



OFFICE OF THE AUDITOR GENERAL

Disability Access and Inclusion Plan (DAIP) 2007 – 2011

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

For consultation.

This plan aims to ensure that people with disabilities have the same opportunities as other people by focusing efforts to improve access to services and facilities.

The Office of the Auditor General invites interested persons to forward details of their suggestions to help make our plan a success.

Enquiries and submissions can be written, faxed or telephoned to:

Manager Human Resources
Office of the Auditor General
2 Havelock Street
WEST PERTH WA 6005
Phone 9222 7500
Fax 9322 5664
Email: hr@audit.wa.gov.au

Background

Our Purpose

Serving the Public Interest.

Our Mission

To enable the Auditor General to meet Parliament's need for independent and impartial information regarding public sector accountability and performance.

Who We Are

We are an audit office of around 100 staff responsible to the Auditor General for Western Australia for auditing the Western Australian public sector.

Our Ethos

Our ethos is that we seek to be recognised as:

Independent

Credible

Innovative

What Guides Us in Our Audit Work?

To achieve our vision and objectives we adhere to the following principles when conducting audits:

all audits are conducted in accordance with professional standards and international best practice.

the highest standards of ethical and personal behaviour are demonstrated.

all audits are approached in a fair and constructive way.

audits are conducted and reported in an impartial manner.

Our Operating Environment

The Western Australian public sector comprises some 215 government departments, statutory authorities and other bodies, with agencies varying in size from those employing a few people to those employing many thousands. Together these agencies employ about 115,000 people and generate a combined revenue and expenditure in excess of \$33 billion annually in providing a range of services to the citizens of Western Australia.

Our Clients

Our clients are the Parliament of Western Australia, Western Australian public sector agencies, and ultimately the people of Western Australia. In its widest context the Office serves the public interest.

The Auditor General

The Auditor General scrutinises the public sector for waste of taxpayers' resources and that government agencies deliver services in an equitable, efficient and effective manner to the benefit of all Western Australians. The Auditor General must act, and be seen to be acting, independently in carrying out all his powers and duties. This independence is the cornerstone of public sector audit, and therefore to properly discharge his responsibilities the Auditor General must be free from pressure, influence or interference from any source that may erode that independence.

Trends in disability

The Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), indicates that 20.6% of Australians or more than one in five people, identify themselves as having some form of disability.

During the next 20 years, the number of older Western Australians with disabilities will increase substantially as the 'baby boomers' move into age groups in which disability is more prevalent. There will be an estimated overall increase of 115.7 per cent from 136,700 in 2006 to 294,800 in 2026. Creating a community that is accessible and inclusive will minimise the effect of disability.

Planning for better access

It is a requirement of the Disability Services Act 1993 that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which they will ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992 (DDA).

The Office's Disability Access and Inclusion Plan (DAIP) outlines the ways in which the Office will strive to ensure that people with disabilities have equal access to our facilities and services.

Progress since 1995

We have been committed to facilitating the inclusion of people with disabilities through the improvement of access to our information, services, facilities and in supporting employees with disabilities. We adopted our first Disability Service Plan (DSP) in 1995 to address barriers preventing people with disabilities from accessing our services and facilities. The DSP addressed both our statutory requirements under the WA Disability Services Act (1993) and our obligations under the Commonwealth Disability Discrimination Act (1992). Since the adoption of the initial DSP, we have implemented many initiatives and made significant progress towards better access. Key initiatives include:

- Provision of reports in various formats.

- All reports include advice on the availability of Telephone Typewriter (TTY) National Relay Service.

- Support for staff with disabilities.

- Ongoing discussions with the management of Dumas House to ensure people with disabilities have full access to the parking and building facilities.

- Assistance offered to people with disabilities when applying for positions.

Access and Inclusion Policy Statement

The Office of the Auditor General is committed to:

- ensuring that people with disabilities, their families and carers are able to fully access our services and facilities, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community
- 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
- ensuring that our agents and contractors work towards the desired access and inclusion outcomes in the Disability Access and Inclusion Plan, and
- achieving the six desired outcomes of our Disability Access and Inclusion Plan.

The six desired outcomes are:

1. People with disabilities have the same opportunities as other people to access our services and events.
2. People with disabilities have the same opportunities as other people to access our offices and other facilities.
3. People with disabilities receive information from us in a format that will enable them to access the information as readily as other people.
4. People with disabilities receive the same level and quality of service from our employees as other people.
5. People with disabilities have the same opportunities as other people to make complaints to us.
6. People with disabilities have the same opportunities as other people to participate in any public consultation we may carry out.

Development of the Disability Access and Inclusion Plan

Responsibility for the planning process

Responsibility for drafting the DAIP rests with the Strategy Policy and Corporate Services Division. The Office Consultative Committee (OCC) contributes to the development of the plan and receives advice as to progress against outcomes.

Consultation Process

In 2007 we reviewed our DSP and drafted a new DAIP to guide further improvements to access and inclusion. The community was informed through *advertisements in a local newspaper* that an updated DAIP was available for comment on our website. The consultation ensured that any barriers faced by the public in relation to access and inclusion were identified.

Findings of the 2007 consultation and Review

The review and consultation found that most of the objectives of our first Disability Services Plan (DSP) had been achieved. The 2007 plan now addresses identified access barriers and reflects contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. It also addresses relevant legislative and regulatory changes. Members of the community were provided with the opportunity comment.

Responsibility for implementing the DAIP

Leadership for achieving outcomes of the DAIP is the responsibility of the Corporate Executive. Some strategies in the DAIP will apply to all areas of the Office while others will apply to a specific Division. The Assistant Auditor General, Strategy, Policy & Corporate Services will guide the overall implementation of the plan.

Communicating the plan

The 2007 Plan is available on the Office's Intranet and Internet site. The 2008 amendments to the plan will be advised to employees and the community.

Review and evaluation mechanisms

Our DAIP will be reviewed at least every five years or as required to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended DAIP will be lodged with the Disability Services Commission.

Review and monitoring

The next review of our DAIP will be in 2011 which will be submitted to the Disability Services Commission at that time.

Status reports will be provided to Corporate Executive on an annual basis.

Evaluation

Corporate Executive will consider reports on the disability access and inclusion implementation process and outcomes.

The OCC will also have an opportunity to review outcomes and advise any additional barriers that may not have been identified in the consultation phase.

Our employees are also being requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

Reporting on the DAIP

We will report on the implementation of our DAIP through our Annual Report and to the Disability Services Commission which will outline progress made towards the six desired outcomes of our DAIP.

Strategies to improve access and inclusion

The following overarching strategies will guide us from 2007-2011 towards improving access to our 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 our services and events.

Strategy	Outcome 2008	Timeline
Ensure that people with disabilities are provided with an opportunity to comment on access to services.	Plan revised	September 2008
Develop an Access and Inclusion policy to ensure it supports equitable access to services by people with disabilities.	completed	
Incorporate the objectives of the DAIP into our strategic business planning, budgeting processes, and procedures and policies.	completed	
Ensure that our employees and contractors are aware of our DAIP and relevant policies and strategies.		Annual update
Ensure that events conducted by, or on behalf of the OAG, are accessible to people with disabilities.		As required

Outcome 2: People with disabilities have the same opportunities as other people to access our offices.

Strategy	Outcome 2008	Timeline
Ensure that our offices are accessible and meet the legislative and access standards for accessibility.	Completed	
Ensure that our signage is clear and easy to read.	Completed	
Information is available as to access options.	Completed	

Outcome 3: People with disabilities receive information from us in a format that will enable them to access the information as readily as other people.

Strategy	Outcome 2008	Timeline
The community are aware that our information is available in alternative formats upon request.	Completed	
Improve our employees' awareness of accessible information needs and how to obtain information in other formats.	Completed	
Establish a process for ensuring that, when requested, the use of specialist support is made available at meetings.	Forms part of audit planning process	
Ensure W3C Web Content Accessibility guidelines are incorporated during the design of web pages.	Web site under redevelopment	September 2008

Improve the awareness of reception staff about information needs of people that are hearing impaired, and people with speech impediments.	Completed	
Ensure that our printed information is accessible to people with disabilities.	Completed	

Outcome 4: People with disabilities receive the same level and quality of service from our employees as other people receive.

Strategy	Outcomes 2008	Timeline
Improve employee awareness of disability and access issues and relevant legislation.		Ongoing via induction, intranet
Improve skills to better our service to people with disabilities.		Ongoing via induction, intranet
Improve the awareness of new employees about disability and access issues.		Ongoing via induction, intranet

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

Strategy	Outcomes 2008	Timelines
Ensure that our Complaints System and Policy are accessible for people with disabilities.	Redevelopment of web site will improve access	October 2008
Improve employees' knowledge so they can facilitate the receipt of complaints from people with a disability.	Complaints process reviewed	Annual update

Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation we may carry out.

Strategy	Outcomes 2008	Timelines
Ongoing monitoring of our DAIP to ensure implementation and satisfactory outcomes.	Plan reviewed 2008, and updated	Annual review and reporting to Corporate Executive and reporting to Disability Services Commission
Identify further opportunities for people with disabilities to participate in any public consultation we may undertake.	No public consultations held	Included in planning of audits

CONTACT DETAILS

If you would like to comment on our Disability Access and Inclusion Plan, make suggestions to improve access or compliment us on an initiative, please use the feedback form provided. Alternatively, you are welcome to contact us by one on the following methods:

- Email
info@audit.wa.gov.au
- Mail
Human Resources Manager
Office of the Auditor General
Level 4, 2 Havelock Street
WEST PERTH WA 6005
- Phone
(08) 9222 7500
- Fax
(08) 9322 5664
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www.audit.wa.gov.au

FEEDBACK FORM

We welcome your feedback at any time.

Have you experienced any barriers to access that we have not identified?

Situation

Reason for difficulty

Is there an initiative that you would like to compliment us on?

Initiative

What do you think is a good initiative?

Do you have any other comments or suggestions?

To help us analyse your comments, please tick which category best describes your interest in our Disability Access and Inclusion Plan 2006-2010.

Member of the public with a disability	<input type="checkbox"/>	Disability Service Provider	<input type="checkbox"/>
Carer	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>

If you would like to be included in future consultations, please provide your name and contact details.

APPENDICES

Appendix A: Schedule 1 – Principles applicable to people with disabilities¹

1. People with disabilities have the inherent right to respect for their human worth and dignity.
2. People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
3. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.
4. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.
5. People with disabilities have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
6. People with disabilities have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.
7. People with disabilities have the same right as other members of society to pursue any grievance concerning services.
8. People with disabilities have the right to access the type of services and supports that they believe are most appropriate to meet their needs.
9. People with disabilities who reside in rural and regional areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disabilities who reside in the metropolitan area.
10. People with disabilities have a right to an environment free from neglect, abuse, intimidated and exploitation.

¹ Disability Services Act 1993
Revised: 31 July 2008

APPENDICES

Appendix B: What is a disability?

A disability is any continuing condition that restricts everyday activities. The Australian Bureau of Statistics '2003 Survey of Disability, Ageing and Carers' found that 405,500 Western Australians reported having a disability.

Disability² is defined as a condition:

- a) Which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments
- b) Which is permanent or likely to be permanent
- c) Which may or may not be of a chronic or episodic nature, and
- d) Which results in:
 - i. a substantially reduced capacity of the person for communication, social interaction, learning or mobility, and
 - ii. a need for continuing support services.

Disabilities can affect a person's capacity to communicate, interact with others, learn and get about independently. Disability is usually permanent but may be episodic. Disabilities can be:

Sensory	Affecting for example, vision and/or hearing
Neurological	Affecting a person's ability to control their movements, for example, epilepsy and cerebral palsy
Physical	Affecting mobility and/or a person's ability to use their body (e.g. 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
	Affecting a person's emotions, thought processes and
Psychiatric	Behaviour, for example, schizophrenia and/or manic depression.

² This definition of 'Disability' was sourced from the 'Disability Access and Inclusion Plans – Resource Manual for State Government' published by Western Australia's Disability Services Commission.

Appendices

Appendix C: Glossary

Alternative formats	Information presented in formats other than the standard printed format. Alternative formats include audiotape, computer disk, email, large print and Braille.
Audio Loop	Magnetic field which helps prevent external sounds from interfering with intended audio messages within a given space. Loops are set up in particular rooms or auditoriums to facilitate hearing by people who use a hearing aid.
DAIP	Disability Access and Inclusion Plan
DSA	Disability Services Act
DSP	Disability Services Plan
DSC	Disability Services Commission
Inclusion	Participating fully in an activity or the community
OAG	Office of the Auditor General
OCC	Office Consultative Committee
TTY	Telephone Typewriter – a device attached to a telephone line which allows callers to communicate by typing messages which are simultaneously seen by the person at the other end of the line.