

Disability Access and Inclusion Plan 2019-2024

This Disability Access and Inclusion Plan is available in alternative formats upon request including electronic format, in standard and large print, audio disc and on the website at www.dlgsc.wa.gov.au.

Contents

[Foreword 1](#_Toc9443084)

[Departmental functions 2](#_Toc9443085)

[DAIP outcomes 2](#_Toc9443086)

[Consultation 3](#_Toc9443087)

[Identified barriers 3](#_Toc9443088)

[Strategies to improve access and inclusion 4](#_Toc9443089)

[Outcome 1: Services and events 4](#_Toc9443090)

[Outcome 2: Buildings and facilities 4](#_Toc9443091)

[Outcome 3: Accessible information 5](#_Toc9443092)

[Outcome 4: Service 5](#_Toc9443093)

[Outcome 5: Complaints 6](#_Toc9443094)

[Outcome 6: Consultation 6](#_Toc9443095)

[Outcome 7: Employment 6](#_Toc9443096)

[Promotion and communication 7](#_Toc9443097)

[Implementation 7](#_Toc9443098)

[Review and reporting 7](#_Toc9443099)

[Contact details 7](#_Toc9443100)

[Appendix 8](#_Toc9443101)

[List of services 8](#_Toc9443102)

[List of buildings 10](#_Toc9443103)

[Departmental offices 10](#_Toc9443104)

[Public enquiries 10](#_Toc9443105)

Acknowledgements

The Department of Local Government, Sport and Cultural Industries (department) acknowledges the ideas and inputs received from individuals, community representatives and staff which collectively has formed the basis of this Disability Access and Inclusion Plan (DAIP).

This DAIP is informed by prior consultation undertaken in 2017 by DADAA Ltd on behalf of the Department and the subsequent report Embedding Access: An Opportunity for the Arts Sector.

# Foreword

The department takes a planned approach to identify and create opportunities for continuous improvement across all of its services to ensure access and inclusion of all people. This includes taking deliberate action to ensure people with disability, their families and carers have access to the department’s sporting, recreational, arts and cultural services, information and facilities.

The obligation to develop and implement a DAIP is a shared responsibility across the whole of the department. The department is committed to furthering the principles and objectives of the *Disability Services Act 1993* (amended 2004) including the seven DAIP outcomes and all business areas are expected to take active steps to improve access and inclusion and have input into DAIP development and implementation.

The 2019-2024 DAIP is the first five-year plan of the new department. The plan also supports the department to meet its obligations under the *Equal Opportunity Act 1984*, the *Disability Discrimination Act 1992* (DDA), the *Carers Recognition Act 2004* and United Nations Convention on the Rights of Persons with Disability.

This DAIP draws on the direct experiences of people with disability, families and carers. It is informed by previous DAIPs and advice from departmental staff. The plan outlines specific strategies to improve outcomes for people with disability across seven areas of public life including supporting people with disability and their families and carers to access and use the department’s services, facilities and information and providing all people with the same opportunities, rights and responsibilities.

This DAIP will act as a key strategic document to guide the department’s commitment and investment in access and inclusion over the next five years. It is supported by an implementation plan that outlines the roles and responsibilities of staff and the actions required of the department to support people with disability to have the same opportunities to participate in community life.

Duncan Ord OAM

Director General

# Departmental functions

The Department of Local Government, Sport and Cultural Industries was established in July 2017 and brought together the former departments of Culture and the Arts; Sport and Recreation; Racing, Gaming and Liquor; the Office of Multicultural Interests, the former Department of Aboriginal Affairs' Aboriginal History Research Unit and the local government functions of the former Department of Local Government and Communities.

The department is primarily focused on enlivening the Western Australian community and economy through support for and provision of sporting, recreational, cultural and artistic policy, programs and activities. A full list of department facilities and services is provided as an appendix at the end of this document.

The department also provides regulation and support to local governments and the racing, gaming and liquor industries to maintain quality and compliance with relevant legislation, for the benefit of all Western Australians. The department works with partners across government and within each of its business areas.

# DAIP outcomes

There are seven DAIP outcomes which the department seeks to achieve.

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

# Consultation

The *Disability Services Act 1993* sets out the minimum consultation requirements for public authorities in relation to DAIPs. This DAIP was developed in consultation with people with disability, families, carers, disability organisations, members of the City of Perth DAIP Reference Group and other community members who were invited to a community consultation session to provide direct input into the DAIP. The consultation session was advertised state-wide in *The West Australian* on Saturday, 16 March 2019; was available via the department’s website and promoted by email directly to disability organisations and advocacy groups that represent people with disability, families, carers and specialist disability service providers. The session was promoted online through Facebook, Twitter and LinkedIn. The opportunity to give feedback by writing or emailing the department was also provided.

Key managers, staff and members of the department’s DAIP Working Group were invited to attend an internal workshop to consider what actions could be taken to support each of the seven DAIP outcome areas. Each business area also had the opportunity to have input to the DAIP. This DAIP also considers previous DAIP related research into contemporary trends and good practice in access and inclusion, inputs from the department’s 2018/19 DAIP and a range of DAIPs from former agencies that now comprise the DLGSC.

# Identified barriers

The consultation process and previous research commissioned by the department identified a range of barriers and challenges to good access and inclusion. They include:

Most DAIPs are generally championed by a handful of people internal to the department and there is a lack of targets and measures to determine success.

* The focus of DAIPs by government agencies tends to be on meeting compliance rather than setting the benchmark.
* Websites are accessible but could reach for a higher level of accessibility.
* Venue accessibility is inconsistent, and some physical barriers remain.
* Government restructuring has impacted on the delivery of the previous DAIP.
* A consistent approach to disability access and inclusion is required across all business areas and all venues and services owned or operated by the department.
* Disability awareness training and induction of staff and volunteers is a high priority.
* There needs to be more targeted promotion of accessible events to people with disability.
* There’s appetite within the department to consult more broadly with people with disability, specifically to adopt co-design into the future.
* The use of technology requires improvement to enable new opportunities for government to make public places and services more accessible.

# Strategies to improve access and inclusion

The department has identified the following strategies to achieve the DAIP outcomes:

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| Outcome 1: Services and eventsPeople with disability have the same opportunities as other people to access the services of, and any events organised by, the department. | Timelines |
| 1.1 Improve use of technology to ensure inclusion of people with disability at events and when using services. | Ongoing |
| 1.2 Develop partnerships with key disability organisations active in sporting and cultural industries (and their members) to inform the design and development of services or events. | Case by case depending on type of event |
| 1.3 Ensure venues used for events hosted, managed or funded by the department are accessible, with adequate signage and close to public transport. | Ongoing |
| 1.4 Ensure all department events are part of Companion Card program. | December 2019 |
| 1.5 Increase the availability of quiet, low sensory spaces at events. | Case by case |

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| --- | --- |
| Outcome 2: Buildings and facilitiesPeople with disability have the same opportunities as other people to access the buildings and other facilities of the department. | Timelines |
| 2.1 Ensure the department’s buildings and facilities meet disability access standards and promote best practice. | Ongoing |
| 2.2 Establish a reference group with people with disability to inform the design of public places and spaces. | Project by project |
| 2.3 Improve signage and wayfinding to ensure equal opportunities for participation | Ongoing |
| 2.4 Ensure all department buildings and venues are part of Companion Card program | December 2019 |
| Outcome 3: Accessible informationPeople with disability receive information from the department in a format that enables them to access the information as readily as other people. | Timelines |
| 3.1 Embed State Government Access Guidelines for Information, Services and Facilities in department communication policy and style guides including those addressing public spaces. | December 2019 |
| 3.2 Continue to provide information in alternative formats upon request by a person with disability and ensure staff know where to find that information. | Project by project |
| 3.3 Provide interpreter services for key services whenever requested, noting that, for some people, Auslan is their first language. | Ongoing |
| 3.4 Continue to provide AA web accessibility standards and implement AAA web accessibility standards wherever possible. | Ongoing |

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| Outcome 4: ServicePeople with disability receive the same level and quality of services from the staff of the department as other people receive. | Timelines |
| 4.1 Build disability awareness across the department with a focus on public facing roles including counter staff, call takers and security staff. | Annual commencing 2019 |
| 4.2 Ensure staff have the knowledge and skills to support people across the diverse range of disabilities and to support families and carers. | Ongoing |
| 4.3 Promote the DAIP and the department’s responsibilities to all staff. | At least annually |

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| Outcome 5: ComplaintsPeople with disability have the same opportunities as other people to make complaints to the department. | Timelines |
| 5.1 Ensure a whole of department approach to a transparent complaint management process. | January 2020 |
| 5.2 Actively encourage feedback about access and inclusion to identify improvement opportunities and inform DAIP investment. | Ongoing |
| 5.3 Ensure staff are adequately trained to facilitate, respond to, and process complaints from people with disability. | Annually |

|  |  |
| --- | --- |
| Outcome 6: ConsultationPeople with disability have the same opportunities as other people to participate in any public consultation by the department. | Timelines |
| 6.1 Ensure accessible venues are used for consultations and individual access needs are met. | Ongoing |
| 6.2 Ensure community consultations are promoted directly to people with disability. | Project by project |
| 6.3 Provide a range of ways to participate in consultation that support a variety of communication styles. | Ongoing |
| 6.4 Increase the involvement of people with disability in designing and developing services. | Project by project |

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| Outcome 7: EmploymentPeople with disability have the same opportunities as other people to obtain and maintain employment with a public authority. | Timelines |
| 7.1 Develop strategies and policies to improve attraction, recruitment and retention of staff with disability including consideration of recruitment via disability employment organisations. | June 2020 |
| 7.2 Provide appropriate training to staff and selection panels on interviewing people with disability. | August 2020 |
| 7.3 Ensure the department’s recruitment policies, procedures, templates and language format are accessible to people disability. | Ongoing |

# Promotion and communication

The DAIP is promoted on the department’s website and, on its public release, through an advertisement in *The West Australian*. The DAIP is available for download from the department’s website and copies are available in alternative formats, upon request, including electronic format, large print, audio disc and email.

# Implementation

The department has developed a detailed implementation plan that outlines the roles and responsibilities of its staff in implementing more than 50 actions in support of the DAIP strategies identified in this plan.

The DAIP implementation plan is intended to:

* support the delivery of the DAIP strategies
* guide the investment of department resources with regards to access and inclusion
* outline the roles and responsibilities of business areas in delivering the DAIP
* provide a framework to support the evaluation of the effectiveness of the department’s DAIP activities and initiatives.

The department takes all practicable measures to ensure that its staff contribute to the success of the DAIP. Agents and contractors are also advised of their obligations under the legislation through binding contracts and agreements. The DAIP Working Group will meet at least twice a year to review progress on the implementation of the strategies identified in the DAIP.

# Review and reporting

The DAIP is reviewed on an annual basis. The department reports on the implementation of the DAIP in its annual report and provides an annual progress report to the Department of Communities - Disability Services.

# Contact details

The departmentwelcomes ongoing feedback on this plan.

Email: [daip@dlgsc.wa.gov.au](mailto:daip@dlgsc.wa.gov.au)

Online enquiry form: go to Contact Us [www.dlgsc.wa.gov.au](http://www.dlgsc.wa.gov.au)

Written: Department of Local Government, Sport and Cultural Industries

DAIP

PO Box 8349

Perth Business Centre WA 6849

# Appendix

## List of services

The Department of Local Government, Sport and Cultural Industries has seven service delivery divisions:

### Aboriginal Culture and History

* Family history research service
* Provides grant funding to WA schools in support of cultural awareness projects
* Coordinates the street banner project as part of Reconciliation Week
* Provides cultural asset and historical research expertise to the Aboriginal community, government and non-government organisations

### Culture and the Arts

* Guides the delivery of culture and arts for Western Australia through the provision of policy development, co-ordination and support services to the culture and arts portfolio including:
* Western Australian Museum
* Perth Theatre Trust
* Art Gallery of WA
* State Library of WA
* Supports the culture and the arts sector through funding programs
* Through the State Records Office assists government organisations to comply with the *State Records Act 2000* and preserves and provides access to the State Archives Collection.

### Local Government

* Provides advice and support to WA's 137 local governments and two Indian Ocean Territories.
* Provides policy advice to the Minister for Local Government, oversees the administration of the [*Local Government Act 1995*](https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_551_homepage.html) and works in partnership with WA councils to:
* improve the capacity of local governments to respond to community demands and expectations and
* improve levels of accountability and legislative compliance.
* Administers the [WA Local Government Grants Commission](https://www.dlgsc.wa.gov.au/localgovernment/forcouncils/Pages/LG-Grants-Commission.aspx). The Commission allocates financial assistance grants provided by the Federal Government to councils.
* The department’s Local Government division is not involved in the day to day operations of individual councils.

### Office of Multicultural Interests

* Provides advice to the Minister for Citizenship and Multicultural Interests on the development of State Government policies and programs to achieve the full potential of multiculturalism.
* Manages a grant program to support projects that address the needs of the culturally and linguistically diverse community.

### Sport and Recreation

* Develops and implements government policy and initiatives in sport and recreation
* Contributes to the healthy lifestyle of Western Australians by increasing physical activity through sport and recreation and providing assistance and advice to:
* local communities
* the sports industry, organisations and clubs
* businesses
* other government departments
* Operates the following recreational camps:
* Bickley Camp
* Camp Quaranup
* Ern Halliday Camp
* Point Walter
* Woodman Point

### Racing, gaming and liquor

* The division is responsible for regulating and maintaining the integrity of lawful racing, gambling and liquor activities for Western Australians to participate in.

## List of buildings

The department is responsible for the delivery of building maintenance, capital works and minor works to buildings vested in the Minister for Sport and Recreation and the Minister for Culture and the Arts including:

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| --- | --- |
| * A Shed, Victoria Quay | * Alexander Library building |
| * Albany Entertainment Centre | * Art Gallery of WA - Main Gallery |
| * Art Gallery of WA - James Street Administration building | * Art Gallery of WA - Centenary Galleries |
| * Collection and Research Centre | * Goldfields Arts Centre, Kalgoorlie |
| * King Street Arts Centre | * His Majesty's Theatre |
| * Old Customs House | * Perth Concert Hall (not capital works) |
| * Perth Cultural Centre – open space | * PICA building |
| * Spare Parts Puppet Theatre | * State Archives Repository, Dianella |
| * State Theatre Centre | * Sunset Hospital |
| * Subiaco Arts Centre (not capital works) | * The Bell Tower |
| * The Blue Room (Arts House building) | * WA Museum, Albany |
| * WA Museum, Geraldton | * WA Museum, Kalgoorlie |
| * WA Museum Maritime Museum | * New WA Museum (opening in 2020) |
| * WA Museum Gwoonwardu Mia (scheduled to reopen in 2019/2020) | * WA Museum Shipwreck Galleries |

## Departmental offices

The department has offices at:

* Gordon Stephenson House, 140 William Street, Perth
* 246 Vincent Street, Leederville

## Public enquiries

The department has a public enquiries counter at:

* Level 2, Gordon Stephenson House, 140 William Street, Perth