

# Disability Access and Inclusion Plan 2017-2021



# Contents

<b>1. A message from the CEO</b>	<b>3</b>
<b>2. Introduction</b>	<b>4</b>
About Lotterywest.....	4
About Healthway .....	4
Context of the Plan .....	5
Our commitment.....	5
Achievements of the 2012-16 Plan .....	6
<b>3. Developing the Plan</b>	<b>7</b>
Consultation.....	7
Implementing the Plan.....	8
Reviewing and reporting .....	8
Strategies to improve access and inclusion.....	9

This Plan is available in alternative formats upon request including large and standard print, electronically by email, audio format, Braille and on the Lotterywest [website](#).

## Lotterywest

Phone: 133 777

Web: [lotterywest.wa.gov.au](http://lotterywest.wa.gov.au)

Email: [hello@lotterywest.wa.gov.au](mailto:hello@lotterywest.wa.gov.au)



## Healthway

Phone: 133 777

Web: [healthway.wa.gov.au](http://healthway.wa.gov.au)

Email: [healthway@healthway.wa.gov.au](mailto:healthway@healthway.wa.gov.au)



## Address

Locked Bag 66, Subiaco, Western Australia, 6904  
38 Station Street, Subiaco, Western Australia, 6008

# 1. A message from the CEO

Lotterywest and Healthway are facing an exciting period of change.

The two agencies integrated in 2018 with the view to providing a more consistent, seamless, efficient and outcomes-based approach to community funding. To that end, this Disability Access and Inclusion Plan brings together the existing access and inclusion commitments of both agencies into a single plan.

In rising to meet the challenges of an increasingly competitive and rapidly evolving retail market, and fundamental changes in the community services sector, we are becoming more focused on our customers. Our focus is on making our products and services more relevant and accessible to all our customers. We must have inclusion and accessibility at top of mind to be successful.

Meeting the needs of all Western Australians provides considerable rewards; with richer input and experience we become better placed to improve our business.

Technology is the biggest driver of change and provides enormous opportunities to ensure our products and services are available to all people, regardless of disability or other factors that may affect our customer's ability to engage with us and certainly, our new Digital Strategy has a strong emphasis on access and inclusion.

We will continue to aim to provide a seamless and positive experience for customers seeking access to products and services, whether it be players buying products through our retail network, or online, grant customers making applications for support, and visitors to our Head Office in Subiaco.

Through our community funding, we are uniquely placed to work with organisations to promote greater access and inclusion across our community. Much of the work we support through our grants programs enables organisations to provide support and services to people with disabilities.

Lotterywest and Healthway are committed to our shared Disability, Access and Inclusion Plan which provides a meaningful and achievable roadmap to drive improvements in our service to people with a disability.



Susan Hunt PSM  
CEO Lotterywest and Healthway

# 2. Introduction

## About Lotterywest

The Lotteries Commission, trading as 'Lotterywest', is responsible for selling lottery products and distributing the proceeds for the benefit of the Western Australian community.

The Lotteries Commission was established in 1932. It held its first lottery and made its first grants distribution in March 1933. Today, Lotterywest is a highly successful WA organisation and regarded as one of the best performing lotteries globally. Its per capita sales of Lotto are one of the highest in the world.

Lotterywest has a unique role in that it not only has the responsibility for operating the lottery in WA but also has the role of distributing a proportion of the funds raised directly to not-for-profit organisations through Lotterywest grants.

Lotterywest offers a range of lottery products. Lotterywest products are sold through a network of hundreds of independent small businesses across Western Australia, through Lotterywest's Play Online Internet service and mobile app.

Lotterywest aims to grow its business within the principles of corporate social responsibility and continuing to build a better WA through supporting community and charitable organisations.

### Our major stakeholders include:

- The WA community
- Our players
- Our retailers
- Our workforce
- Our direct grant recipients
- Our statutory grant recipients:
  - Department of Health
  - Screenwest
  - Perth International Arts Festival
  - Department of Local Government, Sport and Cultural Industries

## About Healthway

Healthway seeks to promote and support healthy lifestyles to reduce the burden of preventable disease in Western Australia.

Healthway (the Western Australian Health Promotion Foundation) was established in 1991 under Section 15 of the Tobacco Control Act 1990 as an independent statutory body reporting to the Minister for Health. Healthway now functions under Part 5 of the Tobacco Products Control Act 2006.

Healthway provides sponsorship to sports, arts, and racing organisations to promote healthy messages, facilitate healthy environments and increase participation in healthy activities. Healthway also provides grants to a diverse array of organisations to encourage healthy lifestyles and advance health promotion programs.

The key priorities for Healthway are reducing harm from tobacco, reducing harm from alcohol, reducing obesity and promoting good mental health.

Further information about Lotterywest and Healthway is available at [www.lotterywest.wa.gov.au](http://www.lotterywest.wa.gov.au) and [www.healthway.wa.gov.au](http://www.healthway.wa.gov.au).

## Context of the Plan

*The Disability Services Act (1993)* (the Act) defines 'disability' as any continuing condition that restricts everyday activities. They can be physical, sensory, psychiatric, neurological, cognitive and intellectual.

According to the Australian Bureau of Statistics (ABS), one in six Australians live with a disability. One in 12 have also experienced discrimination as a result of that disability.

The Act requires all public authorities to develop and implement a Disability Access and Inclusion Plan (Plan) that outlines the ways in which the authority will ensure that people with a disability have equal access to its facilities and services.

The five-year Plan must provide strategies against seven outcome areas defined in the Act that aim to ensure that people with a disability:

- Have the same opportunities as other people to access services and events organised by Lotterywest and Healthway.
- Have the same opportunities as other people to access the buildings and facilities of Lotterywest and Healthway.
- Receive information in a format that will enable them to access the information as readily as other people are able to access it.
- Receive the same level and quality of service from the staff of a public authority as other people receive from the staff of Lotterywest and Healthway.
- Have the same opportunities as other people to make complaints to Lotterywest and Healthway
- Have the same opportunity as other people to participate in any public consultation by Lotterywest and Healthway.
- People with disability have the same opportunities as other people to obtain and maintain employment with Lotterywest and Healthway.

## Our commitment

As community-focused organisations, Lotterywest and Healthway are committed to ensuring people with a disability are not disadvantaged in their ability to access the full range of our products, services and facilities.

We will work actively to reduce barriers to participation in our workforce, public consultation and events.

This Plan will ensure we are able to meet that commitment.

We acknowledge our responsibility to meet the requirements of the Disability Services Act 1993.

## Achievements of the 2012-16 Plan

This Plan seeks to consolidate and build on the achievements of the Lotterywest 2012-2016 DAIP and the Healthway 2014-2019 DAIP which include:

- The design of our new Head Office at 38 Station Street, Subiaco considered the needs of visitors and staff with a disability:
  - Open design with generous corridor widths and office circulation space.
  - Wheelchair-friendly reception counter.
  - Multiple reception seating options to meet the needs of people of varying mobility.
  - Emergency evacuation procedures specifically address actions for people with disabilities.
  - A full review of staff furniture and equipment requirements was undertaken to ensure the workplace meets the requirements of people with varying physical requirements including provision of fully adjustable 'sit-stand workstations', ergonomic chairs and footstools.
  - An ergonomist was engaged to undertake workstation assessments and adjustments to assist people to adapt safely to the new environment.
- A high-level assessment of the accessibility of our digital channels was undertaken to identify barriers to accessibility and improvement opportunities.
- A range of design changes resulted, including simplification of screens and buttons and using colour in ways that promote ease of reading.
- Consideration of accessibility is now a mandatory requirement for all digital development specifications.
- The design of Lotterywest's new retail shop-fit, currently rolling out across the network, was independently assessed to ensure compliance with the requirements of the Building Code of Australia 2015, the *Disability Standards 2010* and *Disability Discrimination Act 1992*.
- Invitations to on-site events and retailer training provide visitors with information about accessible parking options and the opportunity to advise us of special access requirements.
- Created internal content-sharing group via the social media tool 'Yammer' to encourage awareness and collaboration regarding accessibility issues and initiatives. The group has been active in posting articles and sharing reference materials and ideas.
- Introduction of regular Healthway e-newsletters sent to all subscribers advising of news, events and activities. Access to previous e-newsletters is also available on Healthway's website.
- Representatives of the Mental Health Commission and other relevant organisations working with disabled and disadvantaged people are included in invitations to attend Healthway forums and information sessions.
- Healthway provided funding to numerous organisations seeking to increase their focus on people who have a disability or are disadvantaged or may be socially isolated.

# 3. Developing the Plan

This 'interim' Plan integrates Healthway and Lotterywest's DAIPs in recognition of the relationship between the agencies and implications for the plan. For example, the agencies have a shared Head Office and Healthway's operational activities are undertaken by Lotterywest employees via a Service Level Agreement which has implications for many of the Plan's outcomes.

This integrated Plan is not a review, rather it brings together the existing commitments of each Agency's plan into an integrated plan.

In accordance with the Act, Lotterywest and Healthway has reviewed its Plans every five years. The most recent reviews resulted in Lotterywest's Plan for 2017-21 & Healthway's Plan for 2014-19.

An implementation plan is developed annually to support the delivery of the strategies outlined in the plan.

## Consultation

Prior to commencing the review for Lotterywest's 2017-21 Plan, the organisation publicly called for feedback through our corporate website and an advertisement in the West Australian newspaper on 24 March 2017. A dedicated phone number and email address were established to receive feedback.

There was no feedback received from the public during the consultation process.

A diverse group of staff from across the business, including people with a disability and those who are carers were invited to participate in development of the Plan.

An initial workshop provided the framework for the Plan, which was further developed through in-depth consultation and collaboration with teams critical to the Plan's success.

The key findings of the consultation were:

- While the previous Plan delivered some advances in Lotterywest and Healthway's approach to access and inclusion, there is room to improve our coordination and commitment.
- The biggest opportunities to deliver improvements in accessibility of information, products and services are through digital channels. Lotterywest's Digital Strategy has the potential to embed access and inclusion considerations into the very way we work.
- There was recognition that many staff may not have had previous interactions with people with a disability or understand their needs and the challenges they face. This in turn affects our ability to deliver on our organisational commitment to provide excellent service to all our customers. We can increase our collective capability and awareness through training in how to interact and assist people with disabilities.

The draft Plan was distributed to key staff for feedback.

The Plan was approved by the Executive Team.

Healthway did not undertake any consultation as there was a media freeze on at the time.

## Implementing the Plan

The Act requires Lotterywest and Healthway to “take all practicable measures to ensure that the Plan is implemented by the Public Authority, its officers, employees, agents and contractors”.

To assist in execution of the Plan, an annual implementation plan will be developed to drive achievements within each outcome area. The implementation plan will outline:

- Activities to be undertaken against the strategies for each outcome area
- Timeline for completion of each activity
- Allocation of responsibility of each activity

The Executive Team will provide leadership and resources to facilitate implementation of the Plan’s strategies.

The relevant Executive team member is responsible for ensuring actions attributed to their Business Unit are progressed.

The Senior Manager Business Services is responsible for coordinating internal and external reporting against the Plan and is the main point of contact for compliance and reporting.

## Communicating the Plan

Lotterywest and Healthway will promote the Plan, and any amendments to the Plan, through the following:

- Making the Plan available on the Lotterywest & Healthway corporate website and Intranet.
- Making the Plan available in alternative formats on request.

## Reviewing and reporting

The annual implementation plan will be evaluated at the end of the period to track progress and, where necessary, adjust activities to ensure they remain relevant and effective for the following reporting period. We will report annually to the Disability Services Commission in accordance with reporting requirements, including:

- Progress toward the outcomes of the Plan; and
- Challenges identified in the implementation of strategies.

We will also report on implementation of the Plan in our Annual Report.

We will review the Plan every five years, as required by the Act.



## Strategies to improve access and inclusion

The following strategies will guide Lotterywest and Healthway's efforts to improve access and inclusion to services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment.

The annual Implementation Plan details practical and meaningful activities to underpin the successful realisation of these strategies.

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.	
Strategy	Timeline
Providing accessible and inclusive products and services through the retail channel.	Ongoing
Providing accessible and inclusive products and services through digital channels.	Ongoing
Providing accessible and inclusive events and activities.	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.	
Strategy	Timeline
Ensure Lotterywest premises and events are safe and accessible for people with a disability.	Ongoing
Ensure that fire wardens are trained in evacuation procedures for people with a disability.	Ongoing

Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.	
Strategy	Timeline
Provide information in accessible and alternative formats.	Ongoing
Ensure disability access and inclusion related information is easily accessible.	Ongoing
Provide accessible and inclusive information through digital channels.	Ongoing

**Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of a public authority.**

<b>Strategy</b>	<b>Timeline</b>
Inspire a cultural shift to embed the objectives of the DAIP into business as usual.	Ongoing
Embrace access and inclusion in delivering on the Customer Focused Characteristics.	Ongoing
Provide accessible and inclusive products and services through digital channels.	Ongoing

**Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.**

<b>Strategy</b>	<b>Timeline</b>
Ensure people have an opportunity to provide feedback (complaints and ideas) on access and inclusion.	Ongoing
Ensure staff are trained to facilitate the receipt of complaints by people with a disability.	Ongoing

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

<b>Strategy</b>	<b>Timeline</b>
Ensure consultation and engagement is inclusive and considers the needs of people with disability.	Ongoing

**Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

<b>Strategy</b>	<b>Timeline</b>
Promote Lotterywest and Healthway as an equal opportunity employer.	Ongoing
Ensure employees with disability and carers are provided with support to carry out their employment responsibilities.	Ongoing
Conduct information and awareness sessions for managers to improve awareness and achievement of objective outlined in Healthway's Workforce Diversity Plan.	Ongoing