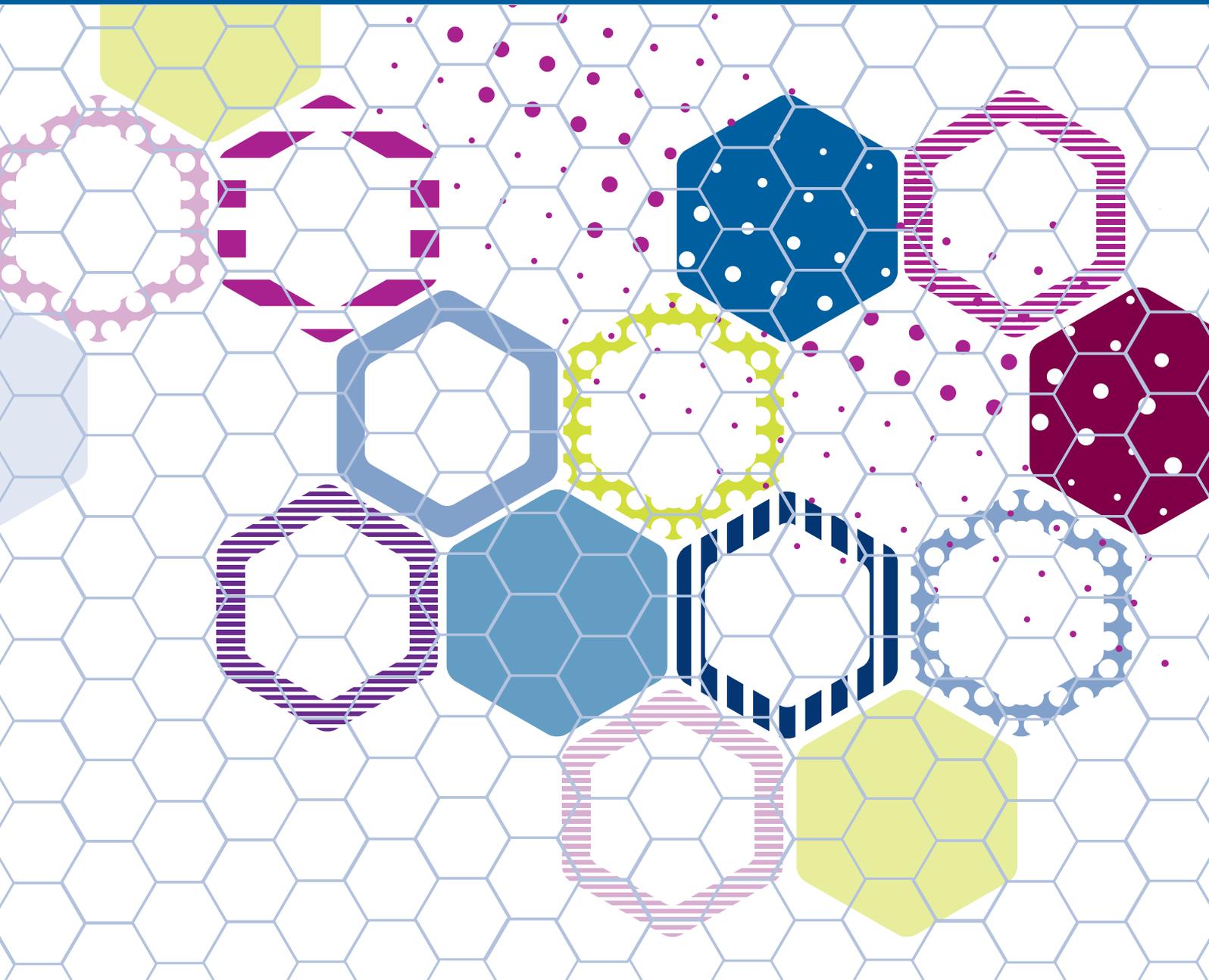




Government of **Western Australia**  
Department of **Health**

# Disability Access and Inclusion Plan 2020–2025



## Alternative formats

This publication is available in alternative formats upon request such as, electronic format, by email, on the Department of Health's website [www.health.wa.gov.au](http://www.health.wa.gov.au), hard copy in large and standard print, easy to read "easy English" and audio format. For further information, please contact the Department of Health at [doh.organisationaldevelopment@health.wa.gov.au](mailto:doh.organisationaldevelopment@health.wa.gov.au)

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## Acknowledgement of Country

WA Health acknowledges the Aboriginal people of the many traditional lands and language groups of Western Australia. It acknowledges the wisdom of Aboriginal Elders both past and present and pays respect to Aboriginal communities of today.

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# Director General's foreword

The Department of Health is proud to present the *Disability Access and Inclusion Plan 2020–2025*.

We are committed to ensuring that people with disability, their families and carers can access the full range of services, facilities and information available in the Western Australian public health system. We aspire to provide an environment that is readily accessible to all people to ensure that no individual is adversely affected.

The Department of Health continues to work in partnership with community groups and other public authorities to facilitate access and inclusion for people with disability. I am confident that we will continue to build on the existing achievements we have made for people with disability.

I would like to thank the many people who have contributed to the development of this Disability Access and Inclusion Plan and we will continue to achieve positive outcomes over the next five years.

I endorse the Department of Health *Disability Access and Inclusion Plan 2020–2025* and appeal to all staff to actively work towards progressing better access and inclusion in our workplaces.

**Dr D J Russell-Weisz**  
DIRECTOR GENERAL



# Introduction

Disability access and inclusion is critical to a sense of community where all people belong, are included and can enjoy equal opportunity in all areas of life. The Department of Health is committed to ensuring that it fulfils its obligations to the community and relevant legislation.

It is a requirement under the *Disability Services Act 1993* (amended in December 2004) that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the way in which the Department of Health will ensure that people with disability have equal access to its facilities and services. Other relevant legislation includes the *WA Equal Opportunity Act 1984* and the *Commonwealth Disability Discrimination Act 1992*. In addition, the Department understands its obligations under the State Disability Strategy and our commitment to the National Disability Strategy and where possible, the DAIP initiatives have been developed to incorporate these Strategies.

The human rights of people with disability are also enshrined internationally in the United Nations Convention on the Rights of People with Disabilities which aims to enhance the opportunities of people with disability in all areas of life. The internationally recognised way to view and define disability is as follows:

“The United Nations Convention on the Rights of Persons with Disabilities recognises that disability arises from the combination of impairments and barriers that ‘hinder...full and effective participation in society on an equal basis with others.’ The impairments can include ‘long term physical, mental, intellectual or sensory impairments’ whilst barriers can be attitudinal or environmental.”

Types of disability include:

**Sensory** – affecting a person’s sense, including those affecting vision and/or hearing

**Neurological** – affecting a person’s ability to control their movements for example, cerebral palsy

**Physical** – affecting mobility and/or a person’s ability to use their upper or lower body

**Intellectual** – affecting a person’s judgement, ability to learn and communicate

**Cognitive** – affecting a person’s thought processes, personality and memory resulting, for example, from an injury to the brain

**Psychiatric** – affecting a person’s emotions, thought processes and behaviour, for example, schizophrenia and bipolar disorder.

People with disabilities, their families and their carers have the same rights as other people to access services within our community and people with disability have rights under both State and Federal legislation against discrimination based on disability.

The DAIP ensures that people with disability can access services provided by the Department, in a way that promotes their independence, opportunities and participation in the workplace and community. Our DAIP strives to offer:

- access for people of all abilities to our services and events
- access to our buildings and facilities
- access to information, including providing a range of accessible formats for all
- quality customer services with an opportunity for feedback
- services that meet the needs of the intended consumers.

The Department of Health's previous DAIP 2016–2020 resulted in a range of initiatives that led to improved access to information, services and facilities for people with disability. The DAIP 2020–2025 will build upon the earlier DAIP through the introduction of specific and innovative strategies for people of all abilities and disabilities.

Access and inclusion mean different things to different people. A person's ability to access information, services and facilities is affected by several factors including the degree and type of disability which can vary considerably between individuals.

Therefore, processes and outcomes for access and inclusion cannot be prescriptive and must consider the diverse needs of individuals and the nature, strengths, priorities and resources of a community.

The common elements of access and inclusion are the removal or reduction of barriers to the participation in the activities and functions of a community, by ensuring that information, services and facilities are accessible to people with various disabilities (Department of Communities, 2020).

## About the Department of Health

The WA health system comprises of the Department of Health and Health Service Providers (HSPs) with each health system entity being a separate employing authority, legally responsible for their employees and compliance with public sector obligations. Each health system entity has a DAIP designed to support their service delivery, community and client groups, including people with disability and their families.

The *Health Services Act 2016* establishes the Director General as the System Manager for the WA health system and as the Department CEO. The System Manager provides the overarching leadership, stewardship and management of the WA health system. This includes setting the strategic direction, effective service planning, providing oversight, monitoring performance and ensuring governance mechanisms are in place for the WA health system. The Department of Health supports the Director General in performing his System Manager functions and all other legislative functions. In 2016 the Department of Health introduced its first DAIP 2016–2020 designed to fulfil its obligations in accordance with the *Disability Services Act 1993*. During this period the Department of Health made progress towards achieving better access and inclusion for people with disability. In developing the 2020–2025 DAIP, the Department of Health consulted broadly with the Western Australian community, people with disability, their families and carers and our staff. As a result, this DAIP focuses on specific and targeted strategies and actions to ensure equitable access and inclusion to our services, facilities and information.

# Our Vision and Values

The Department of Health *Corporate Plan 2020–2022* outlines our strategic direction, key priorities and associated deliverables to achieve our vision and mission.

## Our Vision

A WA health system that delivers safe, high quality and sustainable services that support and improve the health of all Western Australians.

## Our Mission

To lead and steward the WA health system.

## Our Direction

**Lead and innovate** through the provision of effective strategic direction, research, facilitation and advocacy.

**Steward and assure** through advice and oversight and the identification and management of risk, accountability measures and monitoring performance.

**Protect and enable** through public health strategies, legislation, regulation, policies and professional representation.

**Inspire and empower** our passionate workforce to be courageous, innovative, accountable and to collaborate for change.

## Making it Happen

Our people demonstrate respect, are accountable and have integrity. We achieve excellence through consulting, collaboration and being decisive.

## Our Values

**Purposeful** we show pride in our work and its positive impact

**Caring** we value and respect one another

**Collaborative** we set each other up for success

**Open** we act with integrity and do what's right

**Outcome focused** we enable outcomes to be achieved.

# Diversity and Inclusion Framework

The Department of Health will bring together the Government-led diversity and inclusion initiatives into a single framework, the Diversity and Inclusion Framework. A Diversity and Inclusion Working Group will be formed and will be responsible for the implementation, monitoring and evaluation of the Government-led initiatives for the Department of Health.

The Diversity and Inclusion Framework includes the following initiatives:

- The Department’s Equal Employment Opportunity Management Plan 2020–2024
- The Department’s Multicultural Plan 2021–2023
- The Department’s Disability Access and Inclusion Plan 2020–2025
- Public Sector Commission’s Workforce Diversification and Inclusion Strategy 2020–2025
- Department of Communities Stronger Together – WA’s Plan for Gender Equality (10-year Plan).

## The DAIP Objectives and Outcomes

The Department of Health’s Disability Access and Inclusion Plan is designed to enable people with disability to access its services in a way that promotes independence, opportunity and participation in the workplace. To achieve this, the Department considered the organisational risks and priorities and identified the following strategies as a high priority for 2020–2025.

No.	Objective	Outcome
1.	Equal access to our services and events	People with disability have the same opportunities as other people to access the services of, and any events organised by the Department of Health.
2.	Equal access to buildings and facilities	People with disability have the same opportunities as other people to access the buildings and other facilities.
3.	Equal access to information	People with disability receive information from the Department of Health in a format that will enable them to access the information as readily as other people are able to access it.
4.	Equal access to quality customer service	People with disability receive the same level and quality of service from Department of Health staff.
5.	Equal access to complaints procedures	People with disability have the same opportunities as other people to make complaints to the Department of Health.
6.	Equal access to community engagement	People with disability have the same opportunity as other people to participate in any public consultation by the Department of Health.
7.	Equal opportunity and access to employment and traineeships	People with disability can obtain and maintain employment with the Department of Health.

# Development of the DAIP 2020–2025

The *Disability Services Act Regulations 2004* sets out the minimum consultation requirements for public authorities in relation to DAIPs:

“State Government Authorities must call for submissions (either general or specific) by notice in a statewide newspaper or on any website maintained by or on behalf of the State Government Authority. Other mechanisms may also be used”.

## DAIP Working Group

The Department of Health established a DAIP Working Group whose members expressed an interest in or had specialist knowledge of disability issues and/or have a disability. To identify best practice, the Working Group conducted desktop research of relevant public sector agencies, local government and corporate DAIPs and their implementation plans.

An analysis of the Department of Health’s previous DAIP was also undertaken to identify the strengths and gaps with a view to introducing new strategies and actions for staff and people with disability who access the Department’s services and premises.

## Consultation Process and Data Analysis

The Department of Health has a well-established practice of community consultation, and for the DAIP 2020–2025 the following consultation processes were used.

### Community/external consultation

- An advertisement was placed in The West Australian newspaper Saturday, 9 January 2021
- Notice of the advertisement was published on the Department of Health’s public websites:
  - HealthyWA news (website)
  - HealthyWA Facebook page
  - Corporate website
- An article was published in the Health Network Bulletin inviting feedback
- An email was sent to the Disability Health Network Executive Advisory Group inviting feedback
- Upon request, the DAIP 2020–2025 was made available in different formats.

### Department of Health staff consultation

- A notification was published on the Department of Health’s internal staff website encouraging responses to the online survey:
  - HealthPoint
  - Health Happenings
  - eNews Weekly
- Staff were invited to forward feedback to the Organisational Development Team by telephone, email, in person or by submitting a separate written response.

- WA Health staff consultation
- A notification was published on the WA Health staff internet page encouraging responses to the online survey:
  - HealthPoint News
  - Health Happenings.

## DAIP Survey

The Department of Health developed its community consultation survey using the RedCAP survey software and received 180 responses from a cross-section of the Western Australian community and staff from the Department of Health.

# The DAIP 2020–2025

Following a review of the DAIP survey results and staff feedback, actions were identified in consultation with key Departmental staff and, a detailed implementation plan with timeframes to monitor and evaluate the DAIP actions and deliverables (key performance indicators) was developed.

## Responsibility for implementing, monitoring and evaluating the DAIP 2020–2025

It is a requirement of the *Disability Services Act 1993* that public authorities take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents, service providers or contractors.

The Department of Health will achieve this through its Diversity and Inclusion Framework by establishing a DAIP reference group, reporting to a Diversity and Inclusion Working Group that will monitor, evaluate and report to the Department Executive Committee (DEC) on the implementation of the DAIP.

## Community Service Contractors, Service Providers and Agents

The Department of Health's Purchasing and Contracting Unit (PCU) is responsible for identifying Community Service agents, service providers or contractors funded by the Department who may provide services to people with disability and/or may have people with disability who access their services or premises.

The Community Service agents, service providers or contractors will submit an annual DAIP Progress Report to PCU for review. PCU will then forward the Progress Report to the Organisational Development team who will prepare the annual Department of Health DAIP Progress Report and forward it to the Department of Communities.

## Disability Access and Inclusion Plan 2020–2025

### Outcome 1

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

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
1.1	The Outcomes and Actions of the Disability Access and Inclusion Plan (DAIP) 2020-2025 are incorporated into strategic business planning and budgeting processes and are monitored for implementation	Reasonable adjustment and accessibility requirements are reviewed and actioned where appropriate by the DAIP Reference Group and forwarded as budgeting submission via the Diversity and Inclusion Working Group to the Department's Finance Committee	Annually	Diversity and Inclusion Working Group	The DAIP strategies are reviewed and budget requests considered during the annual budget cycle
1.2	All staff, agents and contractors who provide services to the Department of Health are aware of and conduct their business in accordance with the DAIP and other relevant legislation	The DAIP is incorporated into Community Service – Service Agreements and other contracts  Community Service contractors, agents or service providers submit their DAIP Progress Report to PCU who will store in the TRIM container. A Progress Report is prepared by Organisational Development for Department of Communities	As required  15 July annually	Purchasing and Contracting Unit (PCU), Building Owner and Building Manager  PCU and Organisational Development	Contracts and tender documents will include a clause regarding DAIP and EEO and all other relevant legislative requirements  PCU will save the annual DAIP Progress Reports to the TRIM container Report sent to Department of Communities

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
1.3	Systems, including checklists, are in place to ensure that events organised or promoted by the Department of Health are considerate of, and accessible to, people with disability	<p>Develop and promote an events checklist (refer to the Department of Communities “<i>Creating Accessible Events Checklist</i>”)</p> <p>Staff who coordinate an event will liaise with Central Services to arrange parking for attendees with disability who may require support</p> <p>Information regarding accessibility will be available to all event attendees and in community languages</p> <p>Events will be audited randomly regarding compliance with the Department’s DAIP Accessibility Events Checklist</p>	<p>2021</p> <p>Ongoing</p> <p>Ongoing</p> <p>Annually</p>	<p>Diversity and Inclusion Working Group</p> <p>Staff who coordinate an event and Central Services</p> <p>Staff who coordinate an event</p> <p>Facilities Management and DAIP Reference Group</p>	<p>An Accessible Events Checklist will be developed by the end of 2021 and will be made available to all staff</p> <p>Subject to availability, parking may be made available</p> <p>The Accessibility Event Checklist will be written in community languages and available in print, electronically and social media</p> <p>Outcomes of the audit will be used for continuous improvement</p>

## Outcome 2

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

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
2.1	The Department of Health office accommodation refurbishments at May Holman Building 189 Royal Street East Perth to comply with the Australian Standards and the Disability Standards on Access to Premises	Corporate Services will work with the Department of Finance (building owner) to ensure that any building upgrades meet the current Australian Standards (AS), Building Codes Australia (BCA) and the requirements of the Disability Discrimination Act (DDA) as detailed in the Access to Premises Standards (2011) and other legislation for building access for people with disability	Ongoing	Corporate Services and Department of Finance (building owner)	Building upgrades will comply with relevant standards and building codes
2.2	Prior to making any changes or refurbishments to accommodation, the Department of Health will consider the needs of people with disability when purchasing equipment (such as furniture)	Corporate Services will consult with stakeholders regarding the needs of people with disability prior to proposed upgrades /refurbishments	Ongoing	Corporate Services	Consultation will occur prior to upgrades
2.3	Occupational Safety and Health (OSH) will ensure that all fire wardens are trained in the evacuation procedures for people who have requested or may require support	The Building Manager will conduct Fire Warden training including evacuation procedures for people with disability	Every three months	Building Manager, OSH	Training is held every three months and the Fire Warden register maintained

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
2.3		<p>There are instructions available on HealthPoint regarding the evacuation meeting points for people with disability and/or staff who require mobility support.</p> <p>A register is maintained for individuals with disability/ mobility requirements and their Personal Emergency Evacuation Plan (PEEP)</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Building Manager and OSH</p> <p>OSH</p>	<p>The HealthPoint procedures and plans are up-to-date and current evacuation plans are on notice boards in each of the Department of Health's facilities/buildings</p> <p>The Fire Brigade has immediate access to the PEEP Register located with the Emergency Control Centre (Concierge)</p>
2.4	<p>Ensure that regular access audits of all buildings and facilities are conducted</p>	<p>Review the Disability Discrimination Act (DDA) Access to Premises Standard and the BCA and develop an access audit checklist for the Department of Health's five facilities</p> <p>Identify access improvements and accountability areas to discuss the way forward</p>	<p>2021</p> <p>Every two years</p>	<p>Diversity and Inclusion Working Group</p> <p>Director Corporate Services and Department of Finance</p>	<p>An audit checklist will be developed, and an audit conducted every two years</p> <p>The completed audit report is forwarded to the Director of Corporate Services with any required improvements highlighted for discussion</p>

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
2.5	<p>When planning for people who have intellectual, cognitive and psychiatric disabilities, design and service provision considerations will include:</p> <ul style="list-style-type: none"> <li>■ need for clear signage</li> <li>■ need for clear pathways through a building</li> <li>■ provision of information with clear instructions</li> <li>■ service provision through personal assistance</li> <li>■ well-planned, uncluttered environments.</li> </ul>	<p>HealthyWA and Corporate websites are updated with information regarding access and parking for people with disability</p> <p>Staff with special needs may submit a request for consideration under the Department of Health Parking Policy – special circumstances</p>	2021 and ongoing	Building Manager and Communications	Department of Health websites include information on access and parking
2.6	<p>Ensure that the public is advised of the facilities available for people with disability</p>	<p>Signage will be audited for compliance and upgraded if required</p> <p>Disability access and facilities are available on the public-facing website</p>	Ongoing	Building Manager	Signs are accessible and are linguistically diverse
			Ongoing	Corporate Services	The public is advised of the facilities available

### Outcome 3

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

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
3.1	The Department of Health's internet and intranet websites meet World Wide Web Consortium (W3C) web standards and are continually reviewed and updated to meet accessibility requirements	The internet and intranet websites are compliant with W3C and the international standard WCAG 2.0	2021 and ongoing	Communications	All content appearing on digital screens meet the minimum criteria for accessibility
3.2	Checklists for alternative communication formats for people with disability are available to staff when developing new resources, policies and templates i.e. the Digital Accessibility Guide	<p>Guides on accessibility are found on the My Information Hub Department of Health intranet. The guides address:</p> <ul style="list-style-type: none"> <li>• Web accessibility</li> <li>• Mobile application</li> <li>• Document accessibility</li> <li>• Digital media</li> <li>• Social media accessibility</li> <li>• Other media accessibility.</li> </ul> <p>Suitable software and hardware are available to staff to develop web pages, surveys and documents</p> <p>Accessibility facilities have been installed in the Theatre and other Department of Health public-facing venues</p>	2021	Communications	<p>The guides are available and are regularly reviewed for currency</p> <p>Staff can develop documents using accessibility software</p> <p>Accessibility facilities are promoted/known</p>

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
3.2		Provide Auslan interpreters on request	2021	Staff who coordinate events	Interpreters are available upon request
3.3	Department of Health will raise staff awareness of the importance of complying with accessibility requirements when creating and writing publications and content for the web and, documents and forms for internal use	Staff awareness via Communications team in the Digital Accessibility Guide, creating accessible online content and the tools (software and hardware) available to develop accessible content	2021–2022	Communications	Face-to-face and online training packages are available Software and hardware are available
3.4	The Department of Health will offer support to develop staff skills in writing clearly and concisely (in plain English) and in writing accessible content for the web	A program will be launched focusing on developing policy and other documents in plain English and in web content drafting	2021–2022	Organisational Development and Communications	Training programs will be available and accessible within the timeframe
3.5	Ensure that Department of Health publications are available in alternative formats for people with disability	On all platforms, promote the availability of information in alternative formats to the public  Assistive technology will be available to staff upon request including the following: <ul style="list-style-type: none"> <li>• Screen reader</li> <li>• Screen magnifier</li> <li>• Adjustable colour schemes</li> <li>• Voice recognition.</li> </ul>	2021–2022  2021–2022	Communications  Communications, OSH, Corporate Services, IT and Divisional Managers	Department of Health information is available in accessible formats to the public (and staff)  Applications will be available to staff upon request and/or as required

## Outcome 4

People with disability receive the same level and quality of service from the Department of Health staff.

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
4.1	Ensure that disability awareness training is available for all staff and includes information in the Induction and Orientation programs and Learning and Development events	<p>Staff Disability Awareness training packages are developed and available as part of the Organisational Development Program 2020–2024</p> <p>Introduce a diversity and inclusion module for EEO, Disability, LGBTIQA+, CaLD</p>	<p>2022 and ongoing</p> <p>2022</p>	<p>Organisational Development</p> <p>Organisational Development and Diversity and Inclusion Working Group</p>	<p>The training packages are launched within time frames</p> <p>Module development</p>
4.2	Internal and external training consultants will have contractual requirements to adhere to the principles of the <i>Disability Services Act 1993</i> , the <i>Equal Opportunity Act 1984</i> , <i>Reasonable Adjustment</i> requirements, and all other relevant legislation	<p>A checklist will be developed outlining compliance requirements with various Acts and policy frameworks</p>	Ongoing	<p>Organisational Development and any other Departmental areas who procure external training consultants</p>	<p>A statement/checklist is available outlining the Department's expectations of internal and external training consultants and their obligations</p>

## Outcome 5

People with disability have the same opportunities as other people to make complaints to the Department of Health.

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
5.1	Ensure that complaint and feedback mechanisms are readily available and accessible to people with disability	<p>Complaints and grievance procedures are in plain English, in an accessible format and are available to the public and staff through the external webpage/intranet and telephone</p> <p>Disability access and inclusion complaints are resolved in a timely manner and in a way that meets the individual's needs</p> <p>If a complaint is not resolved by the Department of Health, it can be escalated to the WA Health and Disability Services Complaints Office (HaDSCO)</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Public, Staff, Building Manager and OSH</p> <p>OSH and Building Manager</p> <p>WA Health and Disability Services Complaints Office (HaDSCO)</p>	<p>The Department's complaints procedures are readily available, and complaints resolved</p> <p>Complaints are resolved in a timely manner and communicated</p> <p>Mechanisms for lodging a complaint with the Health and Disability Services Complaints Office are available on the internet/webpage/intranet</p>

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
5.2	Through the process of continuous improvement, review complaints and feedback regarding access and inclusion matters and identify and address any systemic issues	<p>Agree a process to share relevant complaints to the DAIP Reference Group</p> <p>The Department strives to reduce barriers for people with disability by encouraging staff to raise access and inclusion issues with their manager</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Corporate Services</p> <p>All staff and managers</p>	<p>Complaints shared with the DAIP Reference Group to drive continuous improvement</p> <p>The Department will address access and inclusion matters in a timely manner</p>

## Outcome 6

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

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
6.1	The Department of Health's consultation provides equitable access to people with disability	<p>People with disability and representative groups are invited to participate in the development/review of Department of Health's relevant strategies and programs</p> <p>Public consultation communications are available in a range of accessibility formats including documents, visuals in plain and easy English, W3C, survey and face-to-face</p> <p>Public consultation will be held in physically accessible areas and buildings</p>	<p>Ongoing</p> <p>2021</p> <p>Ongoing</p>	<p>Project Owners and DAIP Reference Group</p> <p>Communications and staff who coordinate events</p> <p>Staff who coordinate events</p>	<p>An increase in the number of people with disability who contribute to shaping health policy</p> <p>Communications are available in various formats</p> <p>Public consultation will be held in areas that are easily accessed</p>
6.2	Contractors who conduct public consultation on behalf of the Department of Health are aware of their access and inclusion responsibilities and obligations	Contractors will adhere to the DAIP when conducting public consultation on behalf of the Department	Ongoing	Staff who engage external contractors	The DAIP requirements will be factored into public consultation

## Outcome 7

People with disability are able to obtain and maintain employment with the Department of Health.

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
7.1	Initiatives and actions will be introduced to build knowledge and understanding of diversity and inclusion employment practices	<p>Workforce planning incorporates strategies to attract and retain employees from diverse backgrounds and abilities</p> <p>Introduce a cultural awareness program to support diversity and inclusion initiatives</p>	<p>2021 and ongoing</p> <p>2022</p>	<p>Corporate Services and hiring managers</p> <p>Organisational Development</p>	<p>Hiring managers are aware of the Department's diversity strategies</p> <p>The cultural awareness program is introduced and monitored through the Department's Staff Survey and other cultural/health check measures</p>
7.2	Advertising and recruitment practices are in accordance with the <i>Equal Opportunity Act 1984</i>	<p>Review the recruitment and selection practices and incorporate strategies to encourage applicants from diverse backgrounds and abilities to apply</p> <p>Interview panel chairs will ensure that candidates are informed that the Department will provide any reasonable adjustments during the recruitment process</p>	<p>2021</p> <p>Ongoing</p>	<p>Human Resources</p> <p>Interview panel chairs and Human Resources</p>	<p>Monitor and review recruitment practices to enable the Department to meet its workforce diversity targets</p> <p>Interview panel chairs liaise with Human Resources/OSH regarding candidate support options</p>

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
7.2 cont.		Develop and promote a Recruitment Guide that incorporates substantive equality and equal opportunity hiring initiatives that enable managers to employ candidates from diverse backgrounds and abilities. This crosses over into all diversity and inclusion strategies and plans	2022	Human Resources	The Recruitment Guide is available and shared with hiring managers and recruitment and selection panels
7.3	<p>Reasonable workplace adjustment will be made to enable people with disability to work effectively. This may include:</p> <ul style="list-style-type: none"> <li>▪ A Reasonable Adjustment Passport will be introduced, and relevant staff encouraged to complete it annually</li> <li>▪ Flexible work arrangements and job sharing</li> <li>▪ Job design/redesign that maintains the integrity of the inherent requirements of the role and accommodates a person with disability.</li> </ul>	<p>Staff to record the Reasonable Adjustment Passport information into MyHR</p> <p>The Department will make available flexible work arrangements for staff</p> <p>New hires must complete the Pre-employment Health Assessment Checklist to assist setting up the workstation/environment</p>	<p>2022</p> <p>Ongoing</p> <p>2021</p>	<p>Organisational Development, OSH</p> <p>OSH and Human Resources</p> <p>OSH</p>	<p>The Reasonable Adjustment Passport is developed</p> <p>Flexible work options are available to staff</p> <p>It is mandatory for all new hires to complete the Checklist</p>

No.	Strategy	Actions	Timeframe	Accountability	Deliverables
7.3 cont.	<ul style="list-style-type: none"> <li>Where applicable, modification to work premises allowing ease of access for people with disability</li> <li>Modifications to equipment or the supply of specialised equipment, furniture or work-related aids that will be maintained</li> </ul>	<p>The Health &amp; Wellbeing Committee's Calendar of Events includes a quarterly review of workstations</p> <p>Using the Reasonable Adjustment Passport (to be developed), during Induction/Orientation, managers and OSH will assist new employees with their workstation/work environment requirements.</p> <p>If required, an independent Occupational Therapist (OT) will be appointed to conduct an assessment</p>	<p>Annually</p> <p>Ongoing</p>	<p>OSH and the Health &amp; Wellbeing Committee</p> <p>OSH, Managers and Human Resources</p>	<p>There is a calendar available with quarterly reviews</p> <p>Staff workstations are fit for purpose</p>
	<ul style="list-style-type: none"> <li>The Department of Health works collaboratively with the support services of an individual with disability (this can include mechanisms for training and/or retraining; providing essential information in accessible formats)</li> </ul>	<p>Incorporate the <i>Disability Discrimination Act 1992</i> Reasonable Adjustment policies and procedures into the Department of Health's Equal Employment Opportunity policy and Occupational Health and Safety policy</p>	<p>2021 and reviewed every three years</p>	<p>Business Strategy and Policy</p>	<p>Reasonable Adjustment policy and procedures are considered during policy reviews</p>
7.4	<p>Job / vacancy advertisements on Jobs.wa.gov.au are accessible for people with disability</p>	<p>The Department makes available contact details for people with disability</p>	<p>Ongoing</p>	<p>Human Resources</p>	<p>Contact details are included in the job advert</p>

## Communicating the DAIP 2020–2025

The DAIP will be communicated to staff, the community, contractors, agents and service providers by publication on the internet and intranet. Managers and supervisors are responsible for ensuring that access to the DAIP can be found on HealthPoint.

Upon request, the DAIP will be made available in accessible formats by contacting the Organisational Development Team at [doh.organisationaldevelopment@health.wa.gov.au](mailto:doh.organisationaldevelopment@health.wa.gov.au)

## Monitoring, evaluation and reporting of the DAIP 2020–2025

The DAIP Reference Group and the Diversity and Inclusion Working Group will regularly review the Department's implementation of the DAIP to assess whether the strategies and actions are appropriate, achievable and effective and will assist with amending the actions to achieve the desired outcome of the DAIP.

Should the Department of Health's DAIP be amended, a copy of the amended document will be lodged with the Department of Communities. The Department of Health's DAIP will be reviewed every five years in accordance with the Act.

The Department of Health will report on the implementation of its DAIP through its annual report and the prescribed Progress Report template by 30 June each year. The Progress Report will outline:

- progress towards the desired outcomes of its DAIP
- progress of its agents, service providers or contractors towards meeting the outcomes of its DAIP
- strategies used to inform its agents, service providers or contractors of its DAIP through associated procurement and contract documentation.

## Achievements from the previous DAIP 2016–2020

During the past four years the Department of Health implemented many initiatives and made significant progress towards achieving better access and inclusion for people with disability. The achievements under the previous DAIP 2016-2020 include:

### Outcome 1

**People with disability have the same opportunities as other people to access the services, and events organised by a public authority.**

- The Department of Health continues to consider the requirements of people with disability in the planning of any events and services. This includes, but is not limited to, consideration of invitations and promotional material and choosing appropriate venues that are compliant with recommended access guidelines in relation to access, ease of movement within the building, parking arrangements, transport and travel to and from the building. Translators are available for people with disability if required and all communication materials can be provided in alternate formats.
- The Department of Health WA Disability Health Framework 2015–2025 provides direction to the WA health system and its partners on policy development and service delivery to achieve improved health outcomes for people with disability.
- The WA Premier and Minister for Health conducted a number of COVID-19 communication sessions. The Department's communications media team organised an Auslan interpreter to convey the messages to the public.

## Outcome 2

**People with disability have the same opportunities as other people to access the buildings and facilities of a public authority.**

- All Department of Health buildings and facilities are accessible to people with disability. All public areas of the Department of Health are accessible to wheelchairs and modified vehicles with access ramps and lifts available to all levels of the building.
- Concierge services and dedicated ACROD parking bays are also available. General access areas are on the ground floor and these areas include motion activated and timed action doors.

## Outcome 3

**People with disability receive 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.**

- The Department of Health is committed to ensuring that people with disability, their families and carers can access information.
- Assistance is provided for managing health, legal and other risks that may arise in the delivery of health services to people with limited English proficiency and people who are deaf or have a hearing impairment. All Department of Health publications can be provided in alternative formats on request and this availability is promoted and advertised. Podcasts and radio use have increased to ensure greater reach for those with vision or reading difficulties, as well the use of videos to assist people with low literacy to access information. All television advertisements and YouTube videos are closed captioned enabled.
- In response to COVID-19, the Department has developed online modules to provide staff with ongoing support, available from the office or from their home. To provide access to all staff, the content of the modules is presented using word format, video and closed captions features.

## Outcome 4

**People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.**

- Information and services are delivered consistently to the public in accordance with the State Government's Access Guidelines for Information, Services and Facilities and the Department of Health's DAIP 2016–2020.
- Employees are made aware of the building facilities that are available to people with disability as a part of inductions and orientations, and the Department of Health continues to provide training and education to staff about working with, and provide services to, people with disability.

## Outcome 5

### **People with disability have the same opportunities as other people to make complaints to a public authority.**

- The Department of Health's complaint and feedback mechanisms are readily accessible to people with disability. People with disability are provided with the same access to a complaints management process with complaints being able to be lodged via written correspondence, web-based forms, email and telephone, or in person.
- All complaints are fully investigated, and the outcome provided to the complainant in a relevant and accessible format.

## Outcome 6

### **People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

- People with disability are consulted and actively involved in all stages of developing and implementing policies and services that relate to their health care. Public consultation with consumer groups is undertaken to ensure that barriers to inclusion or participation are addressed. This includes individuals and groups representing specific disability areas, their families and carers. To ensure a range of stakeholders are representing patients and consumers are included in public consultations, both media advertising and the comprehensive list of key stakeholders from the Disability Health Network database are utilised. Facilitated focus groups and online consultations are methods used to elicit information to support continuous improvement processes to achieve best practice.
- The Department of Health seeks assistance from a range of peak bodies that exist to support disability organisations and individuals to ensure consultation methods are suitable for the diverse needs and abilities of people with disability.

## Outcome 7

### **People with disability have the same access as other people to employment opportunities in a public authority.**

- The Department of Health complies with the WA Health Recruitment, Selection and Appointment Policy that applies equal opportunity and diversity principles. It ensures that recruitment and selection is undertaken in a consistent, inclusive, open and transparent manner. Training is available to those participating in selection processes to ensure a full understanding of the relevant public sector standards, legislation and regulations including those that relate to disability discrimination. Department of Health employees with disability are actively supported. This includes frequent reviews of the work environment and adjustment and improvements are undertaken, as necessary.
- A Personal Emergency Evaluation Plan procedure has been developed to ensure staff with mobility, sight, hearing, and/or cognitive impairments have a personal evacuation plan to ensure their safety in the event of an emergency at their place of work.

## Disability Access and Inclusion Plan Feedback

The Department of Health welcomes feedback on any access issues the community, staff service providers or contractors may have encountered when using our services or facilities.

The contact officer for questions or feedback on the Department of Health's DAIP is the Principal Organisational Development Consultant, Corporate Services, Office of the Director General. Contact details are as follows:

### Principal Organisational Development Consultant

Corporate Services

Office of the Director General

 (08) 9222 4281

 [doh.organisationaldevelopment@health.wa.gov.au](mailto:doh.organisationaldevelopment@health.wa.gov.au)

 PO Box 8172, Perth Business Centre, WA 6849

 Department of Health, 189 Royal Street, EAST PERTH WA 6004

 13 36 77, National Relay Service (NRS) for the hearing impaired

## Supporting documents

Accessibility, Disability Services Commission, Government of WA

<http://www.disability.wa.gov.au/understanding-disability1/understanding-disability/accessibility/>

Australian Public Service Disability Employment Strategy 2020–2025

<https://www.apsc.gov.au/publication/australian-public-service-disability-employment-strategy-2020-25>

A Western Australia for Everyone State Disability Strategy Action Plan 2020–2030

<https://www.communities.wa.gov.au/strategies/state-disability-strategy-2020-2030/>

Department of Health Corporate Plan 2020–2022

<https://doh-healthpoint.hdwa.health.wa.gov.au/workingatdoh/About-us/Pages/Corporate-Plan.aspx>

Disability Access and Inclusion Plan (DAIP) 2012–2017 (Government of Western Australia Department of Finance)

<https://www.wa.gov.au/government/publications/disability-access-and-inclusion-plan-treasury-wa>

Disability Access and Inclusion Plans Resource Manual for Local Government, Disability Services Commission, Government of WA

<http://www.disability.wa.gov.au/business-and-government1/business-and-government/disability-access-and-inclusion-plans/steps-for-developing-a-daip/>

Disability Access and Inclusion Plans (DAIPs): Resource Manual for State Government – Part 1

[http://www.disability.wa.gov.au/Global/Publications/Understanding%20disability/Built%20environment/daip\\_manual-state\\_govt.pdf](http://www.disability.wa.gov.au/Global/Publications/Understanding%20disability/Built%20environment/daip_manual-state_govt.pdf)

*Disability Services Act 1993*

[https://www.legislation.wa.gov.au/legislation/statutes.nsf/main\\_mrtitle\\_267\\_homepage.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_267_homepage.html)

Department of Communities Access and Inclusion Resource Kit

<http://www.disability.wa.gov.au/business-and-government1/business-and-government/disability-access-and-inclusion-plans/implementing-your-daip/access-and-inclusion-resource-kit/>

People with Disability: Action Plan to Improve WA Public Sector Employment Outcomes 2020–2025

<https://www.wa.gov.au/government/publications/people-disability-action-plan-improve-wa-public-sector-employment-outcomes-2020-2025>

People with Disability in Australia 2020

<https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/summary>

Reasonable Adjustment (Disability Discrimination Act) policy and procedures

<https://www.aihw.gov.au/getmedia/283dbd9c-707b-4e83-89f0-11fded6a8620/Reasonable-adjustments-Disability-Discrimination-Act-policy-and-procedures.pdf.aspx>

The Convention on the Rights of Persons with Disabilities

<https://humanrights.gov.au/about/news/speeches/convention-rights-persons-disabilities>

WA Disability Health Framework 2015–2025 Improving the health care of people with disability

[https://ww2.health.wa.gov.au/~/\\_media/Files/Corporate/general%20documents/Health%20Networks/Disability/PDF/WA%20Disability-Health-Framework-2015-2025.pdf](https://ww2.health.wa.gov.au/~/_media/Files/Corporate/general%20documents/Health%20Networks/Disability/PDF/WA%20Disability-Health-Framework-2015-2025.pdf)





This document can be made available in alternative formats on request for a person with disability.

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