



## **INFRASTRUCTURE WA**

Disability Access and Inclusion Plan  
2020-2025

---

## Amendment, distribution and authorisation record

### Table of Contents

About Infrastructure WA.....	3
Vision .....	3
Values .....	3
Structure.....	3
Legislative Requirements of DAIPs.....	4
The legislation: <i>Western Australian Disability Services Act 1993</i> .....	4
Our Commitment to Access and Inclusion.....	4
Development of the DAIP .....	5
Outcomes of community consultation process.....	5
Implementation and communication .....	5
DAIP Strategies by Outcome .....	6
Reporting on the DAIP.....	7
Review and evaluation mechanisms.....	7

## About Infrastructure WA

Infrastructure WA (IWA) commenced operation on 24 July 2019 under the *Infrastructure Western Australia Act 2019*.

IWA provides expert advice and assistance to the WA Government on a range of infrastructure matters, particularly regarding the State's infrastructure needs and priorities. It assists in enhancing the efficiency and effectiveness of infrastructure planning and coordination and promotes the adoption and use of policies, practices, information and analysis to support sound decision-making in relation to infrastructure.

Our initial primary focus is the development of WA's first 20-year State Infrastructure Strategy to identify needs and priorities that support WA's growing population and economy. This will provide the strategic direction to encourage private sector investment, facilitate economic growth and create jobs.

### Vision

IWA's vision is for WA's infrastructure to lead in generating a prosperous, liveable and resilient community, through:

- providing evidence based, expert advice to government to inform infrastructure decisions;
- improving long term public sector infrastructure planning to support the economy and grow jobs; and
- being proactive and foster innovation to achieve better economic, social and environmental outcomes.

### Values

IWA's values are:

**EXCELLENCE:** We promote best practice, leveraging the expertise of our stakeholders and providing relevant and expert advice.

**ENGAGEMENT:** We involve stakeholders and value relationships, developing mutual respect through genuine engagement.

**TRUST:** We are open and honest, credible and accountable.

**PEOPLE:** We value each other and work as a team to achieve better outcomes for the people of Western Australia.

### Structure

An interim organisational structure for IWA is in place and identifies three directorates, overseen by the Chief Executive Officer and the Board. These three directorates are:

- Governance and Support Directorate – provides a range of governance and corporate support services to IWA;
- Planning and Strategy Directorate – responsible for preparing the 20-year State Infrastructure Strategy that will inform annual 10-year infrastructure programmes and long term planning for infrastructure investment in WA; and
- Major Project Assessment Directorate - responsible for reviewing and preparing advice to government on significant major infrastructure proposals and business cases requiring specialist expertise. This directorate is proposed to be established when the remainder of IWA's legislative functions commence, expected in the second half of the 2021-22 financial year.

The Chief Executive Officer has final responsibility for the DAIP 2020-2025 and compliance with the requirements of the Act. The Governance and Support team is responsible for the review and evaluation of the DAIP.

## Legislative Requirements of DAIPs

### The legislation: *Western Australian Disability Services Act 1993*

The *Western Australian Disability Services Act 1993* (the Act) requires State Government authorities to develop and implement a Disability Access and Inclusion Plan (DAIP) that will further both the principles and the objectives of the Act.

Essential to the development or review of a plan is accessibility for people living with disability to services provided by State Government authorities in WA. It is intended that these services will facilitate increased independence, opportunities and inclusion for people living with disability in the community.

To comply with the Act, a State Government authority is required to:

- take all practicable measures to ensure the plan is implemented by the authority, its officers, employees, and relevant agents and contractors;
- review its plan no less than every five years;
- undertake public consultation, as specified in the regulations, when preparing, reviewing or amending its plan;
- lodge review reports, amended plans or new plans with the Department of Communities;
- report to the Department of Communities each year by 4 July outlining the following:
  - strategies planned and completed to meet the desired outcomes specified in Schedule 3;
  - how effective the strategies were;
  - if using agents and contractors to achieve any strategies then how they are informed of the DAIP;
  - how agents and contractors report to you; and
  - report in its annual report about the implementation of its plan.

## Our Commitment to Access and Inclusion

As stated in our vision, IWA is committed to help make WA prosperous, liveable and resilient. We are committed to ensuring that everyone has equal opportunities, access and support to service facilities and information provided and managed by IWA.

As a new government agency, IWA is developing its key strategies to provide equal access and inclusion for our employees and all of our stakeholders living with a disability. These strategies will be embedded into our operational and strategic process and corporate responsibilities.

IWA is committed to access and inclusion outcomes which include that people living with disability:

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

IWA's intention is that by the end of this DAIP in 2025, a number of outcomes will have been achieved, in particular that

- all staff will have undertaken access and inclusion training and are able to provide quality services to relevant stakeholders;
- all measures that can be taken to ensure IWA is an inclusive and accessible organisation have been completed and are maintained; and
- issues of accessibility and inclusion are considered in the normal course of IWA's deliverables.

### **Development of the DAIP**

This plan has been prepared in-house in consultation with the Department of Communities and in accordance with our obligations under the *Western Australian Disability Services Act 1993*.

IWA's DAIP 2020-2025 consultation process was initiated in May 2020, and included:

- key staff review and feedback on the DAIP;
- a community survey hosted on IWA's website through the agency's engagement portal and available in various other mediums. The survey was advertised in *The West Australian* newspaper, e-mailed directly to disability organisations and interested individuals and groups, and posted on IWA's LinkedIn account;
- information sharing;
- consultation and workshop session with the Department of Communities; and
- reviewing other government agencies DAIP.

### **Outcomes of community consultation process**

*To be completed once consultation is finalised.*

### **Implementation and communication**

IWA's DAIP is available to all its employees, contractors and the WA community including people living with disability, and their families and carers, via its public website [www.infrastructure.wa.gov.au](http://www.infrastructure.wa.gov.au).

A notice of finalisation will also be posted in *The West Australian* newspaper.

## DAIP Strategies by Outcome

The DAIP provides a framework for the identification of areas where access and inclusion can be further improved within IWA. IWA strives to achieve the following in relation to access and inclusion for people living with disability, their families and carers and is committed to achieving the seven desired outcomes, which are:

<b>Outcome 1: People living with disability have the same opportunities as other people to access the services of, and any events organised by, IWA.</b>	
Ensure that any events are organised so that they are accessible to people living with disability.	Ongoing
Ensure IWA provides information about its DAIP requirements to staff, consultants, agents and contractors in accessible formats.	Ongoing
Incorporate the objectives of the DAIP into IWA's strategic business planning, budgeting processes and other relevant plans and strategies.	Quarterly
<b>Outcome 2: People living with disability have the same opportunities as other people to access buildings and other facilities of IWA.</b>	
Ensure, where practicable, our buildings and facilities are physically accessible to people living with disability.	Ongoing
Ensure, where possible, adequate parking to meet the needs of people living with disability in terms of quantity and location.	Ongoing
Ensure warden training covers all aspects of disability requirements and considerations during the evacuation process.	Quarterly
<b>Outcome 3: People living with disability receive information from IWA in a format that will enable them to access the information as readily as other people.</b>	
Ensure all IWA's publications for public access use inclusive language, are readily available and able to be provided in alternative formats on request.	Ongoing
Improve current staff awareness of accessible information needs and how to obtain information in other formats.	Annually
Provide documentation regarding services, facilities and customer feedback in an appropriate format and using clear and concise language.	Ongoing
<b>Outcome 4: People living with disability receive the same level and quality of service from the staff of IWA.</b>	
Advise new and existing staff about access and inclusion issues to ensure all staff have the knowledge and skills to provide quality services for people living with disability, their families and carers.	Ongoing
Ensure all employees, agents and contractors are aware of their responsibilities under the DAIP.	Ongoing
<b>Outcome 5: People living with disability have the same opportunities as other people to make complaints to IWA.</b>	
Ensure that grievance mechanisms/complaints handling systems are accessible for people living with disability.	Ongoing
<b>Outcome 6: People living with disability have the same opportunities as other people to participate in any public consultation by IWA.</b>	
Ensure that consultations with the public are held in an accessible manner.	Ongoing
Ensure information detailing the nature of the consultation is available in accessible formats.	Ongoing

<b>Outcome 7: People living with disability have the same opportunities as other people to obtain and maintain employment with IWA.</b>	
Ensure recruitment activities are inclusive and accessible to people living with disability.	Ongoing
Provide support and training for management staff.	Ongoing

## Reporting on the DAIP

The Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

IWA will report on the implementation of its DAIP through its Annual Report and using the prescribed progress report template to the Commission by 30 June each year, outlining:

- Its progress towards the desired outcomes of its DAIP;
- Strategies used to inform our agents and contractors; and
- Progress of our agents and contractors towards meeting the desired outcomes.

## Review and evaluation mechanisms

The Act requires a DAIP to be reviewed at least every five years and any subsequent amendments lodged with the Commission.

Our DAIP will be reviewed and monitored through a range of means, including:

- An annual review of the progress on the implementation of DAIP strategies;
- Inclusion of a summary of yearly DAIP activities in our annual report; and
- A submission of an annual DAIP progress report to our Corporate Executive and the Disability Services Commission.

New or amended strategies will be included in the DAIP and lodged with the Department of Communities. Copies of the amended DAIP will be available to the community in alternative formats.