

OFFICE OF THE INSPECTOR  
OF CUSTODIAL SERVICES

Office of the Inspector of Custodial Services

P-041 Disability Access and Inclusion Plan 2026 – 31

This is an Easy Read summary of the Disability Access and Inclusion Plan. Icons are used to help explain the words.



## About this Easy Read document

This is an Easy Read document.

It is a short guide to the Disability Access and Inclusion Plan.

The plan is for 2026 to 2031.

You can ask for this document in other formats.

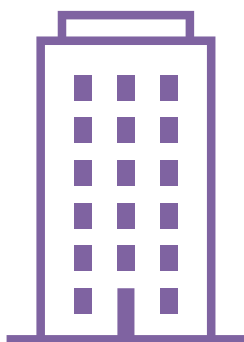
## Acknowledgement of Country



The Office of the Inspector of Custodial Services acknowledges Traditional Custodians of Country across Western Australia.

We pay respect to Elders past and present.

## What is OICS?



The Office of the Inspector of Custodial Services is called OICS.

OICS checks how people in custody are treated.

OICS inspects and reviews:

- prisons.
- youth detention centres
- court custody centres
- custodial transport services

OICS is independent.

OICS reports to Parliament.

## What is a DAIP?



DAIP means Disability Access and Inclusion Plan.

A DAIP explains how a public office will:

- remove barriers
- improve access
- include people with disability

This DAIP follows the Disability Services Act 1993 (WA).

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## Who is this DAIP for?



This DAIP is for:

- people with disability
  - people in custody with disability
  - families and carers
- 
- advocates and stakeholders
  - members of the public
  - OICS staff and contractors

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## What OICS believes



OICS is committed to access and inclusion.

We will support people with disability to:

- access our information
- engage with our work
- access our workplace including services delivered by contractors

We will consult with people with disability and disability organisations.

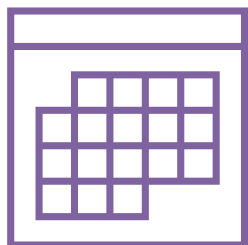
## The 7 Outcomes

This DAIP has 7 outcomes.

Each outcome explains what we will do.

## Outcome 1

### Events and services



#### Outcome 1 means:

People with disability can access OICS services and events like everyone else.

#### We will:

- keep more than one way for people to engage with this includes OICS like surveys and visits
- plan accessible events when OICS runs events
- ask people about access needs in invitations or registrations
- keep our contact options accessible (phone, email, website)
- include access and inclusion in business planning and project planning

## Outcome 2

### Buildings and facilities



#### Outcome 2 means:

People with disability can access OICS buildings and facilities like everyone else.

#### We will:

- keep our office accessible
- make sure any future leased premises are accessible

## Outcome 3

### Information



#### Outcome 3 means:

People with disability can get information in formats they can use.

#### We will:

- offer information in other formats when people ask
- use plain English and accessible documents
- keep our website accessible and check it after big changes
- do a simple yearly check of some documents for accessibility (from 2027)

## Outcome 4

### Service Quality



#### Outcome 4 means:

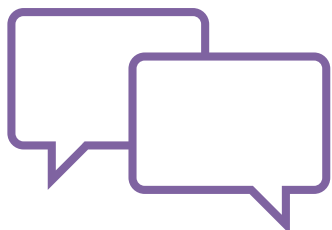
People with disability get the same quality service as everyone else.

#### We will:

- support staff, Independent Prison Visitors, and contractors to communicate respectfully
- help staff build skills to support people with disability
- keep policies that stop discrimination, harassment, and victimisation
- remind staff and contractors about DAIP responsibilities

## Outcome 5

### Complaints and feedback



#### Outcome 5 means:

People with disability can provide feedback like everyone else.

OICS does not manage individual complaints about prisons.

But we can listen to feedback about access and inclusion.

We make sure our feedback pathways are accessible.

#### We will:

- maintain accessible ways to raise concerns and provide feedback
- record and review access-related feedback every 6 months

## Outcome 6

### Consultation



#### Outcome 6 means:

People with disability can take part in consultation like everyone else.

#### We will:

- make consultation accessible this includes formats, venues, and online options
- provide more than one way to respond
- invite disability organisations when it is relevant
- publish this DAIP on our website and invite feedback

## Outcome 7

### Employment



#### Outcome 7 means:

People with disability have fair access to jobs at OICS.

#### We will:

- make recruitment and onboarding accessible
- offer reasonable adjustments when needed
- support staff, volunteers, and contractors with disability at work
- check recruitment templates each year from 2027

## Agents and contractors



Sometimes OICS uses contractors.

We will take practical steps so contractors:

- know about this DAIP
- support access and inclusion

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## How we check progress



OICS will report every year on this DAIP.

We will send a report to the Department of Communities by 31 July each year.

OICS will also monitor progress through internal governance.

We will do a mid-cycle review in 2028 to 2029.

We will review the DAIP at least every 5 years.

## Your feedback is welcome



OICS welcomes feedback about this DAIP.

You can contact OICS using the contact details on the OICS website.

## Other formats



This DAIP is available in other formats on request.

For example:

- large print
- audio
- accessible digital formats