficult for people with disabilities to make some required vehicle modifications.</li> </ul> </li> </ul>

<b>Outcome 2</b>	<b>People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Department.</b>
<b>Barriers</b>	<ul style="list-style-type: none"> <li>• Access for people with disabilities may not be adequate at all Department facilities;</li> <li>• Contractors and other service providers using the Department's facilities or providing services for the Department may not be aware of the needs of people with disabilities and providing adequate access; and</li> <li>• Not all Department and Department - related infrastructure is under the Department's control, including               <ul style="list-style-type: none"> <li>○ transport related services and facilities, and private sector companies operating ferry and maritime facilities; and rest stops and facilities in regional areas.</li> </ul> </li> </ul>

<b>Outcome 3</b>	<b>People with disabilities receive information from the Department in a format that will enable them to access the information as readily as other people are able to access it.</b>
<b>Barriers</b>	<ul style="list-style-type: none"> <li>• Some Department subsidy application forms may be unduly complicated; and</li> <li>• Information about the Department's services and facilities are not always available in appropriate formats for people with disabilities, in particular:               <ul style="list-style-type: none"> <li>○ it is not always written in clear and concise language, nor in formats that are accessible to people with disabilities;</li> <li>○ correspondence is sometimes unduly complex;</li> <li>○ advertising of the Department's services and facilities is only done through the print media; and</li> <li>○ some materials do not meet the agreed access standards.</li> </ul> </li> </ul>

<b>Outcome 4</b>	<b>People with disabilities receive the same level and quality of service from the employees of the Department as other people receive.</b>
<b>Barriers</b>	<ul style="list-style-type: none"> <li>• Departmental officers interacting with the public may not be trained or may be unsure how to serve people with disabilities, in particular how to communicate with them;</li> <li>• State planning and infrastructure legislation may not adequately reflect disability legislation; and</li> <li>• The Department's policies may not adequately reflect requirements for people with disabilities.</li> </ul>

<b>Outcome 5</b>	<b>People with disabilities have the same opportunities as other people to make complaints to the Department.</b>
<b>Barriers</b>	<ul style="list-style-type: none"> <li>• Employees may have inadequate awareness of complaints process information; and</li> <li>• Stakeholders may not have adequate access to complaints information.</li> </ul>

<b>Outcome 6</b>	<b>People with disabilities have the same opportunities as other people to participate in any public consultation by the Department.</b>
<b>Barriers</b>	<ul style="list-style-type: none"> <li>• Employees may not be aware of the 'Access Policy Consultation' and their responsibilities and thus public consultation events may not be accessible; and</li> <li>• Public consultation events may require assistance for people who have hearing loss in order for them to participate effectively.</li> </ul>

# DAIP DEVELOPMENT

## *Strategies and Objectives by Outcome*

Having identified the above barriers to access and inclusion, the Department has developed strategies and objectives for each outcome below.

<b>Outcome 1</b>	<b>People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.</b>	
<b>Objective</b>	The Department will adapt services wherever possible to meet the needs of people with disabilities.	<b>Responsibility</b>
<b>Strategies</b>	1. Continue to raise awareness amongst all employees of their specific requirements for including people with disabilities in their service provision	<i>BAP and Communications</i>
	2. Raise awareness among contract managers of their obligations under the Department's DAIP; the process for dealing with contractors and service providers	<i>Corporate Procurement</i>
	3. Review contracting requirements to ensure compliance	<i>Corporate Procurement</i>
	4. Review relevant policies and plans and draft amendments for consideration by the Executive Management Committee	<i>All Business Areas</i>
	5. Conduct periodic reviews of all Department forms and publications to ensure their accessibility for people with disabilities, and raise awareness of requirements for external publications and forms	<i>Communications</i>
	6. Consult people with disabilities when we deliver infrastructure projects - identify people with disabilities as an important stakeholder	<i>Operations Division and Policy Group</i>

<b>Outcome 2</b>	<b>People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.</b>	
<b>Objective</b>	The Department to ensure that regional and metropolitan public offices and facilities are accessible.	<b>Responsibility</b>
<b>Strategies</b>	1. Ongoing review of policies in relation to accommodation and facilities	<i>Accommodation Services</i>
	2. Continue to raise awareness of policies amongst all employees	<i>Accommodation Services</i>
	3. Ensure access standards as per Building Code of Australia and other design principles or guidelines are provided for in new buildings and in refurbishment of existing department offices with a public interface	<i>Accommodation Services</i>
	4. Seek input from the Independent Living Centre on roll-out of the Hazard Perception Testing (HPT) and Computer Theory Testing (CTT) at various centres	<i>Licensing Business Unit</i>
	5. Continue to review access audits of the Department's buildings/tenancies and facilities to identify deficiencies and formulate plans to rectify in conjunction with Lessors where necessary	<i>Accommodation Services, Licensing, Regional Services, Whiteman Park &amp; Coastal Facilities</i>
	6. Develop Access and Mobility Maps for the Department's facilities and communicate their existence to disability groups and on the website	<i>Accommodation Services, Licensing, Regional Services, Whiteman Park &amp; Coastal Facilities</i>

<b>Outcome 3</b>	<b>People with disabilities receive the same level of 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.</b>	
<b>Objective</b>	Relevant information about the Department's services and facilities be in clear and concise language and where possible be made available in alternative formats on request.	<b>Responsibility</b>
<b>Strategies</b>	1. Raise awareness of the Department's Corporate Style Guide amongst employees	<i>Communications</i>
	2. Conduct ongoing reviews of the Department's website to ensure it meets accessibility standards	<i>Communications</i>
	3. Promote the Department's communication access improvements	<i>Communications</i>
	4. Ensure relevant consultation occurs during the planning stages of major or new communication initiative	<i>Communications</i>
	5. Continue to consult with disability groups to ensure information is accessible	<i>Communications</i>

<b>Outcome 4</b>	<b>People with disabilities receive the same level and quality of service from employees of a public authority as other people receive from the employees of that authority.</b>	
<b>Objective</b>	Departmental employees to be equipped with information and skills to enable them to provide advice and services appropriately to people with disabilities.	<b>Responsibility</b>
<b>Strategies</b>	1. Review and revise policies in relation to employees service provision	<i>All Business Areas</i>
	2. Raise awareness among all employees of policies and processes related to level and quality of service for people with disabilities	<i>All Business Areas</i>
	3. Ensure employees are adequately trained in relation to level and quality of service for people with disabilities	<i>Customer Services areas in conjunction with Human Resources</i>
	4. DAIPWG to continue to provide advice on access issues to the Department	<i>DAIPWG</i>

<b>Outcome 5</b>	<b>People with disabilities have the same opportunities as other people to make complaints to a public authority.</b>	
<b>Objective</b>	The Department to ensure that people with disabilities have the same opportunities to make complaints.	<b>Responsibility</b>
<b>Strategies</b>	1. Review and revise existing customer complaints management policies	<i>Strategic Initiatives</i>
	2. Raise awareness amongst employees of the customer complaints management policies and their obligations under the policies	<i>Strategic Initiatives in conjunction with Communications</i>
	3. Improve processes for customer complaints	<i>Strategic Initiatives</i>
	4. Raise awareness of amended policies and processes amongst all employees and stakeholders	<i>Strategic Initiatives in conjunction with Communications</i>
	5. Communicate the Department's complaints mechanism to the Department's customers or those utilising the Department's services	<i>Strategic Initiatives in conjunction with Communications</i>

<b>Outcome 6</b>	<b>People with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.</b>	
<b>Objective</b>	The Department to ensure that people with disabilities have the same opportunities to attend and participate in public consultations.	<b>Responsibility</b>
<b>Strategies</b>	1. Review community consultation policy and processes	<i>Communications</i>
	2. Promote the Department's Public Consultation improvements to employees and stakeholders	<i>Communications</i>
	3. Raise awareness amongst all employees of the DAIP and individual responsibilities	<i>DAIPWG</i>
	4. Continue to consult with disability groups to ensure information is in accessible formats	<i>Communications</i>

## IMPLEMENTATION

The Department's DAIP will be implemented over five years. Each year an internal action plan will be developed, outlining actions scheduled for implementation across the Department in that year. Some have been generalised to the Department and others have been assigned to a specific division/region. In line with legislative requirements we will take all practical measures to ensure that our officers, employees, agents and contractors implement our DAIP.

### ***Communicate***

Raising awareness and understanding of our DAIP is vital to achieve our desired outcomes. To ensure effective communication we will implement the following strategies.

#### *Internally*

- Locate this document on a dedicated Access and Inclusion intranet site and promote using internal mechanisms such as the intranet;
- Encourage Disability Awareness Training for employees and others;
- Establish and promote the appointment of a DAIP Co-ordinator to facilitate access and inclusion outcomes and act as a centre of expertise; and
- Report on progress of our DAIP in our annual report and in quarterly reports.

#### *Externally*

- Distribute this document to the DSC and agencies representing people with disabilities, their families and carers;
- Distribute this document to customers and employees who expressed interest (during the development stage) in being kept informed about our DAIP;
- We will locate this plan on a dedicated link on our web site;
- We will promote its availability and purpose by notice in the West Australian; and
- On request we will provide this document in:
  - electronic format;
  - braille;
  - hard copy format in both standard and large print; and
  - audio format on cassette or compact disc.

### ***Monitor and Evaluate***

Monitoring the progress and updating the action plan on an annual basis will ensure it remains consistent with the Department's priorities and adapts to emerging access and inclusion issues. Actions undertaken require acquittal by the division responsible for that action's implementation and will be monitored, assessed and reported on by the DAIP Coordinator.

The DAIP will be monitored and evaluated through a range of ongoing means, including:

- The DAIPWG will meet every quarter in the first year and as required thereafter to review progress on the implementation of DAIP strategies;
- A review report of what has been achieved through the 2007-2012 DAIP will be included in the 2012-2016 DAIP, to be submitted in 2012;
- Description of DAIP activities undertaken will be included each year in the Department's Annual Report and Quarterly Reports;
- The DAIP Working Group will prepare the DAIP progress report that is required to be submitted to the DSC each year. This report will be aggregated with the progress reports of other public authorities to provide a state-wide DAIP progress report for the Minister for Disability Services; and
- New initiatives and actions will be included when identified.

## ***Review***

In addition to the ongoing annual monitoring, a comprehensive review will be undertaken every five years on conclusion of the DAIP, including extensive consultation with the community in line with legislative requirements. The review process will comprise the analysis of each annual action plan providing a snapshot of the activities that have been conducted in implementing our DAIP and a comprehensive consultation process to identify new barriers. A report of the review will be lodged with the DSC.

## ***Report***

The Department will report annually on the implementation of the DAIP using a prescribed proforma that will be used to aggregate information about DAIP progress into a report for the Minister for Disability Services. This report proforma will provide information about:

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

The Department will also provide information about the progress of the DAIP through its annual report and quarterly reports.

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# DISABILITY ACCESS AND INCLUSION PLAN FEEDBACK FORM

We welcome your feedback at any time.

Have you experienced any barriers to access that we have not identified?

Situation	Reason for Difficulty

Is there an initiative that you would like to praise us on?

Initiative	Why you think it is a good Initiative?

**Do you have any other comments?**

To help us analyse your comments, please tick which category best describes your interest in our Disability Access and Inclusion Plan:

- |   |  |
|---|--|
| <input type="checkbox"/> Customer with a disability   | <input type="checkbox"/> Departmental Employee   |
| <input type="checkbox"/> Carer                        | <input type="checkbox"/> Departmental Contractor |
| <input type="checkbox"/> Disability Services Provider | <input type="checkbox"/> Departmental Agent      |
| <input type="checkbox"/> Other (please specify) _____ |  |

If you would like to be included in future consultations please provide your name and contact details:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_