



OFFICE OF THE INSPECTOR
OF CUSTODIAL SERVICES

Office of the Inspector of Custodial Services

P-041 Disability Access and Inclusion Plan 2026 - 2031

This Disability Access and Inclusion Plan is available in alternative formats on request. For further information or to request an alternative format, please contact OICS via the contact details provided on the OICS website.

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Acknowledgement of Country

The Office of the Inspector of Custodial Services acknowledges the Traditional Custodians of Country throughout Western Australia and their continuing connection to land, waters, and community. We pay our respects to all members of Aboriginal communities and their cultures, and to Elders past and present.

1. Message from the Inspector

At the Office of the Inspector of Custodial Services (OICS), our work is centred on oversight, accountability and fairness in custodial services. To do this well, we must engage meaningfully with all members of the community, including people with disability whether they are people in custody, family members, advocates, stakeholders or members of the public.

This Disability Access and Inclusion Plan (DAIP) 2026–2031 sets out how OICS will continue to identify and address barriers to access, participation and inclusion across our services, information, facilities and employment practices. It builds on the work undertaken under previous DAIPs and reflects our ongoing commitment to ensuring people with disability can engage with OICS on the same basis as others.

Accessibility and inclusion are not standalone considerations for OICS. They are integral to how we carry out our statutory functions and align with our broader Diversity, Equity and Inclusion (DEI) framework. The DAIP provides a practical and accountable way to embed these principles into business-as-usual activities, governance processes and decision-making.

As a small agency, OICS relies on clear systems, capable staff and strong organisational values to deliver our work. This Plan supports those foundations by reinforcing shared responsibility for accessibility and by promoting continuous improvement rather than one-off actions.

I am committed to ensuring OICS continues to strengthen its approach to access and inclusion and to meeting its obligations under the *Disability Services Act 1993* (WA). I thank our staff, stakeholders and community members who contribute to this work and look forward to ongoing engagement over the life of this Plan.

Jane Higgins

Acting Inspector of Custodial Services

18 August 2026

2. About us

The Office of the Inspector of Custodial Services oversees the way people in custody are managed. We conduct regular inspections and reviews of prisons, work camps, court custody centres and the detention centres holding young people in Western Australia.

Our responsibilities include:

- inspecting adult custodial facilities, youth detention centres, court custody centres and custodial transport services
- conducting reviews of specific aspects of a custodial service or a specific custodial experience of individuals or groups
- managing the Independent Prison Visitor Service

We are independent. We report directly to Parliament and our reports are also available to the public.

Our Purpose

To provide independent oversight of custodial facilities and services in Western Australia.

Our Vision

'To promote humanity and decency in custodial facilities and services throughout Western Australia'.

Our Values

 Integrity We act ethically, honestly, impartially and in the best interests of the community.	 Equity We treat all people with respect and we value diversity.	 Quality We are efficient, deliver on-time, and provide well researched advice and recommendations.	 Innovation We value creativity, learning and continuous improvement.
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Key Stakeholders

Key stakeholders include Parliament; the Minister for Corrective Services; Department of Justice; people in custody and their families; non-government organisations; and the WA community.

3. Access and Inclusion policy statement

OICS is committed to:

- ensuring people with disability, their families and carers can access our information, engagement opportunities and workplace (including when services are delivered by contractors).
- providing people with disability the same opportunities, rights and responsibilities as others
- consulting with people with disability and disability organisations to identify and address barriers

- taking all practicable measures to ensure our DAIP is implemented by officers, employees, agents and contractors

This DAIP aligns with the *Disability Services Act 1993* and outlines seven key outcomes aimed at ensuring people with disabilities have equal access and opportunities in various aspects of public life. The Seven Outcomes:

1. Events and Services: People with disability have the same opportunities as other people to access the services and events of a public authority.
2. Buildings and Facilities: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.
3. Information: People with disability receive information from a public authority in a format that enables them to access the information as readily as other people.
4. Service Quality: People with disability receive the same level and quality of service from the staff of a public authority as other people receive.
5. Complaints: People with disability have the same opportunities as other people to make complaints to a public authority.
6. Consultation: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.
7. Employment: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

4. Strategic Alignment

The Disability Access and Inclusion Plan (DAIP) 2026–2031 supports the OICS commitment to accessible, inclusive and equitable services and workplaces.

The DAIP aligns with OICS's Corporate Plan and other organisational strategies and complements the OICS Diversity, Equity and Inclusion (DEI) Policy. While the DEI Policy sets out OICS's broader commitment to inclusion and fairness, the DAIP fulfils a specific statutory role by identifying and addressing barriers experienced by people with disability in accessing OICS services, information, facilities and employment.

The DAIP also aligns with A Western Australia for Everyone: State Disability Strategy 2020–2030 and Australia's Disability Strategy 2021–2031, supporting whole-of-government efforts to improve access, inclusion, rights and participation for people with disability.

Together, these frameworks ensure accessibility and inclusion are embedded into OICS's governance, workforce practices and service delivery, and are considered part of business-as-usual activities rather than standalone initiatives.

5. Achievements

The Office of the Inspector of Custodial Services has implemented a range of initiatives over successive DAIPs to improve access, inclusion and participation for people with disability. The

following provides an overview of key achievements under previous plans, which have informed the development of the 2026–2031 DAIP.

Achievements under the DAIP 2013–2018

Under its DAIP 2013–2018, OICS implemented initiatives to improve access to information, services and facilities, and to support inclusive workplace practices.

Key achievements included:

- Ongoing development and maintenance of the OICS website to improve access to information for people with disability.
- Delivery of Plain English training to staff to support the production of clear and accessible documentation, including correspondence, briefing papers and reports.
- Engagement of non-government organisations to provide staff training focused on resilience and promoting good mental health in the workplace.
- Assistance provided to prisoners with disability to complete onsite surveys, ensuring their experiences informed inspections and reporting.
- Provision of accessible office accommodation, buildings and facilities, including:
 - wheelchair access to the building and throughout office areas, including ramps, lifts, wide doors and accessible pathways
 - braille on lift buttons and toilet doors
 - accessible toilets on all floors used by the office.
- Inclusion on the OICS website and in published reports of information advising that publications can be made available in alternative formats on request.

Achievements under the DAIP 2019–2024

OICS continued to build on earlier work and further embed access and inclusion considerations into organisational practices.

Key achievements during this period included:

- Ongoing improvements to the accessibility of information and communications, including consideration of accessible formats and clear language in public-facing materials.
- Increased organisational awareness of access and inclusion responsibilities and the need to consider accessibility in day-to-day work practices.
- Continued support for people with disability to participate in OICS inspection and review activities, including engagement with prisoners with disability where appropriate.
- Consideration of accessibility requirements in workplace practices, procurement activities and service delivery.
- Monitoring and reporting on DAIP implementation through internal governance processes and annual reporting to the Department of Communities.

Experience gained through the implementation of previous DAIPs has informed the development of the DAIP 2026–2031, including a stronger focus on embedding accessibility into business-as-usual processes and strengthening governance, monitoring and reporting arrangements.

Community engagement and consultation

OICS undertook community engagement and consultation to inform the development of the DAIP 2026–2031. Consultation was promoted through the OICS website, OICS LinkedIn channel, and targeted engagement with relevant stakeholders.

A summary of consultation activities, feedback received, and key findings is provided at Appendix A.

Strategies to improve access and inclusion 2026-2031

How to read these tables: OICS is a small agency, and many accessibility commitments are best managed as business-as-usual. Accordingly, strategies are written to support maintenance, assurance and continuous improvement, rather than one-off projects.

Note: A separate internal Action Register sits behind this DAIP for operational tracking, consistent with common DAIP practice where strategies are published and actions are managed as working documents.

Outcome 1: Events and Services

People with disability have the same opportunities as other people to access the services of, and any events organised by this agency.

Strategy	Responsibility	Timeline (2026 – 2031)
1.1 Maintain multiple accessible pathways for people to engage with OICS activities (e.g., inspections engagement, surveys, liaison visits), including options that support people with disability.	Director Operations / Director Review	Ongoing
1.2 When OICS organises events (internal or external), apply Department of Communities event planning accessibility checklist (venue access, hearing augmentation, communication supports, accessible materials) and capture access requirements in invitations/registration.	Senior Management Group	Ongoing
1.3 Ensure contact and communication channels remain accessible (telephone, email, web) and promote availability of alternative formats on request.	Senior Management Group	Ongoing

1.4 Ensure this plan supports equitable access to services by people with disability, their families and carers throughout the various functions of this office.	Manager Business Services	Ongoing
1.5 Embed DAIP considerations into relevant planning (strategic planning, business planning, procurement planning, project/change planning).	Deputy Inspector	Annual

Outcome 2: Buildings and Facilities

People with disability have the same opportunities as other people to access this agency's building and other facilities.

Strategy	Responsibility	Timeline (2026 – 2031)
2.1 Ensure that this office continues to be accessible to people with disability.	Manager Business Services	Ongoing
2.2 Ensure all future premises leased by this office are accessible to people with disability.	Deputy Inspector	Ongoing

Outcome 3: Information

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

Strategy	Responsibility	Timeline (2026 – 2031)
3.1 Maintain accessibility of publications and key public-facing documents, including offering alternative formats on request.	Senior Management Group	Ongoing
3.2 Maintain capability in plain-English writing and accessible document practices (including induction content and refreshers).	Senior Management Group	Ongoing

3.3 Maintain website accessibility in line with recognised web accessibility guidelines and review following significant website changes.	Senior Management Group	Ongoing
3.4 Introduce a light-touch annual check of a sample of published documents for accessibility (e.g., PDFs, reports, forms/templates), with improvements logged.	Manager Business Services	Annual from 2027

Outcome 4: Service Quality

People with disability receive the same level and quality of service from this agency's staff as others

Strategy	Responsibility	Timeline (2026 – 2031)
4.1 Maintain staff, independent prison visitors and contractors' capability to engage respectfully and effectively with people with disability, including in custodial settings where communication barriers may exist.	Senior Management Group	Ongoing
4.2 Provide opportunities for staff to improve their skills to enable them to provide a good service to people with disability.	Senior Management Group	Ongoing
4.3 Maintain and promote policies that prohibit discrimination, harassment and victimisation for stakeholders, volunteers and staff.	Senior Management Group	Ongoing
4.4 Maintain awareness of relevant DAIP obligations across the organisation, including responsibilities that apply to contractors and service providers.	Senior Management Group	Ongoing

Outcome 5: Complaints

People with disability have the same opportunities as other people to make complaints to this agency.

Note: While OICS does not deal with individual complaints or grievances, we can still ensure that feedback pathways (including for website issues, accessibility barriers, and service concerns) are accessible and responsive.

Strategy	Responsibility	Timeline (2026 – 2031)
5.1 Maintain grievance mechanisms to ensure they continue to be accessible to people with disability.	Manager Business Services	2026
5.2 Record and periodically review accessibility-related feedback to identify and address recurring barriers.	Manager Business Services	Six-monthly

Outcome 6: Consultation

People with disability have the same opportunities as other people to participate in any public consultation by this agency.

Strategy	Responsibility	Timeline (2026 – 2031)
6.1 Ensure consultation processes are inclusive and accessible (materials in accessible formats, multiple ways to respond, accessible venues or online options).	Senior Management Group	Ongoing
6.2 Invite relevant disability representative and advocacy organisations to participate in consultations where appropriate to OICS work.	Senior Management Group	Ongoing
6.3 Publish this DAIP on the OICS website and invite feedback throughout the life of the plan, including during the mid-cycle review.	Executive Officer	Ongoing; mid-cycle review

Outcome 7: Employment

People with disability have the same opportunities as other people to obtain and maintain employment with this agency.

Strategy	Responsibility	Timeline (2026 – 2031)
7.1 Ensure recruitment and onboarding processes are inclusive and accessible, including offering reasonable adjustments and accessible formats for materials.	Manager Business Services	Ongoing
7.2 Maintain workplace supports for staff, volunteers and contractors with disability (including reasonable adjustments) to enable them to perform their roles.	Senior Management Group	Ongoing
7.3 Ensure workforce and diversity planning includes disability as a focus area (including awareness and inclusion practices).	Manager Business Services	Ongoing
7.4 Introduce an annual check that recruitment templates and candidate communications remain accessible (e.g., accessible documents, inclusive language).	Manager Business Services	Annual from 2027

Agents and contractors

Where OICS engages agents and contractors to provide services to the public, OICS will take practicable measures to ensure those providers are informed of the DAIP and support access and inclusion consistent with this Plan.

This may include consideration of DAIP expectations in relevant procurement, contracting and engagement processes, and communication of accessibility requirements where appropriate.

6. Monitoring, Reporting, feedback and review

Reporting

OICS will report annually on the implementation of this DAIP using the prescribed reporting template and submit the report to the Department of Communities by 31 July each year. Progress will also be monitored through internal governance processes.

Evaluation

Implementation of the DAIP will be monitored through internal governance arrangements. Progress against strategies and actions will be reviewed regularly to assess effectiveness and identify opportunities for continuous improvement.

Feedback

OICS welcomes feedback on the DAIP and its implementation. People with disability and other stakeholders can provide feedback using the contact details available on the OICS website.

Review

This DAIP will be reviewed at least every five years, consistent with DAIP requirements for public authorities. A mid-cycle review will be undertaken in 2028–29 to ensure the Plan remains fit-for-purpose and responsive to emerging access and inclusion needs.

Appendix A: DAIP development, consultation and review

In developing the Disability Access and Inclusion Plan (DAIP) 2026–2031, the Office of the Inspector of Custodial Services (OICS) reviewed the previous DAIP and considered current legislative requirements, organisational priorities and contemporary accessibility and inclusion practices. This process included consideration of:

- the outcomes and achievements of the previous DAIP
- accessibility and inclusion obligations under the Disability Services Act 1993 (WA)
- OICS policies, strategies and governance frameworks, including the Diversity, Equity and Inclusion Policy
- accessibility and inclusion considerations relevant to people in custody, staff, stakeholders and members of the public
- feedback received through consultation activities and community engagement.

Consultation activities undertaken

OICS undertook a range of internal and external consultation activities to inform the development of the DAIP 2026–2031.

Public consultation

A draft DAIP was published on the OICS website from 19 June 2026 to 3 July 2026 inviting community feedback. Community members, advocacy groups and interested stakeholders were encouraged to review the draft plan and provide submissions via email to corporate@oics.wa.gov.au.

The consultation was promoted through:

- an update on the OICS website
- a post on the OICS LinkedIn page
- direct engagement with relevant stakeholders.

Targeted stakeholder consultation

Targeted consultation was undertaken with people connected to custodial facilities and relevant stakeholder groups. This included:

- visits to peer support groups at Karnet Prison Farm and Bandyup Women's Prison
- discussions with participants regarding accessibility, communication barriers and inclusion within custodial environments
- opportunities for participants to provide feedback on the draft DAIP and identify areas for improvement.

Internal consultation

OICS employees were invited to review the draft DAIP and provide feedback prior to finalisation. Staff feedback was sought through circulation of the draft plan and internal consultation processes.

The consultation process was designed to identify barriers to access and inclusion and to ensure the final DAIP reflected the experiences and perspectives of a range of stakeholders.

Findings

Feedback received during the consultation process generally supported the proposed direction of the DAIP and reinforced the importance of maintaining an ongoing focus on accessibility and inclusion.

Key themes identified included:

- ensuring information is available in accessible and easy-to-understand formats
- maintaining accessible communication channels and opportunities for engagement
- considering the needs of people with disability when delivering services, consultation activities and events
- embedding accessibility considerations into everyday business practices rather than relying on standalone initiatives
- continuing to improve awareness and understanding of disability access and inclusion across the organisation.

The consultation confirmed that the seven DAIP outcomes remain relevant to OICS and highlighted the importance of ongoing monitoring, review and continuous improvement throughout the life of the Plan.

Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of OICS's Senior Management Group. While responsibility for specific strategies has been allocated to nominated positions, accessibility and inclusion are shared responsibilities across the organisation.

Communicating the DAIP

The DAIP 2026–2031 will be communicated by:

- publishing the DAIP on the OICS website
- making the DAIP available in alternative formats on request
- notifying staff of the final approved DAIP
- incorporating the DAIP into relevant organisational policies, planning and governance processes
- making the DAIP available to stakeholders and community members upon request.

As the DAIP is reviewed or updated, OICS will continue to communicate changes through appropriate internal and external channels.

Monitoring, Reporting and Review

OICS will monitor implementation of the DAIP through internal governance processes and annual reporting requirements.

Progress against the DAIP will be reported annually to the Department of Communities using the prescribed reporting template and included within relevant organisational reporting processes.

The DAIP will be formally reviewed at least every five years, with a mid-cycle review planned during 2028–2029 to ensure the Plan remains current, effective and responsive to emerging accessibility and inclusion needs.