



Disability Access and Inclusion Plan 2014 – 2019

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

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Healthway's Commitment

Our aim is to promote and facilitate healthier lifestyles and environments within the Western Australian community. As part of this goal we work with diverse groups across the community. Healthway values the contribution made by people with a disability and their carers, and will continue to facilitate better access and inclusion of people with disabilities.

Although, no formal Disability Access and Inclusion Plan (DAIP) was required from Healthway under the Disability Services Act 1993 prior to 2014, Healthway previously elected to adopt DAIP principles and progressed many initiatives that support better access and inclusion of people with disabilities.

CEO

(DATE)

Introduction

An estimated total of one fifth of people within the Western Australian community are identified as having a disability. Further, over twelve percent of people are carers for people with a disability.

Definition of Disability

A disability is any continuing condition that restricts everyday activities. The Disability Services Act 1993 defines “disability” as meaning a disability:

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

A disability can result in a person having a substantially reduced capacity for communication, social interaction, learning or mobility and a need for continuing support services in daily life. With the assistance of appropriate aids and services, the restrictions experienced by many people with a disability may be overcome.

Contacts

If you would like to provide feedback on our Disability Access and Inclusion Plan, please contact us by one of the following methods:

Phone (08) 9476 7000
Fax (08) 9324 1145
Email healthway@healthway.wa.gov.au
Mail Healthway
PO Box 1284
West Perth WA 6872

Please ask to speak to the Director, Corporate Services.

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.

Our Vision

To improve the health of Western Australians by:

- Promoting and facilitating healthier lifestyles, policies and environments
- Empowering individuals, groups and communities to be healthier.

Our Values

At Healthway we deliver our programs and services from a foundation of shared values:

- We have a sense of purpose about our work and are committed to improving the health of all Western Australians;
- We support our people and stakeholders, recognising they are integral to our Mission;
- We strive to support and empower the community to adopt healthier lifestyles;
- We are ethical, accountable and fair; and
- We enjoy our work and acknowledge our achievements and those of others.

Development of Plan

The Act requires the DAIP to address seven outcomes:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by the Department;
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Department;
3. People with disability 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 disability receive the same level and quality of service from the staff of the Department;
5. People with disability have the same opportunities as other people to make complaints to the Department;
6. People with disability have the same opportunities as other people to participate in any public consultation by the Department; and
7. People with disability have the same opportunities as other people to obtain and maintain employment at Healthway.

The DAIP is applicable to every officer, employee, contractor and agent of Healthway and is for the benefit of all members of the community.

Consultation Process

Healthway liaises and consults with the community and key stakeholders through a number of approaches.

The consultation process includes:

- Examination of relevant agency documents, processes and strategies;
- Publicising via our website with an invitation to the Community to comment on the Draft DAIP;
- Employee feedback; and
- Relevant agencies requested to comment on the Draft DAIP.

Due to an advertising freeze implemented by the Western Australian Government no advert was placed in the newspaper seeking feedback on the DAIP.

Implementation

Achieving Healthway's DAIP objectives is a shared responsibility of all employees who are expected to:

- Know and understand their access and inclusion responsibilities and work towards the seven desired outcomes of the DAIP;
- Undertake training;
- Seek advice and support; and
- Report barriers or success stories.

An information program will be rolled out across Healthway to explain the requirements of the DAIP.

Communicating the DAIP to Contractors and Agents

Where contractors and agents provide a direct service to the public on Healthway's behalf, the Contractor will be made aware of their DAIP responsibilities and annual progress reporting will be in place.

Communicating the DAIP to the Public

As per the requirements of the Act, the DAIP will be made available on request:

- in an electronic format at Healthway;
- in hard copy format in both standard and large print;
- in an audio format on cassette or compact disk;
- by email; and
- the DAIP will also be available on website maintained by or on behalf of Healthway.

A public notice will also be published in the West Australian informing the public on the publication of the DAIP and how to access it.

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DAIP Outcomes

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

Strategies	Timeline
<ul style="list-style-type: none"> • Ensure that people with a disability are provided with an opportunity to comment on access. 	Ongoing
<ul style="list-style-type: none"> • Raise awareness with staff, contractors and sponsored groups of the relevant requirements of the Disability Services Act. 	Ongoing
<ul style="list-style-type: none"> • Monitor Healthway’s DAIP to ensure it supports equitable access to services by people with a disability across all areas. 	Ongoing
<ul style="list-style-type: none"> • Incorporate as appropriate, objectives of the DAIP into all the Healthway plans, budgeting processes, and other relevant documentation. 	Ongoing
<ul style="list-style-type: none"> • Ensure that appropriate activities organised by Healthway are accessible to people with a disability. 	Ongoing

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

Strategies	Timeline
<ul style="list-style-type: none"> • Work with the building lessor to ensure that the building and facilities continue to be physically accessible to people with a disability. 	Ongoing
<ul style="list-style-type: none"> • Ensure that fire wardens are trained in evacuation procedures for people with a disability. 	Ongoing
<ul style="list-style-type: none"> • Ensure signage is accessible to people with a disability. 	Ongoing

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

Strategies	Timeline
<ul style="list-style-type: none"> • Raise community awareness relating to the availability of Healthway information in alternative formats. 	Ongoing
<ul style="list-style-type: none"> • Inform and educate staff on accessible information needs and how to obtain information in alternative formats. 	Ongoing
<ul style="list-style-type: none"> • Ensure that Healthway’s website meets general requirements and best practice models. 	Ongoing
<ul style="list-style-type: none"> • Provide documentation regarding services, facilities and customer feedback in appropriate formats, and using clear and concise language. 	Ongoing

Outcome 4: People with disability receive the same level and quality of service from staff at Healthway as other people receive.

Strategies	Timeline
<ul style="list-style-type: none"> • Raise staff awareness of disability and access issues and improve skills to provide a good service to people with disability. 	Ongoing
<ul style="list-style-type: none"> • Ensure that contractors and sponsored groups are aware of disability and access issues. 	Ongoing
<ul style="list-style-type: none"> • Improve awareness of new staff about disability and access issues and include this as part of the induction. 	Ongoing

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

Strategies	Timeline
<ul style="list-style-type: none"> • Ensure that current grievance mechanisms and customer feedback forms are easily accessible for people with disability. 	Ongoing
<ul style="list-style-type: none"> • Ensure staff are trained to facilitate the receipt of complaints by people with a disability. 	Ongoing
<ul style="list-style-type: none"> • Ensure that all individuals have the opportunity to comment on access and services. 	Ongoing

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

Strategies	Timeline
<ul style="list-style-type: none"> • Commit to ongoing monitoring and review of the DAIP to ensure implementation and satisfactory outcomes. 	Ongoing
<ul style="list-style-type: none"> • Improve access for people with disability to participate in consultative processes of Healthway. 	Ongoing
<ul style="list-style-type: none"> • Ensure that public forums meet physical and communication needs of people with disability. 	Ongoing

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

Strategies	Timeline
<ul style="list-style-type: none"> • Complete all workforce advertising and recruitment processes in accordance with Equal Employment Opportunity Act 1993. 	Ongoing
<ul style="list-style-type: none"> • Ensure that all staff are provided with reasonable accommodation to carry out the duties of their job, if required. 	Ongoing
<ul style="list-style-type: none"> • Conduct information and awareness sessions for managers to improve awareness and achievement of objective outlined in Healthway's Workforce Diversity Plan. 	Ongoing

Monitoring and Evaluation

The Disability Services Act 1993 sets out the minimum review requirements for public authorities in relation to DAIP's. Heathway's DAIP will be reviewed at least every five years, in accordance with the Act. Whenever the DAIP is amended, a copy of the amended Plan will be lodged with the Disability Services Commission.

- Implementation of the Plan will be reviewed annually to assess progress and the achievement of strategies.
- Quantifiable data will be collected on the level of customer complaints relating to disability access and inclusion from sponsorship groups.
- The review of Heathway's DAIP will be included in the DAIP 2020 – 2025 and will be submitted to the Disability Services Commission in 2019.
- Annual report regarding the effectiveness of strategies that have been implemented will be submitted to the Heathway Corporate Executive, with further reporting provided at other times.
- The DAIP will be available to the community in various formats upon request and via the internet.

Reporting on the DAIP

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

Healthway will report on the implementation of its DAIP through its annual report and 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 seven desired outcomes.
- Strategies used to inform its agents and contractor of its DAIP.