



GOVERNMENT OF
WESTERN AUSTRALIA

Department of
Justice

Disability Access and Inclusion Plan 2018-2023

This plan is available upon request in alternative formats such as hardcopy, in standard or large print, electronic format, audio or by email.



Background

The Department

The Department of Justice administers the State's justice system and works towards making our community a fairer and safer place to live.

Mission

A fair, just and safe community for all Western Australians.

Our Principles

- High performing and professional
- Ethical and accountable
- Trained, safe and supported

Values

- Respecting rights and diversity
- Fostering service excellence
- Being fair and reasonable

Our roles and services

The Department of Justice supports the community, Western Australian Government, judiciary and Parliament through the provision of access to high quality justice, legal and corrective services, information and products.

The Department is the agency principally responsible for assisting the Attorney General and Minister for Corrective Services in developing and implementing policy and the administration and compliance with approximately 200 Acts.

The Department has a diverse range of services, which have the potential to affect all Western Australians. These include:

Justice Services

- court and tribunal services
- custodial services
- corrections services
- offender management and community safety
- victims support

Services to the Community

- advocacy, guardianship and administration services
- trustee services
- birth, death and marriage services

Services to Government

- policy advice
- legal advice and representation
- legislative drafting and related services

Key Result Areas

- Responsive to Government
- Improved data, analytical and evaluative capability
- Targeted and strategic policy development and legislative reform
- Improved service delivery and collaboration
- Improved community safety and security
- Sustainable strategies and outcomes

DAIP Achievements

The Department's previous Disability Access and Inclusion Plans (DAIPs) by the former Department of the Attorney General (DotAG) and former Department of Corrective Services (DCS) implemented many significant achievements since 2013, including:

- Identification of prisoners with intellectual and cognitive impairment and disability via an assessment tool used upon prison entry/community order commencement to assist treatment placement decisions.
- Support and advice to prisoners, their families, carers and relevant staff on the needs of prisoners with an intellectual or cognitive disability, intellectual impairment of Acquired Brain Injury and available services to assist. Regular communication with Disability Services and the Office of the Public Advocate, as well as internal stakeholders with the aim of addressing issues relevant to offenders.
- The Department formed a Partnering Charter with the Department of Communities (Disability Services) to share information on treatment programs, education and vocational training, and services available to offenders with intellectual disability. The Intellectual Disability Diversion Program is delivered through the Perth Magistrates Court, which aims to divert offenders with disability, who are charged with minor offences, towards community-based interventions. Similarly, the Department provides a legal and social awareness program, and pre-and post-release services for offenders with cognitive disability. In addition, prison officers are provided with training and support to help them manage and supervise offenders with an intellectual impairment.

- Promotion of Disability Awareness Week and International Day of People with Disability to raise awareness of access and inclusion in the Department. Activities included fun quizzes, lunch and learn sessions regarding disability employment, disability awareness training exercises, promotional displays at front counter locations around the State.
- Targeted staff training for staff working with clients with disability, particularly within the Office of the Public Advocate and the Public Trustee Office.
- Successfully implemented accessible events to assist clients, particularly those with a disability at Open Days in regional/remote areas. This included Homeless Connect events, information sessions on enduring powers of guardianship, advance care planning workshops, private administrator training and preventing elder abuse information sessions.
- Enhanced information including accessible websites, easy read versions of publications, text to speech software, Auslan interpreter provision and updated accessible printed information style guides such as feedback brochures.
- Successful disability traineeship program resulting in many trainees obtaining permanent positions and one received the 'Trainee of the Year' award for Western Australia. Updated recruitment policies and procedures and workplace modifications to enable successful staff onboarding for people with disability.

Planning For Better Access

According to the Australian Bureau of Statistics 2015 Survey of Disability, Ageing and Carers, 18.3% of Australians reported living with disability and 11.6% are carers. In Western Australia, 14.6% of people have a disability and of these people, 19.4% live either outer regional or in a remote location.

It is a requirement of the *Disability Services Act 1993* (the Act) that public authorities develop and implement a DAIP that outlines the ways in which the Department will ensure that people with disability, their carers and families have equal access to its information, services and facilities. The Act identifies specific outcomes to be achieved by agencies in providing services to clients with disability. The Department's DAIP meets the requirements for agency planning, as detailed in the Act.

Other legislation underpinning access and inclusion includes:

- *Equal Opportunity Act 1984*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Public Sector Management Act 1994*
- United Nations Convention on the Rights of Persons with Disabilities

The Act also requires agencies to report on the implementation of the plan's access and inclusion initiatives each year in an annual report to the Department for Communities, Disability Services.

Access and Inclusion Policy Statement

The Department is committed to:

- ensuring that people with disability, their families and carers are able to access the Department's services, facilities and information by providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community;
- consulting with people with disability, their families and carers and peak organisations representing the interests of people with disability, to ensure barriers to access and inclusion are addressed appropriately;
- ensuring that its agents and contractors work towards the desired access and inclusion outcomes in this DAIP; and
- achieving the desired outcomes of this DAIP.

This DAIP details the Department's disability services priorities for the period 2018 to 2023. It should be read in conjunction with the Department's Disability Services Policy and related plans within business areas.

DAIP Outcomes

Outcome 1:

People with disability have the same opportunities as other people to access the services of, and any events organised by the Department of Justice.

Outcome 2:

People with disability have the same opportunities as other people to access the buildings and facilities of the Department of Justice.

Outcome 3:

People with disability receive information from the Department of Justice 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 disability receive the same level and quality of service from the Department of Justices' staff as other people receive.

Outcome 5:

People with disability have the same opportunities as other people to make complaints to the Department of Justice.

Outcome 6:

People with disability have the same opportunities as other people to participate in any public consultation by the Department of Justice.

Outcome 7:

People with disability have the same opportunities as other people to obtain and maintain employment to the Department of Justice.

Development of the Disability Access and Inclusion Plan 2018 - 2023**Responsibility for the Planning Process**

The Department's DAIP Working Group commenced planning a revised DAIP in September 2017. Members of the Working Group represented business areas from various operational and strategic areas including:

- Courts & Tribunal Services
- Adult Justice Services
- Community Services
- Registry of Births, Deaths & Marriages
- Corporate Services
- Office of the Public Advocate
- Public Trustee
- Employee Welfare Services

The review process included:

- examination of the achievements and barriers of the former DAIPs;
- review of Department and Divisional strategic plans and other significant publications;
- examination of internal reviews and processes; and
- evaluation of other organisations' DAIP to assess best practice.

Internal Consultation

An article to announce the planning process was placed on the intranet inviting input from departmental staff on 29 November 2017. The draft DAIP was then drafted and distributed to an internal stakeholder group for initial feedback and review. The draft DAIP was published on the Department's intranet on 2 February 2018 for comment.

Public Consultation

The Department sought feedback from the community using the following methods:

- a draft DAIP was promoted on the Department's home page between 31 January and 28 February 2018, inviting comments and feedback;
- an advertisement inviting feedback from the public was placed in *The West Australian* newspaper's Public Notice Board on 2 February 2018; and
- key disability services organisations and advocates within the community were identified and contacted directly by Disability Services for a State Government DAIP public consultation meeting. Two staff from the Department attended and received feedback from the community regarding the draft DAIP.

Findings of the consultation

The review and consultation found that most of the strategies in the previous DAIPs had been achieved and that only minor changes to merge the previous DAIPs was required. The successes in the previous plans were mostly due to the implementation phase of the DAIP and the work in identifying both barriers for people with disability and achievements that the Department were already succeeding in. The consultation also identified some barriers to access and inclusion which are addressed in the DAIP Implementation plan.

Strategies to improve access and inclusion

This DAIP will operate for five years from July 2018 to June 2023. There are broad strategies identified within the seven outcome areas for potential improvements to access and inclusion. These strategies provide flexibility to respond to the diverse needs of people with disability and potential adjustments to business demands within the Department.

Implementing the DAIP

Responsibility for Implementation

It is a requirement of the Act that public authorities take all practical measures to ensure the DAIP is implemented by all staff, agents and contractors.

Implementation of the DAIP is the responsibility of all service areas of the Department. Some strategies in the plan will apply to all service areas, whilst others will apply only to a specific area. The DAIP Committee will guide the overall implementation of the plan and ensure that where applicable, implementation plans include actions to ensure agents and contractors are made aware of the Department's DAIP. For example, strategies adopted may include, but not be limited to providing a copy or reference to the DAIP in relevant contracts, quote requests, tenders and specification documents where applicable.

Another strategy will be to provide feedback received by the Department (including from the DAIP Committee) to event organisers on access and inclusion successes and/or issues.

Communication

The final version of the plan was reviewed and endorsed by the Director General. The endorsed DAIP was then submitted to the Department for Communities, Disability Services Division, and made available on the Department's intranet and external websites. Copies of the DAIP were sent to all those who contributed to the planning process for feedback.

The Department also advised, through *The West Australian* newspaper, that copies of the plan are available to the community upon request and in alternative formats if required, including hardcopy in standard and large print, electronic format, audio format, by email and on the Department's website www.justice.wa.gov.au.

Review, Evaluation and Reporting

Review and Reporting

The Act sets out the minimum review requirements for public authorities in relation to the DAIP which have been addressed by the following scheduled actions.

- The Department will conduct a full review of the plan at least every five (5) years.
- The DAIP may be amended on a more regular basis to reflect the progress and any access and inclusion issues which may arise.
- The DAIP Committee will meet every three months to review progress on the implementation of the strategies outlined in the DAIP. The Committee will prepare the DAIP progress report required for submission to Disability Services each July and a status report will be provided to the Director General for formal endorsement.
- Whenever the DAIP is amended, a copy will be lodged with the Department for Communities, Disability Services Division, and will be made available on the Department's website and intranet.

Reporting

The Department will report on the implementation of the DAIP through its Annual Report and the prescribed progress report to the Department for Communities by 31 July each year, outlining:

- Progress towards the desired outcomes of DAIP.
- Progress of departmental agents and contractors towards meeting the desired outcomes.
- Strategies used to inform agents and contractors of the Department's DAIP.

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Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by the Department of Justice.		
Strategy		Timeline
1.1	Incorporate the objectives of the DAIP into the Department's strategic planning / (framework?) and other plans and strategies.	Ongoing
1.2	Improve awareness of the Department's staff, agents, contractors and service providers are aware of their responsibilities under the DAIP.	Ongoing
1.3	Ensure events organised and/or promoted by the Department are accessible for people with disability.	Ongoing
1.4	Develop and implement flexible strategies to improve access for people with disability, their families and carers.	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and facilities of the Department of Justice.		
Strategy		Timeline
2.1	Ensure the needs of people with disability are considered when planning all new leases, buildings, other facilities and accommodation changes.	Ongoing
2.2	Ensure the Department's buildings and other facilities comply with access requirements while meeting safety and security obligations, wherever possible.	Ongoing

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

Strategy		Timeline
3.1	Provide information which meets the needs of people with disability in compliance with the <i>State Government Access Guidelines for Information, Services and Facilities</i> .	Ongoing
3.2	Ensure the Department's website and Intranet complies with web accessibility standards.	Ongoing
3.3	Ensure information provided by the Department is available in alternative accessible formats upon request.	Ongoing

Outcome 4: People with disability receive the same level and quality of service from the staff of the Department of Justice as other people receive from the staff of the Department of Justice.

Strategy		Timeline
4.1	Improve staff and volunteer awareness of disability access issues and requirements.	Ongoing
4.2	Ensure appropriate professional development and support is available for staff providing services to people with disability.	Ongoing

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Department of Justice.

Strategy		Timeline
5.1	Ensure staff, agents, contractors and the general public are aware of the Departments' complaints process.	Ongoing
5.2	Ensure the Department's complaints process and procedures are available and accessible.	Ongoing
5.3	Monitor complaints and feedback received to identify areas for improving accessibility for people with a disability.	Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Department of Justice.

Strategy		Timeline
6.1	Ensure consultations with the public are held in accessible venues and in an accessible manner and comply with the <i>State Government Access Guideline for Information, Services and Facilities</i> , where possible.	Ongoing

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment to the Department of Justice.

Strategy		Timeline
7.1	Ensure the Department's recruitment, selection and retention strategies are equitable for employees and potential employees with a disability.	Ongoing
7.2	Ensure that support is available for staff with a disability and relevant advice is available to their managers.	Ongoing

Contact information

Questions, comments or feedback on the Department's Disability Access and Inclusion Plan 2018-2023 can be forwarded to:

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