



Office of the Inspector of Custodial Services

Disability Access and Inclusion Plan (DAIP) 2007 - 2011

This plan is available on the Office's website and will be made available, upon request, in alternative formats including hard copy in standard or large print, electronic, audio format on cassette or compact disc, or by email.

Contents

Background	3
• Functions, facilities and services provided by the Office of the Inspector of Custodial Services	3
• Planning for better access	4
Access and inclusion policy statement	5
Development of the DAIP	6
• Responsibility for the planning process	6
• Community consultation process	6
• Responsibility for implementing the DAIP	7
• Communicating the plan to staff and people with disabilities	7
• Review and evaluation mechanisms	8
Reporting on the DAIP	9
Strategies to improve access and inclusion	9
Appendices:	
• Appendix 1 – Progress to Date	12
Implementation Plan	13

Background

The Office of the Inspector of Custodial Services

The role of the Inspector

The Inspector is a statutory officer appointed by the Governor to administer the *Inspector of Custodial Services Act 2003* ("the Act"). The Inspector conducts inspections of juvenile and adult custodial places and services and reports thereon to Parliament and the Minister. Section 19 of the Act requires each custodial place be inspected at least once every three years.

Under Section 17 of the Act, the Minister may also direct that an inspection or a review be undertaken, unless in the Inspector's opinion there are exceptional circumstances for not complying.

Section 39 of the Act requires the Inspector to appoint independent visitors for each prison and juvenile detention centre. An independent visitor is to visit each prison at intervals of not more than three months.

The Inspector also undertakes thematic reviews to identify issues relating to custodial services that can be addressed on a system-wide basis rather than by institution.

The Inspector also provides advice to the Minister on custodial services through Quarterly Reports, and for serious matters can advise the Minister through a formal Risk Notice.

Functions, facilities and services (both in-house and contracted) provided by the Office of the Inspector of Custodial Services

The Office of the Inspector of Custodial Services ensures that Parliament, the Minister, stakeholders and the general public are informed on the general performance of custodial services.

Planning for better access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6% of Australians or more than one in five people, identify themselves as having some form of disability.

The Office is required by the *Disability Services Act 1993* to develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the Office will ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the *WA Equal Opportunity Act 1984* and the *Commonwealth Disability Discrimination Act 1992*.

The Office of the Inspector of Custodial Services is committed to facilitating the inclusion of people with disabilities through the improvement of access to all the information, functions and services that are available to the public.

Access and inclusion policy statement for people with disabilities, their families and carers

The Office of the Inspector of Custodial Services is committed to:

- ensuring that people with disabilities, their families and carers are able to fully access the range of Office services and facilities (both in-house and contracted).
- providing people with disabilities, their families and carers with the same opportunities, rights and responsibilities enjoyed by all other people in the community;
- consulting with people with disabilities, their families and carers and disability organisations as required to ensure that barriers to access and inclusion are addressed;
- ensuring that its agents and contractors work towards the desired access and inclusion outcomes in the DAIP; and
- achieving the six desired outcomes of its DAIP.

The six desired outcomes are:

1. People with disabilities have the same opportunities as other people to access the services of and any events organised by the Office.
2. People with disabilities have the same opportunities as other people to access the Office's accommodation and other facilities.
3. People with disabilities 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. People with disabilities receive the same level and quality of service from the staff of the Office.
5. People with disabilities have the same opportunities as other people to make complaints to the Office.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by the Office.

Development of the Disability Access and Inclusion Plan

Responsibility for the planning process

The Corporate Governance Committee will oversee the development, implementation, review and evaluation of the Office's DAIP.

Community consultation process

The Office will finalise its DAIP after community consultation to guide further improvements to access and inclusion.

The process will include:

- consultation with the community;
- consultation with staff;
- investigation of contemporary trends and good practice in access and inclusion;
- examination of other relevant Office documents and strategies.

The Office will call for submissions by notice on its website.

The draft DAIP will be posted on the Office's website, and made available, upon request, in alternative formats including hard copy in standard or large print, electronic, audio format on cassette or compact disc, or by email.

The public will be asked to identify any problems they have in using the services, accessing information, making complaints, physically accessing Office facilities, and generally dealing with staff.

The review and consultation will be used to develop its DAIP and that it ensures currency and relevance. The DAIP will not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. The plan must also keep abreast of legislative and regulatory changes.

The consultation may also identify any barriers to access and inclusion to be addressed in the DAIP Implementation Plan.

Access barriers

The review and consultation will take note of the range of barriers that require redressing. These access barriers could include:

- the Office's policy to guide and inform access and inclusion activities may not reflect contemporary values and practice;
- Office processes may not be as accessible as possible;
- events may not always be held in a manner and location that best facilitates the participation of people with disabilities;
- physical infrastructure may not be meeting the needs of people with disabilities;
- elements of the Office's website may require improvement to best meet the needs of people with disabilities;
- staff may be uninformed or lacking in confidence to provide the same level of service to people with disabilities; and
- people with disabilities may not be aware of consultation opportunities with the Office.

The identification of any barriers will guide the development of strategies in the DAIP. The barriers will be prioritised in order of importance to assist in setting timeframes to complete strategies to overcome any access barriers.

Responsibility for implementing the DAIP

Implementation of the DAIP will be the responsibility of the Corporate Governance Committee. Some actions in the Implementation Plan will apply to all areas of the Office while others may apply only to a specific area. The Implementation Plan will set out who is responsible for each action. The Corporate Governance Committee will guide the overall implementation of the plan.

Communicating the plan to staff and people with disabilities

The Office will consult with all those who contributed to the consultative process for feedback. When finalised, the DAIP will be formally endorsed by the Office's Executive.

The Office will advise through its website, and by an advertisement in the West Australian newspaper, that copies of the plan will be available to the community, and upon request, in alternative formats including hard copy in standard or large print, electronic, audio format on cassette or compact disc, or by email.

As plans are amended staff and the community will be advised of the availability of updated plans, using the same methods.

Review and evaluation mechanisms

The Office's DAIP will be reviewed at least every five years, in accordance with *The Disability Services Act*.

The DAIP Implementation Plan may be amended in the interim to reflect progress and any access and inclusion issues which may arise.

Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Review and monitoring

- The Corporate Governance Committee will meet every quarter in the first year, and as required thereafter, to review progress on the implementation of the strategies identified in the DAIP.
- The review of the Office's DAIP will be included in the DAIP 2011-2015 which will be submitted to the Disability Services Commission in 2011. The report will outline what has been achieved under the Office's DAIP 2006-2010.
- The Committee will prepare a report each year on the implementation of the DAIP. A status report will be provided to the Office's Executive for formal endorsement.

Evaluation

- The Executive will endorse any reports on the disability access and inclusion implementation process annually.
- Once a year, prior to 31 July, the Office will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies that have been implemented.
- A notice about the consultation process will be posted on the Office's website.
- In seeking feedback the committee will also seek to identify any additional barriers that were not identified in the initial consultation.
- The Committee will use the consultation process used during the initial consultation.
- Office staff will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
- Implementation Plans will be amended based on the feedback received. Copies of the amended Implementation Plan, once endorsed by the Executive, will be available to the community, and upon request, in alternative formats including hard copy in standard or large print, electronic, audio format on cassette or compact disc, or by email.

Reporting on the DAIP

The Office will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 31 July each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the six desired outcomes; and the strategies it used to inform its agents and contractors of its DAIP.

Strategies to improve access and inclusion

As a result of the consultation process the following strategies will guide tasks reflected in the Implementation Plan that the Office will undertake from 2007-2010 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of and any events organised by the Office of the Inspector of Custodial Services.

Strategy	Timeline
Provide opportunities for people with disabilities to comment on access to services provided by the Office.	September 2007
Ensure that any events are organised so that they are accessible to people with disabilities.	September 2007
Ensure that the Office's agents and contractors, particularly publishers, are aware of their requirements under the Office's DAIP.	December 2007
Monitor the Office's access and inclusion policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Office.	June 2008
Incorporate the objectives of the DAIP into the Office's strategic business planning, budgeting processes and other relevant plans and strategies.	June 2008

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

Strategy	Timeline
Ensure current accommodation and facilities are physically accessible to people with disabilities.	September 2007
Ensure all future premises leased by the Office are accessible by people with disabilities.	September 2007

Outcome 3: People with disabilities can access information from the Office of the Inspector of Custodial Services as readily as other people are able to access it.

Strategy	Timeline
Improve staff awareness of accessible information needs and how to obtain information in other formats.	September 2007
Improve the awareness of staff about information needs of people that are hearing impaired, hard of hearing, deaf, and people with speech impediments.	September 2007
Improve community awareness that Office information can be made available in alternative formats.	December 2007
Determine the need to provide documentation regarding services, facilities and feedback in an appropriate format and using clear and concise language.	December 2007
Ensure that the Office's website meets contemporary good practice, with an emphasis upon using text to describe the trends displayed in charts.	December 2007

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

Strategy	Timeline
Ensure Office staff are aware of the relevant requirements of the <i>Disability Services Act</i> .	December 2007
Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.	June 2008

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Office of the Inspector of Custodial Services.

Strategy	Timeline
Ensure that current grievance mechanisms are accessible for people with disabilities.	December 2007
Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.	June 2008
Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in alternative formats to meet the needs of people with disabilities.	June 2008

Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the Office of the Inspector of Custodial Services.

Strategy	Timeline
Improve community awareness about consultation processes in place.	December 2007
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	December 2007
Improve access for people with disabilities to the established consultative processes of the Office, including the capacity to accept verbal complaints.	March 2008

Appendix

Progress towards the Disability Access and Inclusion Plan

- Existing functions, facilities and services to be adapted to meet the needs of people with disabilities.
- Information about any functions, facilities and services to be provided, upon request, in formats which meet the communication needs of people with disabilities.
- E-copies of publications are available on the Office's website, and can be magnified as necessary.
- The Office has a policy on communicating in plain English with customers.
- Minutes of any public consultations will be made available, upon request, in alternative formats.
- Staff awareness of the needs of people with disabilities and skills in delivering services is improved.
- Opportunities to be provided for people with disabilities to participate in public consultations, decision making processes and grievance mechanisms.
- The process for lodging grievances will be modified to allow for flexibility in the method of submitting comments.

Office of the Inspector of Custodial Services

Disability Access and Inclusion Plan

Implementation Plan 2007

Implementation Plan

The Implementation Plan will itemise what the Office will be undertaking in 2007-2008 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented to outline the:

- broad strategy that the individual tasks are supporting;
- individual tasks being undertaken;
- timeline for completion of the individual tasks; and
- the officer position or part of the Office with responsibility for completing the individual tasks.

As outlined in the DAIP, some of the broad strategies will not be completed in 2007-2008; however individual tasks to support the achievement of those strategies may well be undertaken in part or whole in 2007-2008 through the Implementation Plan.

Broad strategies that will not be achieved in 2007-2008 will be supported by tasks outlined in future Implementation Plans.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of and any events organised by the Office of the Inspector of Custodial Services.

Strategy	Task	Task Timeline	Responsibility
Provide opportunities for people with disabilities to comment on access to services provided by the Office.	<ul style="list-style-type: none"> • Investigate if existing feedback mechanisms can facilitate feedback from people with disabilities. • If necessary, amend existing feedback mechanisms, ensuring that good practice standards for information are used. 	September 2007	Director Corporate Governance Committee
Ensure that any events are organised so that they are accessible to people with disabilities.	<ul style="list-style-type: none"> • Ensure that all events are planned using the Accessible Events checklist. • Make the Accessible Events checklist is brought to the attention of all staff. 	September 2007 September 2007	Director Corporate Governance
Ensure that the Office's agents and contractors, particularly publishers, are aware of their requirements under the Office's DAIP.	<ul style="list-style-type: none"> • Provide a copy of the DAIP to its agents and contractors as part of the contract documentation. • Respond to queries from its agents and contractors as required. 	December 2007 Ongoing	Director Corporate Governance Committee
Monitor the Office's access and inclusion policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Office.	<ul style="list-style-type: none"> • Research, and adopt into the policy, the State Government Guidelines for Information, Services and Facilities. • Policy to be drafted and forwarded to the Office for endorsement. • Research and adopt into the policy the Australian Language Services policy. 		
Incorporate the objectives of the DAIP into the Office's strategic business planning, budgeting processes and other relevant plans and strategies.	Review Office's strategic business planning and budgeting processes to ensure all requirements of the DAIP are incorporated.	June 2008	Director Corporate Governance Committee

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

Strategy	Task	Task Timeline	Responsibility
Ensure that current accommodation and facilities are physically accessible to people with disabilities.	<ul style="list-style-type: none"> • Liaise with building management agent and other Government tenants in the same building to try to ensure building meets current requirements for access by disabled persons. 	September 2007	Director, Corporate Governance Committee
Ensure that all future premises leased by the Office are accessible by people with disabilities.	<ul style="list-style-type: none"> • Develop a policy on leasing of premises to ensure they are accessible to people with disabilities. 	September 2007	Director Corporate Governance Committee

Outcome 3: People with disabilities can access information from the Office of the Inspector of Custodial Services as readily as other people are able to access it.			
Strategy	Task	Task Timeline	Responsibility
Improve staff awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> • Develop an Accessible Information policy. • Ensure staff are made aware of the State Government Access Guidelines for Information, Services and Facilities. • Conduct Accessible Information training and include as part of the induction of new staff. 	September 2007 September 2007 September 2007	Director Corporate Governance Committee
Improve the awareness of staff about information needs of people who are hearing impaired, hard of hearing, deaf, and people with speech impediments.	<ul style="list-style-type: none"> • Investigate the need for and advise staff of the services available from the Australian Communication Exchange. • Investigate the use of people with disabilities sending the Office an SMS message that is received via email. 	September 2007 June 2008	Director Corporate Governance Committee
Improve community awareness that Office information can be made available in alternative formats.	<ul style="list-style-type: none"> • Ensure all documents carry a notation regarding availability, upon request, in alternative formats. 	December 2007	Director Corporate Governance Committee
Determine the need to provide documentation regarding services, facilities and feedback in an appropriate format and using clear and concise language.	<ul style="list-style-type: none"> • Advise Office staff of the minimum requirements. • Adopt State Government Access Guidelines for Information, Services and Facilities, and incorporate into general practice. 	December 2007 December 2007	Director Corporate Governance Committee

<p>Ensure that the Office's website meets contemporary good practice, with an emphasis upon using text to describe the trends displayed in charts.</p>	<ul style="list-style-type: none"> • Ensure that all forms and applications are available electronically. • Review current accessibility of the website, including ensuring that appropriate descriptive text is provided with images and charts, and determine if additional work is required to offer a meaningful and informative alternative to charts. • Complete redevelopment of the website according to the W3C Web Content Accessibility guidelines as outlined in the State Government Access Guidelines. 	<p>December 2007</p> <p>December 2007</p> <p>June 2008</p>	<p>Director Corporate Governance Committee</p>
--	---	--	--

Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Office of the Inspector of Custodial Services as other people.			
Strategy	Task	Task Timeline	Responsibility
Ensure that Office staff are aware of the relevant requirements of the <i>Disability Services Act</i> .	<ul style="list-style-type: none"> • Promote the Office's DAIP and policy statement of commitment to staff. • Include the Office's DAIP and policy statement of commitment in the induction process for new staff. 	December 2007 December 2007	Director, Corporate Governance Committee
Improve staff awareness of disability and access issues and improve skills to provide good service to people with disabilities.	<ul style="list-style-type: none"> • Conduct survey of all staff to determine training needs (training to be undertaken by June 2008). 	June 2008	Director, Corporate Governance Committee
Improve the awareness of new staff about disability and access issues.	<ul style="list-style-type: none"> • Prepare information and plan the establishment of training in the induction for new staff (for rollout by June 2008). • Obtain the 'You Can Make a Difference to Customer Relations for People with Disabilities' training package from the Disability Services Commission. 	June 2008 June 2008	Director, Corporate Governance Committee

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Office of the Inspector of Custodial Services.

Strategy	Task	Task Timeline	Responsibility
Ensure that current grievance mechanisms are accessible for people with disabilities.	<ul style="list-style-type: none"> • Review current mechanisms for access. • Determine the need to develop other methods of making complaints such as web-based forms. • Promote accessible complaints mechanisms to the community via the Office's website. 	<p>December 2007</p> <p>December 2007</p>	Director Corporate Governance Committee
Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.	<ul style="list-style-type: none"> • Conduct survey of all staff to determine training needs (training to be undertaken by June 2008). 	June 2008	
Ensure that grievance mechanism process and outcome satisfaction survey forms are available in alternative formats to meet the needs of people with disabilities.	<ul style="list-style-type: none"> • Provide grievance mechanism process and outcome satisfaction survey forms, upon request, in alternative formats. • Undertake research to identify alternative means of providing grievance feedback (for full implementation by August 2008). 	<p>June 2008</p> <p>August 2008</p>	Director, Corporate Governance Committee

Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the Office of the Inspector of Custodial Services.			
Strategy	Task	Task Timeline	Responsibility
Improve community awareness about consultation processes in place.	<ul style="list-style-type: none"> • Corporate Governance Committee to meet regularly to provide strategic advice to the Office, with support from Office staff. • Conduct a review of the Office's community consultation processes regarding issues of disability, access and inclusion. • Ensure that media releases go to both print and electronic media, including regional and Information Radio, and are promoted on the website. 	<p>December 2007 & ongoing</p> <p>December 2007</p> <p>December 2007</p>	Director Corporate Governance Committee
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	<ul style="list-style-type: none"> • Regular monitoring of the progress of the plan. 	December 2007	Director Corporate Governance Committee