



Department of Consumer
and Employment Protection
Government of Western Australia

DISABILITY ACCESS AND INCLUSION PLAN 2007-2011

This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.

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The Department of Consumer and Employment Protection (DOCEP) acknowledges the contribution and assistance provided by the Disability Services Commission, staff, and individuals and groups within the community, which has been invaluable in the development of this Disability Access and Inclusion Plan.

Plan contact details

The primary contact officer for questions or feedback on the department's Disability Access and Inclusion Plan is the **Principal Corporate Development Officer** in the Office of the Director General.



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DOCEP contact details

Contact information on DOCEP's offices is available on the department's internet site at www.docep.wa.gov.au under the "About Us" section or alternatively, the department's listing can be located in the White Pages at www.whitepages.com.au.

1. INTRODUCTION

Background

The Department of Consumer and Employment Protection (the department or DOCEP) maintains a vital role in creating a safe, fair and prosperous Western Australian community. The department works to increase the capacity of the community to facilitate economic growth, ensure a safe work and home environment and protect consumers, traders, workers and employers.

The department was created under section 35 of the *Public Sector Management Act 1994* to support the Minister for Consumer Protection and the Minister for Employment Protection in administering the consumer protection and employment protection portfolios. The department delivers services to the community of Western Australia through the following divisions:

- Consumer Protection;
- Labour Relations;
- WorkSafe;
- EnergySafety; and
- Resources Safety.

The department has adopted this Disability Access and Inclusion Plan for 2007-2011 to ensure that people with disabilities, their families and carers are able to fully access the range of DOCEP's services and facilities.

DOCEP's functions, facilities and services

Our department

The department employs more than 800 employees across seven divisions. The department's corporate culture is focused on providing high quality services to customers and stakeholders through standards, policies, practices and procedures. To achieve this, we seek industry funding where necessary to supplement our resource base, and integrate corporate functions, systems and services.

Our purpose

To create an employment and trading environment that provides for the growth, safety and protection of the community by:

- enhancing capacity;
- ensuring an effective regulatory environment; and
- enforcing the law.

Our values

Justice

We are fair, honest, open and equitable in word and action with everyone. We act with integrity and do not misuse our authority and position.

Value our people and their contribution

We recognise success. We also respect individuality and diversity, both inside and outside the organisation. We empower, support and develop our people.

Making a difference Each and every staff member contributes to the success of our organisation in delivering a safer and fairer community. We continually strive to improve our services and our stakeholder relationships. We understand our customer needs, we are responsive and we work together.

Professionalism We are individually accountable for our actions and ethical behaviour and for the success of our organisation. We use and manage resources in an efficient and responsible manner, and integrity is never compromised.

Our strategic direction, functions and services

Creating a trading and employment environment that protects consumers and workers is the key objective of DOCEP. The department operates within a challenging environment, with changes to trading and work environments placing greater demands on consumers and workers than ever before through a range of impacting issues. The department's strategic direction is outlined in the department's corporate plan.

The services provided by DOCEP cover the following areas:

- consumer protection and business regulation;
- energy safety and supply quality regulation;
- labour relations;
- occupational safety and health; and
- safety and health regulation of dangerous goods, mining, onshore petroleum and major hazard facilities.

The department's services are delivered using the following key strategies:

- to provide information so consumers and traders, employers and employees can exercise their rights and meet their obligations;
- to review laws regulating the employment and trading marketplace. Outcomes of these reviews will reflect the changing environment and be acceptable to the community;
- to monitor and enforce compliance with laws governing consumer protection, energy safety, labour relations, resources safety and occupational safety and health. The law will be enforced effectively, efficiently and equitably;
- to influence and shape the employment and trading environment; and
- to ensure DOCEP staff have the skills, resources and commitment to deliver consumer and employment protection outcomes.

The department delivers its services through divisions that focus on particular areas of the department's responsibilities. These divisions are:

Consumer Protection aims to give consumers and traders access to a fair and competitive marketplace by providing advice and assistance to the community in relation to:

- consumers' and traders' rights and responsibilities in relation to consumer protection laws;
- consumers who have an issue or dispute which they want resolved;
- industries which Consumer Protection regulates or has a role in licensing, such as real estate, property settlement, motor vehicles, trade measurement, travel agents and credit providers;
- business names, co-operatives, charities and incorporated associations; and
- fuel prices, through FuelWatch, an initiative which protects the interests of consumers in regard to fuel prices in Western Australia.

Labour Relations aims to create a fair employment environment by:

- balancing the rights and obligations of employees and employers;
- providing a framework of fair labour relations laws which makes sure employees receive their full employment entitlements;
- providing a framework for the application of consistent employment conditions across the public sector; and
- providing information and advice on employment matters to employees and employers.

WorkSafe operates to promote safe and healthy workplaces in Western Australia by:

- enforcing occupational safety and health laws;
- providing information about occupational safety and health matters to employees and employers; and
- aiming to achieve a workplace safety culture through industry and community awareness programs.

Energy Safety carries out the technical and safety regulation of electricity production, electricity transmission and distribution, electricity utilisation (consumers' installations and appliances), gas distribution and gas utilisation (consumers' installations and appliances). *Energy Safety* aims to ensure:

- the safety of people (the public, energy workers and consumers) in respect of electricity and gas utility infrastructure;
- residential and business consumers receive electricity and gas supplies that are metered accurately and meet minimum standards of reliability and quality so that appliances function correctly;
- consumers have safe electrical and gas installations at their premises;
- electrical and gas appliances are safe to use; and
- common household appliances and certain types of electrical equipment perform and are labelled to satisfy energy efficiency standards.

As an active participant in the state's emergency management framework, EnergySafety is responsible for managing liquid fuel shortage emergencies and gas supply emergencies.

Resources Safety promotes best practice in safety and health with companies and employees involved in dangerous goods, mining, onshore petroleum operations and major hazard facilities by educating and regulating industry. Resources Safety is also involved in developing safety standards. Resources Safety aims to ensure:

- the community is protected when dangerous goods are stored, handled or transported; and
- employees are protected when Western Australian resources are mined, extracted or processed.

Corporate Services ensures the human, financial, technical and other resources are used efficiently and effectively to provide services responsive to the needs of employees and stakeholders. In particular the division provides:

- financial and administration services;
- information technology support services;
- human resource management; and
- corporate information services.

Office of the Director General provides a strategic focus to assist the Director General and the Corporate Executive to lead the department. The division also supports the corporate governance of the agency through undertaking a strategic policy, planning and communications role to ensure objectives of the Director General, Corporate Executive and Government are met. In particular the division:

- develops and coordinates strategic policy;
- provides corporate development services (including policy development, performance evaluation and corporate reporting);
- provides education and communication services (including media relations services, campaign and promotion services and print and online information); and
- coordinates regional and ministerial services.

The department provides a range of services to regional areas with offices in Albany, Bunbury, Geraldton, Kalgoorlie, Collie, Karratha and Kununurra.

Our stakeholders

The department's stakeholders are wide-ranging and include:

- the community of Western Australia;
- employees;
- employers;
- consumers;
- traders;
- business entities;
- public sector organisations;
- employee and employer organisations;
- academic institutions;
- State and Commonwealth agencies;
- staff;
- Minister for Consumer Protection; and
- Minister for Employment Protection.

For these stakeholders, DOCEP manages and implements more than 70 Acts of Parliament. Review of legislation, regulations and codes of practice ensures the changing needs and expectations of the community are met, and that the regulatory framework is relevant to the needs of the community.

2. ACCESS AND INCLUSION POLICY STATEMENT FOR PEOPLE WITH DISABILITIES, THEIR FAMILIES AND CARERS

Our commitment

The department acknowledges its responsibilities with regard to the standards contained in the *Disability Services Act 1993*. The department is committed to developing and maintaining effective inclusive policies, practices and structures to ensure that people with disabilities, their families and carers are able to fully access the range of DOCEP's services and facilities.

The department interprets an accessible and inclusive community as one in which all DOCEP's functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The department is committed to consulting with people with disabilities, their families and carers and where required, disability organisations, to ensure that barriers to access and inclusion are addressed appropriately.

The department is committed to ensuring that its agents and contractors, who deliver services to the public on behalf of the department (Appendix A), work towards the desired access and inclusion outcomes in the Disability Access and Inclusion Plan 2007-2011.

The department is committed to working in partnership with community groups and other public authorities to facilitate the inclusion of people with disabilities through improved access to its information, services and facilities.

The Disability Access and Inclusion Plan 2007-2011 has been developed in consultation with our customers, the community and staff of DOCEP and is intrinsic to meeting our objectives as outlined in our corporate plan. The department is committed to meeting the needs of our customers and employees with disabilities and complying with our legislative obligations.

The six access and inclusion outcome areas specified in the *Disability Services Act 1993* aim to provide a means of ensuring:

- People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
- People with disabilities have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
- People with disabilities receive information from the relevant public authority in a format that will enable them to access the information as readily as other people are able to access it.
- People with disabilities receive the same level and quality of service from the staff of the relevant public authority.
- People with disabilities have the same opportunities as other people to make complaints to the relevant public authority.
- People with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.

The department's Disability Access and Inclusion Plan 2007-2011 will be implemented over five years, guided by an overarching set of strategies, which drive individual tasks to support the achievement of each outcome area. Each year an implementation plan will be developed and implemented to improve access to DOCEP's services, buildings and information. The implementation plan will outline the:

- individual tasks being undertaken;
- timeline for completion of the individual tasks;
- divisions of DOCEP with responsibility for completing the individual tasks; and
- broad strategy that the individual tasks are supporting.

Development and implementation of annual implementation plans throughout the lifespan of the Disability Access and Inclusion Plan 2007-2011 provides the opportunity to manage strategies carefully across the five year period and respond to emerging access and inclusion barriers.

The Disability Access and Inclusion Plan 2007-2011 is primarily focused on the facilities and services delivered to our customers and the community. The department's commitment to its employees with a disability is recognised in our Equity and Diversity Plan.

Progress since 2004

The department is committed to facilitating the inclusion of people with disabilities through the improvement of access to its information, services and facilities. Towards this goal, DOCEP adopted its first Disability Access and Inclusion Plan in 2005 to address the barriers for people with disabilities wanting to access the department's services and facilities. The plan addressed both the department's statutory obligations under the *Disability Services Act 1993* and the Commonwealth *Disability Discrimination Act 1992*.

Since the implementation of the 2005-2008 Disability Access and Inclusion Plan, DOCEP has made significant progress towards better access. Some of the highlights include:

- Existing functions, facilities and services were adapted to meet the needs of people with disabilities.
- Access audits of a number of the department's buildings were undertaken.
- Specific improvements were made as a result of access audits to buildings and facilities. The department has also negotiated with building management, as required, to gain access improvements to leased premises. Improvements made as a result of access audits related to:
 - disabled parking at office locations;
 - signage;
 - accessible toilets;
 - customer service counters and information being at accessible heights; and
 - meeting room layouts changed for wheel chair access.
- The department's emergency evacuation strategies for people with disabilities were reviewed.

- Information about functions, facilities and services in formats, which meet the communication needs of people with disabilities, has been improved. These specifically included:
 - invitations to DOCEP events include contact details for any access requirements;
 - 'Messages on Hold' service includes accessibility of information and events; and
 - website upgrades to enhance access for people with disabilities.
- New public documents include a statement that the publication is available in alternative formats.
- TTY (teletypewriter) machines were installed and staff were trained in their use (2004-2006).

In May 2007, the TTY machines were taken out of services and the department adopted the use of the National Relay Service for the hearing impaired. This service allows the caller to speak to any DOCEP officer, not just those located near a TTY machine. The department now advertises one hearing impaired contact number in publications and on the website.
- Staff awareness of the needs of people with disabilities and skills in delivering services were improved through learning and development initiatives. Initiatives included:
 - targeted training for customer service delivery areas;
 - development of a comprehensive diversity training package;
 - training for employees in deafness awareness and use of TTY; and
 - all managerial level employees being required to have knowledge and understanding of Equal Employment Opportunity and diversity.
- The department liaised with the Disability Services Commission, BizLink and Edge on access and employment issues relating to recruiting and retaining employees with a disability.
- Implemented the Consumer Protection Division's Disabled Caller Support System for the recording of complaints.
- Reviewed the department's complaint management and customer feedback system ensuring that complaints and feedback can be provided in a variety of ways.
- Opportunities were provided for people with disabilities to participate in public consultations, grievance mechanisms and decision-making processes.

3. DEVELOPMENT OF THE DISABILITY ACCESS AND INCLUSION PLAN

Responsibility for the planning process

The Director General and the Corporate Executive has overall responsibility for the Disability Access and Inclusion Plan 2007-2011 and compliance with the requirements of the *Disability Services Act 1993*. The Office of the Director General is responsible for managing the planning process. An internal Disability Access and Inclusion Reference Group was also established in 2007 to advise the Office of the Director General on the development, implementation, review and evaluation of the plan.

Community consultation process

The department has a well established practice of community consultation in respect to its services. Consultative processes were reviewed to ensure they were current and presented in a way to gain maximum information and feedback from potential customers, as well as from customers who have a disability. The internal and external processes adopted in the development of the plan are detailed below.

Internal consultation

The draft plan was released for staff consultation and feedback through the Disability Access and Inclusion Reference Group. Staff were also invited to provide feedback as part of the external consultation phase. The plan was reviewed and approved by the Corporate Executive and Director General at final version stage.

External consultation

The Disability Services Regulations 2004 require that submissions must be called for (either general or specific) by notice in a state-wide newspaper or on any website maintained by or on behalf of the State Government authority. The department utilised the following strategies as part of the consultation process:

- The plan was available for feedback on the department's internet site www.docep.wa.gov.au from 22 June to 6 July 2007.
- An advertisement inviting feedback from the public was placed in the Government Notice Board section of The Sunday Times newspaper on 24 June 2007 and The West Australian newspaper on 27 June 2007.
- Key disability service organisations were notified of the consultation process through targeted correspondence.

Findings of the consultation

Examination of the department's Disability Access and Inclusion Plan 2005-2008 identified that significant work had already been undertaken or was under way to improve access to services, information and facilities. It is acknowledged that while work had been done, there were future opportunities for the department to improve access and inclusion strategies. Internal consultation was undertaken prior to the public release of the plan and resulted in numerous improvements to the strategies.

The external consultation process identified a number of areas requiring attention in order to address the needs of people with disabilities, particularly those in regional areas. The feedback was examined and will be used in the development of implementation plans. The areas raised include:

- ensuring facilities comply with access standards (ie counter heights);
- ensuring facilities, information and services in regional areas are accessible;
- promoting the availability of information in alternative formats including how these formats can be accessed;
- ensuring print material is visually accessible (eg font size) and information is available in a number of different formats on the website; and
- providing a variety of ways by which customers can lodge a complaint.

Access barriers

The review and consultation processes noted that a great deal of achievements in improving access were made, it also identified a range of barriers that require redress or continued improvement. The barriers to access identified in the development of the Disability Access and Inclusion Plan were:

- The process of gathering and disseminating information is not inclusive of people with disabilities as potential recipients of the information or as role models within it.
- Information or maps detailing disabled access are not adequate.
- Purchasing of furniture does not address the needs of people with disabilities.
- Access barriers to the department's buildings exist, in varying degrees, throughout the state. The department has limited capacity to create accessible buildings or make access improvements where a premise is leased.
- People with disabilities may not be able to access standard print or internet information.
- Customers with disabilities may not be aware that information is available in an alternative format.
- Staff who have not had previous interactions with people with disabilities, their families or carers may not understand or know how to interact or assist people with disabilities.
- Employees who provide a service may not be aware of the needs of people with disabilities.
- There are not regular opportunities for people with disabilities, their families or carers to provide feedback on the appropriateness of services and their accessibility.
- There are not regular opportunities for people with disabilities, their families or carers to participate in decision-making processes and community consultation processes.

Responsibility for implementing the plan

The department is committed to taking all practical measures to ensure that the Disability Access and Inclusion Plan 2007-2011 is implemented by its officers, employees, agents and contractors. The Director General and the Corporate Executive have the overall responsibility for the plan and compliance with the requirements of the *Disability Services Act 1993*. Coordination responsibility for the initiative within the department is allocated to the Office of Director General. However, day-to-day implementation of the Disability Access and Inclusion Plan 2007-2011 is also the responsibility of all areas of the department. The department will maintain implementation plans, which set out the responsibility for each action.

Communicating the plan

In July 2007, DOCEP's Corporate Executive endorsed the Disability Access and Inclusion Plan 2007-2011. In accordance with the Disability Services Regulations 2004, the department will publish the plan and give notice in a newspaper circulating throughout the State. Copies of the Disability Access and Inclusion Plan 2007-2011 are available to staff through the department's intranet and to the community on the department's internet site www.docep.wa.gov.au. Copies of the Disability Access and Inclusion Plan 2007-2011 are also available upon request by email or in alternative formats. Formats include hard copy in standard or large print, electronic format (disk or email), audio format on cassette or CD.

Any amendments to the Disability Access and Inclusion Plan 2007-2011 will be advised to staff and the community.

Monitoring, evaluation, review and reporting

Monitoring

The Corporate Executive will monitor the implementation of the Disability Access and Inclusion Plan 2007-2011 on a six monthly basis through progress reports. The department's Disability Access and Inclusion Reference Group will meet, as a minimum, twice in the first year of the plan and as required thereafter, to monitor progress on the implementation of strategies identified in the Disability Access and Inclusion Plan 2007-2011. The effectiveness of strategies will be considered and new strategies developed as appropriate. Each year an implementation plan will be developed and the department's achievements against the implementation plan and the Disability Access and Inclusion Plan 2007-2011 will be monitored.

Evaluation

At least once during the implementation of the Disability Access and Inclusion Plan 2007-2011, the department will consult on its implementation, seek feedback on the strategies that have been implemented and make suggestions for improvement.

In seeking feedback, the Disability Access and Inclusion Reference Group will also seek to identify any additional barriers that were not identified in the initial round of consultation. Similar consultation processes such as meetings with people with disabilities and disability organisations, and questionnaires may be used.

The Disability Access and Inclusion Plan 2007-2011 may be amended based on the feedback received and once endorsed by DOCEP, will be made available to the community including in alternative formats, if requested. Any amendments to the Disability Access and Inclusion Plan 2007-2011 will be presented to Corporate Executive for endorsement prior to lodgement with the Disability Services Commission.

Review

The review of the department's Disability Access and Inclusion Plan for 2007-2011 will be included in the 2012-2016 plan, which will be submitted to the Disability Services Commission in 2012. The report will outline what has been achieved under the 2007-2011 Disability Access and Inclusion Plan.

Reporting

Progress towards achieving the desired outcomes of the department's Disability Access and Inclusion Plan 2007-2011 will be reported, once a year, to the Corporate Executive and also reported in DOCEP's Annual Report to Parliament. The department will also report on the implementation of its Disability Access and Inclusion Plan 2007-2011, particularly in relation to contractors and agents, to the Disability Services Commission by 31 July each year, outlining:

- progress towards the desired outcomes of the Disability Access and Inclusion Plan 2007-2011;
- progress of agents and contractors towards meeting the six desired outcomes; and
- strategies used to inform agents and contractors of the Disability Access and Inclusion Plan 2007-2011.

At the completion of the period of the plan (2012), DOCEP will report to the Disability Services Commission on the review of the Disability Access and Inclusion Plan 2007-2011. Any amendments to the Disability Access and Inclusion Plan 2007-2011 will also be reported to the Disability Services Commission in line with the legislative requirements.

4. STRATEGIES TO IMPROVE ACCESS AND INCLUSION

The following overarching strategies will guide activities, reflected in implementation plans, that the department will undertake from 2007-2011 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.

	Strategies	Timeframe
1.A	Ensure agents and contractors that provide services to the public, on behalf of the department, conduct their business in a manner that is consistent with the legislation, the department's Disability Access and Inclusion Plan 2007-2011, relevant standards and government guidelines.	Ongoing
1.B	Ensure the department's events and activities, where practicable, are accessible to people with disabilities.	Ongoing
1.C	Develop a framework to evaluate how well the department's services are meeting the needs of people with disabilities.	June 2009
1.D	Ensure that in the purchasing of new items of furniture that the needs of people with disabilities are taken into consideration.	Ongoing
1.E	Establish a Disability Access and Inclusion Reference Group to guide the implementation of the department's Disability Access and Inclusion Plan activities.	July 2007

Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.

	Strategies	Timeframe
2.A	Ensure all new leases or renewal of existing leases take into account the needs of people with disabilities.	Ongoing
2.B	Undertake regular access audits and implement the recommendations, where practicable.	Ongoing
2.C	Ensure design briefs for building and facility contractors: <ul style="list-style-type: none"> • comply with the access requirements and where necessary employ access consultants; • provide information on the implementation of access requirements; and • satisfy legislative and policy responsibilities. 	Ongoing
2.D	Ensure, where practicable, there is adequate public parking to meet the needs of people with disabilities	Ongoing

Outcome 3: People with disabilities 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.

	Strategies	Timeframe
3.A	Ensure that public information is made available in alternative formats on request from a person with a disability.	Ongoing
3.B	Ensure that business areas are aware of how to obtain alternative formats for a person with a disability.	Ongoing
3.C	Advertise and promote the availability of information and services in alternative formats.	Ongoing
3.D	Explore opportunities for the use of technology including new and emerging technology to improve information access for people with disabilities.	Ongoing
3.E	Continuously monitor the department's publications, legislation, policies, and internet site to ensure they meet the relevant standards (eg State Government's Access Guidelines for Information and Services).	Ongoing

Outcome 4: People with disabilities 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.

	Strategies	Timeframe
4.A	Deliver targeted learning and development opportunities to staff who may have contact with people with disabilities to ensure customer service delivery is enhanced.	June 2008
4.B	Provide disability awareness information to new employees as part of their induction.	June 2008
4.C	Increase staff knowledge of services and information available for people with disabilities (eg National Relay Service).	June 2009

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to a public authority.

	Strategies	Timeframe
5.A	Improve staff knowledge so they can facilitate receipt of complaints from a person with a disability.	December 2007 and ongoing
5.B	Promote the availability of complaints and grievance mechanisms to key disability service groups.	June 2008
5.C	Ensure the effective management of complaints from a person with a disability.	Ongoing
5.D	Ensure the complaints management and feedback processes are reviewed periodically to ensure accessibility.	Ongoing

Outcome 6: People with disabilities have the same opportunities as other people to participate in public consultation by a public authority.

	Strategies	Timeframe
6.A	Ensure consultation strategies take into account the needs of people with different requirements.	June 2008
6.B	Ensure people with disabilities and/or appropriate representative groups are targeted as part of consultative strategies.	June 2008

5. APPENDICES

Appendix A - Requirements for contracts and agents

The *Disability Services Act 1993* requires agents and contractors of public authorities to conduct their business in a manner consistent with the contracting public authority's Disability Access and Inclusion Plan. Where agents and contractors provide services to the public on behalf of the contracting public authority, these services are to be conducted consistent with the Disability Access and Inclusion Plan of the contracting public authority. This furthers the expectation that services provided through public money are accessible for all members of the community. The department seeks to encourage agents and contractors to be sensitive to the needs of the community.

The relevant sections of the *Disability Services Act 1993* and Disability Services Regulations 2004 regarding Disability Access and Inclusion Plans and agents and contractors include:

- Section 28. Disability access and inclusion plans - Each public authority must have a disability access and inclusion plan to ensure that in so far as its functions involve dealings with the general public, the performance of those functions furthers the principles in Schedule 1 and meets the objectives in Schedule 2.
- Section 29B. Public authorities to ensure implementation of a disability access and inclusion plan - A public authority that has a disability access and inclusion plan must take all practicable measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors.
- Regulation 8. Information in reports about disability access and inclusion plans (s. 29). For the purposes of section 29(4) of the *Disability Services Act 1993*, a report about a disability access and inclusion plan must include information relating to -
 - progress made by the relevant public authority and any agents and contractors of the relevant public authority in achieving the desired outcomes specified in Schedule 3; and
 - the strategies implemented by the relevant public authority to inform its agents and contractors of its disability access and inclusion plan.

The requirements relating to agents and contractors:

- apply only to new contracts or contract variations;
- apply to services provided to the public; and
- do not apply to services provided directly to the public authority, like cleaners, rewiring of telephones, etc.

The Department of Treasury and Finance and the State Solicitor's Office have developed a special condition clause that requires tenderers to indicate whether they meet the Disability Access and Inclusion Plan outcomes. This clause will only apply to new contracts or contract variations for services provided to the public and will be inserted into all relevant tender and contract documents. Public authorities are required to report on the activities of their agents and contracts through the template prescribed to the Disability Services Commission by 31 July each year.

Further information including the agent and contractor reporting template is available on the department's internet site at www.docep.wa.gov.au.

Appendix B - References

Please refer to the relevant internet site for the most up-to-date information. This information was correct as at 31 July 2007.

Legislation

Disability Discrimination Act 1992 (Commonwealth)

Disability Services Act 1993 (WA)

Disability Services Regulations 2004 (WA)

A copy of the Western Australian legislation is available on the State Law Publisher's internet site at www.slp.wa.gov.au.

Government policy

Premier's Circular 2003/08: State Government Access Guidelines for Information, Services and Facilities

Premier's Circular 2002/14: Website Standards

A copy of current Premier's Circulars are available on the Department of Premier and Cabinet's internet site at www.dpc.wa.gov.au.

Topic specific information

Additional information on Disability Access and Inclusion Plans can be found on the Disability Services Commission's internet site at www.disability.wa.gov.au.

Key publications include:

Access Resource Kit (2007): A guide to implementing your Disability Access and Inclusion Plan

Disability Access and Inclusion Plan: Resource Manual for State Government

A guide to Disability Access and Inclusion Plans (DAIPs) for State Government contract managers

A guide to Disability Access and Inclusion Plans (DAIPs) for State Government contractors

State Government Guidelines Access Guidelines for Information, Services and Facilities

Additional information on website guidelines can be found on the Office of e-Government's internet site at www.egov.dpc.wa.gov.au.

Guidelines for State Government Websites (version 2.1, June 2006)