



INFRASTRUCTURE WA

Disability Access and Inclusion Plan
2020-2025

Amendment, distribution and authorisation record

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This plan is available in alternative formats such as in standard and large print, in electronic format by email, in audio format on CD and on IWA’s website on request.

About Infrastructure WA

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

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. IWA also leads coordination between the Western Australian Government and Infrastructure Australia at the Federal level.

A future role for IWA will be the assessment of major infrastructure project/program business cases. This section of the IWA Act has yet to be enabled, but is expected in the second half of the 2021-22 financial year.

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 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 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 with 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 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

- staff will have undertaken access and inclusion training and are able to provide quality services to relevant stakeholders;
- all practicable 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 Act.

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

IWA's DAIP was advertised for public comment from 15 to 29 June 2020. As required under the Act, a notice of advertisement was published in *The West Australian* newspaper on 16 June 2020. An online survey and a copy of the DAIP was available from IWA's website, and in other forms as required. Feedback was encouraged in any format, including by email, by letter, by phone, in person or through the online survey.

Survey Responses

The survey attracted 14 responses; 4 from staff and 10 from external parties.

Staff were specifically asked how they rate the following areas,

- awareness of needs of people with disability;
- whether they had previously participated in disability and awareness training; and
- whether they would be interested in attending disability and awareness training in the future.

The responses indicate a good level of awareness and previous training, but also a strong desire to participate in further training. IWA commits to holding training sessions for staff and has included this as an action in Outcome 4.

Other survey questions that were answered by both staff and external parties asked for feedback on IWA's performance in the following areas:

- accessibility to IWA's office and events held by IWA in other locations;
- ease and preferred methods of accessing information;
- ease of applying for jobs with IWA and performance of IWA staff; and
- whether feedback or complaints had previously been provided, and preferred methods of doing so.

All responses to these survey questions were either positive or neutral.

Qualitative feedback

A number of places in the survey allowed for comments to be made. 11 comments were received in total to the following questions,

1. What do you think IWA could do to be more inclusive of people with disability and their carers, and family?
2. Do you have any comments on IWA's inaugural draft DAIP?

Four comments to these questions were about ensuring specific infrastructure project outcomes, such as disability industry consultation on new building projects, appropriate planning and design, ensuring private changing areas, and improved accessibility for existing projects and assets.

While IWA is currently working towards the delivery of the State Infrastructure Strategy, it does not currently assess major infrastructure proposals, however this will be an integral part of IWA's future functions.

When IWA begins to develop the methodology to assess future projects/programs, IWA will consider incorporating outcomes for planning for people with disability, including procurement opportunities. This will be in addition to ensuring that current standards and best practice guidelines are adhered to (for example, compliance with the *Disability Standards for Accessible Public Transport Act 2002* and broader consideration of access and inclusion in infrastructure design and operation).

However, it should be noted that IWA is an advisory body to the government of the day, and the advice IWA provides is not binding on government. When IWA's advice is accepted by government, it will be the responsibility of the most suitable project delivery agency (not IWA) to implement IWA's recommendations.

A further four comments were in relation to leveraging procurement by IWA and on major projects to provide economic opportunities for people with disability. IWA recognises this as an important avenue in supporting people with disability and their communities.

As a State agency, IWA is required to adhere to the State Supply Commission (SSC) and Department of Finance procurement policies, procedures and guidelines. Purchasing from an Australian Disability Enterprise (ADE) is encouraged by SSC through the ability to buy direct from an ADE without going through a competitive process. This opportunity has been reflected and is encouraged in IWA's Procurement Practice Guidelines.

The final three comments received recognised the importance of developing a DAIP.

Implementation and communication

IWA's DAIP is available to all its employees, contractors and the WA community including people with disability, and their families and carers, via its public website 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 with disability, their families and carers and is committed to achieving the seven desired outcomes, which are:

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, IWA.	
Ensure that any events are organised so that they are accessible to people with disability.	Ongoing
Ensure IWA provides information about its DAIP requirements to staff, consultants, agents and contractors in accessible formats.	Ongoing
Ensure IWA's agents and contractors are made aware of and actively work toward achieving IWA's stated DAIP goals, by making use of the Department of Finance procurement templates and clauses, and actively promoting IWA's stated DAIP goals.	Ongoing
Incorporate the objectives of the DAIP into IWA's strategic business planning, budgeting and procurement processes and other relevant plans and strategies.	Quarterly
Outcome 2: People with disability have the same opportunities as other people to access buildings and other facilities of IWA.	
Ensure, where practicable, our buildings and facilities are physically accessible to people with disability.	Ongoing
Ensure, where possible, adequate parking to meet the needs of people 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
Outcome 3: People with disability receive information from IWA in a format that will enable them to access the information as readily as other people.	
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
Outcome 4: People with disability receive the same level and quality of service from the staff of IWA.	
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 with disability, their families and carers. This will include training for staff, and may also include (but not be limited to), holding workshops and information sessions, and dissemination of information.	Ongoing
Ensure all employees, agents and contractors are aware of their responsibilities under the DAIP.	Ongoing
Outcome 5: People with disability have the same opportunities as other people to make complaints to IWA.	
Ensure that grievance mechanisms/complaints handling systems are accessible for people with disability.	Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by IWA.	
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
Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with IWA.	
Ensure recruitment activities are inclusive and accessible to people 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 Department of Communities 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 Department of Communities.

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 Department of Communities

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.