



Department of
Transport

Disability Access and Inclusion Plan 2017-2022



This plan is available in alternative formats upon request including in standard and large print, electronic format by email, in audio format on CD and on the Department's website.

DIRECTOR GENERAL'S FOREWORD

I AM PLEASED TO PRESENT THE DEPARTMENT OF TRANSPORT'S DISABILITY ACCESS AND INCLUSION PLAN (DAIP) 2017-2022.

The Department of Transport (DoT) is committed to providing transport infrastructure and services for all Western Australians. We recognise that people with disability, and their families and carers, have the same rights to access services, information and facilities as any other member of the community and strive to make them as accessible and inclusive as possible.

Our employees play an important role in achieving this and I welcome their insight and ideas, which are reflected in our DAIP. Many of them are frontline, providing excellent service to our diverse range of customers all over the State. They see first-hand how we can improve in this important area of our service delivery and I look forward to implementing positive change based not only on their valuable feedback, but that of the wider community we serve.

The strategies for achieving this change are outlined in our DAIP and we will continue to monitor their success in best meeting the needs of people with disability over the next five years.

I would like to thank the Department of Communities for the guidance and assistance they have provided throughout the development of our DAIP and am confident that by continuing to work together we can make a difference to the Western Australian community.



Richard Sellers

Director General

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DoT overview

DoT is responsible for strategic transport policy, planning and investment in Western Australia. Together with our portfolio partners – Main Roads WA and the Public Transport Authority – we keep people and freight moving through an intricate system of roads, railways, airports, ports and waterways.

With more than 1,400 employees we have the expertise to provide and enable safe, accessible and efficient movement for the economic and social prosperity of Western Australia.

Our dedicated teams of transport professionals provide integrated transport planning for moving people and freight in metropolitan and regional Western Australia and develop strategic transport policy in the fields of maritime, aviation and land transport.

Our customer-focused frontline employees also deliver a range of transport services to the community including licensing functions for people, vehicles and vessels; regulating Western Australia's on-demand transport industry; developing and managing coastal infrastructure; keeping people safe in and around the water and administering a range of transport grants and subsidies.

Our purpose

We provide and enable safe, accessible and efficient movement for the economic and social prosperity of Western Australia.

Our vision

To have the best integrated and intelligent transport services and solutions for the State.

Our values

Clear Direction

We set CLEAR DIRECTION and have the courage to follow through.

Fresh Thinking

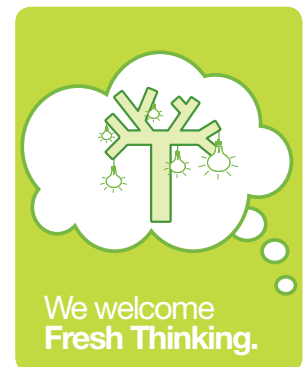
We welcome FRESH THINKING and better ways of working.

Excellent Service

We work together to deliver EXCELLENT SERVICE.

Great People

We make things happen through our GREAT PEOPLE.



Disability defined

A disability is any continuing condition that restricts everyday activities. The *Disability Services Act 1993* (the Act) defines 'disability' as meaning a disability which:

- is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent or likely to be permanent;
- may or may not be of a chronic or episodic nature; and
- results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services.

DoT's commitment to access and inclusion

DoT is committed to providing services to the diverse Western Australian community, including people with disability, and their families and carers, in a fair and non-discriminatory manner. The Department continuously strives to provide all Western Australians with improved access to services that best meet their needs. This includes a commitment to ensure our employee profile reflects the community we serve.

DoT's commitment is demonstrated within our core business and our business planning process, consistent with the principles of the State's Substantive Equality Policy Framework.

We have established an Access and Inclusion Committee made up of senior representatives from across the Department to monitor the implementation of the DAIP.

DAIP 2012-2017 key achievements

Through implementing the strategies outlined in our DAIP 2012-2017, DoT has achieved a range of positive community outcomes, the most significant of which are detailed below.

An access audit of all DoT workplaces was undertaken to ensure, where possible, they are accessible to people with disability, and access and mobility maps were developed for all metropolitan offices and branches.

Accessibility was also a key consideration in DoT's coastal infrastructure projects delivered over the life of the plan.

Augusta Boat Harbour, which opened in October 2014, offers the following accessibility features:

- a universal access pontoon, including ramp access, to provide unassisted wheelchair access to vessels for boarding;
- unassisted wheelchair access from bus parking bays to the floating pen system; and
- boat launching ramps with two floating jetties that meet assisted accessibility requirements.

Similarly, the recreational spaces at Port Geographe, completed in May 2015, provide improved access through:

- accessible playground equipment including an Ability Play Whirl that can accommodate wheelchairs;
- accessible boardwalk to the lagoon beach;
- accessible concrete path grades and ramps with tactiles; and
- a wheelchair-accessible pathway right to the end of the western breakwater.

In late 2015, DoT's new Marine Safety Education Boatshed Jetty was completed, with wheelchair access ramps allowing the education facility to better cater for people with disability.

As well as improving our infrastructure, DoT has improved service delivery for on-demand transport passengers who travel in wheelchairs by appointing a dedicated Multi-purpose Taxi (MPT) Dispatch Service to coordinate the delivery of MPT services in the Perth metropolitan area. This appointment, made in April 2016, reduces wait times and improves reliability of service for people with disability.

Finally, DoT's involvement in Disability Awareness Week 2016 was highly successful in raising internal awareness of people living with disability. Six DoT employees kindly shared their personal stories with the wider Department to start a positive conversation about how we can better support people with disability, and their families and carers, both at a personal and organisational level. This in turn helped DoT to create a support network for employees touched by disability and encouraged others to talk about their experiences.

Planning for better access and inclusion

It is a requirement of the Act that all State and Local Government authorities develop and implement a DAIP to ensure people with disability have the same opportunities as others to access services, facilities and information.

The DAIP provides a framework for the identification of areas where access and inclusion can be further improved within DoT. The Disability Services Regulations 2013 outlines seven outcome areas to be implemented by employees and contractors.

Strategies to improve access and inclusion

This DAIP will be effective for five years; from 1 July 2017 to 30 June 2022. Strategies have been identified where there is potential for improved access and inclusion for each outcome area.

The strategies provide flexibility to respond to emerging access and inclusion needs. These strategies are outlined in full from page 9 and will be used to guide the identification of initiatives on annual implementation plans, for the duration of the DAIP.

Albany universal access pontoon



Development of the DAIP

DoT's Access and Inclusion Committee formed a DAIP working group to undertake a review of the Department's 2012-2017 DAIP and draft a new five-year plan to guide further improvements to access and inclusion.

The working group consisted of representatives from across DoT and the Department of Communities (formerly the Disability Services Commission), and its members developed strategies to support each of the seven outcomes.

The review process included:

- identifying strategies that have been successfully implemented and require no further action over the next five years;
- identifying strategies to be carried over to the new plan for implementation;
- considering all of DoT's functions, facilities and services (delivered internally and by external contractors) in relation to access and inclusion; and
- reviewing customer complaints relating to access and inclusion, received by DoT and the Minister for Transport.

Employees throughout DoT contributed to the plan by identifying potential barriers to accessing our services, information or facilities that people with disability may experience, and by providing suggestions to overcome them, through an online survey. Similarly, contractors who deliver services on behalf of DoT were given the opportunity to provide input to the plan.

Members of the public were also invited to complete an online survey to inform the development of the DAIP. This was advertised on DoT's website and in The West Australian newspaper.

Additionally, DoT wrote directly to key stakeholders in the disability sector to seek their input and provide them with the opportunity to help shape our new plan.



MONITORING THE IMPLEMENTATION OF THE DAIP

Review

DoT will review the DAIP every five years in accordance with the Act. The Department will report to the Department of Communities by 30 June each year on its progress in achieving the seven outcomes of the DAIP.

Additionally, DoT will report the key achievements to support and enhance access and inclusion for people with disability in the Department's Annual Report.

Monitoring

DoT's Access and Inclusion Committee will meet on a regular basis to review the implementation progress of the strategies identified in the DAIP.

Communicating the DAIP

DoT's DAIP is available to all of its employees, contractors and agents, and the Western Australian community, including people with disability, and their families and carers, via its public website and internal intranet. A public notice in The West Australian newspaper informed the community of its release and its availability in alternative formats upon request including in standard and large print, electronic format by email, in audio format on CD and on the Department's website.

Marine Safety Boatshed



DAIP STRATEGIES 2017-2022

DoT has a detailed implementation plan that will be used to track specific actions against the following strategies:

OUTCOME 1

People with disability have the same opportunities as other people to access the services of, and any events organised by, DoT.

Strategies	Timeline
1.1 The Access and Inclusion Committee will guide and monitor the implementation of the DAIP.	Ongoing
1.2 Organise all events/forums so they are inclusive and accessible to people with disability.	Ongoing
1.3 Improve service delivery for people with disability and eliminate any areas of systemic discrimination.	Ongoing
1.4 Raise DoT's contractor and agents' awareness of the DAIP where services are being delivered to the public.	Ongoing
1.5 Network with portfolio partners to share information on DAIP initiatives in relation to accessing services and events.	Ongoing

OUTCOME 2

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

Strategies	Timeline
2.1 Ensure the Department's buildings and facilities are accessible to, and meet the needs of, people with disability where possible.	Ongoing
2.2 Ensure appropriate signage is in place to meet the needs of people with disability.	Ongoing
2.3 Ensure, where possible, there is adequate parking and universal access to meet the needs of people with disability in terms of quantity and location.	Ongoing
2.4 Ensure that Chief Wardens are trained in evacuation procedures for people with disability.	Ongoing
2.5 Take a leadership role in networking with portfolio partners, to share information on DAIP initiatives in relation to access to office buildings.	Ongoing

OUTCOME 3

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

Strategies	Timeline
3.1 Ensure DoT information, including the DoT website, meets accessibility standards and is available upon request in alternative formats suitable for people with disability and, when necessary, their carers.	Ongoing
3.2 Ensure new documents added to DoT's website meet Web Content Accessibility Guidelines 2.0, level AA or greater.	Ongoing
3.3 Ensure there is access to interpreter services for people with disability.	Ongoing

OUTCOME 4

People with disability receive the same level and quality of service from the employees of DoT as other people receive from the employees of DoT.

Strategies	Timeline
4.1 Ensure employees are adequately trained in relation to service provision for people with disability.	Ongoing
4.2 Ensure disability awareness training is undertaken across the Department.	Ongoing
4.3 Raise employee awareness about specific requirements for including people with disability in their service provision.	Ongoing
4.4 Network with portfolio partners to share information on DAIP initiatives in relation to same level of service.	Ongoing

OUTCOME 5

People with disability have the same opportunities as other people to make complaints to DoT.

Strategy	Timeline
5.1 Ensure DoT's complaints management system and processes are accessible to people with disability.	Ongoing

OUTCOME 6

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

Strategies	Timeline
6.1 Ensure appropriate protocols to support community consultation are established and implemented to ensure accessibility for people with disability.	Ongoing
6.2 Network with portfolio partners to share information on DAIP initiatives in relation to access.	Ongoing

OUTCOME 7

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

Strategies	Timeline
7.1 Develop innovative strategies to improve the attraction, recruitment and retention of employees with disability.	Ongoing
7.2 Ensure all employees have an opportunity to develop their career at DoT.	Ongoing
7.3 Raise awareness of Social Procurement Initiatives and the engagement of Australian Disability Enterprises.	Ongoing
7.4 Network with portfolio partners to share information on DAIP initiatives in relation to employment and contractors.	Ongoing

Port Geographe Ability Play Whirl



FEEDBACK FORM

DISABILITY ACCESS AND INCLUSION PLAN

The Department of Transport (DoT) is interested in your feedback and comments regarding its Disability Access and Inclusion Plan (DAIP). Your feedback is welcome at any time and will be treated with the strictest confidence.

1. Have you experienced any barriers to access the Department's services which will not be addressed by the DAIP?

Situation: _____

Reason for difficulty: _____

2. Is there an initiative you would like to compliment the Department on?

Initiative: _____

Why do you think it is a good initiative? _____

3. Do you have any other comments or suggestions on how the Department can improve access to its services, information or facilities?

4. To help the Department analyse your comments, please tick which category best describes your interest in DoT's Disability Access and Inclusion Plan 2017-2022.

- Customer with a disability
- Carer/Family member
- Disability service provider
- Department stakeholder
- Department employee
- Department contractor
- Department service provider
- Other (please specify) _____

Would you like DoT to keep you informed of any changes to the Department's DAIP?

- Yes No

If yes, please provide contact details below.

Contact Details

Name: _____

Address: _____

Email: _____

Phone: _____

CONTACT

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