



Disability Access and Inclusion Plan

2022 – 2027

Acknowledgement of Country

WorkCover WA acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community.

We pay our respects to all Aboriginal communities and their cultures, to Elders both past, present and emerging.



Title: Gathering Place

Artist: Luke "Joordah" Riches

The artwork illustrates WorkCover WA as a location where people from all walks of life can gather to discuss events, share stories and find solutions for individuals and communities. It is backdropped by the desert sands of Western Australia and highlights the five WorkCover WA values.

Foreword



I am pleased to present WorkCover WA's *Disability Access and Inclusion Plan* (the Plan) for 2022 to 2027.

The refreshed Plan acknowledges previous good work undertaken to improve the accessibility of our services for stakeholders and community members with disability and similarly the prospects and wellbeing of our staff with disability.

Through the good work of the Diversity and Inclusion Committee, WorkCover WA will strive to maintain a workforce representative of the community we serve. The Disability Access and Inclusion Plan provides foundational requirements to help to achieve this goal.

Monitoring of progress against the outcomes and timelines within the plan by the Diversity and Inclusion Committee and regular reporting to Corporate Executive from the Human Resources branch also provides assurance that the objectives of The Plan are being met.

Our Plan outlines a range of measures and activities that will require a strong commitment from all staff and sound leadership from Divisional Heads and Managers across the organisation.

The 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 actively uphold the principles of fairness, understanding and commitment to service and be diligently aware of the needs of people with disability when carrying out their duties.

A handwritten signature in blue ink that reads "e. White". The signature is fluid and cursive.

Chris White
CHIEF EXECUTIVE OFFICER

Who we are

WorkCover WA is a statutory authority accountable to the Minister for Industrial Relations and is the government agency responsible for managing the Western Australian workers' compensation and injury management scheme.

Our role includes:

- providing strategic policy advice to government regarding workers' compensation
- regulating employers and service providers and monitoring compliance with the *Workers' Compensation and Injury Management Act 1981* (the Act)
- educating workers, employers and others about workers' compensation and injury management
- providing an independent dispute resolution service for workers' compensation issues.

What we do

WorkCover WA's purpose is to lead a contemporary, sustainable and integrated workers' compensation scheme that is fair, accessible and cost effective for all stakeholders through:

- providing advice and guidance about workers' compensation, injury management and return to work practices
- active, responsive and transparent management of the scheme
- focused information, education and compliance activities
- fair and timely dispute resolution
- a strong service focus.

Why we do it

Our vision is a workers' compensation and injury management scheme that works for all. Our impact is evidenced by:

- injured workers receiving adequate financial and other support
- employers understanding their rights and obligations
- service providers reflecting our expectations in their operations
- the workers compensation scheme remaining financially stable.

Disability Access and Inclusion Policy Statement

WorkCover WA is committed to facilitating the inclusion of people with disability by ensuring flexible access to our facilities and services and through ensuring our recruitment and selection processes and our organisational policies align with the needs and aspirations of people with disability.

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

Progress to Date

Since the inception of the Plan we have:

- commenced an initiative to improve the accessibility of our forms and publications. This initiative is championed by the Diversity and Inclusion Committee (the Committee) who have completed training in the use of the Vision Australia Document Accessibility Toolbar.
- consulted on “Insurer and Self Insurer Principles and Standards of Practice” (launched 1 July 2020). The Standards include Performance Indicators to effectively monitor and regulate practice. Performance Indicator 1 is “Number of Complaints”, and states “Identifies the number, nature, severity and outcomes of complaints received by the insurer, self-insurer and WorkCover WA”.
- continued to celebrate the achievements of staff with disability via the publication of intranet articles, social events and awards.
- continued to maintain a workforce with a representation of people with disability over 5%. This figure is currently higher than the aspirational public sector target
- continued to encourage people with disability to apply for vacancies that arise, asks applicants if they may require assistance during the recruitment process, and continues to support existing staff with disability to maintain their employment
- undertaken consultation to better understand the tools required to increase knowledge of and confidence in inclusive workers’ compensation and injury management practices
- undertaken regular disability access audits on WorkCover WA facilities
- implemented a resource review schedule and process to ensure publications and forms are regularly reviewed for accuracy, currency and accessibility
- revised online induction programs to include disability access information
- consistently renewed a gardening maintenance contract with Para Quad Industries for three year periods.

Consultation

Internal staff members were consulted via the Diversity and Inclusion Committee 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 again 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 2022 to 2027 was published in *The West Australian* newspaper.

There were no responses from members of the community.

The Plan is available to staff and stakeholder on the WorkCover WA website.

Implementation Plan 2022 to 2027

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	Task	Timeline	Responsibility
1. Maintain the Diversity and Inclusion Committee (with 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.	<ul style="list-style-type: none"> Diversity and Inclusion Committee to regularly monitor the progress and implementation of the DAIP. DAIP continues to be a standing item on the EDC agenda. Invite employees with a disability to comment on individual access needs as required. 	<p>Quarterly</p> <p>As required</p>	Manager Human Resources and Chair D and I Committee
2. Ensure planning of all WorkCover WA activities and events specifically considers accessibility for people with disability.	<ul style="list-style-type: none"> Accessibility and inclusion is included as a standing item at Diversity and Inclusion Committee meetings. Promote the 'Accessible Events Checklist' to staff/contractors/consultants for on-site and off-site events. Host inclusive and accessible events online, ensuring video conferencing and webinar software is accessible. Where relevant, ensure tender documents and contracts include reference to DAIP. 	<p>Quarterly</p> <p>As required</p> <p>Ongoing</p>	<p>Secretary Diversity and Inclusion Committee</p> <p>Manager Comms and Education/CFO</p> <p>Manager, Information Technology (to be confirmed with IT)</p> <p>CFO (Facilities)</p>
3. Incorporate the objectives of the DAIP into all WorkCover WA planning activities.	<ul style="list-style-type: none"> Ensure that strategic and business plans recognise WorkCover WA's commitment to meet the differing needs of our customers and to improve equal opportunity outcomes for employees with disability. Ensure that capital works and procurement practices are aligned with DAIP principles, wherever practicable. 	<p>Ongoing</p> <p>Ongoing</p>	<p>Manager Corporate Projects/Corporate Executive</p> <p>CFO.</p>
4. Provide mechanisms for people with disability to provide feedback to WorkCover WA regarding inclusion matters.	<ul style="list-style-type: none"> Provide a customer feedback system Provide advice and assistance services for people with disability to provide feedback on stakeholders provisions of inclusive service. Monitor Service Provider Principles and Standards of Practice to ensure people with disability receive inclusive services and claims management. 	Ongoing	<p>Coordinator Executive Support</p> <p>Regulatory Services Division</p> <p>Regulatory Services Division</p>

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

Strategy	Task	Timeline	Responsibility
1. Ensure where practicable all premises, and facilities, including reception and client contact areas are accessible to people with disability.	<ul style="list-style-type: none"> Conduct and act upon (where feasible) accessibility reviews and audits. Provide assistive technologies to help people with disability engage with WorkCover WA services. The needs of people with disability are canvassed/considered before any accommodation changes are made 	As required	Manager Human Resources/CFO (Facilities) Manager Communications and Education Manager Human Resources/CFO (Facilities)
2. Arrange biennial accessibility reviews.	<ul style="list-style-type: none"> Implement appropriate recommendations from the disability access audit Publish intranet articles when facilities are upgraded to clarify changes with staff. 	Biennially	Manager Human Resources/CFO (Facilities) CFO/Facilities
3. Make access and inclusion a recurring item for Corporate Executive meetings, including the tabling of minutes.	<ul style="list-style-type: none"> Include a standing item on the Corporate Executive monthly agendas. 	Monthly	Coordinator Executive Support
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 Diversity and Inclusion Committee minutes on the intranet.	<ul style="list-style-type: none"> Ensure designated managers have the development skills to influence the working life and career development of people with disability. 	Ongoing	Manager Human Resources
5. Consider improvements that could be made to hearing rooms/breakout rooms/reception/facilities/parking to accommodate the needs of people with disability	<ul style="list-style-type: none"> Undertake a biennial review of facilities utilised by injured workers Develop a questionnaire for stakeholders to complete and consider any improvement suggestions that are put forward 	Biennially Dec 2022	Manager Human Resources and CFO Manager Human Resources and CFO Manager Communications and Education
6. Provide individual "Personal Emergency Evacuation Plans" for people with disability	<ul style="list-style-type: none"> Personal Emergency Evacuation Plans for people with disability are regularly reviewed and updated 	Biennially	Manager Human Resources and CFO

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 access it.

Strategy	Task	Timeline	Responsibility
1. Improve staff and community awareness that information can be made available in alternative formats on request and where applicable.	<ul style="list-style-type: none"> Ensure that relevant staff are aware of State Government Digital Services Policy Framework (Accessibility and Inclusivity Standard) and ensure all communication is compliant. 	Ongoing	Manager Communication and Education
2. Ensure that the WorkCover WA website continues to be accessible both internally and externally to people with disability.	<ul style="list-style-type: none"> Engage in continuous improvement to meet or exceed relevant public sector accessibility standards. Ensure that electronic forms and documents are available in accessible formats. Ensure WorkCover WA Online is accessible for service providers who employ people with disability 	Ongoing Ongoing Ongoing	Manager IT and Manager Communications and Education Manager Communications and Education Manager IT
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.	<ul style="list-style-type: none"> Incorporate the State Government Digital Services Policy Framework (Accessibility and Inclusivity Standard) into general practice. Continue to improve the variety of formats in which information is kept and/or published as a standard practice and better promote these to the community. 	Ongoing Ongoing	Manager Communications and Education Manager Communications and Education

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	Task	Timeline	Responsibility
1. Ensure WorkCover WA employees, agents and contractors are aware of their responsibilities under the Disability Services Act 2003. 2. Promote an inclusive culture where staff with disability feel welcomed and encouraged to disclose their disability through increasing staff awareness and celebrating successes.	<ul style="list-style-type: none"> Promote WorkCover WA's commitment to the DAIP and relevant policies and procedures, to people with disability, staff and contractors via the internet and intranet. 	Ongoing	Manager Human Resources and CFO
	<ul style="list-style-type: none"> Raise awareness of disability access and DAIP through the online induction program. 	Ongoing	Manager Communications and Education
	<ul style="list-style-type: none"> Deliver training and information to staff to enhance the level of understanding and service experienced by people with disability and their families. 	Ongoing	Manager Human Resources
	<ul style="list-style-type: none"> Celebrate events that acknowledge people with disability. 	Ongoing	D and I Committee

Outcome 5: People with disability have the same opportunities as other people to make complaints to WorkCover WA.

Strategy	Task	Timeline	Responsibility
1. Ensure that complaint and feedback mechanisms are available in formats to meet the needs of people with disability.	<ul style="list-style-type: none"> Continue to review the complaints and customer feedback mechanism process to ensure people with disability can access the process. 	Annually	Coordinator Executive Support
	<ul style="list-style-type: none"> Continue the text based 'Live Chat' function to assist hearing impaired stakeholders to contact Advisory Services. 	Daily	General Manager Regulatory Services

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

Strategy	Task	Timeline	Responsibility
1. Improve community awareness and ensure consultation processes are conducted in an accessible manner.	<ul style="list-style-type: none"> Ensure contact details for public inquiries are prominent on the Agency's website. 	Ongoing	General Manager Regulatory Services
	<ul style="list-style-type: none"> Promote the DAIP on the Agency's website together with a standing invitation for community members to submit feedback/comment on relevant agenda items. 	Ongoing	Manager Communication and Education

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with WorkCover WA.

Strategy	Task	Timeline	Responsibility
1. Ensure that recruitment practices take into account people with disability.	<ul style="list-style-type: none"> • Ensure recruitment policies and practices are inclusive and reflect best practice. • Modify office equipment where practicable. • Provide job related information in alternative formats upon request. • Ensure staff shortlisted for interview who have indicated they have a disability are contacted to ensure their access requirements for interview are considered • Report on agency job applicant data to ascertain number of applicants with disability. 	<p>As per review schedule</p> <p>As required</p> <p>As required</p> <p>As required</p> <p>As required</p>	Manager Human Resources
2. Ensure developmental opportunities, including training, are accessible to all staff.	<ul style="list-style-type: none"> • Support employees through job design, flexible working arrangements, appropriate resources and appropriate training and development. 	Ongoing	General Managers/Manager Human Resources
3. Obtain services and supplies from businesses conducted by persons with disability.	<ul style="list-style-type: none"> • Continue the practice of employing contractors with disability to undertake grounds maintenance of the WorkCover WA site in Shenton Park. • Continue to purchase office supplies and other consumables from businesses conducted by persons with disability where practicable. 	<p>Annually</p> <p>Ongoing</p>	<p>CFO (Facilities)</p> <p>CFO (Facilities)</p>
4. Maintain 5% participation rate for employment of people with disability	<ul style="list-style-type: none"> • When the number of employees with disability falls below our employment target (5%) identify suitable positions to be advertised and refer these to disability employment providers to establish a recruitment pool. • Access specific employment provisions to recruit for people with disability. • Ensure appropriate training for Managers and Supervisors who have line responsibility for staff with disability. 	<p>Review Quarterly</p> <p>As required</p> <p>As required</p>	Manager Human Resources
5. Ensure work conditions are appropriate for employees with disability.	<ul style="list-style-type: none"> • Arrange a meeting with staff with disability to discuss their views on how services/conditions/facilities/access to training etc can be improved or amended. • Develop inclusive onboarding for new staff with disability. 	Annually	<p>Manager Human Resources</p> <p>Manager Human Resources and responsible supervisors</p>