



Disability Access and Inclusion Plan

2022-2027





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The Office of the Auditor General acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.

This document is available in alternative formats on request including in large print and in audio. It is also available on our website as a PDF.



From the Auditor General

I am pleased to present the Office of the Auditor General's (OAG) *Disability Access and Inclusion Plan 2022-2027*.

Service to the Western Australian Parliament and community is one of the OAG's core values. We are committed to ensuring that the same high level of service is provided to all community members and that people with disability have the same opportunities as others to engage with our office. This includes providing input into our audits, accessing our reports and working with us.

This plan outlines how we intend to achieve this, outlining our key strategies against seven desired outcomes.

I would like to thank OAG employees for their support of and commitment to our disability access and inclusion plan. Together we can make a difference to the Western Australian community.

Caroline Spencer
Auditor General

Introduction

The *Disability Access and Inclusion Plan 2022-2027 (DAIP)* is a framework to assist the OAG to meet our legislative and policy obligations under the *Disability Services Act 1993* (the Act).

The DAIP affirms our commitment to inclusivity, ensuring people with disability have the same opportunity to access our services; consult and complain; and the same opportunity for employment.

Embedding the DAIP into our business processes contributes to the success of our diverse organisation.



About the OAG

Our role and services

The Auditor General's role is to audit the finances and activities of Western Australian State and local government entities, and report the findings to Parliament.

Parliament seeks independent and impartial assurance from the Auditor General that public sector entities are providing services and using public money in accordance with Parliament's purpose.

We provide this assurance through annual financial audits and a performance audit program. Our audit reports aim to increase transparency of the public sector, and where necessary make recommendations for improvements to an entity's governance and efficiency and effectiveness of services.

Our vision

Supporting accountability and continuous improvement in the public sector through an informed Parliament and community.

Our mission

Serve the public interest through independent auditing and reporting on State and local government finances and performance.

Our values

Integrity – we conduct our business in an independent, professional and ethical manner. We apply an open, honest and fair approach to our stakeholders.

Quality – we provide credible work that makes a difference. We take pride in our work and strive to deliver above expectations, being agile to improve our efficiency and effectiveness.

Service – we perform our duty to the Parliament and community, valuing the contribution of our people and stakeholders, and encouraging a collaborative and constructive approach to our work.

Our commitment to disability access and inclusion

The OAG is committed to:

- ✓ ensuring that people with disability, their families and carers can fully access our services, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community
- ✓ consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately
- ✓ achieving the seven desired outcomes of our DAIP
- ✓ developing recruitment processes that are free of bias.

Our DAIP 2017-2021 key achievements

The OAG has progressed a number of initiatives outlined in our DAIP 2017-2021.

Key achievements include:

Outcome	Achievement
1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the OAG.	The OAG has incorporated the DAIP objectives into internal and external processes, procedures, policies and budgeting to ensure opportunity equity for people with disability.
2. People with disability have the same opportunities as other people to access the building of the OAG.	Albert Facey House is located in close proximity to public transport and meets the Building Code of Australia (AS1428) standard for access.
3. People with disability receive information from the OAG in a format that will enable them to access the information as readily as other people are able to access it.	All OAG reports are published electronically, written in Plain English and web design and contents incorporate W3C Web Content Accessibility Guidelines. Reports are also available in alternative formats on request.
4. People with disability receive the same level and quality of service from our employees as other people.	Induction training includes disability access and inclusion awareness. Unconscious bias training is made available.
5. People with disability have the same opportunities as other people to make complaints to the OAG.	The OAG offers a range of means for making complaints, comments and topic suggestions via our website. Employees dealing with public enquiries or complaints are trained appropriately.
6. People with disability have the same opportunities as other people to participate in any public consultation we may carry out.	The OAG proactively consulted with the Disability Services portfolio in the Department of Communities during our WA's Transition to the NDIS audit.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the OAG.	Recruitment processes are regularly reviewed to ensure they are open, transparent and free from bias. Panel members and managers are trained appropriately.



The importance of disability access and inclusion planning

According to the Australian Bureau of Statistics 2018 Survey of Disability, Ageing and Carers, 17.7% of Australians live with a disability. In Western Australia, 16.4% have a disability.¹

A disability is any continuing condition that restricts everyday activities and is defined in the Act.

¹ Australian Bureau of Statistics 2018, Australian Bureau of Statistics, viewed 4/5/2022, <<https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/2018>>

Developing our DAIP

Our role and services

The Act requires public sector entities to develop and implement a DAIP that outlines the ways in which they will ensure that people with disability, their carers and families have equal access to its information, services and facilities. The Act identifies specific outcomes to be achieved by entities in providing services to clients with disability. The OAG DAIP meets the requirements for agency planning, as detailed in the Act.

Other legislation underpinning access and inclusion includes:

- *Equal Opportunity Act 1984*
- *Australian Human Rights Commission Act 1986* (Cth)
- *Disability Discrimination Act 1992* (Cth)
- *Public Sector Management Act 1994*
- United Nations Convention on the Rights of Persons with Disabilities.

Responsibility for the planning process

The OAG's Human Resources team has oversight of the development, review, and implementation of the DAIP. The Executive Management Group (EMG) and the internal Office Consultative Committee (OCC) will provide input and support the delivery of the DAIP across the entire office.

Consultation and the communication process

Feedback on the draft plan was sought internally through the OCC, EMG and the intranet, and externally from the general public via advertising in *The West Australian*, LinkedIn and on the OAG's website. Feedback was considered and incorporated into the final document.

Monitoring implementation

Achievement outcomes are reported to EMG on an annual basis and in the annual report. Human Resources will report on progress towards the seven desired outcomes in compliance with legislation to the Department of Communities.

Review

The DAIP will be reviewed every five years or as required to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended DAIP will be lodged with the Department of Communities. The next scheduled review in 2027 will result in the submission of a new DAIP.

Our strategies

This DAIP will be effective from July 2022 to June 2027. The following strategies have been identified where there is potential for improved access and inclusion for each of the seven outcome areas.

While at the time of writing, the OAG does not employ auditors with disabilities that reduce their ability to communicate or socially interact, or need continuing support services, this DAIP provides for this in future employment.

The OAG's main responsibilities are carried out in an office environment, and the overarching strategies are used as a guide towards improving access to our services, building, information and practices. The seven desired outcomes a framework for improving access and inclusion for people with disability.

Outcome 1

People with disability have the same opportunities as other people to access the services of, and any events organised by, the OAG

Strategy	Timeline
1.1 Ensure events conducted by, or on behalf of, the OAG are accessible for people with disability	Ongoing
1.2 Improve awareness of OAG employees, contractors and service providers of their responsibility under the DAIP	Ongoing

Tasks

- 1 Ensure OAG event organisers are aware of the DAIP and their responsibilities when planning events
- 2 Provide the Department of Communities' creating accessible events checklist for event organisers (for example the Social Club committee and Communications team)
- 3 Annual reminder of our DAIP via our intranet to all employees and via our website to our service providers

Outcome 2

People with disability have the same opportunities as other people to access the building of the OAG

Strategy	Timeline
2.1 Ensure that all office signage is inclusive, clear and visible to read	Annually
2.2 Ensure office accessibility is maintained to meet legislative and access standards	Annually
2.3 Ensure, where possible, there is adequate parking and universal access to meet the needs of people with disability in terms of quantity and location	Ongoing

Tasks

- 1 Conduct an audit of meeting rooms annually to ensure accessibility needs are met in the office

Outcome 3

People with disability receive information from the OAG in a format that will enable them to access the information as readily as other people are able to access it

Strategy	Timeline
3.1 Ensure OAG information, including the website, meets accessibility standards and is available on request in alternative formats suitable for people with disability	Ongoing
3.2 Ensure specialist support is available at meetings, office forums and conferences on request	Ongoing

Tasks

- 1 Work with website developers to make sure Web Content Accessibility Guidelines 2.0 are addressed
- 2 Annual review of OAG website and intranet pages to ensure they meet accessibility standards
- 3 Update and promote the OAG Branding Guide so that employees deliver information to accommodate different sight abilities

Outcome 4

People with disability receive the same level and quality of service from our employees as other people

Strategy	Timeline
4.1 Improve employee awareness of disability access issues and requirements	Ongoing
4.2 Ensure appropriate professional development and support is available for employees providing services to people with disability	Training as needed

Tasks

- 1 New employees to be provided information about the OAG DAIP
- 2 Training/PD at least annually on disability access or awareness

Outcome 5

People with disability have the same opportunities as other people to make complaints to the OAG

Strategy	Timeline
5.1 Ensure accessibility of the OAG's referral system and policy	Ongoing
5.2 Ensure employee capability to support complaints from people with disability	Training provided as required

Tasks

- 1 Review current mechanism for handling complaints and ensure associated documents are suitable for access for people with disability

Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation we may carry out

Strategy

Timeline

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|-----|---|---------|
| 6.1 | Promote protocols that support participation by people with a disability in community consultations | Ongoing |
|-----|---|---------|

Tasks

- | | |
|---|---|
| 1 | Develop communication strategies to consider mechanism to increase disability participation |
|---|---|

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with the OAG

Strategy

Timeline

- | | | |
|-----|---|-------------------------------|
| 7.1 | Ensure recruitment processes and decisions are free from discriminatory biases | Ongoing |
| 7.2 | Employees with long-term disability are offered assessments to ensure their needs are met | Training provided as required |

Tasks

- | | |
|---|--|
| 1 | Consider and implement the actions for agencies in the PSC <i>People with Disability Action Plan to Improve WA Public Sector Employment Outcomes 2020-2025</i> |
| 2 | Update and implement recruitment panel training to include unconscious bias, benefits of employing people with disability and reasonable adjustments |
| 3 | Provide recruitment information in alternative formats on request and where possible |
| 4 | Develop relationships with disability recruitment service providers |
| 5 | Utilise section 66R of the <i>Equal Opportunity Act 1984 (WA)</i> , as appropriate |
| 6 | Consider the use of job carving, as appropriate |

If you would like to comment on our DAIP, make suggestions to improve access or compliment us on an initiative, please contact us.

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Auslan interpreters

Australian Sign Language (Auslan) interpreters can be booked through the WA Deaf Society. The Society can also be contacted for information about telephone typewriters (TTYs). Contact details:

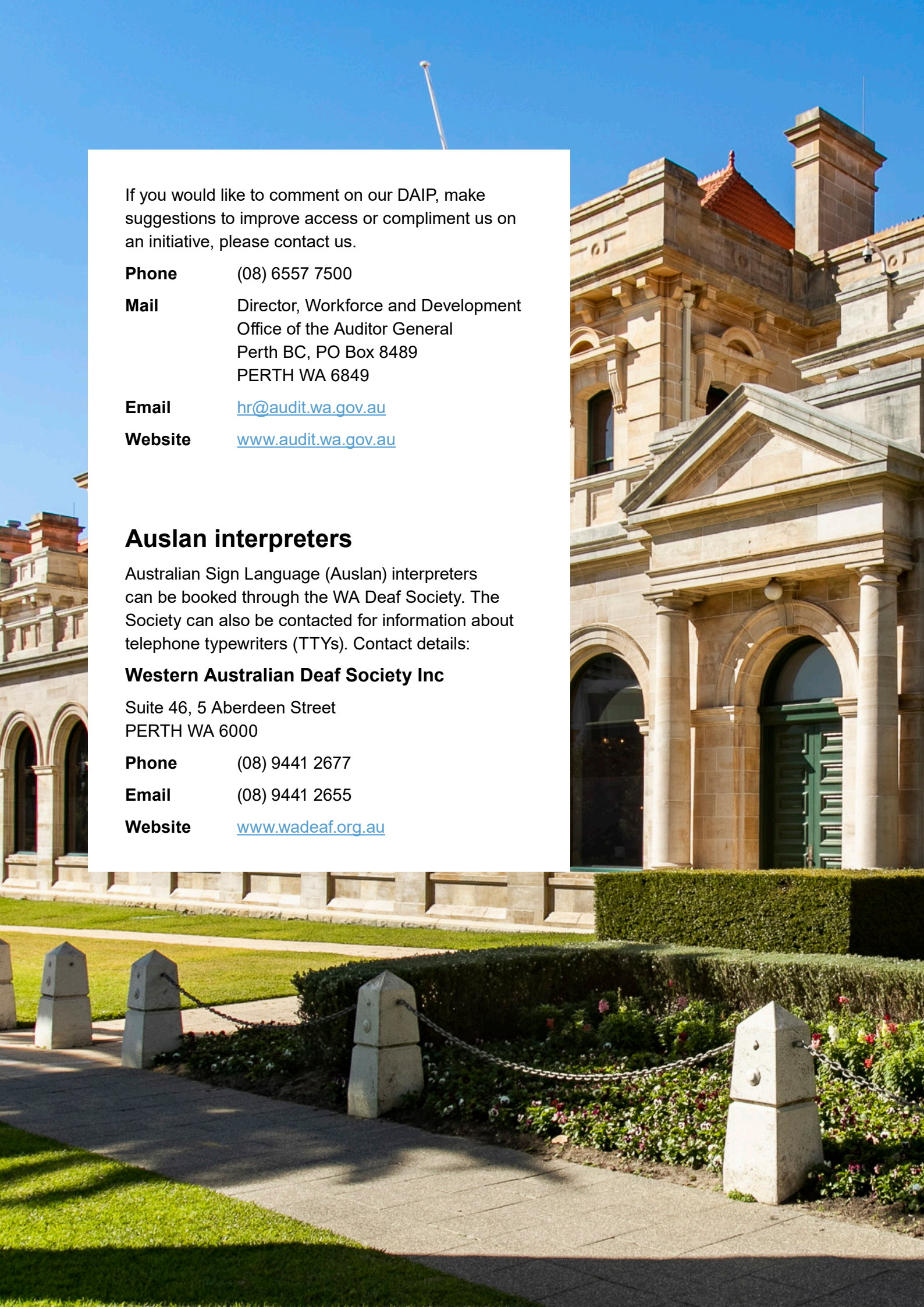
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