



# Lotterywest and Healthway Access and Inclusion Plan 2021-2026

Lotterywest and Healthway acknowledges the Aboriginal and Torres Strait Islander People as the original custodians of this country, recognising their connection to land, waters and community. We respect their cultures and Elders, past and present.

***Ngala kaaditj Whadjuk moort keyen kaadak nidja boodja*** - We acknowledge Whadjuk Noongar people as the original custodians of the land on which we are based.

This Plan is available in alternative formats upon request including large and standard print, electronically by email, audio format and Braille.

If you do not speak English but would like information about this document, please ring the Translating and Interpreting Service (TIS) on 131 450 and ask them to contact Lotterywest and Healthway on 133 777.

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## 1. A message from the CEO

Lotterywest Healthway is committed to diversity and inclusivity and I'm pleased to introduce the first Lotterywest Healthway Access and Inclusion Plan.

This Plan represents our desire to take a broader approach to access and inclusion, from a focus on people with disability, to include the whole community. This has driven us to consider new ways to ensure the products and services that we offer are available and accessible to all Western Australians, and that we build a more inclusive workplace.

The Lotterywest Healthway Access and Inclusion Plan embeds and safeguards the progress made in our past Disability Access and Inclusion Plans, and progresses accessibility and social inclusion for all who interact with us.

Inclusion and diversity make our community resilient, happier, as well as economically and socially stronger. Demonstrating and living our commitment in these areas results in richer outputs including better customer service, a deeper understanding of community need, improved decision making, and greater staff satisfaction<sup>1</sup>.

The nature of Lotterywest Healthway's work means we touch many across the Western Australian community. We acknowledge the diversity of our community and the strength of diversity being reflected in our workforce. We remain committed to empower staff to share this diverse experience in customer and community engagement.

**Susan Hunt PSM**  
**CEO Lotterywest and Healthway**

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<sup>1</sup> [Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020-2025](#)

## 2. Introduction

<p><i>Lotterywest has proudly supported the community for over 85 years</i></p>	Our vision	Our purpose	Our commitment
	 Building a better Western Australia together	 To enhance the quality of life and wellbeing for all Western Australians through the funding and support we provide to our beneficiaries and by running our lottery business with excellence and integrity	 We are committed to integrity, optimising the return to the Western Australian community and to strengthening diversity and inclusivity

<p><i>Healthway is the State Government's principal health promotion entity</i></p>	Our vision	Our purpose	Our goals
	 Our vision is a healthy Western Australia	 To promote and facilitate good health and activities that encourage healthy lifestyles for Western Australians	 More Western Australians live healthy lifestyles More Western Australians are mentally healthy

Further information 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).

### **Our commitment**

As community-focused organisations, Lotterywest and Healthway are committed to diversity, access, and inclusion for all Western Australians. We want to ensure that everyone can access our full range of products, services and facilities and reduce barriers to participation in our workforce, public consultation and events.

This Access and Inclusion Plan (Plan) will ensure we are able to meet that commitment and help influence the broader community to build access and inclusion capacity. We also acknowledge our responsibility to meet the requirements of the *Disability Services Act 1993 (the Act)*.

### **Context of the Plan**

The Act requires that we develop and implement a plan that outlines the strategies we will adopt to ensure that people have equal access to our products, services and facilities. The five-year Plan outlines strategies against the seven outcome areas defined in the Act that aim to ensure people:

- Have the same opportunities as other people to access our services and events
- Have the same opportunities as other people to access our buildings and facilities
- Receive information in a format that will enable them to access the information
- Receive the same level and quality of service
- Have the same opportunities to make complaints
- Have the same opportunity to participate in our public consultation
- Have the same opportunities to obtain and maintain employment

The Plan was originally designed for people with disability but has evolved to a holistic approach that removes barriers for the entire community, particularly marginalised groups. It complements initiatives outlined in our current Multicultural Action Plan and in the future we will look to integrate corresponding diversity documents into a single overarching Plan.

### **Achievements of the 2017-2021 Plan**

The 2017-2021 Plan was the first consolidated Plan for Lotterywest and Healthway after the two organisations integrated in 2018. Achievements across the two organisations during that time include:

- Provision of funding to several organisations seeking to increase their focus on people with disability or suffering from mental illness and those who are marginalised or socially isolated

- A Good Practice Guide for grant customers was developed to assist organisers of Lotterywest supported community events and initiatives to consider and adopt practices to help make them more inclusive, healthy, and sustainable
- All digital channels were independently assessed for accessibility against Web Content Accessibility Guidelines (WCAG) 2.0 AA and a new accessibility tool was implemented to ensure our websites are validated against WCAG 2.1
- Enhancements to the Lotterywest corporate website such as inclusion of an accessibility statement, navigation and error messages to assist the user and new Teletypewriter (TTY) and National Relay Service contact options for feedback and complaints
- Our Communications and Tone of Voice guidelines were expanded to provide better guidance on access and inclusion. For example, we provide an invitation template including visitor information on building accessibility and encouraging visitors to contact us with any access and inclusion needs
- Accessible parking made available to staff with mobility restrictions
- Edge Employment were engaged to assist in the provision of information to employees with disability
- All staff undertook a compulsory online disability awareness training module
- Specialist training was provided to relevant employees such as a five week 'Digital Accessibility Certificate' course and access and inclusion training hosted by Perth Festival
- Street level external signage was reviewed as part of the integration with Healthway ensuring compliance with accessibility guidelines
- Evacuation procedures and warden training on how to assist people with disability in the event of an evacuation
- Repository of access and inclusion resources for staff was created on the Intranet and raising awareness of the Plan at staff inductions
- Reception furniture options were updated to allow people with mobility restrictions to sit and stand efficiently and safely
- Implementation of Braille business cards for the Grants and Community Development team

### 3. Developing the Plan

In 2020 an integrated Lotterywest and Healthway DAIP 2017-2021 was developed. The integration was not a full review, rather a consolidation of existing commitments of each agency's DAIP. The review undertaken in 2021 is in accordance with the Act's requirements to review the Plan every five years.

#### *Consultation*

As part of the development of this Plan, we publicly called for feedback through both corporate websites, our social media channels, an electronic direct mail to our grants database and an advertisement in The West Australian newspaper on 23 April 2021. A dedicated phone number and email address were provided to receive feedback.

No feedback was received from the public during the consultation process.

All staff were invited to participate in development of the Plan. Internal consultation via an ideas forum was well attended with staff identifying new and exciting ways that we could strengthen our accessibility and inclusivity. The key findings of the consultation were:

- There is appetite amongst staff to implement improvements to access and inclusion
- There needs to be greater promotion of the inclusive practices already in place
- Investigation into what access and inclusion needs our customers and staff have needs to be a focus

#### *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 the execution of the Plan, an implementation plan has been developed to drive achievements within each outcome area. The implementation plan outlines:

- 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 implement the Plan's strategies. The Corporate Services Business Unit will monitor and facilitate the agreed strategies and be the contact point for compliance and reporting.

### **Communicating the Plan**

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

- Informing staff of the Plan’s review at the all staff meeting
- Making the Plan available on the Lotterywest & Healthway corporate websites and Intranet
- Making the Plan available in alternative formats on request

### **Reviewing and reporting**

The implementation plan will be evaluated annually to track progress. Where necessary, activities will be adjusted to ensure they remain relevant and effective for the following period. We will report annually to the Department of Communities in accordance with reporting requirements, including:

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

We will also report on implementation of the Plan in our Annual Reports and review the Plan every five years.

### **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 implementation plan includes further details of the activities we will undertake to successfully realise these seven outcomes.

<b>Outcome 1: All people have the same opportunities as other people to access the services of, and any events organised by Lotterywest and Healthway</b>	
<b>Strategy</b>	<b>Years</b>
Provide accessible and inclusive products and services through digital channels	2022-25
Embed Indigenous Cultural Protocol for Lotterywest and Healthway activities	2021-22
Strengthen our commitment to access and inclusion through our grant making	2021-24

<b>Outcome 2: All people have the same opportunities as other people to access the buildings and other facilities of Lotterywest and Healthway</b>	
<b>Strategy</b>	<b>Years</b>
Ensure Lotterywest premises are safe and accessible for all people	All
Publish map of ACROD parking nearby head office on websites	2021-22

<b>Outcome 3: All people receive information from Lotterywest and Healthway in a format that will enable them to access the information as readily as other people are able to access it</b>	
<b>Strategy</b>	<b>Years</b>
Review publications (new or re-printed) for improved inclusion and accessibility	All
Increase the information on access and inclusion on the Intranet	2021-22

<b>Outcome 4: All people receive the same level and quality of service from the staff of Lotterywest and Healthway as other people receive</b>	
<b>Strategy</b>	<b>Years</b>
Strengthen Customer Commitments to consider customer experience of marginalised groups	2021-22
Enhancements to retailer training to improve access and inclusion awareness	2022-23

<b>Outcome 5: All people have the same opportunities as other people to make complaints to Lotterywest and Healthway</b>	
Strategy	Years
Explore new avenues for staff, retailers and customers to provide feedback, complaints and ideas	2023-24
Ensure staff are trained to facilitate the receipt of complaints flexibly and in a compassionate manner by all people	2021-22

<b>Outcome 6: All people have the same opportunities as other people to participate in any public consultation by Lotterywest and Healthway</b>	
Strategy	Years
Investigate opportunities to ensure engagement and consultation needs of our customers are met	All

<b>Outcome 7: All people have the same opportunities as other people to obtain and maintain employment with Lotterywest and Healthway</b>	
Strategy	Years
Promote and celebrate Lotterywest and Healthway as an inclusive workplace	All
Explore avenues for staff to safely display and engage in inclusive behaviours	All
Continue working towards workforce diversification and the targets outlined in the Lotterywest and Healthway Strategic Workforce Plan 2020-23	2021-23