



Government of Western Australia  
Department for Child Protection  
and Family Support

# Disability Access Inclusion Plan 2013-2017

The Disability Access and Inclusion Plan is available upon request in the following formats:  
Electronic, hardcopy in large or standard print, in audio format, on cassette or compact disc, by email or on website.

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## FOREWORD FROM THE DIRECTOR GENERAL

The Department for Child Protection and Family Support is committed to the creation of inclusive communities and continually strives to make its services more accessible for all.

The Disability Access Inclusion Plan 2013-2017 outlines the Department's strategy to address inclusion through the seven outcome areas, with a focus on increasing opportunities for people with disabilities and their families.

Guided by internal and external consultation, the development of the plan builds on past achievements, yet also seeks to consistently monitor, review and report to maintain a high standard of inclusion.

The Department welcomes ongoing feedback and input into the delivery of the plan's strategies, so the best possible care can be provided for our state's vulnerable children, young people, individuals and families.



Terry Murphy  
DIRECTOR GENERAL

## INTRODUCTION

It is a requirement of the *Disability Services Act 1993* that public authorities take all practical measures to ensure that the Disability Access Inclusion Plan (DAIP) is implemented by their employees and contractors, including all services funded by the Department for Child Protection and Family Support (the Department).

The Department has acquitted its last Disability Access Inclusion Plan (DAIP) and has now prepared a new Disability Access Inclusion Plan for the period 2013-2017 following a public and internal consultation process.

In developing its Disability Access Inclusion Plan the Department has been required to develop Strategies for each of the seven prescribed 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.**

### **Outcome 2**

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

### **Outcome 3**

**People with disability receive information from the Department 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 staff and the Department as other people receive.**

### **Outcome 5**

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

### **Outcome 6**

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

### **Outcome 7**

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

The strategies related to these outcomes are addressed in this document.

## CONTACT

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## AVAILABILITY OF DISABILITY ACCESS INCLUSION PLAN

Website: [www.cpfs.wa.gov.au](http://www.cpfs.wa.gov.au)

<http://www.dcp.wa.gov.au/Resources/Pages/PoliciesandFrameworks.aspx>

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on cassette or compact disc, by email, or on website.**

## OUR VISION, OUR STRATEGIC DIRECTIONS

The Department's current Strategic Plan emphasises consolidation of the comprehensive reforms implemented by the Department over the last 5 years. Other key themes are streamlining processes wherever practicable and integration of services.

The plan looks to continue to build capacity and performance and strengthen the Department as a learning organisation, with further development of service delivery based firmly on the frameworks that guide how we work, and better integrating the Department's services with the community sector and government partner agencies.

The plan affirms the Department's commitment to be both an effective service provider and service facilitator in partnership with the community sector, and growing that effectiveness for the children, young people, families and communities in Western Australia.

### MISSION

To protect and care for children and young people who are in need, and support families and individuals who are at risk or in crisis.

WHAT WE DO	HOW WE WORK
	<ul style="list-style-type: none"> <li>Aboriginal Services Framework</li> <li>Culturally &amp; Linguistically Diverse Services Framework.</li> </ul>
Support children and young people in the CEO's care to have much improved life chances.	<ul style="list-style-type: none"> <li>Foster Care Partnership.</li> <li>Residential Care (Sanctuary) Framework.</li> </ul>
Protect children and young people from abuse and neglect.	<ul style="list-style-type: none"> <li>Signs of Safety Child Protection Practice Framework.</li> </ul>
Support families and individuals at risk or in crisis to manage their lives and keep themselves and their families safe.	<ul style="list-style-type: none"> <li>Family Support (Responsible Parenting) Framework.</li> </ul>

OUR VALUES	
<p><b>RESPECT</b></p> <p>Respect for our clients, each other and our partners underpins how we work.</p>	<p><b>TEAM WORK</b></p> <p>Effective work with children, families and communities requires great team work, in a supportive workplace, and collaboration with partner agencies and communities.</p>
<p><b>OPENNESS</b></p> <p>Our policies and processes are open and transparent for clients and partners and help to keep us accountable.</p>	<p><b>RESPONSIVENESS</b></p> <p>We are responsive to the needs of children, young people, families and communities and will do our best to provide or facilitate an appropriate service response.</p>

STRATEGIC PRIORITIES	
<p><b>CAPACITY</b></p>	<p>Continue to build the capacity of service delivery, policy &amp; corporate support.</p>
<p><b>PERFORMANCE</b></p>	<p>Deliver and improve critical child protection and family support performance.</p>
<p><b>DEVELOPMENT</b></p>	<p>Consolidate and strengthen service delivery in line with the practice frameworks.</p>
<p><b>LEARNING</b></p>	<p>Strengthen the Department as a learning organisation in line with the People Development Framework.</p>

Source : Department for Child Protection and Family Support Strategic Plan

## SIGNIFICANT ACHIEVEMENTS IN PREVIOUS DAIP

- The Department has continued the ongoing delivery of Disability Access Inclusion Plan implementation strategies.
- The Department has entered into a Memorandum of Understanding with the Disability Services Commission regarding services to children with a disability who are in the Department's care.
- The Department has continued to work closely with the Disability Services Commission for children in its care and those leaving care.
- The Department continues to offer staff learning opportunities in working with children and families with a disability (the aim is to provide an interactive program where participants will have the opportunity to increase their skills, knowledge and understanding around working with the dynamics of disability).
- Greater placement options available to Children in Care Program, now with eight providers that are pre-qualified with the Disability Services Commission. The intention of the service is to ensure a smooth transition from departmental care to independent living supported by the Disability Services Commission.
- The Disability Placement and Support Program (inter-agency initiative) is a "fee for service" program. The target group is children who have moderate to high complex behaviours and a permanent disability and/or have a decision making impairment. This can vary for different disabilities; the complexity of the disability is considered on a case-by-case basis and may vary from severe to milder forms of intellectual, physical, neurological and sensory disability. The requirements for this program are that the child would need to be under the care of the CEO and would need to be registered and eligible for funding programs via the Disability Services Commission.
- Identified accessible issues in buildings have been addressed in maintenance plans. At this stage most of the Department's buildings with disability access issues have been rectified, some limitations remain in a few heritage buildings.
- All new buildings that are being leased are subject to disability checklist scrutiny and accessibility issues are negotiated with lessors and addressed in fit out designs.
- The Department has included DAIP requirements into the contracts of all contractors and they are required to report annually to the Department. Many of the contractors whilst meeting Outcome strategies are incrementally developing new activities.

## HOW OUR DISABILITY ACCESS INCLUSION PLAN (DAIP) WAS DEVELOPED

The Department through the Executive Director Community and Business Services, appointed a Working Party comprising representatives from each Directorate to develop a consultation plan and final copy of the DAIP.

### INTERNAL CONSULTATION

- An acquittal review was undertaken of the last Plan and its related Implementation Plan.
- The Consultation Plan was developed by the Department's Disability Access and Inclusion Plan Working Party. Members represented all departmental Directorates.
- The Consultation Plan was presented to the Executive Director Community and Business Services for approval to proceed to consultation.
- The Consultation Plan was released internally for staff consultation and feedback to the Disability Access and Inclusion Working Party.
- An article was placed on the Department's intranet site inviting staff feedback.
- An email article was sent to all Directorates for circulation and inviting staff feedback.

### EXTERNAL CONSULTATION

- In accordance with the *Disability Services Regulations 2004* the Department advertised in the Government Notices of the West Australian Newspaper on Wednesday, 14 August 2013 calling for feedback submissions.
- The DAIP Consultation Plan was made available on the Department's website from Wednesday, 14 August, 2013

## HOW WE WILL COMMUNICATE OUR DISABILITY ACCESS INCLUSION PLAN (DAIP) TO OUR EMPLOYEES, CONTRACTED SERVICES AND THE COMMUNITY

- Following the consultation process the Working Party has developed a final DAIP.
- The DAIP has been submitted to the Department's Executive for consideration and endorsement.
- The DAIP will be placed on the Department's Intranet and Websites.
- Articles will be placed on the Department's intranet site for staff information via News of the Day articles.
- The DAIP will be made available to all Community Sector Contractors via web link.
- A copy of the Plan will be forwarded to the Disability Services Commission.
- The DAIP will be made available in different formats upon request.

**A copy of the Department's DAIP will be posted on the Department's website and an advertisement placed in the West Australian newspaper in accordance with the requirements of the Disability Services Act 1993.**

## HOW WE WILL DEVELOP OUR DISABILITY ACCESS INCLUSION (DAIP) IMPLEMENTATION PLAN

*The Disability Access and Inclusion Implementation Plan will complement the delivery strategy of our DAIP.*

*We have:*

- *developed* strategies for each outcome area.
- *incorporated* feedback from consultations.

*We will:*

- *develop* implementation actions relative to each strategy.
- *consider* and incorporate ongoing actions from the previous implementation plan.
- *identify* which directorate has the responsibility in completing the defined actions.
- *define* applicable timelines.

## HOW WE WILL REVIEW, MONITOR AND REPORT OUR DISABILITY ACCESS INCLUSION IMPLEMENTATION (DAIP) PLAN

The Department will review implementation progress against the strategies and actions and undertake to develop a new Disability Access Inclusion Plan at least every 5 years.

*The Department will annually:*

- Develop a new implementation plan that will include continuing actions from the previous Implementation Plan and new actions identified by Directorates.
- Review progress in implementing the initiatives of the annual implementation plan.

*The Department will follow the requirements of the Disability Services Act 1993 for reporting by:*

- Monitoring initiatives undertaken in the implementation plan.
- Report on an annual basis to the Department's Corporate Executive.
- Report by 31 July of each year to the Disability Services Commission on progress in implementing strategies, progress made by agents and contractors, and strategies used to inform agents and contractors of its Disability Access Inclusion Plan.
- Report on progress on the Disability Access Inclusion Plan in the Department's Annual Report.

## HOW WE WILL MAKE OUR SERVICES MORE ACCESSIBLE

### Outcome 1

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

Strategy	Timeline
A DAIP Working Party to guide the development and implementation of the DAIP and the DAIP Implementation Plan.	Ongoing
Increase and foster opportunities for people with disability and their families who engage with the Department in respect to decisions that affect them.	Ongoing
Ensure that departmental events and activities are accessible for people with disability.	Ongoing
Ensure that all staff and contractors who provide services to the Department are aware of their responsibilities under the DAIP.	Ongoing
Incorporate the objectives and requirements of the DAIP into the Department's business planning or other relevant plans & strategies.	Ongoing

### Outcome 2

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

Strategy	Timeline
Ensure where possible, that departmental buildings and facilities are physically accessible to people with disability.	Ongoing
Ensure where possible, there is adequate parking to meet the needs of people with disability.	Ongoing
Ensure all future premises either built or leased comply with access requirements.	Ongoing
Ensure that departmental reception and client contact areas are accessible to people with disability.	Ongoing

**Outcome 3**

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

<b>Strategy</b>	<b>Timeline</b>
Ensure the provision of information for all people with disability complies with the guidelines detailed in the State Government Access Guidelines for Information, Services & Facilities.	Ongoing
Ensure that departmental publications are available in alternate formats upon request.	Ongoing
Promote the Department's DAIP to inform funded agencies and contractors of their responsibilities under the DAIP.	Ongoing
Ensure that information is accessible to people with disability.	Ongoing

**Outcome 4**

**People with disability receive the same level and quality of service from the staff and the Department as other people receive.**

<b>Strategy</b>	<b>Timeline</b>
Ensure that Departmental policies and practices are inclusive and address the needs of people with disability.	Ongoing
Improve staff awareness of disability and access issues through training and support in their work.	Ongoing
Improve staff awareness through regular internal communication strategy.	Ongoing

**Outcome 5**

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

<b>Strategy</b>	<b>Timeline</b>
Continue to raise awareness of the rights of people with disability who make complaints and the avenues that are available, particularly to new staff, volunteers and community service partners.	Ongoing
Ensure the Department's complaints procedures are available in alternate and accessible formats, upon request.	Ongoing

**Outcome 6**

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

Strategy	Timeline
Ensure consultations with the public are held in an accessible manner.	Ongoing
Ensure information detailing the nature of the consultation is available in accessible formats for people with disability, their families and carers.	Ongoing
Commit to ongoing monitoring of the DAIP to ensure its implementation by undertaking periodic implementation reviews.	Ongoing

**Outcome 7**

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

Strategy	Timeline
Build knowledge and understanding with agency employees.	
Develop inclusive and targeted recruitment strategies for those positions identified to be suitable for people with disability.	
Build on strategies to increase workforce participation rates for people with disability.	
Build relationships with a Disability Employment Network provider to gain understanding and support of the process.	

*Note: All Outcomes are prescribed for Government agencies  
 All strategies have been developed by Child Protection and Family Support*

*Note: Appendix 1 copied from Disability Service Commission publications*

## **APPENDIX 1 - Principles applicable to people with Disability** *(Disability Services Act 1993)*

1. People with disabilities have the inherent right to respect for their worth and ability.
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 rights to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
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 remote 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, intimidation and exploitation.

Note: Appendix 2 copied from Disability Service Commission publications

## APPENDIX 2 - What is a Disability?

A disability is any continuing condition that restricts everyday activities.  
The *WA Disability Services Act (1993)* defines disability as that :

- which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment of a combination of these;
- which is permanent or likely to be permanent;
- which may or may not be of a chronic or episodic nature;
- which results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and need for continuing support services.

### Types of Disability - disability can be:

<b>SENSORY</b>	affecting vision/or hearing.
<b>NEUROLOGICAL</b>	affecting a person's ability to control their movements.
<b>PHYSICAL</b>	affecting mobility and/or a person's ability to use their upper or lower body. These generally relate to the musculoskeletal, circulatory, respiratory and the nervous system.
<b>INTELLECTUAL</b>	Intellectual and developmental disabilities that relate to a range of difficulties. These may include learning, communicating, remembering information and using it appropriately, making judgements and problem solving.
<b>COGNITIVE</b>	affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain.
<b>PSYCHIATRIC</b>	affecting a person's emotions, thought processes and behaviour.

Some disabilities, such as epilepsy, are not always apparent, while others, such as cerebral palsy, may be visible. As a person ages the severity of an individual's disability may change.

People with disabilities may experience disadvantage to service provision due to additional factors such as being from culturally and linguistically diverse backgrounds or because they live outside the metropolitan area or outside a regional centre.

## **APPENDIX 3 - Requirements for Community Sector Contractors**

### **Disability Access Inclusion Plan - date annual report to be provided**

As the Service Agreement involves the supply of services to the public, then the Service Provider will :

- to the extent practicable, implement the State Party's "Disability Access and Inclusion Plan" prepared under the *Disability Services Act 1993*; and provide a report to the State Party under clause 21 of the General Provisions by 31 August in each year of the term.

Information regarding the State Party's Disability Access Inclusion Plan is located at:

<http://www.dcp.wa.gov.au/Resources/Pages/PoliciesandFrameworks.aspx>

## **APPENDIX 4**

### **Aboriginal Services Framework**

<http://www.dcp.wa.gov.au/Resources/Documents/Aboriginal%20Services%20Framework%20Dec%202012.pdf>

## **APPENDIX 5**

### **Culturally and Linguistically Diverse (CaLd) Services Framework**

<http://www.dcp.wa.gov.au/Organisation/Documents/CaLD%20Services%20Framework.pdf>