



Government of **Western Australia**
Department of **Training**
and **Workforce Development**



Disability Access and Inclusion Plan 2022–26

Contents

Providing feedback	2
Foreword	3
Department of Training and Workforce Development.	4
Vision	4
Mission	4
Purpose	5
Strategic priorities	5
Definitions	5
Commitment to access and inclusion	6
Progress to date	7
Development of the DAIP 2022–26	8
Consultation process	8
Findings of the consultation	8
Implementation and promotion	9
Implementing the plan.	9
Communicating the plan	9
Review, monitoring and reporting	9
Strategies to improve access and inclusion.	10

Providing feedback

The Department welcomes your comments on this plan and your experience with the accessibility of our facilities, services and information.

To provide feedback or request an alternative format, please contact:

Disability Access and Inclusion Plan Coordinator
Corporate
Department of Training and Workforce Development
Locked Bag 16
Osborne Park DC WA 6916

T: 08 6551 5064
E: daip@dtwd.wa.gov.au
W: dtwd.wa.gov.au

Foreword

I am pleased to present the Department of Training and Workforce Development's *Disability Access and Inclusion Plan 2022–26*. This plan builds on the Department's achievements to date and provides the commitment and direction for further progress in improving access and inclusion for people with disability in training and employment.

The Department provides ongoing support to assist Western Australia's workforce and vocational education and training sector to be more accessible, particularly for people with disability.

People with disability are more likely to experience long term unemployment than people without disability. Training has a critical role to play in providing people with accessible learning pathways and training support to identify, enter into and maintain fulfilling careers and employment.

If barriers to participation are addressed, people who are under-employed or disengaged from the workforce are more likely to engage in training to further their employment opportunities. It is imperative that our training system is designed to reduce the barriers and provide the support necessary to ensure people with disability have access to and opportunities in training, and subsequently the workforce.

The commitments outlined in this plan will be reflected in our strategies and services. An action plan has been developed to support the implementation of the plan. These actions will be reviewed annually to monitor and report our progress.

I would like to take this opportunity to thank staff and stakeholders for their contribution in developing this plan. Their knowledge and expertise has enabled the Department to develop a comprehensive plan for the next five years.



A handwritten signature in black ink, appearing to read 'Karen Ho'.

KAREN HO
DIRECTOR GENERAL

Department of Training and Workforce Development

The Department of Training and Workforce Development provides leadership in training and workforce development to drive a responsive, flexible and quality training system to meet the needs of industry and build a strong and successful future for our community.

Our *Strategic Plan 2019–23* sets a clear, high level vision for the future of Western Australia’s vocational education and training (VET) sector and guides the activities of the Department.

Vision

Transforming people’s lives and creating strong, vibrant businesses and communities through training.

Mission

To maximise the quality and impact of public investment in the VET sector.



Purpose

- » Developing policy, funding and financial frameworks to ensure training meets evolving State needs.
- » Identifying future training and workforce needs with key stakeholders.
- » Leading and implementing inclusive and adaptive strategies to address changing training and workforce needs that are also competitive in the international market.
- » Ensuring the quality, integrity and efficiency of the training sector and frameworks.
- » Promoting the VET sector.


Strategic priorities

- » Drive accessibility and participation in training that leads to jobs and careers, especially in the regions.
- » Embed science, technology engineering, and mathematics (STEM) and digital capability into VET.
- » Drive innovative, quality training content and delivery with employers and industry.
- » Support micro-credentials for agile skills development.
- » Promote a contemporary and dynamic VET sector domestically and internationally.

Definitions

Disability (under the *Disability Services Act 1993*) means a disability—

- which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a 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 –
 - a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
 - a need for continuing support services.

For more information on disability types and descriptions, visit nds.org.au/disability-types-and-descriptions .

Accessibility means events, services and information are set up to be universally accessible by all individuals, regardless of age, ability or status in life. This differs from an accommodation which involves a change that is made so that a person with a disability is able to fully participate.

Inclusion means that people with disability have the opportunity to participate in every aspect of life to the fullest extent possible and they are afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability, in an equally effective and integrated manner. Inclusion involves creating true accessibility, rather than simply providing accommodations.

Commitment to access and inclusion

The *Disability Services Act 1993* requires all Western Australian public authorities to develop and implement a disability access and inclusion plan (DAIP) to assist in the promotion of access and inclusion of people with disability. This plan outlines how the Department of Training and Workforce Development will improve the accessibility of its facilities, services and information for people with disability. In addition, the Department understands its obligations under the *State Disability Strategy 2020–30* and we have developed our DAIP to align with the vision of the State Disability Strategy.

The Department is committed to funding and providing services that meet the needs of all Western Australians. Through the execution of our *Strategic Plan 2019–23*, the Department aims to improve participation of all Western Australians in the labour market and build an inclusive VET system that helps break the cycle of disadvantage for people with disability.

The Department is committed to facilitating the inclusion of people with disability through the improvement of access to its information, services and facilities, and providing people of all abilities with the same opportunities, rights and responsibilities. The Department's **Workforce Diversification and Inclusion Strategy 2021–25** [↗](#) outlines our commitment to increasing the representation of people with disability within the Department and ensuring staff with disability experience a sense of belonging and inclusion at work.

The Department is committed to achieving the seven desired DAIP outcomes outlined in the *Disability Services Regulations 2004*. Recognising that language plays an important role in creating a sense of belonging for people with disability, the Department's DAIP will focus on achieving strategies aligned with the following outcomes.



1. People of all abilities have the same opportunity to access the services of, and any events organised by the Department.

2. People of all abilities have the same opportunity to access the buildings and other facilities of the Department.



3. People of all abilities have the same opportunity to receive information from the Department in a format that will enable them to access the information readily.

4. People of all abilities receive the same level and quality of service from the staff of the Department.



5. People of all abilities have the same opportunity to make complaints to the Department.

6. People of all abilities have the same opportunity to participate in any public consultation conducted by the Department.



7. People of all abilities have the same opportunity to obtain and maintain employment within the Department.

Progress to date

The Department adopted its first DAIP in 2011 to address the barriers for people with disability who need to access the Department's services and facilities.

Since the adoption of the initial DAIP, the Department has implemented a number of initiatives and made significant progress towards better access and inclusion, including:

- » provision of significant funding to TAFE colleges to assist students with disability to participate in training;
- » provision of funding to private training providers through the *Participation–Equity Program* to deliver customised training for people with disability;
- » implementation of the *Jobs and Skills WA Employer Incentive* that encourages employers to take on apprentices and new entrant trainees, providing additional payment incentives for employers who take on a person with a disability;
- » implementation of the *Lower fees, local skills* initiative which sees hundreds of qualifications with course fees reduced by half or more, including the *Certificate II in Introduction to Disability Care*, *Certificate III in Individual Support (Disability)*, and *Certificate IV in Disability*;
- » development of the Department's accessibility guide and the review and upgrade of the writing style guide, building awareness of publication standards and the use of inclusive language;
- » implementation of access improvements to Department offices and facilities including installation of high visibility tac tiles at the Department's main office and installation of accessible toilets, new lifts, ramps and automatic doors at various campuses;
- » increasing staff awareness of access and inclusion through disability awareness training, induction processes, and provision of disability access and inclusion resources and information on the Department's intranet;
- » utilisation of Section 66R of the *Equal Opportunity Act 1984* in job advertisements as a measure to achieve equality, and implementation of improvements to the recruitment and selection process to remove barriers for people with disability; and
- » development of an action plan within the Department's *Workforce Diversification and Inclusion Strategy*, to improve employment outcomes for people with disability.



Development of the DAIP 2022–26

In 2021, the Department undertook to review its DAIP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

A cross-directorate DAIP working group was established to oversee the review and development of the DAIP. The DAIP working group comprised of one representative from each directorate of the Department.

Consultation process



Consultation began with an internal review and feedback process, including:

- » analysis of the Department’s DAIP 2017–21 and other relevant Department documents, strategies and policies;
- » examination of the DAIP’s strategies and actions under each outcome and key achievements to date; and
- » an invitation to Department staff to provide feedback on the DAIP through an online survey.

The internal review and feedback process was followed by external consultation. The following strategies were used in the external consultation process:

- » a news article was placed on the Department’s website inviting the community to provide input into the development of the DAIP through written feedback; and
- » an email invitation was sent to all TAFE colleges and Department-funded private registered training organisations inviting written feedback.

Findings of the consultation



The consultations confirmed the proposed strategies for the new DAIP 2022–26 were relevant and responsive to the needs of people with disability in the VET system.

The process highlighted the need to:

- » support the use of inclusive language that enables a sense of belonging for people with disability;
- » improve understanding of the barriers and enablers to participation in vocational education and training, with the aim of improving access for people with disability;
- » continually improve accessibility of the Department’s online information; and
- » create a work environment that is inclusive and accessible for people with disability through intentional leadership, proactive action and a workforce capability uplift.

An action plan has been developed to assist the Department to address the feedback raised during consultation.

Implementation and promotion

Implementing the plan



It is a requirement of the *Disability Services Act 1993* for public authorities to take all practical measures to ensure their DAIP is implemented by all officers, employees, agents and contractors. Staff will be made aware of their responsibilities through the internal communication strategies outlined.

All relevant contracts and agreements will include the requirement for agents/contractors to report on their actions in relation to the Department's DAIP.

The Department has developed strategies to address each of the seven prescribed outcomes – as outlined below. To assist the Department to implement these strategies, an action plan has been developed detailing specific actions and responsibilities. The action plan will be reviewed annually to check progress and maintain currency.

Communicating the plan



The DAIP 2022–26 will be promoted to staff and the community in the following ways:

- » publication on the Department's internal intranet and promoted via internal news articles and induction processes;
- » publication on the Department's website; and
- » distribution of the new DAIP to all agents and contractors who were involved in the development of the DAIP.

The DAIP is available from dtwd.wa.gov.au/about-us#key-documents in electronic format, and will be available in alternative formats on request; such as hard copy, large print, audio format or CD.

Review, monitoring and reporting



In accordance with the *Disability Services Act 1993*, the Department's DAIP will be formally reviewed every five years. This plan will be reviewed in 2026.

The Department will review its action plan annually to monitor progress. The annual review will allow for the action plan to be updated to incorporate additional issues/actions that arose during the previous year.

The *Disability Services Act 1993* sets out the minimum DAIP reporting requirements for public authorities. To meet these requirements, the Department will report on the implementation of its DAIP through its Annual Report and submit the prescribed progress report to the Department of Communities each year, outlining:

- » the Department's progress towards achieving the desired outcomes of its DAIP;
- » progress of its agents and contractors towards meeting the desired outcomes; and
- » strategies used to inform its agents and contractors of its DAIP.

Strategies to improve access and inclusion

As a result of the review and consultation process, the Department will adopt the strategies outlined below to improve the accessibility of its services, facilities and information.

These ongoing outcomes and strategies are supported by an internal action plan which will be monitored annually to check progress and maintain currency.

Outcome 1

People of all abilities have the same opportunity to access the services of, and any events organised by, the Department.

1.1	We will promote inclusion and participation for people with disability in the Department's strategic documents and policies.
1.2	We will provide opportunities for people with disability to participate in State-funded training.
1.3	We will include consideration of accessibility for people with disability in contracts and contract management activities.
1.4	We will work to improve the validity and reliability of data relating to students with disability.
1.5	We will ensure all events organised by the Department are considerate of and accessible to people with disability.

Outcome 2

People of all abilities have the same opportunity to access the buildings and other facilities of the Department.

2.1	We will ensure the Department's buildings and facilities are accessible for people with disability.
2.2	We will work with TAFE colleges to improve the accessibility of training facilities.

Outcome 3

People of all abilities receive information from the Department in a format that will enable them to access the information readily.

3.1	We will ensure all Department websites are accessible for people with disability.
3.2	We will produce information and publications that are accessible.



Outcome 4

People of all abilities receive the same level and quality of service from the staff of the Department.

4.1

We will continue to develop employee awareness of access and inclusion to support employees in providing quality services to people with disability.

Outcome 5

People of all abilities have the same opportunity to make complaints to the Department.

5.1

We will ensure that the Department's complaints management processes are accessible for people with disability.

5.2

We will monitor complaints and feedback regarding access and inclusion to identify areas to improve accessibility for people with disability.

Outcome 6

People of all abilities have the same opportunity to participate in any public consultation conducted by the Department.

6.1

We will promote accessible and inclusive stakeholder engagement to include people with disability.

Outcome 7

People of all abilities have the same opportunity to obtain and maintain employment at the Department.

7.1

We will work to improve the representation and inclusion of people with disability in the Department through the implementation of targeted workforce diversification and inclusion initiatives.

© Department of Training and Workforce Development

Published March 2022

An electronic version of the Department's *Disability Access and Inclusion Plan 2022–26* is available from dtwd.wa.gov.au/about-us in PDF format.

Alternative formats are available upon request.