



**Government of Western Australia**  
**Department of Racing, Gaming and Liquor**

# Disability Access and Inclusion Plan (DAIP)

## 2014 – 2019

**This document is available upon request in alternative formats such as large print, electronic format (disc, email, audio or Braille)**

**This document is available on the Department's website [www.rgl.wa.gov.au](http://www.rgl.wa.gov.au)**

Disability Access and Inclusion Plan (DAIP)

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## INTRODUCTION

In 1995, the Department of Racing, Gaming and Liquor (the Department) developed its first five year Disability Service Plan. The plan was adopted to ensure people with disability can access the Department's services and facilities. Since that time the plan has been reviewed on three occasions. The following Disability Access and Inclusion Plan seeks to review and build on the achievements of the previous plans. The plan is subject to review and may be amended and extended as priorities and needs change. The Disability Access and Inclusion Plan (DAIP) 2014 - 2019 has been developed in accordance with the *Disability Services Act 1993*

The Disability Access and Inclusion Plan includes:

- information on the Department's facilities and services;
- a policy statement about the Department's commitment to addressing the issue of access for people with disability, their families and carers;
- a description of the process used to consult with our customer service staff regarding services to people with disability and consultation with the Disability Services Commission.
- the identification of objectives and strategies to overcome barriers that people with disability might experience accessing the services of the Department;
- expected timelines and persons responsible for the proposed strategies;
- a method of review and evaluation for the plan; and
- information on how the plan will be being communicated to staff and people with disability.

## WHAT IS DISABILITY?

A disability is any continuing condition that restricts everyday activities.

Disability can affect a person's capacity to communicate, interact with others, learn and get about independently. Disability is usually permanent but may be episodic.

Disability can be:

**Sensory:** affecting vision and/or hearing.

**Neurological:** affecting a person's ability to control their movements, for example, cerebral palsy.

**Physical:** affecting mobility and/or a person's ability to use their upper or lower body.

**Intellectual:** affecting a person's judgement, ability to learn and communicate.

**Cognitive:** affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain.

**Psychiatric:** affecting a person's emotions, thought processes and behaviour, for example, schizophrenia and manic depression.

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Some disabilities, such as epilepsy, are hidden, while others, such as cerebral palsy, may be visible. A physical disability is the most common (73 per cent), followed by intellectual/psychiatric (17 per cent) and sensory (10 per cent). Many people with disability have multiple disabilities.

- Physical disability generally relate to disorders of the musculoskeletal, circulatory, respiratory and nervous systems.
- Sensory disability involves impairments in hearing and vision.
- Intellectual/psychiatric disorders relate to difficulties with thought processes, learning, communicating, remembering information and using it appropriately, making judgements and problem solving. They also include anxiety disorders, phobias or depression.

People may have more than one disability and may experience additional disadvantages due to factors such as being from a non-English speaking background or because they live in remote areas.

### **RESPONSIBILITY FOR THE PLANNING PROCESS**

The Executive Director Governance and Strategy is accountable for the development and implementation of the Disability Access and Inclusion Plan. However review and evaluation are the responsibility of the Corporate Executive Group.

### **FACILITIES AND SERVICES**

The Department is responsible for the administration of legislation for the racing, gaming and liquor industries. Its main functions are:

- licensing
- inspection
- investigation
- policy and executive support

Although the main functions of the Department are of a regulatory nature, there are some services that are accessed by the public and hence, by people with disability. These are:

- liquor licence applications
- gaming permit applications
- casino employee applications
- complaints
- appeals against decisions
- assistance with applications
- job applicants
- delivery of goods

## **PROGRESS SINCE PREVIOUS DISABILITY ACCESS AND INCLUSION PLAN**

Most outcomes identified in the DAIP have been achieved; some have been reassessed and amended. Some examples of achievements are:

The Department employs a number of persons with some form of disability and has made appropriate modifications to facilities and equipment in the workplace to accommodate their needs;

Several changes were made to accommodate the needs of those with disability and to provide better access. Electronic doors were installed at 3 Plain Street, on the lower ground level by the centre management.

Information has been made available on the website to further reduce the need for customers to attend the Department to conduct business, as well as some online applications, with the implementation of the Unified Regulatory System all applications will be able to be submitted online.

## **CONSULTATION TO DEVELOP DISABILITY ACCESS AND INCLUSION PLAN**

In 2014, the Department undertook to review its Disability Access and Inclusion Plan in consultation with stakeholders.

The process included:

- examination of the initial Disability Service Plan and subsequent reports;
- investigation of contemporary trends and good practice in access and inclusion; and
- consultation internal and external people

The Departments' draft Disability Access and Inclusion Plan 2014-19 was uploaded to the Departments internet and intranet websites for one month to allow comment from people with disability and their families and carers, all interested peoples, and officers of the Department; and an advertisement was placed in the West Australian newspaper on 16 April 2014.

## **PROMOTION OF DISABILITY ACCESS AND INCLUSION PLAN**

The Department will promote the Disability Access and Inclusion Plan 2014-19 by making it available on the internet and intranet website and by providing it to new staff. The Disability Access and Inclusion Plan will be available upon request in alternative formats such as large print, electronic format (disc or email) and audio.

## **REVIEW AND EVALUATION MECHANISMS**

The Disability Services Act requires that DAIP's be reviewed at least every 5 years. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

## **REPORTING ON THE DISABILITY ACCESS AND INCLUSION PLAN**

In accordance with the *Disability Services Act 1993* requirements, the Department will report on the implementation of the DAIP through the Department's Annual Report and submit the progress report template to the Disability Service Commission by 4 July each year, outlining:

- progress towards the seven desired outcomes of the DAIP;
- progress of our agents and contractors towards meeting the seven desired outcomes; and
- strategies used to inform our agents and contractors of our DAIP.

## **POLICY AND PROCEDURES REGARDING THE ACT'S REQUIREMENTS FOR AGENTS AND CONTRACTORS**

The Department of Racing, Gaming and Liquor will fulfil its obligations in relation to the acts requirements for Agents and Contractors.

The DAIP only applies to services provided to the public. It does not apply to services provided by the contractor directly to the customer e.g. cleaners, re-wiring of telephones etc

If a Contract involves the supply of services to the public, then the successful respondent will:

- to the extent practicable, implement the customer's "Disability Access and Inclusion Plan" prepared under the *Disability Services Act 1993*; and
- provide a report to the customer by (insert date) in each year of the Contract Term reporting on the extent to which the successful Respondent has implemented the Customer's Disability Access and Inclusion Plan.

## **POLICY STATEMENT**

The Department of Racing, Gaming and Liquor is committed to providing all peoples including those with disability, their families and carers full access to all services provided by the Department.

The Department is committed to consulting with people with disability, their families and carers and where required, disability organisations to ensure the barriers to access and inclusion are addressed appropriately.

The Department is committed to the seven outcomes for Disability Access and Inclusion Plans. These are:

1. People with disability have the same opportunities as others 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 building 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

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- are able to access it.
4. People with disability receive the same level and quality of service from the staff of the Department as other people receive from the staff of the Department.
  5. People with disability have the same opportunities as others to make complaints to the Department.
  6. People with disability have the same opportunities as others to participate in any public consultation processes by the Department.
  7. People with disability must have the same opportunities as others obtaining and maintaining employment.

### REPORTING ON THE DISABILITY ACCESS AND INCLUSION PLAN

Outcome 1 - People with disability have the same opportunities as other people to access the services of, and any events organised by, the Department of Racing, Gaming and Liquor.

Strategy	Timeline
Services provided by the Department, such as seminars and information/applications are accessible by all members of the community irrespective of whether a person has a disability or not.	ongoing

Outcome 2 – People with disability have the same opportunities as other people to access the building and other facilities of the Department of Racing, Gaming and Liquor.

Strategy	Timeline
Ensure that the Department's office continues to be accessible to people with disability	ongoing

Outcome 3 – People with disability receive information from the Department of Racing, Gaming and Liquor in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Timeline
Continue to make sure that people with disability are aware that the department's information can be made available in alternative formats upon request.	ongoing

Outcome 4 – People with disability receive the same level and quality of service from the staff of the Department of Racing, Gaming and Liquor as other people receive from the staff of the Department.

Strategy	Timeline
Continue to offer a standard of customer service in line with the Customer Service Charter to all members of the community including those with disability.	Ongoing

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Outcome 5 – People with disability have the same opportunities as others to make complaints to the Department of Racing, Gaming and Liquor.

Strategy	Timeline
Ensure that staff are aware of the Departments complaints mechanisms so they are able to assist people with disability	Ongoing

Outcome 6 – People with disability have the same opportunities as others to participate in any public consultation processes by the Department of Racing, Gaming and Liquor.

Strategy	Timeline
The Department is committed to a service culture that focuses on customer needs, thus ensure that every effort is made to make sure that people with disability are able to participate in any public consultation processes.	Ongoing

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

Strategy	Timeline
The Department will develop a policy of equity and diversity in regard to employment opportunities.	Ongoing

A range of DAIP resources can be found on the website of the Disability Services Commission. The address is as follows: [www.disability.wa.gov.au](http://www.disability.wa.gov.au).

Department of Racing, Gaming and Liquor

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