



Disability Access and Inclusion Plan (DAIP) 2017 - 2022

This plan is available on WorkCover WA's website and in alternative formats such as large print, electronic format (disk or emailed), audio (compact disc) or Braille, on request.



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This publication is available at:

The WorkCover WA website

www.workcover.wa.gov.au

Date: 11 May 2017

Foreword

I am pleased to present WorkCover WA's renewed Disability Access and Inclusion Plan for 2017 to 2022. This Plan is built on the knowledge, skills and experience acquired over previous plans, to ensure that people with disability are provided with equal access to our facilities and services. The Plan incorporates strategies that we have found to be successful but also incorporates some new approaches that will hopefully prove successful in enhancing the lives of people with disability in their interactions with WorkCover WA.

WorkCover WA's role is to lead a contemporary, healthy and integrated workers' compensation scheme that is fair, accessible and cost effective for all participants. In fulfilling this role we remain committed to the inclusion of people with disability, both in employment and the provision of services to the community, through ensuring the best access to our services, facilities and information.

This Plan has been developed in accordance with the principles of the *Disability Services Act 1993*. WorkCover WA has also been cognisant of other legislation underpinning access and inclusion including the *Western Australian Equal Opportunity Act 1984*, and the *Commonwealth Disability Discrimination Act 1992*.

I commend this Plan to all WorkCover WA staff and encourage them to be diligently aware of the needs of people with disability when they are carrying out their duties; in the planning and preparation of documents, activities and events.



Chris White
A/CHIEF EXECUTIVE OFFICER

11 May 2017

OVERVIEW OF WORKCOVER WA

Vision and role

WorkCover WA's vision is *"a workers' compensation and injury management scheme that works for all."*

WorkCover WA's role is to lead a contemporary, healthy and integrated workers' compensation scheme that is fair, accessible and cost effective for all participants.

The primary objective is to ensure work-related injuries are actively managed by employers, insurers and service providers to enable injured workers to achieve a safe and sustained return to work. This includes monitoring compliance with the *Workers' Compensation and Injury Management Act 1981*, informing and educating workers, employers and other stakeholders about workers' compensation and injury management as well as providing an independent dispute resolution system.

Organisational Structure

WorkCover WA is led by a Corporate Executive, responsible for setting, implementing and reporting the Agency's overall corporate direction.

The Corporate Executive consists of the Chief Executive Officer, the Chief Finance Officer, the General Managers of each division, and the Registrar.

WorkCover WA consists of the following four divisions:

Conciliation and Arbitration Services (CAS)

CAS is responsible for the resolution of disputes in the WA workers' compensation and injury management scheme via conciliation and arbitration.

Regulatory Services Division

Regulatory Services ensures parties operating within the workers' compensation and injury management scheme are complying with their statutory and regulated obligations.

Legislation and Scheme Information Division (LSI)

LSI has a strategic focus that assists the Board and Government to effectively manage the workers' compensation system through policy and legislation development and research and evaluation of scheme performance.

Corporate Resources Division

Corporate Resources ensures human, financial, technical, information and physical resources are available to support the Agency's operations and delivery of services.

OUR STAKEHOLDERS

Our stakeholders are:

- workers injured through a work related accident or disease; and
- employers.

In addition there are a range of service providers and interested parties who operate within the scheme including:

- insurers/self-insurers and insurance brokers
- vocational training, human resource and OSH (occupational health and safety) officers
- approved workplace rehabilitation providers (WRPs)
- medical and allied health providers
- legal practitioners and registered agents
- unions and employer associations.

ACCESS AND INCLUSION POLICY STATEMENT

WorkCover WA is committed to facilitating the inclusion of people with disability by ensuring access to its facilities and services.

Definition

Disability means a disability —

- (a) which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments; and
- (b) which is permanent or likely to be permanent; and
- (c) which may or may not be of a chronic or episodic nature; and
- (d) which results in —
 - (i) a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
 - (ii) a need for continuing support services.¹

WorkCover WA's DAIP aims to:

- ensure the Agency's facilities, services and events are accessible and inclusive to the whole community;
- ensure the Agency takes a systematic, proactive, and accountable approach to managing access and inclusion issues;
- as a minimum requirement, meet the principles and objectives of the *Disability Services Act 1993*
- educate and support WorkCover WA employees to understand and accept individual responsibility, and have the necessary skills and resources to deliver appropriate access and inclusion outcomes;
- proactively identify and respond to areas that require improvement, and prioritise improvement recommendations;

¹ Definition from the *Disability Services Act 1993*.

- respond to and investigate access feedback and/or complaints in a timely manner, and take prompt action to resolve the situation; and
- monitor and measure through regular meetings of its Equity and Diversity Committee WorkCover WA's performance to ensure continuous improvement in the arena of access and inclusion.

OUTCOMES OF THE DAIP

The DAIP provides a framework for the identification of areas where access and inclusion can be improved and for the development of strategies to best improve access and inclusion. These strategies are directed at a number of access and inclusion outcomes, which are defined in the Act as the minimum standard for DAIPs. The seven access and inclusion outcome areas specified aim to provide a means of ensuring that people with disability:

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

PROGRESS TO DATE

WorkCover WA will continue to build on its initiatives and strategies to ensure that people with disability have equal access to its services and facilities.

Actions undertaken to date, include:

- a review of the DAIP in association with a member of the Equity and Diversity Committee who is a person with disability. From the discussions, seven actions to remedy some of the ongoing difficulties experienced by people with disability were successfully undertaken;
- holding a "lunch and learn" session on the International Day for Persons with Disability. An external presenter and two staff members, all with a disability, provided an informative and insightful presentation on the difficulties experienced by people with disability;
- developed a Mental Health Action Plan to raise awareness of mental health issues;
- all WorkCover WA employees are made aware of their responsibilities under the *Disability Services Act 1993*, through the online induction program;
- promoted DAIP awareness through the annual employee survey;

- undertook a third disability audit of the premises (*Universal Access Review Audit*), to provide an independent review of accessibility compliance aspects of the WorkCover WA building and surrounds in order to verify that the design satisfies contemporary design requirements. Remedial action was taken on those aspects identified as in need of adjustment;
- promoted the procurement of goods and services from businesses operated by persons with disability;
- A staff member with disability secured a promotion through merit and, to enable equal access in performing this role, workplace modifications were provided, including adaptive computer software. The new role involves providing front line information and assistance to customers, by telephone or in writing in response to enquiries on entitlements under the *Workers' Compensation and Injury Management Act 1981*;
- a seventh person with disability was employed;
- all policies and procedures were updated to incorporate accessible information requirements;
- WorkCover WA's complaints and customer feedback process was reviewed to ensure people with disability can access the process. The Customer First Feedback system is available in alternative formats and is compliant with provisions for vision impaired and hearing impaired clients. It is also compliant for people who are culturally and linguistically diverse;
- WorkCover WA maintains the name of the key contact person for public enquiries in a prominent place on its website;
- WorkCover WA promotes the State Government Accessible Information guidelines for information, services and facilities to all current and new staff and the community via the internet, brochures and promotional materials. As far as practicable, all communications with staff and clients and the general community are compliant with these guidelines;
- the engagement of contractors from an organisation, whose aims include seeking rehabilitation employment for people with disability, to undertake grounds maintenance of the WorkCover WA site in Shenton Park was continued;
- the development of Personal Emergency Evacuation Plans (PEEPS) for staff members with a disability;
- a major review of WorkCover WA's website was completed and as far as practicable it complies with best practice as defined by W3C WCAG2.0 Web Content Accessibility guidelines.

COMMUNITY CONSULTATION

Internal staff members, particularly employees with disability were consulted to gain feedback and input into the Plan and strategies that will be used to achieve the outcomes, where practicable.

The Customer First Feedback System was reviewed to ensure it was fit for purpose to capture any approaches on disability issues from the community.

Notice of the intent to renew the DAIP for 2017 to 2022 was published in *The West Australian* newspaper and on the Agency's intranet and internet for wider public consultation, for a period of four (4) weeks.

There were no responses from members of the community.

RESPONSIBILITY FOR IMPLEMENTING THE DAIP

WorkCover WA takes all practical measures to ensure the DAIP is implemented by its officers; employees; agents; and contractors. These include (but are not limited to):

- Officers and employees being informed of their obligations under the DAIP through an online induction and learning program.
- Agents and contractors engaged to provide services to and on behalf of WorkCover WA are informed through inclusion of a clause in tender documents requiring them to implement, to the extent practicable, WorkCover WA's DAIP.
- Internal contractors are provided with an induction manual which provides information on the DAIP and refers them to the full plan on the WorkCover WA website.
- The Agency's CEO has overall responsibility for implementing the DAIP, with specific work areas and managers being given delegated authority.
- A dedicated Equity and Diversity Committee chaired by a Corporate Executive member which meets quarterly and reports to the Agency's Corporate Executive.

COMMUNICATING THE DAIP

Raising public and employee awareness and understanding of the DAIP is vital to the Agency achieving the desired outcomes. WorkCover WA will therefore maintain an effective communication strategy to raise this awareness, as indicated below.

Internally

- The Agency has a dedicated intranet site for 'Human Resource Plans' that will continue to be used to continue to promote the DAIP to employees.
- The DAIP is included in the online induction training program for all new staff.
- Disability Awareness training is included in online training that all new and existing employees are required to complete.
- A report on the progress of the DAIP will continue to be included within the Agency's Annual Report, and as an ongoing agenda item at the Agency's quarterly Equity and Diversity Committee meetings.

Externally

- The DAIP is promoted on WorkCover WA's public internet site, both during the public consultation period and will be an ongoing item that invites comment and feedback from the public. The new DAIP will be promoted to the community through an advertisement published in The West Australian in July 2017.
- On request the DAIP will be provided in:
 - electronic format;
 - Braille;
 - hard copy format in both standard and large print; and
 - audio format on compact disc.

REVIEW AND EVALUATION MECHANISMS

As a minimum, WorkCover WA's DAIP will be reviewed at least every five years, in accordance with *the Act*. The DAIP internal Implementation Plan may be amended on a more regular basis to reflect progress, and respond to any access and inclusion issues that may arise. Whenever the DAIP is amended, a copy of the amended Plan will be lodged for comment with the Disability Services Commission.

MONITORING AND EVALUATION

The DAIP will be monitored and an internal Implementation Plan, developed to detail specific actions, timeframes and accountabilities, will be updated on an annual basis. This is part of the Agency's annual reporting process, to ensure the DAIP remains consistent with other WorkCover WA priorities, and can be adapted to respond to emerging access and inclusion issues.

The DAIP will be monitored and evaluated by:

- the Corporate Executive through a standing item on its monthly agendas;
- the Equity & Diversity Committee, which meets every quarter to review progress on implementation of the DAIP strategies. The Equity & Diversity Committee minutes will be made available on the WorkCover WA intranet;
- the Equity & Diversity Committee will adopt consultative processes including employee questionnaires and inviting people with disability internally and externally, to provide input and comment into relevant issues as they arise as appropriate;
- the Human Resources branch on a fortnightly basis as part of meetings between the Manager and the DAIP Coordinator;
- Corporate Executive and WorkCover WA employees being invited to provide feedback on how successful the strategies are, and to make suggested improvements.

REPORTING

WorkCover WA will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 30 June each year, outlining:

- progress towards achieving desired outcomes of its DAIP;
- progress of any relevant agents and contractors towards meeting the seven desired outcomes; and
- strategies used to inform its agents and contractors of its DAIP.

Disability Access and inclusion Plan 2017 to 2022

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

Strategy	Timeline
1. Maintain the Equity and Diversity Committee (and the appointment of a Corporate Executive member as chair) to ensure people with disability are provided with an opportunity to comment on, and have access to services within WorkCover WA.	Quarterly
2. Ensure planning of all WorkCover WA activities and events specifically considers accessibility for people with disability.	As required
3. Incorporate the objectives of the DAIP into all WorkCover WA planning activities.	Ongoing
4. Provide mechanisms for people with disability to provide feedback to WorkCover WA regarding inclusion matters.	Ongoing

Outcome 2 – People with disability have the same opportunities as other people to access the buildings and other facilities of WorkCover WA.

Strategy	Timeline
1. Ensure where practicable all premises, and facilities, including reception and client contact areas are accessible to people with disability.	Ongoing
2. Arrange biennial accessibility reviews.	Biennially
3. Make access and inclusion a recurring item for Corporate Executive meetings, including the tabling of minutes.	Monthly
4. Make access and inclusion an area of focus for staff by including it as part of induction to the Agency and the regular publication of Equity and Disability Committee minutes on the intranet.	Ongoing

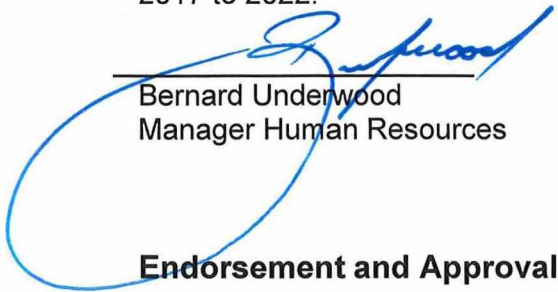
Outcome 3 – People with disability receive information from WorkCover WA in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Timeline
1. Improve staff and community awareness that information can be made available in alternative formats on request and where applicable.	Ongoing
2. Ensure that the WorkCover WA website continues to be accessible both internally and externally to people with disability.	Ongoing
3. WorkCover WA will strive to ensure that its publications, forms and other methods for engaging with customers and seeking their feedback are provided in an appropriate format in accordance with accessibility best practice guidelines.	Ongoing

Outcome 4 – People with disability receive the same level and quality of service from the staff of WorkCover WA as other people receive from the staff of WorkCover WA.	
Strategy	Timeline
1. Ensure WorkCover WA employees, agents and contractors are aware of their responsibilities under the <i>Disability Services Act 2003</i> .	Ongoing
2. Promote an inclusive culture where staff with disability feel welcomed and encouraged to disclose their disability through increasing staff awareness and celebrating successes.	Ongoing
Outcome 5 – People with disability have the same opportunities as other people to make complaints to WorkCover WA.	
Strategy	Timeline
1. Ensure that complaint and feedback mechanisms are available in formats to meet the needs of people with disability.	Review bi-annually
2. Improve staff knowledge and skills to enable them to support people with disability who wish to access complaint and grievance processes.	As required
Outcome 6 – People with disability have the same opportunities as other people to participate in any public consultation by WorkCover WA.	
Strategy	Timeline
1. Improve community awareness and ensure consultation processes are conducted in an accessible manner.	Ongoing
Outcome 7 - People with disability have the same opportunities as other people to obtain and maintain employment with WorkCover WA.	
Strategy	Timeline
1. Ensure that recruitment practices take into account people with disability.	Ongoing
2. Ensure developmental opportunities, including training, are accessible to all staff.	Ongoing
3. Obtain services and supplies from businesses conducted by persons with disability.	Ongoing

Document approval and authorization

I recommend that the content of this document be used as the Disability Access and Inclusion Plan 2017 to 2022.



Bernard Underwood
Manager Human Resources

11 May 2017
Date

Endorsement and Approval

The content of this document is authorised to be used as the WorkCover WA Disability Access and Inclusion Plan 2017 to 2022.



Chris White
A/CHIEF EXECUTIVE OFFICER
WORKCOVER WA

11 May 2017
Date