



**PILBARA DEVELOPMENT COMMISSION**

**DISABILITY ACCESS AND INCLUSION PLAN**

**2016-2020**

This Plan is available in alternative formats upon request including in large and standard print, electronically by email, in audio format on CD and on the Commission's website at [www.pdc.wa.gov.au](http://www.pdc.wa.gov.au)



## **POLICY – PUBLICATIONS**

### **Policy Statement**

The Pilbara Development Commission is committed to ensuring that people with disability, their families and carers are able to fully access the range of Commission services and facilities (both in-house and contracted), providing them with the same opportunities to participate in shaping the development of their community through the consultative process with local business and industry and the three levels of Government.

Our Disability Access and Inclusion Plan (DAIP) 2016-2020 builds on the progress and success we have achieved in addressing any access and inclusion barriers faced by our employees and members of the community with disability. This plan meets the requirements of the *Disability Service Act 1993* and the Commonwealth *Disability Discrimination Act 1992*.

We are committed to the following seven desired outcomes:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Commission.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Commission.
3. People with disability receive information from the Commission in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and quality of service from the staff of the Commission as other people receive from the staff of the Commission.
5. People with disability have the same opportunities as other people to make complaints to the Commission.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Commission.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the Commission.

### **Achievements of the previous DAIP**

The Commission reports annually to the Disability Services Commission on progress and achievements against its plan. Some achievements reported against the Commission's Disability Access and Inclusion Plan 2011-16 included:

- A review of internal policies which ensured the Commission is responsive to addressing access to services and events
- Review and redevelopment of our website ensuring it meets accessibility standards and availability of information in alternative formats
- Staff training and awareness programs

### **Developing & Reviewing the DAIP**

The Business Manager of the Commission is charged with the responsibility for developing, reviewing and evaluating the Commission's DAIP. The Business Manager reviewed and subsequently updated the 2011-2016 DAIP in light of the requirements of the Disability Services Act and sought assistance and guidance from the Disability Services Commission in the development of the Plan.

The plan will be reviewed at least every five years, in accordance with the Disability Services Act 1993. If the plan is amended, consultation processes will be followed as outlined in the Disability Services Act 1993 and the amended plan will be lodged with the Disability Services Commission.

Summary of barriers to access and inclusion

A number of potential barriers to achieving the seven outcomes were identified when developing the plan. A summary of the access barriers requiring redress include:

- Commission staff, including contractors and consultants, may not be fully aware or have confidence

to provide the same level of service to people with disability.

- Commission publications and other information, including forms, may not always be available in alternative formats.
- People with disability may not be aware of the Commission's consultation opportunities and feedback mechanisms.
- Commission events may not always be held in a manner and location that best facilitates the participation of people with disability.
- People with disability may not have access to employment opportunities as some of our practices for attraction, recruitment and retention need to be improved to be more inclusive.

### **Consultation**

A survey was made available in a variety of formats on the Commission's website and advertised in The West Australian newspaper encouraging consultation and feedback for inclusion in the review of our DAIP. Commission employees were also encouraged to complete the survey. Participants were asked to identify any problems they had using the Commission's services, accessing information, contributing to the Commission's decision-making processes, making complaints, physically accessing Commission facilities, and generally dealing with staff. The Commission received one survey submission with feedback included in consideration when reviewing the plan.

### **Implementation**

It is a requirement of the Disability Services Act 1993 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 Commission. Some actions in the Implementation Plan will apply to all areas of the Commission while others will apply only to a specific area. The DAIP is available on the Commission's website where internal and external employees, agents and contractors are directed to access a copy. The Commission does not engage with contractors where the DAIP would apply to the contract outcome, therefore no feedback is sought.

### **Promotion**

It is a requirement that the DAIP must be made publicly available. Following consultation, the DAIP was finalised and submitted to the Disability Services Commission. The community was informed of the final DAIP through an advertisement in The West Australian newspaper and on the Commission's website.

## **Strategies for 2016-2020**

### **Outcome 1**

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

Strategies:

- Ensure equal access to services provided by the Commission and make alternative arrangements available when required.
- Ensure all events organised by the Commission are planned in accordance with the Disability Services Commission's *Creating Accessible Events Checklist*.
- Incorporate the objectives of the DAIP into our business planning and other supporting plans and strategies.

### **Outcome 2**

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

Strategies:

- Ensure, where practicable, our buildings and facilities are physically accessible to people with disability.
- Ensure premises we lease or hire for events are physically accessible to people with disability.
- Develop awareness and a culture within the Commission that ensures that people with disability do not encounter barriers to the Commission's offices or information available from the Commission.

### **Outcome 3**

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

Strategies:

- Ongoing maintenance and development of our website to improve information and accessibility for people with disability.
- Ensure that all our publications for public access use inclusive language, are readily available and able to be provided in alternative formats on request.

### **Outcome 4**

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

Strategies:

- Ensure all employees, agents and contactors are aware of their responsibilities under the DAIP.
- Provide training to all staff to ensure they are aware of the key access needs of people with disability.
- Ensure the Commission's induction process includes information on the DAIP.

### **Outcome 5**

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

Strategies:

- Ensure current grievance and customer complaint processes, and information about the processes, are accessible to people with disability.
- Ensure our employees have the knowledge to facilitate the receipt of complaints from people with disability.

### **Outcome 6**

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

Strategies:

- Ensure public consultations are held in an accessible manner and are inclusive of people with disability.
- Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.

**Outcome 7**

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

Strategies:

- Ensure recruitment and selection practices are equitable, inclusive and accessible to people with disability.
- Provide support and access to training for staff with disability.
- Ensure development opportunities are available to employees with disability.

**Review and evaluation mechanisms**

The Disability Services Act 1993 sets out the minimum review requirements for public authorities in relation to DAIPs. The Commission’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.

The Business Manager will maintain an annual review of the plan and provide information for the Commission’s employees on issues concerning people with disability and the initiatives of the Disability Services Commission. The Business Manager will also report the achievements under the plan annually in the Annual Report.

**Version Control**

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To be reviewed by	Business Manager
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