

Department for Child Protection Disability Access and Inclusion Plan (DAIP) – Year Three Implementation Plan 2010-2011 DCP

The Implementation Plan itemises what the Department will be undertaking in 2008-2009 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented using a table to outline the:

- broad strategies to progress a particular outcome
- individual activities being undertaken to deliver on the applicable strategy
- timeline for completion of the individual activities and
- the Executive Director with responsibility for achieving the desired outcomes.

Many of the broad strategies will not be completed in 2008 -2009, however individual activities to support the achievement of those strategies will be undertaken in part or whole during 2009-2011.

Broad strategies that will not be achieved in 2009-2011 will be supported by tasks outlined in future Implementation Plans.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Department for Child Protection.

| Strategy | Activities | Timeline | Responsibility | Progress by ED. Indicate completed, partially completed, not yet commenced & comment |
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| <p>1.1. Increase opportunities for people with disabilities and their families who engage with the Department in respect to decisions that affect them directly.</p> <p>NUMBER OF STRATEGIES: 4 COMPLETED: 4</p> | <p>1.1.1 Establish a consistent approach to profile children/clients/carers with a disability in ASSIST and APS (seek advice from DSC).</p> <p>1.1.2 Identify for planning purposes, resident information on children, young persons and adults with disabilities who live, or may potentially live in a DCP centre or facility or work there.</p> <p>1.1.3 Review current practices to ensure clients/customers with a disability have options available to comment on decisions which affect them. (3.1.1 and 5.1.1 also refer).</p> | <p>Complete</p> <p>Complete</p> <p>Complete</p> | <p>1.1.1-2 Exec Directors Metro & Accom and Care Services, Project Director, ASSIST.</p> <p>ACS</p> <p>1.1.3 All Executive Directors, Directors/Managers</p> | <p><u>Metro and Country</u> 1.1 The new design of Assist now includes a more comprehensive approach to profiling children and clients with a disability. Under the Health dimension on the Child information Form there is a tab section for Disability/mental Health issues which includes a selection menu for disability type, whether a child is registered DSC, their diagnosis type and any aids they might require to assist with the disability.</p> <p><u>ACS</u> 1.1.2 Accommodation and Care Services has developed a collaborative relationship with Disability Services Commission Accommodation Directorate. A forum to discuss common issues has been arranged. Information sharing is occurring between ACS and DCP and areas that have already been shared are Learning and Development; recruitment; and TAFE student relationships.</p> <p><u>Metro and Country</u> 1.1.3 The new "Reaching Forward" process is being implemented and monitored throughout Service Delivery and this process provides the opportunity for clients and carers to comment on decisions that affect them as does the new Foster Care Partnership and some of the tools developed under this process.</p> <p><u>Service Standards and Contracting</u> 1.1.3 refer comment at 5.1.1</p> |

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| | | | | <p><u>Policy and Learning</u></p> <p>1.1.3 Increased focus on clients with a disability being involved in annual care planning process. The Casework Practice Manual requires that the care planning be an inclusive process in which the views and wishes of the child, the child's family and significant others are gathered and documented. The care planning process provides children and their families with an opportunity to participate in significant planning decisions regarding their care.</p> <p>Continued commitment to Disability Services Commission (DSC) and DCP working together for children leaving care. Standards ensure planning occurs three years prior to leaving care. The protocol between the Department and DSC, which is articulated in the Memorandum of Understanding (MOU) between DCP and DSC, requires planning to commence at 15 years of age where a child is in the care of the CEO until 18 years of age.</p> <p>The MOU between DSC and DCP signed in October 2009 is currently under review.</p> <p>A DCP/DSC MOU Joint Working Group was established in November 2009 and will meet quarterly to monitor the implementation of the MOU.</p> <p>Young people with decision making disabilities requiring support after leaving care can be referred to the Office of the Public Advocate (OPA) supported by an MOU between DCP and the OPA.</p> <p>A new entry has been developed for the Casework Practice Manual (CPM) that informs Field Workers of their roles and responsibilities in relation to a child or parent with a disability. The entry refers Field Workers to the MOU and to the Guidelines produced by ACS (mentioned below). In addition to the development of this new and specific CPM entry, a selected number of existing CPM entries have been modified to alert Field Workers to practices that should be applied when working with a child or parent with a disability. The Case Practice Manual is available to the public on the DCP website. The manual provides accessible information on all child protection actions and allows for feedback and comment to be provided.</p> <p>Leaving Care guides for Field Workers to support young people leaving care are in development and will be located in the CPM as a resource for staff.</p> |
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| | | | | <p><u>CBS</u> There is now an online complaints management system (CHARM) which is being used throughout the Department and which allows the web based lodging of complaints. This includes complaints about HR, IT and facilities issues where customers/clients can comment on disability issues.</p> <p><u>ACS</u> 1.1.3 ACS has developed information packs for children, and staff have been advised to ensure that appropriate assistance to access and understanding for children with special needs is addressed. ACS has produced Guidelines for Caseworkers who are working with children in the care of the CEO who have a disability.</p> |
| 1.2 Incorporate the objectives of the DAIP into the Department's business planning or other relevant forums and budgeting processes. | <p>1.2.1 Exec Director, Corporate and Business Services to incorporate the objectives of the DAIP into the CBS Operational Plan (and budgeting processes as required).</p> <p>1.2.2 Consider Disabled (child/client/carer) Person Centred Planning.</p> | <p>Complete</p> <p>Complete</p> | <p>1.2.1 Executive Director, Corporate and Business Services (CBS), CBS Directors/Managers</p> <p>1.2.2 All Executive Directors/Directors/Mgrs</p> <p><i>For Person Centred Planning see:</i> http://www.ilr.cornell.edu/edi/pcp/ http://www.citizenscape.wa.gov.au/</p> | <p>Complete – Include in CBS Operational Plan</p> <p>Introduce DAIP Steering Committee Coordinate implementation of activities and complete annual reporting. Budget to upgrade facilities, IT services and HR related policies included in CBS budget.</p> <p><u>Metro and Country</u></p> <p>1.2.2 Care Planning has been an elevated priority for the last year in all service level District Operational Plans. Care Planning and Care Plan reviews ensure that person centred planning principles are recognised and followed.</p> <p><u>Policy and Learning</u> 1.2.2. Learning and Development Centre has the capacity to deliver 'Person Centred Planning' if required. Department for Disability Services and Perth Home Care Services offer Person Centred Planning.</p> |

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| <p>1.3 Foster ongoing opportunities to respond to the needs of departmental clients with disabilities.</p> | <p>1.3.1 Continue to progress <i>The Public Sector Substantive Equality Policy Framework</i>.</p> <p>1.3.2 Improve the service awareness of switchboard and other staff who receive client calls direct, in relation to the needs of people who are hearing impaired, hard of hearing, deaf, and people with speech impediments.</p> | <p>Complete</p> <p>Complete</p> | <p>1.3.1. Executive Director, Corp & Business Services, Asst ED Human Resources (staffing) and ED Policy and Learning (services)</p> <p>1.3.2 All Executive Directors/Director, Information Services, All Directors/Managers</p> | <p><u>HR</u> 1.3.1 Principal Policy and Planning Officer, Cultural Diversity (in Policy and Learning) is responsible for this and together with the Standards Monitoring Unit are working closely with the Substantive Equality Unit, in relation to implementation of the Substantive Equality Policy.</p> <p>The Substantive Equality Policy has been implemented and will be an ongoing process.</p> <p>1.3.2 Switchboard operators are aware of and utilise the services of mediators for persons with hearing and speech impediments. They have the resource handbook available should these services be required and are adept at dealing in a customer focused way with clients who may have hearing disabilities. All head office divisions use one central switchboard with TTP facilities.</p> |
| <p>1.4 Ensure that Departmental events and activities are accessible for people with disabilities.</p> | <p>1.4.1 Monitor and evaluate events planned by staff using the <i>Accessible Events</i> checklist now on the DCP Intranet.</p> <p>1.4.2 Regularly promote the availability of the <i>Accessible Events</i> checklist to staff.</p> | <p>Complete</p> | <p>1.4.1-2 Executive Director, Policy and Learning/Manager Corporate Communications - refer <i>DSC</i> www.dsc.wa.gov.au</p> | <p><u>Policy and Learning</u> 1.4.1 All staff planning an event are encouraged to use <i>the Accessible Events</i> checklist. Events held during 2008-2010 have complied with the majority of recommendations made in the checklist.</p> <p><u>Policy and Learning</u> 1.4.2 The <i>Accessible Events</i> checklist is promoted to staff who enquire about planning and event through Corporate Communications, and via the intranet. Ongoing promotion and awareness of the checklist this will continue during 2009-2010 through the refinement of event planning policy processes as part of the Department's new Administration Manual.</p> |

Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Department for Child Protection.

| Strategy | Activities | Timeline | Responsibility | Progress by ED. Indicate completed, partially completed, not yet commenced & comment |
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| <p>2.1 Ensure that Departmental buildings and facilities are physically accessible to people with disabilities.</p> <p>NUMBER OF STRATEGIES: 4 COMPLETED: 4</p> | <p>2.1.1 Audit and identify access barriers to buildings and facilities using the <i>Access Resource Kit</i> checklists and Disability Access Consultants.</p> <p>2.1.2 Monitor access complaints to confirm audit findings and action proposed.</p> <p>2.1.3 Investigate means of improving access to heritage buildings while maintaining their integrity.</p> <p>2.1.4 Prioritise and make a submission to Executive as to the resources required to rectify identified barriers.</p> <p>2.1.5 Ensure key staff maintain an awareness of the <i>Federal Disability Discrimination Act, 2004 Premises Standard</i> through means such as HREOC email updates and advisory notes.</p> | <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> | <p>2.1.1- 5 Executive Director, Corp & Business Services, Director Assets Mgt</p> <p><i>for kit refer</i> www.dsc.wa.gov.au</p> <p><i>for heritage buildings/disability refer</i> www.ahc.gov.au</p> <p><i>for Premises Standard refer</i> www.hreoc.gov.au</p> <p><i>(HREOC : Human Rights and Equal Opportunities Commission)</i></p> | <p><u>Asset Management</u> 2.1.1 Audit report complete. Buildings and Facilities identified in audit report where access and barriers are an issue are corrected according to maintenance plan. At this stage :</p> <ul style="list-style-type: none"> • 12 buildings rectified and disability requirements upgraded. • 8 building in progress or planning stage. <p><u>Asset Management</u> 2.1.2 Complaints Management Unit implemented</p> <p><u>Asset Management</u> 2.1.3 2 out of 3 heritage buildings complete.</p> <p><u>Asset Management</u> 2.1.4 Annual capital maintenance plan will be used to rectify identified barriers.</p> |

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| <p>2.2 Ensure all future planning for the leases of premises by the Department takes into account the needs of people with disabilities.</p> | <p>2.2.1 Develop a policy on leasing of premises to ensure the premises are accessible to people with disabilities.</p> | <p>Complete</p> | <p>2.2.1 Executive Director, Corp & Business Services, Director Assets Mgt</p> | <p><u>Asset Management</u> 2.2.1 All lease properties are managed and acquired by Commercial Property BMW. Their policy include disability policy and requirements. All lease documentation include disability access inclusions.</p> |
| <p>2.3 Ensure where possible, there is adequate parking to meet the needs of people with disabilities in terms of quantity and location.</p> | <p>2.3.1 Undertake an assessment of work location ACROD bays currently available.</p> <p>2.3.2 Determine additional bays for disabled clients/staff required, where possible, at all work locations.</p> <p>2.3.3 Prioritise and make a submission to Executive as to the outcome and the strategies required.</p> | <p>Complete</p> <p>Complete</p> <p>Complete</p> | <p>2.3.1- 3 Executive Director, Corp & Business Services, Director Assets Mgt</p> <p>For info refer www.acrod.org.au</p> | <p><u>Asset Management</u> 2.3.1 Include in the 09/10 site inspection checklist when officers visit DCP properties.</p> <p><u>Asset Management</u> 2.3.2 Above checklist will include parking facilities for disabled clients. See 2.1.1</p> <p><u>Asset Management</u> 2.3.3 Annual capital maintenance plan will be used to rectify identified barriers</p> |
| <p>2.4 Ensure that Department reception and client contact areas are accessible to people with disabilities.</p> | <p>2.4.1 Audit and identify reception access barriers in all offices/facilities using the <i>Access Resource Kit</i> checklist and Disability Access Consultants.</p> <p>2.4.2 Prioritise and make a submission to Executive as to the outcomes and the strategies required.</p> | <p>Complete</p> <p>Complete</p> | <p>2.4.1 - 2 Executive Director, Corp & Business Services, Director Assets Mgt</p> <p>- for kit refer www.dsc.wa.gov.au</p> | <p><u>Asset Management</u> 2.4.1 All DCP reception and client contact areas are under review for both disabled access and security. See 2.1.1 on building progress.</p> <p>2.4.2 Include in annual maintenance and capital endorsed by Executive</p> |

Outcome 3: People with disabilities receive information from the Department for Child Protection in a format that will enable them to access the information as readily as other people.

| Strategy | Activities | Timeline | Responsibility | Progress by ED. Indicate completed, partially completed, not yet commenced & comment |
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| <p>3.1 Explore opportunities for use of technology, including new and emerging technologies to improve information access for people with disabilities.</p> <p>NUMBER OF STRATEGIES: 4 COMPLETED: 4</p> | <p>3.1.1 Improve community awareness as to Departmental information being available in alternative formats upon request (5.1.1 also refers).</p> <p>3.1.2 All EDs to audit their current customer related documents and brochures and determine which items should be available in alternative formats.</p> <p>3.1.3 Promote within the community via the local newspaper, Information Radio, and disability group newsletters, that other formats are available.</p> | <p>Complete</p> <p>Complete</p> <p>Complete</p> | <p>3.1.1- 2 All Executive Directors/Directors in conjunction with the Manager Corporate Communications</p> <p>3.1.3 Executive Director, Strategic Services /Manager Corporate Communications in conjunction with EDs/Directors</p> | <p><u>Metro and Country</u></p> <p>3.1.1 Pamphlet displays at District Offices include the relevant publications produced by Corporate Communications. Intranet and internet sites are comprehensive with links to relevant documentation on policy and contact details. <u>Service Standards and Contracting</u> 3.1.1 refer comment at 5.1.1</p> <p><u>Policy and Learning</u> 3.1.1 Current publications are available in PDF and Words formats, and in alternative formats upon request. New departmental publications specify the option for alternative formats as part of the publication, where appropriate.</p> <p><u>Policy and Learning</u> 3.1.2 A Department-wide publications audit of consumer-related publications has been completed. Work units have been requested to identify existing and new publications required in alternate formats.</p> <p><u>Policy and Learning</u> 3.1.3 Promotion of the availability of alternative formats has occurred in the resources section of the Department's website.</p> <p><u>Metro and Country</u></p> <p>3.1.3 The Department is also piloting the use of video conferencing as a communication strategy which has particular implications for hearing impaired clients.</p> |

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| <p>3.2 Ongoing development and maintenance of the Department's website to improve information access for people with disabilities. - refer web guidelines standards www.dsc.wa.gov.au</p> <p><i>Note: The State Government Access Guidelines for Information, Services and Facilities is now available on the DCP Internet and Intranet.</i></p> | <p>3.2.1 Review current accessibility of the DCP website, ensuring that appropriate descriptive text is provided with images and charts, and determine if further development is required to offer a meaningful and informative alternative to charts.</p> <p>3.2.2 Review the DCP website in terms of access requirements complying with the <i>W3C Web Content Accessibility</i> guidelines as outlined in the State Government Access Guidelines</p> | <p>Complete</p> <p>Complete</p> | <p>3.2.1-2 Executive Dir, Policy and Learning in tandem with the ED, Corp & Business Services & Dir, Information Services.</p> | <p><u>Policy and Learning</u></p> <p>3.2.1 and 3.2.2</p> <p>New corporate website has been developed and implemented in accordance with Public Sector Commission <i>Guidelines for State Government Websites v2.3</i> as well as <i>W3C Web Content Accessibility</i> guidelines .</p> |
| <p>3.3 Ensure that publications are readily available at key access points.</p> | <p>3.3.1 Develop an <i>Accessible Information</i> publications policy.</p> <p>3.3.2 Conduct <i>Accessible Information</i> awareness and include as part of the induction of new staff.</p> | <p>Partially Complete</p> <p>Partially Complete</p> | <p>3.3.1 Exec Director, Policy and Learning</p> <p>3.3.2 Exec Director, Corp & Business Services/Directors, Information Services/ AE Dir HR & Governance</p> | <p><u>Policy and Learning</u></p> <p>3.3.1 An <i>Accessible Information</i> policy has not been developed. The Department has refined its publication planning policy and processes as part of the Administration Manual. Accessibility of information in publications has been incorporated.</p> <p><u>HR</u></p> <p>3.3.2 Corporate Communications has not developed the <i>Accessible Information</i> publications policy. We are waiting on the development of this before we can progress the inclusion in the on line induction once the publication is available. The online induction can be updated to include a link to the DAIP - please advise if you would like this to occur with a link to the 2008-2009 Plan, or if you would prefer to wait until the new plan has been developed.</p> |

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| | 3.3.3 Ensure that forms and applications are available electronically. | Complete | 3.3.3 All EDs and Directors/Managers | <u>Metro and Country</u> 3.3.3 Major new initiative has been the online revised and streamlined Field Worker Guidelines which includes embedded links to forms and applications. The employment opportunities advertised also include downloadable documentation. <u>Strategic Services</u> 3.3.3 All MLU forms are available electronically |
| 3.4 Commit to making publications as accessible as possible (written in plain English, succinct, publicly available). | 3.4.1 Adopt <i>State Government Access Guidelines for Information, Services and Facilities</i> , and incorporate into general practice. | Complete | 3.4.1 Exec Director, Policy and Learning in tandem with relevant Directors/ Managers | <u>Policy and Learning</u> 3.4.1 The Department promotes the use of accessible language as per the <i>State Government Access Guidelines for Information, Services and Facilities</i> , in all written material. |
| | 3.4.2 Advise Departmental staff of the minimum publication standards. | Complete | 3.4.2 Exec Director, Policy and Learning | <u>Policy and Learning</u> 3.4.2 Accessible publishing standards are contained in the Administration Manual. |
| 3.5 Ongoing implementation of communication strategies to inform staff and Department funded agencies and contractors about the DCP DAIP and their responsibilities under DAIP. <i>Note: An agent or contractor for this purpose is where a contract for service applied, or a tender contract was awarded. Eg, consultants, website related work, public building/renovations contracts, policy reviews or evaluations etc including non government agency services. (It does not apply to contract</i> | 3.5.1 Continue to provide a copy of the DAIP to funded agencies as part of the contract documentation. | Complete | 3.5.1 - 2 Executive Dir, Service Stds and Contracting and all EDs/Dir's/ Mgrs where applicable. | <u>Service Standards and Contracting Complete</u> 3.5.1 The NGPF division continues to provide access to DIAP to funded agencies. |
| | 3.5.2 Provide a copy of DCP DAIP information of importance to a contractor (individual or a company i.e. a non - employee) engaged to provide a service where the work/outcome has potential to impact the public. (was 1.1.3 in 07/08). | Complete | 3.5.2 All Executive Directors, Directors/Managers | All tender documentation include DIAP clause. |

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| <p>employees).</p> <p>The DAIP information of importance is</p> <p>a) <i>Strategies to improve access and inclusion and</i></p> <p>b) <i>Principles applicable to people with disabilities.</i></p> <p>Pages 18 -20 of the DCP DAIP 2007-11 refer.</p> | <p>3.5.3 Keep a record of the total number of contractors engaged in as per 3.5.2 for reporting DAIP outcomes to DSC annually</p> <p>3.5.4 Place a hyperlink reference to the DCP DAIP in HR policy (BPM entry 1.3.3.) and in the contracts for services template.</p> | <p>Not commenced due October 2011 (NEW)</p> <p>Complete</p> | <p>3.5.3 All Executive Directors, Directors/Managers</p> <p>3.5.4 Executive Director, Corp & Business Services, Asst ED Human Resources</p> | <p><u>Service Standards and Contracting</u></p> <p>3.5.3 The NGPF division will collect information in October 2010 on funded service providers for 2008/09 financial year as part of the normal contract reporting cycle, as approved by DSC.</p> <p><u>HR</u></p> <p>In addition, when the new Administration Manual goes live a hyperlink to the DAIP can be included in the "employment of people with disabilities" policy (currently entry 1.6.3). The administration manual has been updated to include a link to the DAIP 2007 - 2011</p> |
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| Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Department as other people. | | | | |
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| Strategy | Activities | Timeline | Responsibility | Progress by ED. Indicate completed, partially completed, not yet commenced & comment |
| 4.1 Inform staff about their role in implementing and monitoring the plan to ensure its success. | 4.1.1 Provide regular information in News of the Day on access and inclusion and awareness of the <i>Disability Services Act</i> in service provision. | Complete | 4.1.1 Executive Director, Corp & Business Services Project Officer, DAIP Manager, Corporate Communications | <p><u>Policy and Learning</u></p> <p>4.1.1 Information regarding the <i>Disability Services Act</i> was provided on the Department's internal communication channels.</p> <p>LDC working in partnership with ChildFirst to Improve staff skills in interviewing children with disability</p> <p>All staff have supports provided on individual "as needed" basis when attending LDC courses where disability may impact on learning.</p> |
| 4.2 Improve staff awareness of disability and access issues through training and support in their work. | <p>4.2.1 Conduct survey of all staff to determine training needs.</p> <p>4.2.2 Analyse the training needs responses, provide training for current staff and develop future training for staff induction.</p> | Complete | 4.2.1 - 2 Executive Director, Policy and Learning, Mgr CSTC | <p><u>Policy and Learning</u></p> <p>4.2.1 – 2 Survey and consultation conducted, subsequently developed and delivered a training program, called "Working with Children and Families with a Disability". A framework has also been developed for learning Pathways across DCP which is inclusive of this program.</p> |

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

| Strategy | Activities | Timeline | Responsibility | Progress by ED. Indicate completed, partially completed, not yet commenced & comment |
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| <p>5.1 Review the Department's complaints process to ensure access to people with disabilities.</p> | <p>5.1.1 Consult with DSC and seek advice as to the standards that ought to apply where a person may have a disability when providing advice to the clients about decisions which have a review/appeal process (1.1.3 and 3.1.1 also refer). Develop guidelines for DCP staff to incorporate in policy and practice where applicable.</p> <p>5.1.2 Consider developing other methods of making complaints such as web-based forms.</p> <p>5.1.3 Promote accessible complaints mechanisms to the community.</p> | <p>Complete</p> <p>Complete</p> <p>Complete</p> | <p>5.1.1-3 Executive Director, SSC, Mgr, Complaints Mgt Unit.</p> | <p><u>Service Standards and Contracting Complete</u> 5.1.1 The CMU branch continues with the implementation of these activities.</p> <p><u>Metro and Country</u></p> <p>5.1.2 There is now an online complaints management system (CHARM) which is being used throughout the Department and which allows the web based lodging of complaints.</p> <p><u>Metro and Country/Standards and Contracting</u></p> <p>5.1.3 CHARM has been promoted to the community and the three tier complaints process described.</p> |

| Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the Department. | | | | |
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| Strategy | Activities | Timeline | Responsibility | Progress by ED. Indicate completed, partially completed, not yet commenced & comment |
| 6.1 Improve access for people with disabilities to the established consultative processes of the Department, including the capacity to accept verbal communications. | 6.1.1 Promote the existence of DCP's DAIP and invite community consultation regarding relevant issues of access and inclusion to local/directorate established consultative processes. | Complete | 6.1.1.-2 All Executive Directors Consulting Citizens a Resource Guide www.dsc.wa.gov.au | Information regarding the <i>Disability Services Act</i> was provided on the Department's internal communication channels. New corporate website has been developed and implemented in accordance with Public Sector Commission <i>Guidelines for State Government Websites v2.3</i> as well as <i>W3C Web Content Accessibility</i> guidelines . <u>Policy and Learning</u> 6.1.3 The majority of media releases related to the Department's work are disseminated through the Government Media Office to all Western Australia media outlets, including those to key disability groups |
| | 6.1.2 Conduct a review of the Department's community consultation processes regarding issues of, access and inclusion to the community in general including persons with a disability. | Complete | | |
| | 6.1.3 Ensure that media releases go to both print and electronic media, including to regional and Information Radio for key disability groups and Radio 6RPH (for print handicapped) are promoted on the website. | Complete | 6.1.3 ED Policy and Learning | |