



Department of Sport and Recreation
Government of Western Australia

Department of Sport and Recreation

Disability Access and Inclusion Plan (DAIP) 2007 – 2012

This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed, audio or Braille).

This plan is available on the department's website www.dsr.wa.gov.au

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Acknowledgements

The Department of Sport and Recreation (DSR) acknowledges the input received from many individuals and groups in the community during the preparation of this Disability Access and Inclusion Plan.

Introduction

Disability in Western Australia

A disability is a continuing condition that restricts everyday activities, and can affect a person's capacity to communicate, interact with others, learn, and get about independently. A disability is usually permanent but may be episodic, and can be hidden (e.g. epilepsy) or visible (e.g. cerebral palsy). The condition may be attributed to a sensory, neurological, physical, intellectual, cognitive, or psychiatric impairment, or a combination of these.

Disability affects one-third of the Western Australian population. An estimated 20.6% have a disability (5.8% have profound or severe core activity limitation) and 12.6% are carers for people with disabilities. More than one in every three carers has a disability. Over the next 20 years, the number of Western Australians with a disability is expected to increase as a result of population increase and population ageing.

Background to Disability Access and Inclusion Plans (DAIPs)

As members of the community, people with disabilities, their families and carers have the same rights as other people to access all information, services and facilities provided by the Department of Sport and Recreation. These rights are built into State and Commonwealth legislation which makes it unlawful to discriminate against a person with a disability.

In 2001, the department implemented its Disability Services Plan for the period 2001-2006. This plan was to built upon previous progress made by the organisation, and provided a basis for developing further strategies and initiatives to assist people with disabilities in utilising the services and facilities of the department.

To meet compliance requirements under the *Disability Services Act* 1993 (as amended 2004), the department has developed this new Disability Access and Inclusion Plan (DAIP), to be implemented over the years 2007-2012. The DAIP will outline the ways in which the department will ensure that people with disabilities have equal access to its facilities and services.

The Department of Sport and Recreation

The Department of Sport and Recreation is the lead agency responsible for the implementation of government policy and initiatives in sport and recreation.

Mission

The mission of the Department of Sport and Recreation is to enhance the quality of life of Western Australians through their participation and achievement in sport and recreation.

Priorities

The priorities of the Department of Sport and Recreation are to:

- Encourage more Western Australians to be physically active;
- Strengthen the capacity of sport and recreation organisations;
- Support talent development and achievement in sport and recreation;
- Promote sound infrastructure planning and sustainable facilities; and
- Provide affordable recreation camp experiences.

Services and facilities (both in-house and contracted)

The Department of Sport and Recreation offers a wide range of services which extend throughout Western Australia. These include:

Sport and recreation industry services – conduct industry based strategic planning and research; coordinate industry forums and seminars; develop and implement policy; and promote relevant legislation.

Sport and recreation facilities services – provide advice and resources to improve planning, design and management of facilities; and manage the Community Sporting and Recreation Facilities Fund (CSRFF) to provide grants for new and upgrade of existing facilities.

Management services – manage the Sport Lottery Account providing grants supporting sport development; and provide consultancy and advisory services in organisational development e.g. Management and planning.

Promotion of physical activity – support physical activity and participation initiatives involving community, public and private sector service providers; coordinate an across government and community physical activity strategy; and provide activity programs and accommodation through a camps network.

Sporting excellence services – fund the Western Australian Institute of Sport programs; manage the Academy of Sport program in the North West; and manage the Country Sport Enrichment Scheme which takes high profile athletes and events to regional areas.

Service delivery services – facilitate and promote education and training for those delivering sport and recreation services e.g. courses in coaching, officiating, administration; and support and recognise volunteers in sport and recreation through the conduct of awards and development of support resources.

Progress since 2001

The Department of Sport and Recreation is committed to ensuring that people with disabilities, their families, carers and organisations have access to the range of services that it provides. Achievements of the department include:

- Entering into a contractual agreement with the Australian Sports Commission (ASC) to deliver the Disability Education Program on the ASC's behalf;
- Improving access to building and facilities;
- Ensuring all office re-locations take into account access requirements;
- Revising the department's style guide to specify the use of clear, concise language in all publications. The website has been reviewed to ensure compliance;
- Briefing all new staff as part of the induction program on their obligations under the *Disability Services Act 1993*;
- Holding awareness raising sessions for all staff e.g. at annual staff conference by including a presentation and hands-on experiences; and
- Undertaking training on inclusive practices.

Yearly achievements towards inclusive and accessible practices are outlined in the department's annual report, available on the website.

Access and inclusion policy statement for people with disabilities, their families and carers

The Department of Sport and Recreation is committed to ensuring that people with disabilities, their families, carers and organisations have access to the services and facilities the agency provides.

The Department of Sport and Recreation is committed to furthering the principles (refer Appendix A) and objectives (refer Appendix B) of the *Disability Services Act* (1993) by addressing the following outcomes:

1. People with disabilities have the same opportunities as other people to access the **services** of, and any **events** organised by, the department.
2. People with disabilities have the same opportunities as other people to access the **buildings** and other facilities of the department.
3. People with disabilities 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.
4. People with disabilities receive the same level and **quality of service from the staff** of the department as other people receive from the staff of the department.
5. People with disabilities have the same opportunities as other people to make **complaints** to the department.
6. People with disabilities have the same opportunities as other people to participate in any **public consultation** by the department.

The Department of Sport and Recreation is committed to undertaking public consultation when preparing, reviewing or amending the DAIP.

The Department of Sport and Recreation recognises linkages between this Access and Inclusion Policy Statement and other key policy statements and projects, including:

Position Statement: Inclusivity (Substantive Equality)

“DSR is committed to inclusive practices that encourage participation in physical activity of all people, regardless of their age, gender, cultural background, sexual orientation, disability, income and geographic location”.

Position Statement: Companion Card for People with a Disability

“People with disabilities are entitled to access opportunities to benefit from the social, physical and health benefits of participation in

community sport and recreation. DSR is affiliated with the Companion Card program which assists people with a significant, permanent disability, who require a carer to access most community activities and venues.”

Fair Play: Strategic framework for inclusive sport and recreation

The Department of Sport and Recreation recognises the social, physical and health benefits gained by people with disabilities through participation in sport and recreation. The department is committed to working towards a community in which all Western Australians can participate in physical activity, in a spirit of mutual respect, and experience the benefits of sport and recreation.

The Department of Sport and Recreation is committed to work under the guidance of the six values outlined in Fair Play (inclusion; accessibility; diversity: equity; dignity; and respect) to increase and develop inclusive sport and recreation provision in local communities.

Captivate

The Department of Sport and Recreation is one of the key funding organisations for the Captivate project, which brings together three disability service organisations, and addresses the needs of these groups and the WA Local Government Association in providing sport and recreation opportunities for people with disabilities.

Policy regarding agents and contractors

The Department of Sport and Recreation is committed to informing its agents and contractors of the DAIP and its outcomes, and to take all practicable measures to ensure the plan is implemented by such agents and contractors.

The *Disability Services Act* requires agents and contractors of public authorities to conduct their business in a manner consistent with the contracting public authority's DAIP. Relevant sections of the act include:

- **Section 28 Disability access and inclusion plans:** (1) Each public authority must have a disability access and inclusion plan to ensure that in so far as its functions involve dealings with the general public, the performance of those functions furthers the principles in Schedule 1 and meets the objectives in Schedule 2.
- **Section 29B Public authorities to ensure implementation of a disability access and inclusion plan:** A public authority that has a disability access and inclusion plan must take all practicable measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors.

The Department of Sport and Recreation will seek to ensure that its agents and contractors are sensitive to the needs of community members who have a disability. Requirements in regards to the Disability Access and Inclusion Plan:

- Apply to new contracts;
- Apply to contract variations;
- Apply to services provided to the public; and
- Do not apply to services provided directly to the department, e.g. building electrician, cleaners.

The department will identify the DAIP in relevant tender and contract documents by including the following clause:

DISABILITY ACCESS AND INCLUSION PLAN

If the Contract involves the supply of Services to the public, then the successful Respondent will:

1. To the extent practicable, implement the department's "Disability Access and Inclusion Plan" prepared under the *Disability Services Act* 1993; and
2. Provide a report to the department by (insert date) in each year of the Contract Term reporting on the extent to which the successful

Respondent has implemented the department's Disability Access and Inclusion Plan.

(sourced from the Department of Treasury and Finance Request Document template)

The department will provide a copy of the DAIP to the agent or contractor, if requested.

The Department of Sport and Recreation will include information in their yearly report to the Commission on how their agents and contractors were informed of the DAIP, and the progress their agents and contractors have made towards the desired outcomes of the DAIP.

Development of the Disability Access and Inclusion Plan

Responsibility for the planning process

Connell Wagner was contracted by the Department of Sport and Recreation in March 2007 to prepare the DAIP on their behalf. Connell Wagner has experience in both community consultation and disability access auditing.

Implementation, review and evaluation of the plan will be undertaken by the department's Equity and Access Committee. The committee is made up of the following members of the department:

- Senior Policy Officer
- Executive Officer
- Manager, Facilities
- Manager, Regional Services
- Inclusion Officer, Disabilities
- Manager, Human Resources
- Business Manager Camps

Community consultation process

The *Disability Services Act* Regulations set out the minimum consultation requirements in relation to DAIPs. The Department of Sport and Recreation was required to call for submissions (either general or specific) by notice in a state-wide newspaper or on any website maintained by or on behalf of the department. The department met and went beyond these consultation requirements, and used the following strategies:

Newspaper / Website – In May 2007 the community was informed through *The West Australian* newspaper and the department's website that a DAIP was being developed to help make the department's facilities and services more accessible and inclusive for the broader community.

Questionnaire – A questionnaire was sent to 21 disability service organisations who are customers of the department. Recipients were asked to comment on their experience with the department and what they would like to have provided in the future. General comments were sought regarding the six objectives of a DAIP, and also details of specific disability access and inclusion items upon which the Department of Sport and Recreation could improve. A questionnaire was also sent to department staff.

Workshop – A workshop was held in June 2007 to discuss the barriers to access and inclusion that are faced by people with a disability, and how the DAIP could achieve more than the minimum compliance with access standards.

Interviews / Phone discussions – Interviews and phone discussions were held throughout June 2007 with those who expressed interest in contributing to the development of the DAIP.

The results of these strategies were:

- 3 phone calls from the public
- 2 access and inclusion documents provided by disability service organisations
- 3 completed questionnaires
- 5 disability service organisation representatives at the workshop
- 4 department staff members at the workshop
- Phone discussions with 5 department staff
- 1 interview with Western Australian Disabled Sports Association representative

Findings of the consultation

By consulting with both department staff and disability service organisations, a wide-range of objectives and considerations for the new plan was identified. The consultation found that the DAIP should address current access barriers, as well as strive to meet more than just minimum compliance with access standards. The plan should have an 'external' focus and have outcomes which are meaningful and achievable.

Access barriers

While the consultation noted a great deal of achievement in improving access, it also identified a range of barriers that require redress. These access barriers include:

- The department's access and inclusion plan may not integrate with the plans of other government authorities, thus limiting its effectiveness;
- People with disabilities are not a homogenous group; the provision of information, facilities, and staff training may not reflect this;
- The department can influence community development and people's values through providing grants funding; but funding policy is not readily available, forms are complicated, and past grants are not assessed for effectiveness;
- Choices for participation (either mainstream or disability specific) are not well known to the community;
- The benefits of sport and recreation for participants with a disability are not widely recognised;
- Difficulty experienced by department staff in locating those who require the department's services;
- Documents and maps provided by the department do not always provide details of disabled access;
- The facilities and activities at camps may not provide adequate access opportunities, support to, and comfort for people over a wide range of disabilities;

- Physical infrastructure may not be meeting the needs of people with a disability;
- The ability to provide information in alternative formats is not well known, by both department staff and people with a disability;
- The website may not be fully accessible;
- Information relating to actions undertaken and review of achievements in regards to improving access and inclusion is not readily available;
- Many staff have limited previous interaction with a person with a disability, their family, or carer, and therefore are uninformed or lacking in confidence when interacting and assisting them;
- 'One-off' accessibility audits and staff inductions are not adequate to ensure ongoing access and inclusion policies and practices are followed;
- People with disabilities may feel that their opinions or suggestions are not as valued as those of other people;
- A limited choice of venues and / or times may exist for participation or public consultation;
- Established lists of customer groups / stakeholders may not include all disability service groups;
- A negative connotation / culture may exist regarding the making of complaints; and
- Perception that verbal complaints, or complaints made over the telephone, are not given due attention.

The identification of these barriers informed the development of strategies in the DAIP. The strategies have been prioritised (as reflected by the timeline for achievement) and this reflects the relative importance of each barrier.

Responsibility for implementing the DAIP

It is a requirement of the *Disability Services Act* that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents, and contractors.

Implementation of the DAIP is the responsibility of all areas of the department. Some actions in the Implementation Plan will apply to all areas of the department, while others will apply only to a specific area. The Implementation Plan sets out who is responsible for each action. The Equity and Access committee will guide the overall implementation of the plan.

Communicating the plan to staff and people with disabilities

In July 2007 the DAIP was finalised and formally endorsed by the department's corporate executive. The plan was then lodged with the Disability Services Commission.

The department advised, through the media (*The West Australian*), that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on the department's website.

Copies of the plan were sent to all those who contributed to the consultation process, key disability service groups and peak industry organisations. An intranet (Arena) notice was sent to all department staff advising them of the new DAIP.

As plans are amended, both staff and the community will be advised of the availability of updated plans.

Review and evaluation mechanisms

The *Disability Services Act* sets out the minimum review requirements for public authorities in relation to DAIPs. The department's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Monitoring and reviewing

- The Equity and Access Committee will meet quarterly to monitor progress to achieve the outcomes of the DAIP and report to the Corporate Executive on outputs required / identified in the plan.
- The Equity and Access Committee will review and update as necessary the DAIP and Implementation Plan at least annually.
- The Equity and Access Committee will draft / coordinate annual reports on the progress and achievements of the Department in relation to access and inclusion.
- An overall review of the Department's DAIP will be included in the 2012 – 2017 DAIP which will be submitted to the Disability Services Commission in 2012.

Evaluation

- Any reports on the DAIP implementation process will be provided to the department's corporate executive.
- Once a year, prior to 31 July, the department will provide information to the community regarding the implementation of the DAIP, and seek feedback regarding the strategies that have been implemented.
- A notice about the consultation process will be posted in *The West Australian* and on the department's website, and key disability service groups will be contacted.
- In seeking feedback, the Equity and Access Committee will also seek to identify any additional barriers that were not identified in the initial consultation.
- The Committee will use some of the consultation methods employed during the initial consultations.
- Department staff will be asked to comment on how well they believe the strategies are working and to make suggestions for improvement.
- Implementation plans will be amended based on the feedback received.

Reporting on the DAIP

The *Disability Services Act* sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The department will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 31 July each year, outlining:

- Progress towards the desired outcomes of its DAIP;
- Progress of its agents and contractors towards meeting the six desired outcomes; and
- Strategies used to inform its agents and contractors of its DAIP.

Strategies to improve access and inclusion

The following overarching strategies will guide tasks, as reflected in Implementation Plans, that the Department of Sport and Recreation will undertake from 2007 to 2012 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities.

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

Strategy	Timeframe/ Priority
Equity and Access Committee to promote the DAIP, and guide the implementation of strategies and Implementation Plans.	From August 2007 and ongoing
Ensure that staff, contractors, and agents are aware of the DAIP and <i>Disability Services Act</i> and their associated requirements.	From August 2007 and ongoing
Improve the procedures and outcomes monitoring in relation to funding grants.	2
Ensure events and services are physically accessible to people with disabilities.	3
Encourage the participation in sport and recreation by people with disabilities.	4
Improve cross-government and community partnerships in the delivery of sport and recreation, and associated services.	5

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

Strategy	Timeframe/ Priority
Ensure that the influence of the department in the sport and recreation industry is used to promote best practice for accessible buildings and facilities.	1
Ensure, on an ongoing basis, that the department's camps' activity program and accommodation are accessible to people with disabilities.	2
Ensure, on an ongoing basis, that the department's buildings and facilities are physically accessible to people with disabilities.	3
Further increase "social" access to the department's buildings and facilities.	4

Outcome 3: People with disabilities 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.

Strategy	Timeframe/ Priority
Ensure contemporary good practice and accessible information standards are met.	1
Improve the information delivery process.	2
Improve staff awareness that information can be provided in alternative formats if requested.	3
Improve community awareness that information is available in alternative formats upon request.	4

Outcome 4: People with disabilities receive the same level and quality of service from the staff of the department as other people receive from the staff of the department.

Strategy	Timeframe/ Priority
Distribute and promote the department's DAIP.	August 2007 and ongoing
Improve the knowledge and skills of staff who interact with people with disabilities.	2
Ensure sustained staff awareness of access and inclusion issues and best practice.	3

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

Strategy	Timeframe/ Priority
Ensure current grievance making mechanisms are accessible to people with disabilities, their families, and carers.	September 2007
Encourage people with disabilities to provide feedback on department facilities and services.	2
Ensure grievance making mechanisms are an effective method of communication between the community and the department.	3

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

Strategy	Timeframe/ Priority
Improve access to the department's consultation process.	1
Increase the community's knowledge of department consultation processes and opportunities.	2
Encourage participation in public consultation by all members of the community.	3
Seek a broad range of views on disability access and inclusion from the community.	4

Contact us

If you would like to comment on our Disability Access and Inclusion Plan, please use the feedback form provided or alternatively contact us by one of the following methods:

Mail address:

Inclusion Officer
Department of Sport and Recreation
PO Box 329
Leederville WA 6903

Street address (Perth office):

246 Vincent Street
Leederville WA 6903

Telephone:

08 9492 9700

Fax:

08 9492 9711

Email:

info@dsr.wa.gov.au

Internet:

www.dsr.wa.gov.au

Feedback form

We welcome your feedback at any time.

Have you experienced any barriers to access that we have not identified?

Situation	Reason for difficulty

Is there an initiative that you would like to praise us on?

Initiative	Why you think it is a good initiative

Do you have any other comments?

To help us analyse your comments, please tick which category best describes your interest in our Disability Access and Inclusion Plan.

Customer with a disability	<input type="checkbox"/>	DSR Employee	<input type="checkbox"/>
Carer	<input type="checkbox"/>	DSR Contractor	<input type="checkbox"/>
Disability Services Provider	<input type="checkbox"/>	DSR Agent	<input type="checkbox"/>
Other (please specify)			

If you would like to be included in future consultations please provide your name and contact details.

Appendix A: Principles applicable to people with disabilities

1. People with disabilities have the inherent right to respect for their human worth and dignity.
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 as other members of society 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 regional 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.

Appendix B: Objectives for services and programs

1. Programs and services are to focus on achieving positive outcomes for people with disabilities, such as increased independence, employment opportunities and inclusion in the community.
2. Programs and services are to contribute to ensuring that the conditions of the every day life of people with disabilities are the same as, or as close as possible to, norms and patterns which are valued in the general community.
3. Programs and services are to be integrated with services generally available to members of the community.
4. Programs and services are to be tailored to meet the individual needs and goals of the people with disabilities receiving those programs and services.
5. Programs and services are to be designed and administered so as to meet the needs of people with disabilities who experience additional barriers as a result of their age, gender, aboriginality, culturally or linguistically diverse backgrounds or geographic location.
6. Programs and services are to be designed and administered so as to promote recognition of the competence of, and enhance the community perception of, people with disabilities.
7. Programs and services are to be designed and administered so as to promote the participation of people with disabilities in the life of the local community through maximum physical, social, economic, emotional, intellectual and spiritual inclusion in that community.
8. Programs and services are to be designed and administered so as to ensure that no single organisation shall exercise control over all or most aspects of an individual's life.
9. Service provider organisations, whether disability specific or generic, shall be accountable to those people with disabilities who use their services, the advocates of such people, the State and the community generally for the provision of information from which the quality of their services can be judged.
10. Programs and services are to be designed and administered so as to provide opportunities for people with disabilities to reach goals and enjoy lifestyles which are valued by the community.
11. Programs and services are to be designed and administered so as to ensure that people with disabilities have access to advocacy support where

necessary to ensure adequate participation in decision making about the services they receive or are seeking.

12. Programs and services are to be designed and administered so as to ensure that appropriate avenues exist for people with disabilities to raise, and have resolved, any grievances about services.

13. Programs and services are to be designed and implemented as part of local coordinated service systems and integrated with services generally available to members of the community. Public sector agencies are to develop, plan and deliver disability programs and services in a coordinated and pro-active way.

14. Programs and services are to be designed and administered so as to respect the rights of people with disabilities to privacy and confidentiality.

15. Programs and services are to have regard for the benefits of activities that prevent the occurrence or worsening of disabilities and are to plan for the needs of such activities.

16. Programs and services are to be designed and implemented to:

- (a) consider the implications for the families and carers of people with disabilities;
- (b) recognise the demands on the families of people with disabilities; and
- (c) take into account the implications for, and demands on, the families and carers of people with disabilities.

17. Programs and services are to be designed and administered so as to:

- (a) provide people with disabilities with, and encourage them to make use of, ways of participating continually in the planning, operation and evaluation of services they receive; and
- (b) provide for people with disabilities to be consulted about the development of major policy, program or operational changes.