



GOVERNMENT OF
WESTERN AUSTRALIA



Health and Disability Services
Complaints Office

The Health and Disability Services Complaints Office (HaDSCO)

Disability Access and Inclusion Plan 2018-2022

This Disability Access and Inclusion Plan (DAIP) has been developed to ensure that people with disabilities have equal opportunity to access the services and facilities of the Health and Disability Services Complaints Office (HaDSCO). It is available on request in alternative formats such as large print, electronic format (emailed), audio or Braille.

We invite interested people to forward their suggestions to help our plan evolve and improve on the achievements and obstacles identified. Enquires and feedback can be submitted through the dedicated feedback form, found on the HaDSCO website:

<https://www.hadsco.wa.gov.au/feedback/feedback.cfm>

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Acknowledgements

Acknowledgement of Country

HaDSCO acknowledges the Traditional Owners and Custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respect to elders past, present and future.

Acknowledgement of feedback

HaDSCO appreciates the feedback received during the five-year review of our DAIP 2012–2017 from the Western Australian community. This feedback has been invaluable in helping us understand how to improve the accessibility of our Office and services to all. We would like to thank all who contributed for further educating our staff, assisting our planning and informing our development of this Disability Access and Inclusion Plan.

Introduction

Role of the Health and Disability Services Complaints Office (HaDSCO)

The Health and Disability Service Complaints Office (HaDSCO) is an independent Statutory Authority offering an impartial resolution service for complaints relating to health, disability and mental health services in Western Australia and the Indian Ocean Territories.

Our functions are set out in our governing legislation: the Part 6 of the *Disability Services Act 1993* and Part 19 of the *Mental Health Act 2014*. Under these Acts, our main functions are to:

- Deal with complaints by negotiated settlement, conciliation or investigation.
- Review and identify the causes of complaints.
- Provide advice and make recommendations for service improvement.
- Educate the community and providers about complaint handling.
- Inquire into broader issues of health, disability and mental health care arising from complaints received.
- Work in collaboration with the community and service providers to improve health, disability and mental health services.
- Publish the work of the Office.
- Perform any other function conferred on the Director by the *Health and Disability Services (Complaints) Act 1995* or another written law.

Our Vision

Supporting improvements to health, disability and mental health services for Western Australia and the Indian Ocean Territories through complaint resolution.

Our Mission

Improvement in the delivery of health and disability services through our two service areas.

Service One

Assessment, conciliation, negotiated settlement and investigation of complaints.

- We assist consumers and providers to resolve complaints;
- Facilitate remedial actions; and
- Identify opportunities for system improvement.

Service Two

Education and training in the prevention and resolution of complaints.

- We work collaboratively with our stakeholders to share information about the causes of complaints;
- Provide education and training in effective complaint resolution; and
- Implement initiatives that contribute towards system improvement.

Our Values

In all our operations and relationships we value:

Honesty: We act with honesty and integrity, providing an impartial complaints resolution service about health, disability and mental health services, and in providing programs to educate and train in the prevention and resolution of complaints

Accountability: We are accountable for our actions and deliver our services within a sound governance framework.

Dedication: We provide our services with dedication and commitment ensuring we meet the needs of the public, Ministers, service providers and other external stakeholders.

Supportive: We work together as a team and are supportive of our colleagues in the workplace.

Confidentiality: We treat information received with confidentiality and comply with the provisions of our guiding legislation.

Objectivity: We work in an independent Statutory Authority and undertake our work with objectivity and impartiality.

Our strategic focus

1. **Complaints:** Receive, Resolve, Reform

- Manage our complaints in a professional, impartial, confidential and efficient manner with quality outcomes.
- Ensure our services are accessible to all individuals.
- Continually review and identify systematic improvement.

2. **Educate and train:** Engage, Evaluate, Educate

- Inform, educate and empower the community and service providers to prevent complaints.
- Monitor and evaluate systematic trends in our complaints.
- Offer guidance and support to service providers in the development of internal complaints systems.

3. **Governance:** Cooperate, Comply, Communicate

- Deliver our services within a sound governance framework.
- Abide by all public sector requirements.
- Attract, develop and retain a skilled workforce with a culture that supports team work, professionalism, impartiality and responsiveness.
- Demonstrate accountability to our stakeholders.

4. **Respond to changing environments:** Review, Respond, Redefine

- Respond appropriately to our changing environment.
- Identify and evaluate emerging issues.
- Embrace and manage change in a work environment through flexible and innovative service design.
- Listen to and meet the changing needs of stakeholders.

Background

Disability Defined

A disability is any continuing condition that restricts everyday activities. The *Disability Services Act 1993* 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.

The World Health Organisation defines disability as a broad umbrella term that covers not only impairments and activity limitations, but also participation restrictions in the community¹. Disability is more than a health problem. It is a human rights issue that reflects the complex interaction between features of a person's body and features of the society in which they live. Almost everyone will be temporarily or permanently impaired at some point in life, and those who live to old-age will experience increasing difficulties in functioning. Furthermore, over the course of their lives even more people will care for, love and support relatives and friends who experience disability.

There are six broad types of disability:

1. **Sensory** – affecting vision and/or hearing.
2. **Neurological** – affecting a person's ability to control their movements.
3. **Physical** – affecting mobility and/or a person's ability to use their upper or lower body.
4. **Intellectual** – affecting a person's judgement, ability to learn and communicate.
5. **Cognitive** – affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain.
6. **Psychiatric** – affecting a person's emotions, thought processes and behaviour.

People with Disability in Western Australia

In 2016, approximately 18.3 per cent of Australians reported living with a disability (increased from 17 per cent in 2009) and 14.0 per cent of Western Australians. The majority of these (78.5 per cent) were physically disabling conditions, with the other 21.5 per cent being mental and behavioural disorders. More than half of those with disability and of working age participated in the labour force (53.4 per cent); however, this is considerably fewer than those without disability (83.2 per cent) which emphasises the employment

¹ World Health Organisation, *Health Topics – Disability*. Available from: <http://www.who.int/topics/disabilities/en/>

obstacles faced. It was also found that university graduates with disability take 56.2 per cent longer to gain fulltime employment than other graduates.²

Disability discrimination accounts for the highest number of complaints to the Australian Human Rights Commission.³ Of the 18.3 per cent living with disability, 8.6 per cent reported they had experienced discrimination due to their disability. It was found that young people (15-24 years) were far more likely to report discrimination (20.5%) than the 2.1 per cent of those aged 65 and over. In addition, over a third of women (35.1%) and over one quarter of men (28.1%) avoided situations because of their disability.

Like other developed countries Australia has an aging population. With the rate of disability typically increasing with age, it is likely that the proportion of people living with disability will continue to increase. In 2015, 15.1 per cent of Australians were 65 years or older, as opposed to 14.2 per cent in 2012.

There were almost 2.7 million Australians who identified as carers in 2016, with the average age of primary carers being 55 years, and over one third of these primary carers (37.8%) living with disability themselves. With 60 per cent of complaints lodged to disability service providers by a parent or guardian, the inclusiveness of HaDSCO's services to carers is particularly relevant.

Access and inclusion barriers however, are not exclusive to people with disabilities. They include people from culturally and linguistically diverse (CaLD) backgrounds, people living in rural/remote areas, low literacy level groups, low socio-economic backgrounds, and any discrimination in relation to age, gender, race or culture. Therefore, the intent of our DAIP is to promote equitable and dignified access to services and employment for all people, regardless of background or circumstance.

Cultural diversity in Western Australia

Western Australia has the fastest growing population of all Australian states and territories. With our community representing 190 countries, speaking approximately 270 languages and dialects, this population growth greatly contributes to our diversity and strength as a community. As determined by the 2016 Census⁴, 797,695 members of our Western Australian community were born overseas, accounting for 12.9 per cent of Australia's migrant population. In the 5 years since the implementation of HaDSCO's previous DAIP, the number of people living in Australia who were born overseas has increased by approximately 1 million (18% of the total overseas-born population).

75 per cent identified non-Australian ancestry (51 per cent in 2006) and in addition to English, 15 per cent of the population spoke another language at home. Therefore for many, English is not their first, nor their most confident language.

In 2016, Aboriginal and Torres Strait Islander peoples represented 2.8 per cent of Australians and 3.1 per cent of our Western Australian community. With 150 languages in total, 10 per cent reported speaking an Australian Indigenous language at home.

² Australian Network on Disability; 'Grad Stats', 2015, Graduate Careers Australia. Available from: http://www.graduatecareers.com.au/wp-content/uploads/2015/12/GCA_GradStats_2015_FINAL.pdf

³ Australian Network on Disability; Disability Statistics, available from: <http://www.and.org.au/pages/disability-statistics.html>

⁴ Census of Population and Housing: Reflecting Australia – Stories from the Census, 2016, Australian Bureau of Statistics. Available from: <http://www.abs.gov.au/ausstats/abs@.nsf/lookup/Media%20Release3>

41.1 per cent of Western Australian Aboriginal and Torres Strait Islander people live in Perth, leaving over half of this demographic living in regional or remote communities. Even in metropolitan areas, Aboriginal and Torres Strait Islander people were significantly more likely to be living with disability than non-Indigenous people. Overall, Aboriginal and Torres Strait Islander people with disability especially, have a significantly greater need for assistance with communication and cognitive or emotional tasks.

Ongoing conflict and humanitarian disasters around the world have led to 65.6 million people being forcibly displaced from their homes.⁵ In response to this, Western Australia provides a home to an increasing number of refugees and immigrants. Often travelling from United Nations (UNHCR) camps in countries such as Lebanon, Jordan and Turkey, regional settlement is unlikely in the first 6 months of arrival due to the high level of support that may be required, in addition to specialist support services such as health, mental health and disability providers. This societal trend foregrounds the growing need for accessible and inclusive services and HaDSCO seeks to reflect this need in the services we provide.

Planning for better access

The development and implementation of our DAIP demonstrates our intent to engage with and improve the lives of all people by making our services as accessible as possible. By better understanding and identifying inclusion barriers we hope to minimise the effect of disadvantage on the quality of service we provide and the environment we create.

Common access and inclusion barriers include:

- Attitudinal barriers – misunderstandings, negative stereotypes and assumptions about capacity and entitlement to belong and participate.
- Social inclusion and community participation.
- Rights, justice, legislation – for example, policy barriers (ensure access and inclusion is integrated into all documents through inclusive language etc.).
- Communication – for example, language barriers, use of jargon (over-complicated, technical terms), hearing and/or speech impairments, cultural differences.
- Mobility/Transport.
- Geographical remoteness.
- Lack of services - In 2012, only 774,000 (50.7%) of 1.5 million people living with disability needing formal assistance from an organised service provider received that assistance. The highest rates of unmet needs were found amongst those with intellectual (61.4%) and psychological (59.4%) disabilities. Then those with physical (51.1%) and sensory and speech (50.2%) disabilities.⁶
- Aids and equipment.
- Economic (affordability/financial means).
- Psychological.
- Employment.

⁵ The UN Refugee Agency, Statistical Yearbooks, figures at a glance <http://www.unhcr.org/en-au/figures-at-a-glance.html>

⁶ Australian Bureau of Statistics 2012, 433.0.55.007 – *Unmet Need for Formal Assistance*. Available from: <http://www.abs.gov.au/ausstats/abs@.nsf/PrimaryMainFeatures/4433.0.55.007?OpenDocument>

HaDSCO's commitment to access and inclusion

Disability Access and Inclusion Plans (DAIP) ensure that all people have equal rights to access information, services and facilities provided by public authorities. Although not required by law, HaDSCO will continue to develop and implement a DAIP that reflects our vision to empower the community and providers to collaboratively improve health, disability and mental health services, with an inclusive, highly engaged and accountable workforce. The *Disability Services Act 1993 (WA amended 2004)*, *The Commonwealth Disability Discrimination Act (1992)* and *The Equal Opportunity Act (WA amended 1988)* are three key pieces of legislation which guide DAIP development and implementation to support the Department of Communities' vision to improve lives and move us closer to an inclusive community for all. By addressing the seven outcome requirements, HaDSCO seeks to overcome access and inclusion barriers to promote independence and fulfilling participation in the community and workplace.

A major part of HaDSCO's role is the promotion of leadership in the delivery of health, disability and mental health services, via effective communication as well as the improvement of these services through complaint resolution. Equal access to all is therefore a priority and innate to HaDSCO's ethos. The renewal process of the DAIP not only provides HaDSCO with opportunity to review accessibility, but also to develop and customise an inclusion plan that suits our specific local community needs. The DAIP is intended to be an adaptable template, which can then be continually reviewed and modified to ensure effective implementation.

DAIP 2012-2017 key achievements

Since the implementation of our DAIP in 2012, HaDSCO has introduced a range of strategies and initiatives to support equitable and full access and inclusion for staff and those who access our facilities, services and information.

This progress includes:

- HaDSCO produced a variety of resources and information for complainants including brochures, videos and voice to text technology. The former Disability Services Commission and People With Disabilities WA were invited to provide feedback about our brochures to make them more universally accessible.
- Consultation with a vision impaired community member took place to better understand access to information on our website through the JAWS program. This led to the provision of valuable feedback to improve website accessibility.
- Two informative videos detailing our services were released in 2014, both of which included voice to text technology. These videos are the aboriginal video resource "Speak Up – Do something about it", created in partnership with Yorgum Aboriginal Corporation. And the Mental Health Service Complaints – Case Study video resource.
- HaDSCO's Stakeholder Engagement Strategy (SES) which was initiated in 2012, outlines the Office's commitment to deliver engagement projects, programs and services. A tailored plan to schedule specific outreach initiatives to engage with otherwise hard-to-reach communities and ensure accessibility of our services was incorporated in the SES. Through the SES the Office is better positioned to understand community perspectives, promote system improvements through collaboration and partnerships, share what is learned from the complaints process, keep stakeholders well informed and provide a service for all Western Australians.

- Complainant feedback survey was launched in 2016 and the HaDSCO Feedback Website was established. The feedback received through this avenue and all consultations and engagement activities is highly valued and used to continually improve HaDSCO's services.
- The Disability Focus Group Series was conducted in 2014-15 to reach out to people with disability, their carers and families to better understand barriers faced in making complaints.
- Disability Complaints Consultation Project – began in November 2014 to engage with people with disability to understand the challenges faced in making complaints.
- The Office visits the Indian Ocean Territories every two years to raise awareness of our services and speak to community members directly about concerns regarding health, disability and mental health services.
- In 2017 HaDSCO commenced its participation and promotion of the Public Sector University Cadetship Program, in partnership with the JobAccess employer engagement team (NDRC) for students with either a disability or from an Aboriginal or Torres Strait Islander background in their final year of an undergraduate degree.

Through the acquittal of our 2012-2017 DAIP, a clearer understanding of prevailing access and inclusion barriers was realised, which in turn informed the development of our new plan. Areas such as prioritising inclusive language, more consideration of carers and people from CaLD backgrounds, attracting and supporting a more diverse workforce and embracing new assistive technologies to facilitate communication were identified as areas for focussed improvement. Such areas shaped the subsequent creation of tasks and implementation strategies. By ensuring our workforce reflects the community it serves we aspire to deliver services that are inclusive to all.

Development of the DAIP

As part of the process in developing the new DAIP, an Internal Reference Group undertook a review of access and inclusion within our Office and the wider Western Australian context. This review process involved an acquittal of HaDSCO's 2012-2017 DAIP through the analysis of feedback from staff, first sought via email and then followed up in subsequent meetings. Staff provided feedback on their roles and responsibilities towards ensuring equal access and inclusion as outlined in the previous plan, and commented on future relevance. In addition, the Office considered DAIP progress reports in each HaDSCO Annual Report post 2012, as well as other relevant documents such as plans, strategies and literature on legislator requirements, contemporary trends and best practice methods.

Members of the public were invited to provide feedback on the draft document to inform the development of the DAIP. This was advertised on HaDSCO's website and in *The West Australian* newspaper.

Additionally, HaDSCO 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.

Responsibilities

...for the review process

Responsibility for coordinating the review process rests with the Assistant Director, Governance and Executive Services and the Strategic Communications and Engagement Manager who will then submit the revised plan for consideration and endorsement by the HaDSCO Corporate Executive.

...for continued implementation

Leadership for achieving outcomes of the plan is the responsibility of the Corporate Executive, with all members of staff being expected to demonstrate a sound understanding of the desired outcomes for the plan. All staff members will be expected to include consideration of the desired outcomes when planning and delivering their work.

...for communicating the plan

This plan will be published on the HaDSCO website, with alternative formats available on request. The Assistant Director, Governance and Executive Services, is responsible for all website publications, including this document.

...Further review and evaluation of our efforts

Our plan will be reviewed at least every five years, or as required, to reflect progress and any access and inclusion issues which may arise.

Whenever the plan is amended, a copy of the amended plan will be lodged with the Department of Communities. The next review of our plan is in 2022, with the next version of the DAIP to be submitted to the Department of Communities at that time.

Status reports will be provided as part of the HaDSCO annual report.

The public is welcome to make suggestions and provide feedback at any time.

...for reporting

We will report on the implementation of our plan through our Annual Report and as requested by the Department of Communities. This report will outline progress made towards the seven desired outcomes of our plan.

Access and inclusion policy statement

HaDSCO will ensure that people with disability, their families and carers are able to access the Office's services, facilities, information and employment. We will provide the same opportunities, rights and responsibilities for all people in the community.

This DAIP will be effective for five years; from 1 January 2018 to 31 December 2022. The strategies in this DAIP which follow, demonstrate HaDSCO's commitment to address the needs of people with disability in our service delivery.

Strategies to improve access and inclusion

The following strategies and identified tasks will guide activities that HaDSCO will undertake from 2018-2022 to improve access to our services, buildings and information. The seven desired outcomes provide a framework for implementing improved access and inclusion for people with disability.

| Outcome One: | | People with disability have the same opportunities as other people to access the services of, and any events organised by, HADSCO. | | |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------|
| | Implementation Strategy | Tasks | Timeframe | Responsibility |
| 1.1 | Continue to build and evaluate links between the DAIP and other HaDSCO plans and strategies. | Include DAIP objectives into relevant planning and review documents including: <ul style="list-style-type: none"> • Strategic Plan • Budget • Stakeholder Engagement Strategy • Operational Plan | Annually | Corporate Executive |
| 1.2 | HaDSCO staff are informed about the DAIP and the practical implications of the policy. | Incorporate the objectives of the DAIP into relevant Human Resource Management policies, processes and initiatives including induction and training. | Ongoing | Assistant Director, Governance and Executive Services |
| 1.3 | Continue to prioritise accessibility and inclusivity in HaDSCO's policies, procedures and communications. | Include references to accessibility, inclusivity and legislative responsibilities that ensure equity, where appropriate. | Ongoing | Assistant Director, Governance and Executive Services |
| 1.4 | All publications, events, and programs developed or hosted by HaDSCO are accessible for people with disability and their carers. | Utilise the Department of Communities - Disability Services checklists (invitations and promotional material, the external environment, the building and functions) to ensure constant revision of the accessibility of our services and a high level of access and inclusion. | Ongoing | Strategic Communications and Engagement Manager |

| Outcome One: | | People with disability have the same opportunities as other people to access the services of, and any events organised by, HADSCO. | | |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------------------------------------------|
| | | Publish and/or inform stakeholders of available ACROD parking facilities and transport options prior to HaDSCO hosted events. | As required | Strategic Communications and Engagement Manager |
| | | When HaDSCO is hosting an event, appropriate, clear signage is used inside the foyer to assist with easy access for all. | As required | Strategic Communications and Engagement Manager |
| 1.5 | The HaDSCO DAIP is promoted to stakeholders. | Ensure DAIP is published on the HaDSCO website. | 1 January 2018 | Assistant Director, Governance and Executive Services |
| 1.6 | Develop and maintain relationships with disability and other community organisations to facilitate access and inclusion for people with disability. | Work in partnership with other agencies to facilitate information sharing and community education in both metropolitan and regional areas (as opportunities arise). | Ongoing | Strategic Communications and Engagement Manager |
| | | Use of new technologies (for example, teleconference) to facilitate the accessibility of our services in a remote setting. | Ongoing | Strategic Communications and Engagement Manager |
| | | Raising awareness of assistance avenues of people wanting to make a complaint, such as Interpreter Services, Advocacy Groups and the National Relay Service. | Ongoing | Strategic Communications and Engagement Manager |

| Outcome Two: | | People with disability have the same opportunities as other people to access HaDSCO's buildings and facilities. | | |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------|
| | Implementation Strategy | Tasks | Timeframe | Responsibility |
| 2.1 | Ensure that HaDSCO offices are located in a building and location that is accessible for people with disability. | Publish and/or inform stakeholders of available ACROD parking facilities and transport options prior to any public consultation or event. | Ongoing | Strategic Communications and Engagement Manager |
| | | Ensure the reception area of any building occupied by HaDSCO has appropriate signage in place to meet the needs of people with disability. | Ongoing | Strategic Communications and Engagement Manager |
| | | Ensure open communication regarding accessibility issues with Building Management of any premises leased by HaDSCO. | Ongoing | Business Coordinator |
| 2.2 | Review occupational safety and health (OSH) policies and procedures to ensure they meet the needs of people with disability, as required. | Ensure the HaDSCO OSH committee regularly reviews OSH policies and procedures to ensure they meet the needs of people with disability, as required. | Annually | Assistant Director, Governance and Executive Services |
| 2.3 | Provide a disability-friendly workspace. | Accommodate adjustments required by staff with disability, as appropriate. | Ongoing | Corporate Executive |

| Outcome three: | | People with disability receive information from HaDSCO in a format that will enable them to access the information as readily as other people are able to access it. | | |
|-----------------------|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------|
| | Implementation Strategy | Tasks | Timeframe | Responsibility |
| 3.1 | Consumers are informed that HaDSCO resources are available in alternative formats on request. | Ensure all documents carry a notation regarding availability in alternative formats, including any interactive form on the HaDSCO website. | Ongoing | Strategic Communications and Engagement Manager |
| | | Provide HaDSCO resources in alternative formats when requested. | On request | Strategic Communications and Engagement Manager |
| 3.2 | HaDSCO staff are informed about the alternative formats that they can use to provide information to complainants. | Ensure internal avenues are available (for example, intranet) to communicate to staff the resources they can provide to complainants in alternative formats. | Ongoing | Strategic Communications and Engagement Manager |
| 3.3 | Regularly audit departmental website and publication materials to ensure the format and language used is accessible. | Review HaDSCO guidelines, policies and procedures related to the accessibility of the website and publications for people with disability. | Ongoing | Strategic Communications and Engagement Manager |
| | | Ensure that the Department's website meets contemporary good practice and the Office of the Chief Information Officer's Website Accessibility Standards. | Ongoing | Strategic Communications and Engagement Manager |

| Outcome four: | | People with disability receive the same level and quality of service from HaDSCO staff as other people receive from HaDSCO staff. | | |
|----------------------|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------------------------------------------------------------------------------------|
| | Implementation Strategy | Tasks | Timeframe | Responsibility |
| 4.1 | Promote HaDSCO's commitment to access and inclusion. | Promote the DAIP during the induction process and incorporate information about the DAIP in the HR induction booklet. Ensure staff are aware of where the DAIP is saved so they can readily access the resource. | As required | Assistant Director, Governance and Executive Services |
| | | Ensure that DAIP awareness is included in corporate communications and other initiatives including training and induction. | Ongoing | Assistant Director, Governance and Executive Services Strategic Communications and Engagement Manager |
| | | The Department of Communities – Disability Service's "Count Me In" video resource to be incorporated as a part of continued education and promoted on HaDSCO's intranet. | 2018 | Assistant Director, Governance and Executive Services Strategic Communications and Engagement Manager |

| Outcome four: | | People with disability receive the same level and quality of service from HaDSCO staff as other people receive from HaDSCO staff. | | |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------------------|
| 4.2 | Educate people (staff, consumers and/or service providers) about how to adapt the complaints process to make it responsive to the needs of people with disability. | Identify specific training resources which may be available to staff to educate and better equip them to be responsive to the needs of people with disability, including: 1) The Office of Multicultural Interest's cultural competency training for working with people from culturally and linguistically diverse backgrounds, 'Diverse WA'. 2) Department of Communities – Disability Service's video training package for state agencies which focusses specifically on access and inclusion. | 2018 | Assistant Director, Governance and Executive Services |
| | | Ensure regular training is provided in relation to the National Relay Service. | Ongoing | Corporate Executive |
| | | Improve staff awareness of access barriers to improve their skills in providing equitable service. | Ongoing | Corporate Executive |
| | | Provide support and training for management staff on disability awareness and discrimination issues as required. | Ongoing | Corporate Executive |
| 4.3 | Maintain and strengthen partnerships with the disability services sector. | Work in partnership with the disability services sector to facilitate information sharing and community education to ensure service providers and consumers are aware of the services that HaDSCO can offer. | Ongoing | Strategic Communications and Engagement Manager |
| 4.4 | Continue to ensure that the handling of an individual's complaint is not influenced by their disability and/or any access barriers they may face. | Provide education so all staff recognise the necessary distinction between a complainant's disability and the nature of the complaint they are making. | Ongoing | Corporate Executive |

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| Outcome four: | People with disability receive the same level and quality of service from HaDSCO staff as other people receive from HaDSCO staff. | | | |
| | | Provide awareness raising education for staff of their responsibility to use inclusive language. | Ongoing | Corporate Executive |
| | | Particular care is devoted to ensuring inclusive language is used in all written documents and spoken consultations. | Ongoing | Corporate Executive |

| Outcome five: | | People with disability have the same opportunities as other people to make complaints to HaDSCO. | | |
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| | Implementation Strategy | Tasks | Timeframe | Responsibility |
| 5.1 | Proactively seek feedback on the quality and accessibility of HaDSCO's communication materials and amend as appropriate. | Review the quality and accessibility of HaDSCO's communication materials. | 2018 | Strategic Communications and Engagement Manager |
| | | Maintain a feedback mechanism on the HaDSCO website for public feedback on the accessibility of our buildings, services and facilities. | Ongoing | Strategic Communications and Engagement Manager |
| 5.2 | Review existing complaints mechanisms to ensure they meet the needs of people with a disability. | Review current mechanisms for complaints management. | Annually | Strategic Communications and Engagement Manager |
| | | Review the current online complaint form to determine whether it can be more accessible. | 2018 | Strategic Communications and Engagement Manager |
| | | Place a notice above the online complaint form with a contact for assistance and links to printable versions (including different languages). | 2018 | Strategic Communications and Engagement Manager |
| 5.3 | Continue to produce resources in plain English formats. | Regularly review the HaDSCO website and publication materials to ensure the format and language used is accessible for people with disabilities. | Ongoing | Strategic Communications and Engagement Manager |

| Outcome six: | | People with disability have the same opportunities as other people and are encouraged to participate in public consultation by HaDSCO. | | |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------|
| | Implementation Strategy | Tasks | Timeframe | Responsibility |
| 6.1 | Provide all stakeholders with opportunities to participate in consultation processes in online, written and verbal formats. | Provide sufficient notice of consultation opportunities and an appropriate level of support to stakeholders with disability who are directly involved in any consultation process. | Ongoing | Strategic Communications and Engagement Manager |
| | | Ensure all information regarding consultation is available in alternative formats for stakeholders, upon request in a timely manner through established connections. | As required | Strategic Communications and Engagement Manager |
| 6.2 | Ensure that venues where public consultations are held are physically accessible for people with disability. | Ensure clear signage at venues for public consultations and events. | As required | Strategic Communications and Engagement Manager |
| | | Ensure, where possible, there is adequate parking and universal access to meet the needs of people with disability in terms of quantity and location. | As required | Strategic Communications and Engagement Manager |
| | | Adopt the use of the Department of Communities – Disability Services, Creating Accessible Events Checklist when planning public consultations and events. | As required | Strategic Communications and Engagement Manager |

| Outcome seven: | | People with disability have the same opportunities as other people to seek employment, professional development and work experience placements at HaDSCO. | | |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------|
| | Implementation Strategy | Tasks | Timeframe | Responsibility |
| 7.1 | Continue to promote that HaDSCO encourages people with disability to apply for all advertised positions within the agency. | All HaDSCO position advertisements include an equal employment opportunity statement encouraging diverse applicants to apply. | As required | Assistant Director, Governance and Executive Services |
| | | Include a statement detailing the availability of accessible information on all advertisements. | As required | Assistant Director, Governance and Executive Services |
| | | Ensure employment advertisements and all supporting documentation is available in alternative formats by establishing contacts with material providers to ensure prompt availability. | As required | Assistant Director, Governance and Executive Services |
| | | Encourage job applicants to contact HaDSCO if they require assistance with the application process to ensure they feel fully supported. | As required | Assistant Director, Governance and Executive Services |
| | | Ensure that Job Description Forms (JDFs) are developed in an inclusive, non-discriminatory way by focusing on the core duties or inherent requirements of the job and what is to be achieved, rather than how it is to be achieved. | Ongoing | Assistant Director, Governance and Executive Services |

| Outcome seven: | People with disability have the same opportunities as other people to seek employment, professional development and work experience placements at HaDSCO. | | | |
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| 7.2 | Continue to accommodate, where possible, the needs of people with disability in the HaDSCO work environment. | Pre-commencement meetings to discuss workplace accessibility are arranged prior to official HaDSCO induction to ensure people with disability and/or access requirements commence work in a comfortable environment. | As required | Assistant Director, Governance and Executive Services |
| | | Be open to and encouraging of new technologies that may assist people with disability in the workplace. | Ongoing | Assistant Director, Governance and Executive Services |
| | | Continually monitor the comfort of all employees and actively initiate/assist with appropriate workplace adjustments. | Ongoing | Assistant Director, Governance and Executive Services |
| | | Support employees with disability (including mental health issues) to enable full participation in the workplace and to complete all duties as required. | Ongoing | Assistant Director, Governance and Executive Services |
| | | Keep staff informed of support services available, such as; ergonomic assessment and provision of ergonomic equipment, workstation modifications, access to injury management services and Employee Assistance Program (available to all staff). | Ongoing | Assistant Director, Governance and Executive Services |
| | | Promote flexible working arrangements to increase the retention of employees with disability and carers of people with disability. | Ongoing | Corporate Executive |

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| Outcome seven: | | People with disability have the same opportunities as other people to seek employment, professional development and work experience placements at HaDSCO. | | |
| 7.3 | Actively support and encourage diversity in the work place. | Ensure an inclusive employment strategy to improve the attraction, recruitment, retention and professional development of Aboriginal people, those who live with disability or are from Culturally and Linguistically Diverse (CaLD) backgrounds, within the workplace. | Ongoing | Corporate Executive |
| | | Improve cultural awareness within the Office to ensure staff are supported and respected. | Ongoing | Corporate Executive |
| | | Seek out and participate in cadetship, training and graduate opportunities for students/university graduates with disability, Aboriginal/Torres Strait Islander heritage, CaLD backgrounds and rural settings. | Ongoing | Corporate Executive |