



Disability Access and Inclusion Plan (DIAP)

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Statement of Intent

The Disability Access and Inclusion Plan (DAIP) forms part of Carers WA's strategic direction. The plan outlines a framework to identify and eliminate barriers to access and inclusion. Reflecting on the outcomes and strategies outlined in the plan, Carers WA is committed to break down barriers in the workplace and services so that people with disability can participate fully in all aspects of Carers WA's work.

Carers WA believes that an accessible and inclusive organisation is one in which all functions, facilities, and services (both in-house and contracted) are open, available, and accessible to people with disability, providing the same opportunities, rights and responsibilities as they would to any other person in the community.

The DAIP also aligns Carers WA with the WA State Disability Strategy¹ which states that, 'The Disability Services Act 1993 requires public authorities to develop a Disability Access and Inclusion Plan (DAIP) and report on its progress each year.' It adds that 'Over the next 10 years, the role of DAIPs will be strengthened by encouraging and rewarding ambitious, local solutions in addition to monitoring and reporting on compliance across the community.'

People with Disability and Carers WA

Carers WA recognises that people with disability are valued members of the community who make many positive contributions to the community socially, economically, and culturally.

In Australia 2.65 million people identified as carers in 2023 with over one third of primary carers identifying as having a disability themselves. As an organisation we recognise the work to be done around the intergenerational disadvantage for people with disability who are carers themselves and how this relates to disability access and inclusion to our services. Carers WA is committed to consulting people with disability, their families, and carers to address barriers to facilities, buildings and services. Carers WA strives to ensure that organisational information, opportunities, and facilities are accessible to all, and recognises the role the organisation plays to overcoming these barriers.

Carers WA will strive to ensure all policies and procedures, particularly those relating to staff recruitment and engagement, encourage and include people with disability and their carers. As part of this commitment Carers WA looks to implement all measures identified throughout this plan where practical.

Defining Disability

Carers WA uses the Australian Public Service Commission² to define if a person is considered to have a disability. The definition includes if they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

¹ WA State Disability Strategy (p.39)

² www.apsc.gov.au/working-aps/diversity-and-inclusion/disability/definition-disability

This includes:

Sensory

- loss of sight (not corrected by glasses or contact lenses)
- loss of hearing where communication is restricted, or an aid to assist with, or substitute for, hearing is used
- speech difficulties.

Intellectual

- difficulty learning or understanding things.

Physical

- shortness of breath or breathing difficulties that restrict everyday activities
- blackouts, seizures or loss of consciousness
- chronic or recurrent pain or discomfort that restricts everyday activities
- incomplete use of arms or fingers
- difficulty gripping or holding things
- incomplete use of feet or legs
- restriction in physical activities or in doing physical work
- disfigurement or deformity.

Psychosocial

- nervous or emotional condition that restricts everyday activities
- mental illness or condition requiring help or supervision
- memory problems or periods of confusion that restrict everyday activities
- social or behavioural difficulties that restrict everyday activities.

Head injury, stroke or acquired brain injury

- head injury, stroke or other acquired brain injury, with long-term effects that restrict everyday activities.

Other

- receiving treatment or medication for any other long-term conditions or ailments and still restricted in everyday activities
- any other long-term conditions resulting in a restriction in everyday activities

Communicating the DAIP

The DAIP will be available on Carers WA website and by request in alternative formats, including print (standard or large), electronic format or Braille. An Easy English version of the DAIP will also be produced and made available. For further information contact the Disability Access and Inclusion Working Group via email. inclusion@carerswa.asn.au

Feedback can be provided to Carers WA at any time to highlight barriers to access and explore solutions to be implemented. Carers WA has a robust feedback system in place, and this will be utilised to capture issues around access and inclusion.

Carers WA's DAIP reporting will be undertaken on a regular basis through the Access and Inclusion Working Group which is made up of staff from across the organisation. The group can invite experts from outside of the organisation to reflect on access and inclusion

matters that may affect those we support and our staff. Improvements implemented will be communicated through existing methods.

Planning for Access

The Disability Services Act 1993 (WA) recommends organisations to develop and implement a DAIP. These plans identify barriers to access and inclusion and propose solutions to ensure that people with disability have equality of access to the organisation's facilities and services. The Carers WA DAIP works towards meeting the requirements under the act for contractors to a Public Authority and to follow best practise. Other legislation and policies relating to disability when planning for access and inclusion include:

- The Building Code of Australia (BCA)
- The Access to Premises Standards under the Disability Discrimination Act (DDA)
- State Disability Strategy 2020 – 2030
- WA Equal Opportunity Act 1984
- Commonwealth Disability Discrimination Act 1992
- United Nations Convention on the Rights of Person's with Disability.

Disability Access and Inclusion Plan Outcomes

There are seven outcome areas that are identified within The Disability Services Act 1993 that form the basis of actions carried out by Carers WA. These are:

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

Strategies to Improve Access and Inclusion

Carers WA is dedicated to ensuring that our organisation is an inclusive place to undertake employment and access services for people with disability and their carers.

We are committed to achieving the seven outcomes described in the Disability Services Act 1993. The strategies that Carers WA plan to implement to meet these outcomes are included below.

Outcome 1 People with a disability have the same opportunities as other people to access the services of, and any events organised by, the organisation.

1.1	The DAIP is to be available on the organisation's website with alternate formats on request.
1.2	Identify opportunities to provide inclusive services and programs for carers and people with disability.
1.3	Build capacity internally to deliver accessible information, services, and events.
1.4	Develop and implement a strategy that addresses procedural barriers that may exist for people with disability regarding accessing Carers WA services.
1.5	People with disability to be represented through Carers WA publications and communications.

Outcome 2 People with a disability have the same opportunities as other people to access the buildings and other facilities of the organisation.

2.1	In as far as is practicable, all areas of Carers WA will be accessible for people with mobility issues and any barriers identified will be appropriately managed.
2.2	Provide staff and visitors with information about accessibility across Carers WA buildings.
2.3	When delivering services, external venues will meet a set standard of accessibility outlined by the Disability Access and Inclusion working group. accessible
2.4	Explore improvements towards access and inclusion of buildings which are co-designed with people with disability.
2.5	Ensure that all staff members can safely evacuate the building in case of an emergency or have safe places to congregate if unable to leave area.

Outcome 3 People with a disability receive information from the organisation in a format that will enable them to access the information as readily as other people are able to access it.

3.1	Carers WA deliver a range of accessible information.
3.2	Information and documentation such as referral forms, brochures and flyers will be made available in different languages and formats.
3.3	Carers WA will endeavour to provide relevant linkages and image descriptions on online media platforms.

3.4	Translators and/or interpreters will be engaged and provided in line with relevant Policies and Procedures when required, to support service access to information for individuals, families, and carers.
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Outcome 4 People with a disability receive the same quality of service from the staff of the organisation.

4.1	Disability access and inclusion and quality of service is raised on staff, team and management meeting agendas as appropriate.
4.2	Opportunities made available through ongoing training and e-learning to better provide services to people with disability.
4.3	Carers WA to review service delivery standards to identify barriers that impact people with disability accessing services.

Outcome 5 People with disability have the same opportunities as other people to make complaints to the organisation.

5.1	Feedback is encouraged using accessible methods including via email, in person, telephone, through the organisation's website or any alternate method applicable.
5.2	Complaints regarding access and inclusion will be included in agenda items with the Access and Inclusion Working Group to understand the barrier created and seek solutions.
5.3	Improve the analysis of complaints to understand if these are systemic issues.

Outcome 6 People with disability have the same opportunities as other people to participate in any public consultation carried out by the organisation.

6.1	Ensure access and inclusion requirements are considered for any community engagement.
6.2	Develop practices that ensure inclusive consultation where all voices are captured.
6.3	Increase awareness of the role of the Access and Inclusion Working Group and DAIP to internal and external stakeholders.

Outcome 7 People with disability have the same opportunity as other people to obtain and maintain employment with the organisation.

7.1	Maintain a diversity policy to proactively employ people with disability and provide career development opportunities.
7.2	Provide opportunities for people with disability to volunteer or gain work experience.
7.3	Explore opportunities for contracted services to be serviced by micro-enterprises run by people with disability where practical.
7.4	Continue to link a wide range of people into the e-learning modules to build a broader understanding of disability employment across the whole community.

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