



Disability Access and Inclusion Plan

2025 – 2030

This Disability Access and Inclusion Plan 2025-2030 can be made available in alternative formats if required, including hard copy in standard and large print, electronic format and audio.

Contact Details

Telephone: (08) 9220 7555 or 1800 117 000 (toll free from landlines)

Translating and Interpreting Service (TIS National): 131 450
(for people who need an interpreter)

National Relay Service (for people with a voice or hearing impairment)
Quote 08 9220 7555

TTY or modem users phone 133 677

Voice-only (speak and listen) users phone 1300 555 727

SMS Relay text 0423 677 767

Facsimile: (08) 9220 7500

Email: mail@ombudsman.wa.gov.au

Web: www.ombudsman.wa.gov.au

Postal Address

PO Box Z5386 St Georges Terrace

PERTH WA 6831

Street Address and Office Location

Level 2, 469 Wellington Street

PERTH WA 6000

Office hours are 8:30am to 4:30pm, Monday to Friday

The office of the Ombudsman is located in Albert Facey House which has easy access for people with a disability.

If you have special access needs, please call reception on (08) 9220 7555.

The office of the Ombudsman acknowledges Aboriginal and Torres Strait Islander people of Australia as the traditional custodians of Australia. We recognise and respect the exceptionally long history and ongoing cultural connection Aboriginal and Torres Strait Islander people have to Australia, recognise the strength, resilience and capacity of Aboriginal and Torres Strait Islander people and pay respect to Elders past, present and future.

Front cover image: The Gap, Torndirrup National Park, Tourism Western Australia

Foreword

This Disability Access and Inclusion Plan 2025-2030 aligns with the Ombudsman's vision of fair, accountable and responsive decision-making and practices, and our core value to provide our services equitably to all Western Australians.

We recognise that there are societal barriers that limit full participation in the community. Being impartial is not enough, our services must proactively apply accessible and inclusive strategies. The actions in this plan, developed in collaboration with our staff and open to consultation with members of the wider community, considers ways to overcome obstacles to facilitate access, ensure independence, choice and control over their own lives for all those who need our services.

This plan outlines the measures to ensure that both our staff is diverse and a fair representation of our population, and guide how we meet the needs of everyone in the Western Australian community. As we continue to consolidate the actions that were implemented in the Disability Access and Inclusion Plan 2020-2025, we recognise the need to meet the gaps that still exist and have been addressed in this revised plan. We welcome your ongoing feedback and suggestions to help us improve, by contacting us via email at mail@ombudsman.wa.gov.au or alternative contact details on page 2 of this plan.



Bevan Warner
OMBUDSMAN

Ombudsman Western Australia

Role of the Ombudsman

The Ombudsman is an independent and impartial officer of the Western Australian Parliament with power to investigate the actions of public authorities including State Government agencies and local governments.

Functions and services provided by the Ombudsman

The office of the Ombudsman (**the Office**) has five principal functions. The Office:

- Receives, investigates and resolves complaints about State Government agencies and local governments;
- Reviews child deaths and family and domestic violence fatalities;
- Undertakes own motion investigations;
- Undertakes the Reportable Conduct Scheme; and
- Undertakes a range of additional functions, including statutory inspection and monitoring functions.

The Ombudsman is also the Energy and Water Ombudsman Western Australia. The Energy and Water Ombudsman investigates and resolves complaints about electricity, gas and water providers.

Location of the Ombudsman

The Office is located in Albert Facey House, 469 Wellington Street, Perth. The central business district location is close to public transport links and the building has easy access for people with disability.

Our key stakeholders

Our key stakeholders and contacts are:

- People in the WA community
- State Government agencies and local governments
- Organisations covered by the Reportable Conduct Scheme
- Parliament of Western Australia.

Planning for continued access and inclusion

Our Disability Access and Inclusion Plan 2025-2030 (**DAIP**) continues our commitment to access and inclusion for people with disability. It replaces our Disability Access and Inclusion Plan 2020-2025.

The DAIP meets the requirement of the *Disability Services Act 1993* (**the Act**). The Act requires public authorities to develop and implement a DAIP. The DAIP outlines the ways in which we will ensure that people with disability have equal access to its facilities, services and employment opportunities. Other legislation about access and inclusion can be found in the Western Australian *Equal Opportunity Act 1984* and the Commonwealth *Disability Discrimination Act 1992*.

Our DAIP should also be read in conjunction with our Multicultural Plan and our Workforce and Diversity Plan, recognising the intersectionality between disability and other diverse characteristics, such as different cultural backgrounds, gender identity, Aboriginal and Torres Strait Islander status.

Our commitment to access and inclusion

We are committed to:

- Providing people with disability the same opportunities as other community members. We will ensure that people with disability, their families and carers, can access our services, facilities and information.
- Addressing barriers to access and inclusion. We will consult with people with disability, their families and carers and, where required, disability organisations.

Our DAIP provides a framework to implement strategies for access and inclusion for people with disability. These strategies target the seven access and inclusion outcomes, defined in the Act as the minimum standard for DAIPs. The seven desired outcomes are that people with disability:

1. Have the same opportunities as other people to access the services of, and any events organised by, the Office.
2. Have the same opportunities as other people to access the buildings and other facilities of the Office.
3. Receive information from the Office in a format that will enable them to access the information as readily as other people are able to access it.
4. Receive the same level and quality of service from the staff of the Office as other people receive from the staff of the Office.
5. Have the same opportunities as other people to make complaints to the Office.
6. Have the same opportunities as other people to participate in any public consultation by the Office.
7. Have the same opportunities as other people to obtain and maintain employment with the Office.

Progress and achievements

We have already made strong progress to improving access and inclusion for people with disability. Below are the actions we took during the period of our previous DAIPs.

Accessible services

- Our services can be accessed in various ways, including post, email, online, in person, by phone, and using the National Relay Service. The National Relay Service number is included in all our main publications and reports.
- Our complaint handling service can be modified to meet the needs of a person with disability, including using an Auslan interpreter.
- We ask people who access our services if they have a disability. If they do, we ask if they need any assistance or adjustments to effectively communicate with us. This information is recorded in our case management system.
- We use statistics about people with disability captured in our case management system to monitor how people with disability access our services.
- We ensure that venues for our events are accessible.
- When we distribute news and information about our events, we inform organisations that provide information, support and advocacy to people with disability.
- We provide guidelines to our staff on communicating with people with speech, hearing or visual impairments.
- Our new staff induction includes information about our DAIP.
- We periodically provide training to staff on disability awareness and disability communication.

Accessible facilities

- Our building and facilities provide access for people with disability, such as wheelchair accessibility, braille on lift buttons, and ambulant toilets on all floors. Our reception includes a low desk for wheelchair access and has a sign asking people to let us know if they have a hearing or speech impairment. Our health and safety representatives regularly inspect our accommodation to ensure accessibility is being maintained.



Image caption: photos of public access at Albert Facey House, including braille on lift buttons and wheelchair accessible entrances.

Accessible information

- Our website is regularly checked to ensure there are no barriers for people using assistive technologies such as screen readers.
- If we need to send a scanned document electronically, the document is in a screen-readable PDF format.
- Our website and all reports include a statement that publications can be made available in alternative formats on request if required.
- All new print and online publications and materials are checked for accessibility, including colour contrast and plain language.
- We have produced an Easy Read information booklet about how to complain to the Ombudsman.

Accessible opportunities for employment

- Our job advertisements encourage people with disability to apply for positions. Job advertisements promote the flexible work arrangements available.
- Our recruitment processes can be modified as required for people with disability to have the same opportunity as other people to compete on merit for advertised positions.
- We collect information from applicants on whether they have disability. This information is used to identify adjustments required to the recruitment process to meet the needs of the applicant during the recruitment process.
- We use data from applicants to monitor the number of applications from people with disability.
- The proportion of staff with disability is monitored and reported to our Corporate Executive.
- We make appropriate modifications to duties, hours of work and equipment to enable employees with disability to maintain productive employment with us.
- Our Code of Conduct and internal policies prohibit discrimination and harassment and are strongly supported by management commitment that such conduct is unacceptable and will be acted on if it occurs.
- We established an internal Equity, Diversity and Inclusion Council (EDI Council), which is a staff group that includes representatives with lived experience of disability. The EDI Council has activities that promote disability awareness across the organisation.

Accessible consultation and feedback

- People can request a review of our decision or provide feedback or complain about our services, and we have a Feedback page on our website which is easy to access. We have modified our website, such as the online complaint form, to improve accessibility in response to feedback.
- We include disability organisations in formal consultation processes. For example, major projects and surveys specifically included organisations in the disability sector

Continuous improvement

We are committed to building on our successes and acknowledge that there is still room for improvement. As part of the review of our 2020-2025 DAIP, we surveyed our staff.

The survey results highlighted that our staff generally felt we performed well in providing accessible buildings and facilities, and in our commitment to eliminating discrimination and harassment. However, the survey also highlighted that our staff generally felt our aging website was not meeting the needs of people with disability, and staff were not sufficiently informed about their role in implementing the DAIP. Otherwise, the survey gave the Office an average score (3.0-3.5 out of 5) across the desired outcomes of our DAIP.



Image caption: photos of facilities at Albert Facey House, including ambulant and disabled toilets and a disabled parking bay.

Development of the Disability Access and Inclusion Plan 2025-2030

In 2024-2025, we consulted staff and key stakeholders to draft a new DAIP to further improve access and inclusion. The process included:

- examining the 2020-2025 DAIP implementation and annual progress reporting;
- surveying staff on the progress under the 2020-2025 DAIP and asked for suggestions for further strategies;
- examining contemporary models of good practice DAIPs in the Western Australian public sector; and
- Our draft 2025-2030 DAIP was open for consultation with our staff and the community.

Implementing our Disability Access and Inclusion Plan 2025-2030

Responsibility

It is a requirement of the Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its staff, agents and contractors.

The Director Business Services is responsible for the review and coordination of the DAIP. The Corporate Executive are accountable for leading and achieving the outcomes of the DAIP. All our staff are expected to support the implementation of the desired outcomes when planning and delivering their work.

Communication

Following consultation, the DAIP was finalised and submitted to the Department of Communities. The plan is published on our website, with alternative formats available on request. The Business Services team is responsible for all website publications, including the DAIP. Staff were also informed of the DAIP.

Review and evaluation

In accordance with the Act, we will review our DAIP every five years or as required. Feedback is welcome from any members of the community about the plan or its implementation. Any new or amended DAIP will be submitted to the Department of Communities.

Disability Access and Inclusion Plan reporting

As required by the Act, we will submit an annual progress report to the Department of Communities on the implementation of our DAIP. We will also provide information about the progress made through the DAIP in our Annual Report.

Strategies to improve access and inclusion

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

| | |
|---|--|
| Strategy | |
| 1.1. Ensure that people with disability can access the Office's services. | |
| Actions | Responsibility |
| 1.1.1 Websites and technology should aid access to our services, not be a barrier. | Director Business Services |
| 1.1.2 We will promote different methods to contact us including Auslan and the National Relay Service. | Director Business Services |
| 1.1.3 Where a person accessing our services identifies an access challenge due to disability (physical or invisible), this is recorded and used to modify and improve service delivery. | SAO Complaint Resolution, Customer Service & Records Manager |
| Strategy | |
| 1.2. Ensure that people with disability are aware of the Office's services. | |
| Actions | Responsibility |
| 1.2.1. Organisations that work with people with disability will be informed about our services. | Director Business Services |
| 1.2.2. We will promote our services through various channels including social media, in ways that are accessible for people with disability. | Director Business Services |
| Strategy | |
| 1.3. Ensure that any events and forums consider accessibility for people with disability | |
| Actions | Responsibility |
| 1.3.1. Selection of venues will consider disability access. | All teams |
| 1.3.2. Online events and training (such as webinars) will consider accessibility. | All teams |

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

| Strategy | |
|--|---|
| 2.1. Our buildings and facilities are physically accessible to people with disability | |
| Action | Responsibility |
| 2.1.1. There are no physical barriers to accessing our building and reception. | Director Finance & Governance, health and safety representatives, Building Management |
| 2.1.2. Improve information on websites and signage to make physical access easier to navigate. | Director Business Services, Director Finance & Governance |

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

| Strategy | |
|--|----------------------------|
| 3.1. Ensure that all websites and publications are accessible to people with disability. | |
| Action | Responsibility |
| 3.1.1. Websites will meet WCAG 2.2 Level AA accessibility standards. | Director Business Services |
| 3.1.2. Reports and brochures will be produced in multiple formats by default. | Director Business Services |
| 3.1.3. Communications staff will have appropriate knowledge and training on contemporary accessible information. | Director Business Services |

| Strategy | |
|---|--|
| 3.2. Information is provided to people, particularly people with disability, in an accessible format. | |
| Action | Responsibility |
| 3.2.1. Staff are aware of how to offer and provide information in different formats on request. | SAO Complaint Resolution, Customer Service & Records Manager, PAO Reportable Conduct, Director Business Services |
| 3.2.2. All writing guidelines, letter templates and website content will be reviewed to ensure contemporary accessible format and plain language. | Director Business Services, SAO Complaint Resolution |
| 3.2.3. Easy Read publications will be developed and available. | Director Business Services |

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

| | |
|---|--|
| Strategy | |
| 4.1. Staff receive ongoing training and development on disability access and inclusion. | |
| Action | Responsibility |
| 4.1.1. The EDI Council promote disability awareness. | EDI Council |
| 4.1.2. The induction for new staff includes information about our DAIP and disability awareness. | Director Human Resources & Business Support |
| 4.1.3. Staff in our complaint handling function and reception will be trained and aware of how to identify and assist a person with access and communication needs. | SAO Complaint Resolution, Customer Service & Records Manager |
| Strategy | |
| 4.2. The objectives of the DAIP are included in business planning and other relevant strategies. | |
| Action | Responsibility |
| 4.2.1. DAIP strategies are monitored at the Corporate Executive level. | Corporate Executive |
| 4.2.2. The Office's compliance calendar will track progress against DAIP strategies. | SAO Corporate Services |
| 4.2.3. Data on use of our services by people with self-reported disability will inform the Office's communications and engagement strategies. | Director Business Services |

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

| | |
|--|--|
| Strategy | |
| 5.1. Mechanisms for feedback, complaints about our services, and requests for a review of a decision are accessible. | |
| Action | Responsibility |
| 5.1.1. Information about providing feedback, complaints about our services, and requests for a review of a decision is easily accessible on our websites. | Director Business Services |
| 5.1.2. Staff are aware and handle feedback, complaints about our services, and requests for a review appropriately, taking accessibility needs into account. | SAO Complaint Resolution, Customer Service & Records Manager |

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

| | |
|--|---|
| Strategy | |
| 6.1. Any public consultation such as survey or feedback on our DAIP considers accessibility. | |
| Action | Responsibility |
| 6.1.1. Any surveys run by the Office will consider accessibility or offer an alternative method to participate. | Director Business Services |
| 6.1.2. Public consultation on our DAIP will promote a variety of ways people can provide feedback. | Director Business Services |
| Strategy | |
| 6.2. The Office's projects that impact people with disability will consider the views of people with disability. | |
| Action | Responsibility |
| 6.2.1. Major own-motion investigations that consider disability issues will involve consultation with people with disability or organisations that work with them. | PAO Own Motion Investigations & Monitoring |
| 6.2.2. Monitoring and inspection reports that consider impacts on people with disability will consult people with disability or organisations that work with them. | PAO Own Motion Investigations & Monitoring |
| 6.2.3. Reportable Conduct projects and guidance for the disability sector will consider accessibility needs. | PAO Reportable Conduct |
| Strategy | |
| 6.3. Internal consultation will consider the views of people with disability | |
| Action | Responsibility |
| 6.3.1. The EDI Council and staff self-identifying disability are offered the opportunity to comment on new policies and strategies aimed at supporting disability inclusion. | Director Human Resources & Business Support |
| 6.3.2. An EDI Council representative is a standing member of the Staff Consultative Committee | Director Human Resources & Business Support |

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

| | |
|---|---|
| Strategy | |
| 7.1. Attract job applications from people with disability. | |
| Action | Responsibility |
| 7.1.1. Promote the Office as an equal employment opportunity employer. | Director Human Resources & Business Support |
| 7.1.2. Inform job applicants that recruitment processes can be modified to provide people with disability the same opportunity as other people. | Director Human Resources & Business Support |
| 7.1.3. Monitor job applications by people with disability. | Director Human Resources & Business Support |
| Strategy | |
| 7.2. The workplace is inclusive and welcoming for people with disability. | |
| Action | Responsibility |
| 7.2.1. Support staff with disability (both visible and invisible) through job design, flexible working arrangements, appropriate resources and reasonable workplace adjustments. | Director Human Resources & Business Support, Chief Information Officer |
| 7.2.2. Monitor the proportion of staff with disability to inform recruitment and workplace planning. | Director Human Resources & Business Support |
| 7.2.3. Information about disability (temporary and ongoing) is, with the person's consent, provided to their manager(s), health and safety representatives and fire wardens to take appropriate action to support the employee. | Director Human Resources & Business Support |
| 7.2.4. Provide support and training for relevant managers on managing staff with disability as required | Director Human Resources & Business Support |
| 7.2.5. The building and facilities are accessible for people with disability. | Director Finance & Governance, health and safety representatives, Building Management |



Image caption: a photo of an Ombudsman WA staff member using assistive technology.



Image caption: a photo of some of the assistive technology provided, including magnifying screens.

Ombudsman Western Australia

Level 2, 469 Wellington Street Perth WA 6000

PO Box Z5386 St Georges Terrace Perth WA 6831

Tel 08 9220 7555 • Freecall (free from landlines) 1800 117 000 • Fax 08 9220 7500

National Relay Service TTY 133 677 • SMS Relay 0423 677 767 • Voice-only (speak and listen) 1300 555 727

Interpreter Service 131 450

Email mail@ombudsman.wa.gov.au • Website www.ombudsman.wa.gov.au