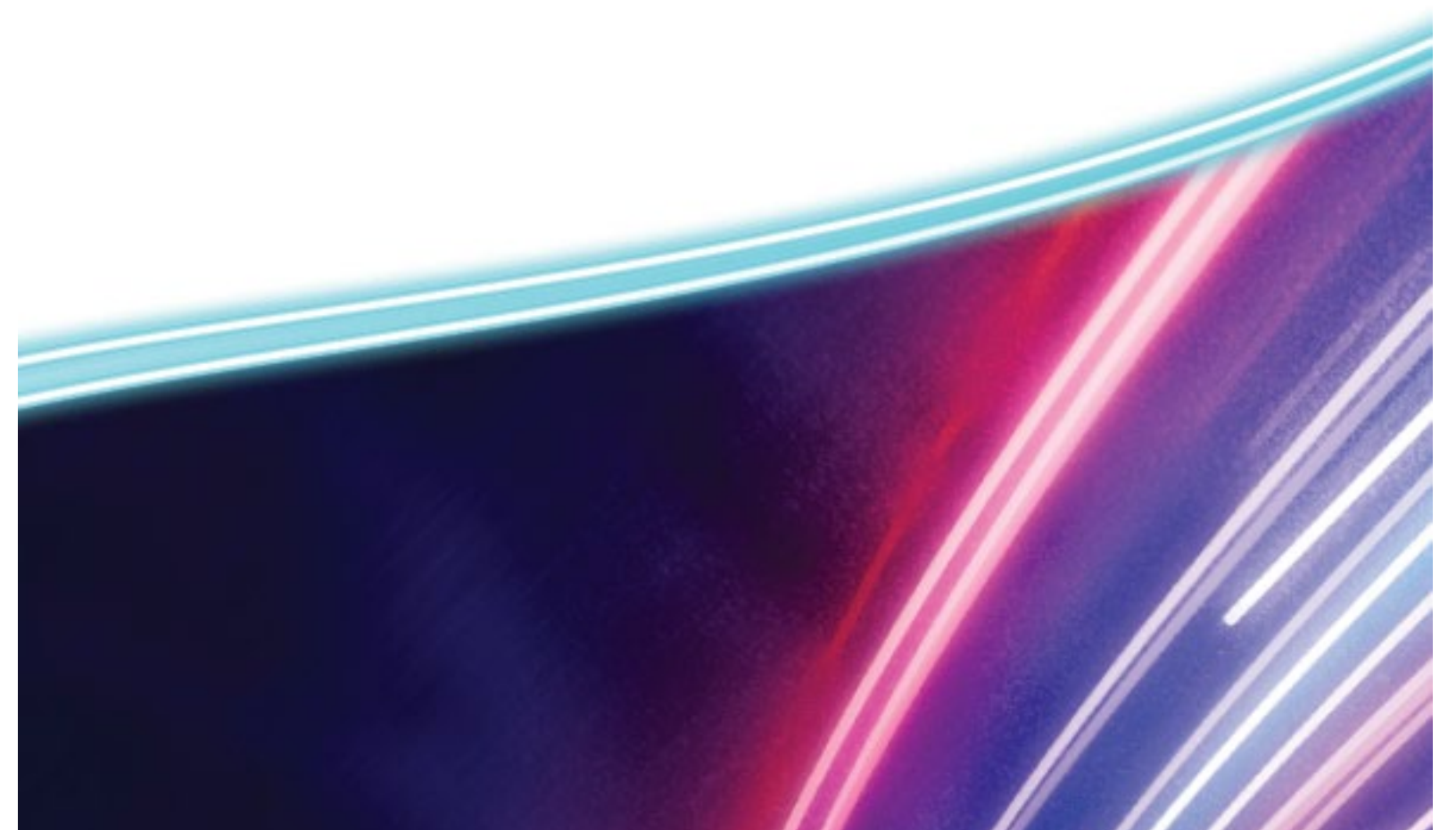




Department of
**Jobs, Tourism, Science
and Innovation**

Disability Access and Inclusion Plan

2022-2027





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About the Department

Background

The Department of Jobs, Tourism, Science and Innovation is the lead agency for economic development, international trade and investment, and tourism. It also leads the promotion and development of the defence, international education, and science and innovation sectors in Western Australia.

The majority of Departmental contracts are for professional services and the Department as a whole does not, in general, interface with the community directly.

Tourism WA, a part of the Department, is a statutory authority under the portfolio of the Minister for Tourism and is governed by a Board of Commissioners. This DAIP includes and covers the activities of Tourism WA.

The Department works closely with a range of industries. However, the Department is not a regulatory body and cannot direct or act against private operators who fail to follow the Department's directions.

Functions, facilities and services provided by the Department

The Department is staffed by technical experts in economics, law, resources, governance, policy, environment, heritage, project management, investment attraction and many other fields.

Our functions include:

- Developing and coordinating State-significant projects and infrastructure.
- Negotiating and managing agreements between development proponents and the Western Australian government.
- Supporting the development of industry in Western Australia, by improving local industry capability and participation, and developing industrial land.
- Promoting Western Australia as an extraordinary holiday destination like no other.
- Assisting the development of export markets and managing Western Australia's international network of trade and investment offices.
- Providing strategic policy advice on State development issues.
- Promoting Western Australia's defence sector capability and capacity.
- Developing the State's science and innovation capabilities by encouraging investment and linkages between the private, public and academic sectors.



Our Values

Our values support our culture and are the principles we use to help us serve the interests of the public and to produce positive results.

Foster strong relationships

We build and nurture meaningful connections so our collective effort creates positive change

Make a positive difference

We act with purpose and make things happen to deliver the right outcomes for Western Australia.

Act with integrity

We build trust by infusing every action with honesty, fairness and respect.

Embrace diversity

We seek out and leverage diverse thinking, talents and ideas so we can be better and stronger.

Planning for better access and inclusion

One in five Australians identify a disability and there are more than 400,000 people with disability in Western Australia. When you consider the role of carers, disability affects one in three people.

The Disability Services Act 1993 requires public authorities to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure people with disability have equal access to public services and facilities. There are seven DAIP outcome areas that must be addressed in a DAIP.

DAIPs also support government departments and authorities to meet other legislative requirements including those included in 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.



Our commitment

The Department of Jobs, Tourism, Science and Innovation is committed to fair and equitable access and opportunities for people with disability across all of the seven Disability Access and Inclusion outcome areas. The eight (8) DAIP outcomes are:

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 service from the staff of the Department as other people receive from 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 within the Department.
8. The community is aware of the rights of people with disability and is supported to be inclusive. *Note - Outcome 8 is not required to be monitored, reviewed or reported upon to the Department of Communities.*

Recent progress

The Department is committed to facilitating the inclusion of people with disability through the improvement of access to its facilities and services. The Department has implemented many initiatives and made significant progress towards ensuring access and inclusion for people with disability. These include:

- Providing information on alternative formats to relevant staff, to ensure information is provided on request in the required format.
- Continuing to review, amend and update recruitment and employment policies and practices to enhance and reflect the diversity of staff.
- Conducting diversity training which includes disability access and inclusion.
- Ensuring consumer research is conducted in a way that is accessible and inclusive.
- Upgrading the Department's websites to more closely align with accessibility standards.
- Providing a variety of feedback mechanisms for people with disability and others to lodge grievances and comment on tourism related matters.
- Considering access in all workplace refurbishments.



Development of the Disability Access and Inclusion Plan

Responsibility for the planning process

The Department involves a cross-section of personnel in access and inclusion planning. This involves:

- Monitoring implementation of the DAIP and identifying opportunities for improvement.
- Assisting in the development of strategies to address barriers to access or inclusion.
- Participating in DAIP progress reporting and be involved in the review and evaluation of the DAIP.

Community consultation process

The Disability Services Act 1993 set out the minimum consultation requirements for public authorities in relation to DAIPs. The DAIP review was promoted on the Departments website and in a public notice in the West Australian Newspaper on 27 May 2022.

It was also promoted via email to key representative organisations. People with disability, families and carers were invited to provide input into the review of the previous DAIP and the development of this current DAIP.

This Disability Access and Inclusion Plan includes a commitment to continuous improvement and the need to reflect contemporary values and practices beyond the minimum compliance with access standards. The Plan will also be responsive to any legislative and regulatory changes.



DAIP Strategies by Outcome

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, the Department.	Timeline
Public events hosted by the Department are held at venues that provide good access and in locations that are well signposted and easy to get to.	Ongoing
Contractors and other events / promotional service providers to the Department are made aware of their requirements under the DAIP.	At contract commencement or renewal
Encourage the use of Universal Design principles in the development of tourism infrastructure, products, destinations, events and projects.	Ongoing
Ensure updated accessibility and inclusion information and links are maintained on the Department's websites.	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Department.	Timeline
Ensure that the advice of an Access Consultant is sought where required, when planning and designing any facilities or undertaking major refurbishments.	Ongoing
Feedback about access from employees and people with disability is responded to and acted upon in a timely manner.	Ongoing



Outcome 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.	Timeline
Monitor the Department's website to ensure it continues to meet State Government website accessibility requirements.	At least annually

Outcome	Timeline
Ensure State Government policy on accessible information is integrated into the Departments style guide and applied to any published information.	Ongoing
Support communications staff to attend accessible information training.	When available
Improve general staff awareness of accessible information protocols and how to provide or access information in other formats.	At least annually
Ensure enquiry staff are familiar with State Government translation policy and know how to seek interpreter support which includes Auslan (sign language).	Ongoing
Monitor and, where appropriate, improve the accessibility of all Department websites.	Ongoing



Outcome 4: People with disability receive the same level and quality of service from the staff of the Department as other people receive from staff of the Department.	Timeline
Provide disability and inclusion awareness training to relevant personnel.	Every three years
Raise staff awareness of the relevant requirements of the Disability Services Act 1993 via events on International Day of People with Disability or during Disability Awareness Week in WA.	Annually

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Department.	Timeline
Ensure that current grievance mechanism processes / system is accessible.	Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Department.	Timeline
Provide support to people with disability so they can be involved and participate in consultation processes.	As required
Provide multiple ways for people to provide feedback include offline channels.	As required



Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment within the Department.	Timeline
Review recruitment policies and practices to ensure they are free of unintentional bias and inclusive of people with disability seeking employment with the Department.	Ongoing
Ensure that staff with disability are provided with support to do their jobs.	Ongoing
Promote the benefits of employing people with disability within the Department.	Ongoing
Continue to inform managers of workplace adaptability and programs like job access to support employees with disability.	Ongoing
Enhance attraction and retention of people with disability seeking employment by promoting and implementing flexible work options such as job design, working from home, job sharing etc.	Ongoing

Outcome 8: The community is aware of the rights of people with disability and is supported to be inclusive.	Timeline
<i>NB: Outcome 8 is not required to be monitored, reviewed or reported upon to the Department of Communities.</i>	
Make, where appropriate, annual nominations to any current industry awards i.e. employer of the year, WA Tourism Awards etc.	Ongoing
<i>Please Note – The Department does not issue any awards itself.</i>	



Implementing the DAIP

Responsibility

The Disability Services Act 1993 requires public authorities to take all practical steps to ensure that the DAIP is implemented by its officers, employees, agents or contractors. Some DAIP initiatives will be the responsibility of all staff, whilst others may be the specific responsibility of a particular division or particular staffing role.

Communicating the plan to staff and people with disability

The publications and lodgement of this Disability Access and Inclusion Plan was promoted through the news section of the Department's website and in an advertisement in The West Australian newspaper. The DAIP is available on the Department's website and copies of the Plan are available in alternative formats, upon request including electronic format, large print, audio disc, email.

Monitoring and Review

The Disability Services Act 1993 sets out the minimum review requirements for public authorities in relation to DAIPs. The Manager Corporate Services or their delegate will prepare a report each year on the implementation of the DAIP and produce annual progress reports to the Department of Communities. This includes progress towards the DAIP outcomes including any progress made by agents or contractors and the strategies used by the Department to inform agents and contractors of their DAIP obligations and responsibilities.

A status report will be provided to the Department's Executive for endorsement. This DAIP will be reviewed within five years, in accordance with the Act. Whenever this DAIP is amended, a copy of the amended Plan will be lodged with the Department of Communities.

Evaluation

Departmental staff will be encouraged to provide ongoing feedback on how DAIP strategies are progressing and to provide advice for improvement. The Disability Access and Inclusion Plan Reference Group will meet at least twice a year to review progress on the implementation of the strategies identified in the DAIP. The Implementation Plan will be amended based on feedback and/or complaints received by the Department or any instructions from the Department of Communities. The Department's Executive will endorse any reports on the DAIP implementation process.

Reporting on the DAIP

The Disability Services Act 1993 sets out the minimum reporting requirements for public authorities in relation to DAIPs. The Department will report on the implementation of its DAIP through its Annual Report in addition to the annual progress reports to the Department of Communities.