



Health and Disability Services
Complaints Office

DISABILITY ACCESS AND INCLUSION PLAN 2023-27



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Acknowledgement of Country

The Health and Disability Services Complaints Office acknowledges the Aboriginal people of the many traditional lands and language groups of Western Australia.

We acknowledge the wisdom of Aboriginal Elders both past and present and pay respect to the Aboriginal communities of today.

The Aboriginal art featured on this page is an extract from *Holistic Perspicacity* by Djarliny, a Noongar artist hailing from the Busselton region. The original artwork is on display in our office. The artwork represents community, trust, effective communication and wellness:

“When challenges are shared within a trusted environment, we improve our understanding and gain the necessary tools to allow a positive solution to be found in the collective experience of many people.” (Djarliny)

Director's Message

I am honoured to present the Disability and Access Inclusion Plan for the Health and Disability Services Complaints Office for the years 2023-2027. As the Director of the Office, I am committed to ensuring that our services are accessible and inclusive to all members of the community, including those with disability.

This plan outlines our commitment to promoting disability inclusion in all aspects of our work, from the services we provide to the physical spaces we occupy. We recognise the importance of creating an environment where all individuals can access our services with dignity and without barriers. We are committed to ensuring that all staff members are equipped with the tools and training necessary to provide services that are respectful, responsive and inclusive.

To achieve this goal, we will continue to collaborate with our stakeholders to gain a deeper understanding of the needs and experiences of people with disability. We will work to create a more accessible and inclusive environment, including our website, documents and communications material. We will also ensure that all our policies, procedures and practices are inclusive and responsive to the needs of people with disability.

I believe that this plan is an important step in achieving our vision of a society where everyone has equal access to the services they need. I look forward to working together as we move forward with our commitment to disability inclusion.



Sarah Cowie

Director, Health and Disability
Services Complaints Office

About the Health and Disability Services Complaints Office

The Health and Disability Services Complaints Office (HaDSCO) is an independent Statutory Authority providing an impartial resolution service for complaints about health, mental health and disability services (not covered by the NDIS) in Western Australia and the Indian Ocean Territories.

Service provision covers the public, private and not-for-profit sectors, as well as prisons and immigration detention centres.

The functions of the agency are set out in various governing legislation, including but not limited to:

- the *Health and Disability Services (Complaints) Act 1995*,
- Part 6 of the *Disability Services Act 1993*, and
- Part 19 of the *Mental Health Act 2014*.

Our Values

The HaDSCO DAIP aligns to the core values of Service, Accountable, Fair, Effective and Responsive.



Service

We provide accurate information.
We are professional and courteous.



Accountable

We are honest.
We commit to achieving outcomes.



Fair

We are impartial and evidence-based.
We are inclusive.



Effective

We make a difference.
We innovate and embrace change.



Responsive

We are timely.
We engage and enquire.



Disability Defined

Disability refers to any physical, cognitive, intellectual, mental, sensory or developmental impairment that affects a person's ability to perform everyday activities. This can include, but is not limited to, mobility impairments, visual or hearing impairments, learning or intellectual disabilities, mental health conditions, chronic illnesses and neurological conditions. Disabilities can be visible or invisible, and they can be temporary or permanent.

Inclusion of people with disability requires recognising and addressing the barriers and challenges they face in accessing the services our Office offers on an equal basis with others.

2018-22 Achievements

HaDSCO's 2018-22 DAIP was reviewed and acquitted in 2022 with the goal of better understanding and identifying the actions and tasks both achieved and still to be completed during the given year period.

- The DAIP was incorporated in orientation of new staff.
- Ongoing participation in Disability Reference Groups.
- The production of an Easy English guide for making a complaint.
- The use of new technologies, such as the Microsoft Teams captions function, to facilitate accessibility during meetings.
- The HaDSCO website and complaint forms include information about accessing interpreting services.
- We provide alternative formats for reports on our website, including large print options. The message "Other formats are available upon request" is stated on all publications.
- HaDSCO was a Bronze member of the Australian Network on Disability.

DAIP 2023-27

Outcomes and Strategies

HaDSCO is committed to ensuring that people with disability can fully access the services, facilities and information that we provide, and have equitable opportunity in recruitment processes and career progression. We have developed this Disability Access and Inclusion Plan (DAIP) 2023-27 to assist with guiding our efforts over the next five years.

HaDSCO adopts the social model of disability. This model shifts the definition of impairment away from the person to the social environment, including barriers which may hinder equitable participation. HaDSCO is committed to furthering the principles and objectives of the *Disability Services Act (1993)* by addressing the seven outcomes of the DAIP.

Access to services and events

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

- Effectively communicate the range of information, services and supports available to people with disability.
- Ensure HaDSCO policies and procedures consider needs of people with disability and carers.
- Advise users of HaDSCO about accessibility options when accessing our services.

Access to buildings and facilities

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

- Advise users of HaDSCO about accessibility options when accessing our services.
- Ensure signage identifying accessible areas within HaDSCO's office space are displayed.

Access to information

People with disability can access information from the Office as readily as other people.

- Provide materials in alternative formats upon request.
- Incorporate easy read principles in HaDSCO's printed materials.

Quality of service

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

- Improve understanding of disability, access and inclusion among HaDSCO's staff.
- Strengthen staff's skills in communicating with people with disability.
- Review systems used to identify people with disability.

Complaint opportunities

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

- Ensure all complaint and feedback mechanisms are accessible.
- Increase awareness of complaint and feedback mechanisms for people with disability and their carers.
- Monitor complaints and feedback provided by people with disability and carers, and report on outcomes or changes made.

Public consultation opportunities

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

- Engage people with disability and carers in HaDSCO's consultation processes.

Employment opportunities

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

- Review recruitment processes to ensure they are inclusive and accessible for people with disability.
- Strengthen support provided to HaDSCO staff with a disability.
- Foster a workplace culture that is inclusive and welcoming for people with disability.
- Monitor workforce statistics regarding employment and retention of people with disability within HaDSCO to inform action.

Communicating the Plan

The HaDSCO DAIP is available on our website. It is communicated to staff on orientation.

Review, Evaluation and Reporting

The DAIP will be reviewed at the end of the five-year cycle. However, in the event the current DAIP requires amendments, community consultation will be undertaken in accordance with the Act.

Feedback will be sought from community members, people with disability and HaDSCO staff regarding the effectiveness of the strategies.

Alternative Formats

This document is available in alternative formats for individuals who require them. Please contact mail@hadsco.wa.gov.au.



Health and Disability Services
Complaints Office

Complaints and enquiries line: (08) 6551 7600

Administration: (08) 6551 7620

Freecall: 1800 813 583 (free from landlines)

National Relay Service: relayservice.gov.au or 1800 555 660

Interpreter Service: tisnational.gov.au or 131 450

Email: mail@hadsco.wa.gov.au

Website: www.hadsco.wa.gov.au

Postal address: PO Box B61, Perth WA 6838

