

Disability Access & Inclusion Plan DAIP 2012-2017



Disability Access & Inclusion Plan

Acknowledgements

Landgate acknowledges the input received from staff, individuals and groups within the community, which has been invaluable in the preparation of this Disability Access & Inclusion Plan (DAIP).

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Agency Snapshot

Landgate is a statutory authority with commercial powers established under the *Land Information Authority Act 2006* (the Act). It is the trusted primary source of many fundamental location information datasets. The information systems and services it provides are vital to the efficient operation of the property market and underpin the rating and tax base in Western Australia.

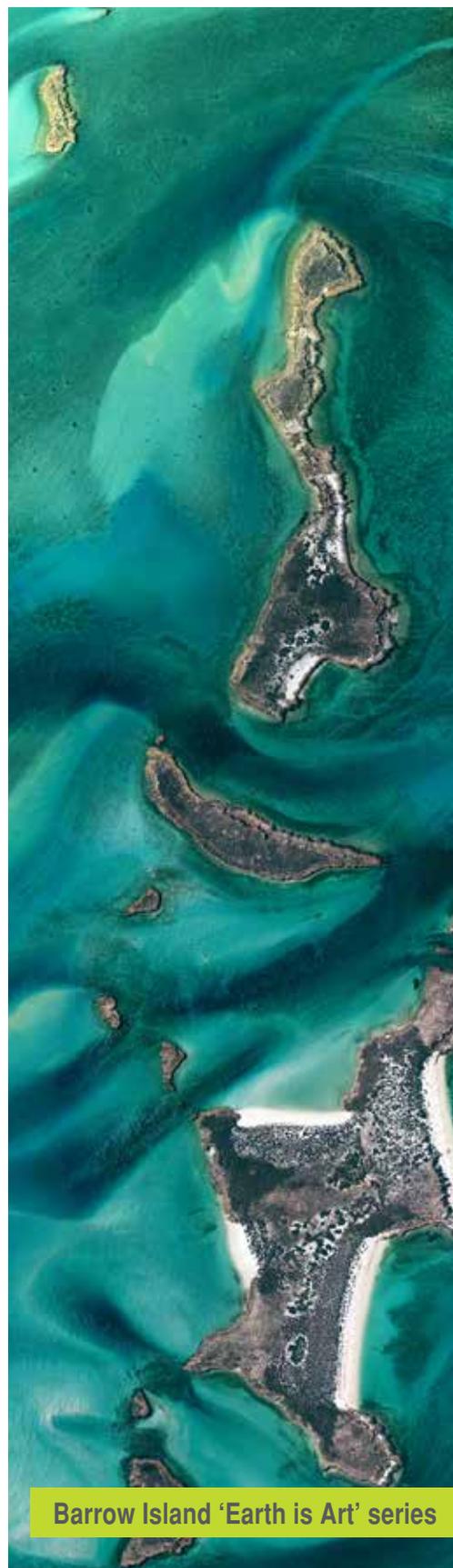
Landgate is founded on dual objectives: the management and provision of location information on a not for profit basis; and the development of commercial products and services from the location information asset which can be marketed to generate a fair return for the State.

These interdependent objectives set the framework for Landgate to:

- » Maintain the quality and integrity of the WA Government's location information systems (including the State's survey, mapping, titles and valuations functions)
- » Provide access to location information on a fair basis
- » Operate on a sustainable commercial basis, with a view to generating profits that can be reinvested back into providing high quality, cost effective systems and services and into initiatives that deliver economic, environmental and social benefits to society.

Location information is a valuable asset because a range of economic, social and physical data can be linked to a geographic location and integrated, transforming it into location knowledge. Providing people access to knowledge of any location is powerful as it helps them to make informed and confident decisions.

In collaboration with stakeholders, Landgate is playing a leading role in the implementation of a Location Information Strategy for WA. This will vastly improve the access, use and integration of location information across Government and industry, in order to realise the value and power of location knowledge for the State and beyond.



Barrow Island 'Earth is Art' series

Disability Access & Inclusion Plan

Vision

Location information is a valuable asset because a range of economic, social and physical data can be linked to a geographic location and integrated, transforming it into location knowledge.

Landgate's vision is:

Solving tomorrow's challenges led by knowledge of any location.

Purpose

Landgate secures the property rights of the community and optimises the access, use and integration of authoritative location information to deliver economic, environmental and social benefits to government, industry and the community.

Organisational Structure

In the spirit of 'one business', Landgate has implemented an organisational structure that strengthens collaboration, productivity, innovation and customer focus. This structure is outlined as follows:

Office of the Chief Executive: providing executive support and managing corporate risk

Sales Marketing & Customer Service: leading Landgate's sales and customer service effort

Operations: providing products and services that meet customer needs

Business Development: developing partnerships, markets and services

Finance, Information & Legal Services: supporting the business through financial and legal advice and information technology (IT) services

Strategy & Reform: providing strategic policy advice, reforming major business processes, enhancing workforce capabilities and planning for the future.

Values

Landgate is an organisation of people who act with integrity, respect and openness. Our staff work together as one team and collaboratively with our partners. Our values include:

- » **Excellence** – in everything we do
- » **Creativity** – in what we do and how we do it
- » **Growth and Learning** – by growing our business and developing our people
- » **Community** – by showing respect and taking responsibility
- » **Celebration** – by recognising our people and our achievements
- » **Sustainability** – by contributing to a sustainable environment and providing a sustaining work environment

Our Future

By 2017/18, Landgate will be:

- » Providing modernised, streamlined and secure land registration, spatial and valuation systems and services that continue to enable the efficient operation of the State's property market and rating and tax system
- » Operating a financially sustainable business model that generates sufficient savings and returns to continuously reinvest in the provision of modern property rights systems and innovative location information solutions that benefit the State
- » The State Government's Location Services Hub, providing authoritative location information and partnering with industry to deliver high value solutions for customers
- » Maximising the productive use of the State's location information asset to support sound planning and decision making for government, industry and the community.

Disability Access & Inclusion Plan

Access & Inclusion Policy Statement

Landgate is committed to:

- » Ensuring that people with disability, their families and carers are able to access Landgate services and facilities
- » Consulting with people with disability, their families and carers and (where required) disability organisations to help ensure that barriers to access and inclusion are identified and appropriately addressed
- » Ensuring that Landgate staff, agents and contractors work towards the desired access and inclusion outcomes in the DAIP
- » Working in partnership with community groups and other public authorities to facilitate the inclusion of people with disability through improved access to Landgate information, services and facilities
- » Responding to objectives outlined in the Council of Australian Government's (COAG) National Disability Agreement.

Strategies to improve Access & Inclusion

It is estimated that 20.6 per cent or one in five West Australians has a disability. An estimated 12.6 per cent of West Australians are carers for people with disability. By 2026, it is estimated that this will increase to one in four West Australians with a disability. While the degree and type of disability varies with individual circumstances, people with disability frequently experience barriers to participation in community life.

People with disability, their families and carers have the same rights as other people to access services, facilities and information within the community. It is unlawful to discriminate against a person with disability. The rights of people with disability are protected under the:

- » *Western Australian Disability Services Act (1993) amended 2004*
- » *Western Australian Equal Opportunity Act (1984) amended 1988*
- » *Commonwealth Disability Discrimination Act (1992)*
- » *United Nations Convention on the Rights of Persons with a Disability (2007).*

Access and inclusion is about ensuring that all public services, facilities and information are available to all community members ([Disability Services Commission](#)).

Development of the Disability Access & Inclusion Plan

Responsibility for the planning process

A DAIP Interest Group (DIG) is responsible for the development, review and evaluation of the Landgate DAIP. This Interest Group comprises representatives from across the following five Landgate Divisions:

1. Sales Marketing & Customer Service (SM&CS)
2. Operations (OPS)
3. Business Development (BD)
4. Finance, Information & Legal Services (FILS)
5. Strategy & Reform (S&R).

Community consultation process

Landgate's existing DAIP expired in 2011. Ahead of that, in 2011/12, Landgate undertook to review its DAIP, consult with key stakeholders and draft a new DAIP to guide continuing improvements to access and inclusion.

The process included:

- » Review of the out-going DAIP and subsequent annual reports to see what has been achieved and what still needs work
- » Investigation of contemporary trends and good practice in access and inclusion
- » Consultation with key staff and stakeholders via the Landgate intranet INK
- » Consultation with Landgate Staff Consultative Committee (SCC)
- » Consultation with the community via the Landgate corporate website
- » Advice consultation with the Disability Services Commission
- » Advice and consultation with specialist disability service organisations.

Community consultation findings

All aspects of the community consultation process have been undertaken for the 2012-2017 DAIP. The document was made available for public consultation on 30 July 2013 and the public was notified through local newspaper advertisements. No community feedback was received by the close of the public consultation on 27 August 2013.

Disability Access & Inclusion Plan

Communicating the plan to staff and people with disability

Copies of the draft DAIP were provided to all those who contributed to the planning process including staff, people with disability, their families, carers, disability organisations and relevant community groups for feedback. Importantly the plan is advertised in the local newspaper with links to the Landgate corporate website as directed by legislative requirements, where the document can be viewed and opportunity to comment made available.

Copies of the plan are available to the community upon request and in alternative formats if required (alternative formats include hard copy in large print, electronic format, by email and on Landgate's website.)

If the plan is amended at any time then the consultation procedure will be followed and the amended plan lodged with the Commission.

Responsibility for implementing the DAIP

It is a requirement of the *Disability Services Act 1993*, that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors. Contractors are informed about the DAIP via their contract and the procurement process.

Implementation of the DAIP is the responsibility of all areas of Landgate. Some tasks in the Implementation Plan will apply to all Landgate areas while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action. Landgate's Staff Consultative Committee will guide the overall implementation of the plan.

One of the key outcomes of this DAIP will be incorporating the annual Implementation Plans into the Landgate Workforce & Diversity Plan 2012-2015, to ensure whole of Landgate involvement.

Review and evaluation mechanisms

Landgate will review its DAIP at least every five years in accordance with the *Disability Services Act*. The Implementation Plan of the DAIP may be amended more regularly to reflect progress and emerging issues. Whenever the DAIP (or Implementation Plan) is amended, a copy will be lodged with the Disability Services Commission.

Reporting on the DAIP

Landgate will report on the implementation of its DAIP through its Annual Report and will submit a progress report to the Disability Services Commission by 31 July of each year.

Landgate 2012-2017 Disability Access and Inclusion Plan (DAIP)

Under the *Disability Services Act 1993 (WA)* all State government agencies are required to develop, implement and review the Disability Access & Inclusion Plan.

Landgate interprets an accessible and inclusive organisation as one in which all Landgate functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability – providing them with the same rights, responsibilities and opportunities enjoyed by all other people in the community.

The aim of the Landgate Disability Access & Inclusion Plan 2012-2017 is to ensure that it is highly consultative and allows for feedback to influence the final Plan.

There are seven outcome areas which provide a framework for improving access and inclusion for people with disability. Outcome area strategies have been created which will guide implementation of the plan, that Landgate will undertake from 2012-2017 to improve access to our services, buildings and information.

Landgate is committed to achieving the following seven DAIP outcomes which are:

People with a disability:

1. Have the same opportunities as other people to access the services of, and any events organised by, Landgate.
2. Have the same opportunities as other people to access the buildings and other Landgate facilities.
3. Receive information from Landgate 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 Landgate staff as other people receive from Landgate staff.
5. Have the same opportunities as other people to make complaints to Landgate.
6. Have the same opportunities as other people to participate in any public consultation by Landgate.
7. People with disability have the same opportunities to obtain and maintain employment with Landgate.

Disability Access & Inclusion Plan

Outcome Area Strategies

Outcome 1 Access to Services

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

Strategy	Timeline
1. Landgate staff made aware of the DAIP and their responsibilities associated with the plan.	2013
2. Ensure that Landgate events are accessible for people with disability.	Ongoing 2017
3. All persons who perform work on behalf of Landgate in providing services to the general public are aware of their responsibilities relating to the DAIP.	Ongoing 2017
4. Incorporate the objectives of the DAIP into Landgate strategic business planning and all other relevant plans and strategies.	Ongoing 2017

Outcome 2 Access to Buildings and Facilities

People with disability have the same opportunities as other people to access the buildings and other Landgate facilities.

Strategy	Timeline
1. Client contact areas such as reception are accessible and welcoming to people with disability.	Ongoing 2017
2. All Landgate facilities will be accessible to people with disability taking into account degrees of disability, type of disability and individuals with multiple disability.	Ongoing 2017
3. Landgate will ensure that staff have disability awareness therefore the confidence to provide inclusive customer service to individuals with disability.	2015
4. Occupational Health and Safety procedures are in place to ensure the safety of, staff and visitors with disability at all times and in the event of a fire or emergency.	Ongoing 2017

Outcome 3: Access to Information

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

Strategy	Timeline
1. Landgate will take action to ensure our corporate website and intranet meet World Wide Web Consortium (W3C) standards as required by Public Sector Commissioner's Circular 2011-03.	Dec 2013
2. Ensure Landgate publications for public access are readily available and able to be provided in alternative formats on request such as audio conversion large font or braille where practicable.	Ongoing 2017
3. Increase the use of interpreters to improve the availability of Landgate services/information to people with hearing impairment.	Ongoing 2017
4. Prevent environmental barriers by ensuring signs are well lit, have clear symbols and directions with good contrast of colours and texture.	Ongoing 2017

Outcome 4: Equality in Staff Service

People with disability receive the same level and quality of service from the staff of the Landgate as other people receive from the staff of Landgate.

Strategy	Timeline
1. Inform staff of their role in implementing and monitoring the DAIP plan to ensure its success.	2014
2. Include awareness of DAIP in Landgate's induction program.	2014
3. Landgate will maintain and promote its policies, codes of conduct and strategies that prohibit discrimination, harassment and victimisation of staff and visitors with disability.	Ongoing 2017
4. Improve knowledge of Landgate staff about disability.	Ongoing 2017

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Outcome 5: Access to Complaint Mechanisms

People with disability have the same opportunities as other people to make complaints to Landgate.	
Strategy	Timeline
1. Review the Customer Service Charter to ensure the complaints process is accessible to people with disability.	2014
2. Improve staff knowledge and awareness so they can facilitate the receipt of complaints from people with disability in an appropriate and supportive manner.	2014
3. Monitor and address complaints received about disability access.	Ongoing 2017
4. Trends in complaints relating to access and inclusion will be monitored and reported to the HR Inclusion Specialist for systemic action, if required.	Ongoing 2017

Outcome 6: Participation in Consultation

People with disability have the same opportunities as other people to participate in any public consultation by Landgate.	
Strategy	Timeline
1. The views of people with disability will actively be sought to ensure inclusive participation in discussions relevant to disability issues.	Ongoing 2017
2. Landgate will continue to provide inclusive opportunities for staff and visitors with a disability to participate in public consultations via accessible formats.	Ongoing 2017
3. Ensure appropriate protocols to support community consultation are established and implemented to ensure accessibility for people with disability.	Ongoing 2017
4. Regularly update the Consultation Policy to ensure that the needs of people with different communication needs are met by consultation strategies.	Ongoing 2017

Outcome 7: Accessing Employment Opportunities

People with disability have the same opportunities to obtain and maintain employment with Landgate (recruitment and retention practices).

Strategy	Timeline
1. Landgate will ensure staff recruitment activities are inclusive in design and accessible to people disability.	Ongoing 2017
2. Landgate will ensure people with disability are provided with appropriate support to carry out their employment responsibilities as specified in the position description.	Ongoing 2017
3. Landgate will ensure people with disability are provided with appropriate development opportunities to meet long-term plans for career development.	Ongoing 2017
4. Landgate will consider ways of enhancing the employment of people with disability, such as by job design, working from home and other innovative and flexible employment practices.	Ongoing 2017

Disability Access & Inclusion Plan

2006-2011 DAIP Progress

The Landgate 2006 – 2011 DAIP enabled many improvements and advancements in meeting outcomes. The plan continues to provide a framework for identifying areas where access and inclusion can be improved. It also informs the development of strategies to facilitate the design and implementation of projects in response to the 7 Disability and Inclusion Plan Outcomes. An annual progress report is presented to the Department for Disability Services (DSC) in July of each year which ensures that our five year plan is monitored and compliant in accordance with the *Disability Services Act 1993*.

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Due to improvements to our public access, people with disability are able to access all Landgate's planned events and activities. Provisions of visitor facilities are inclusive with services suitable for use by all members of the community including older persons and people with physical and intellectual disability.

2. People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

The Landgate building is equipped with:

- » Ramps
- » Wide, automatically opening doors for ease of access
- » A ramp from the disability parking bay at the Midland Office to the front reception area
- » Strategically placed automatic door openers have been placed throughout the building to improve access for staff and customers with disability
- » A disability access toilet is available for use by the public and wheelchair users
- » Hearing impaired assistance services are also available at the Midland Customer Centre.

Landgate has continued to successfully acquire funds from the Federal Government for workplace modifications which ensures people with disability the same opportunities as other people to access the Landgate building, facilities and services, for example, in 2011 the public disability access toilet was fitted with automatic doors and a duress alarm.

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

Information about Landgate's services is readily accessible via various mechanisms including:

- » Face to face
- » Telephone
- » Teletypewriter (TTY)
- » Internet, Facebook, Twitter
- » Email
- » A substantial pool of interpreters within the customer service area to translate for Landgate customers
- » Information is available in alternative format on request
- » Landgate's web services are designed to W3C standards.

4. People with disability receive the same level and quality of service from the staff of a public other people receive from the staff of that public authority.

A key platform for inclusion at Landgate is the development and recent endorsement of the Landgate Workforce & Diversity Plan 2012-2015 and its aligning action plan designed to assist identify current and future workforce requirements while integrating EEO and Diversity components.

This plan includes the Landgate Diversity Framework of which one of the key components is education. The Framework is aimed at creating an environment which celebrates diversity and is free from all forms of discrimination and harassment.

Awareness training is available for Landgate staff which enables more understanding, therefore excellent customer service to people with disability. Information about this training is provided during staff inductions and broadcasted on staff information emails regularly.

The Landgate DAIP and Diversity Framework have been incorporated into the Staff Consultative Committee (SCC) agenda to facilitate a forum for continual discussion regarding the need for training and awareness in these areas of community responsibility. The SCC includes a diversity of representatives including disability to ensure a focus is maintained in this area.

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5. People with disability have the same opportunities as other people to make complaints to a public authority.

Landgate's complaints management system and its feedback mechanisms are accessible to all customers and are available through all contact mediums and mechanisms outlined in Outcome 3.

6. People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Due to the various mechanisms outlined in Outcome 3 the same opportunities are available to people with disability which facilitates participation in public consultation.

7. People with disability have the same access as other people to employment opportunities with Landgate

Currently 4.5 per cent of Landgate staff are people with disability which has increased from 3.5 per cent since December 2011. Landgate will continue to learn and apply innovative strategies to improve the attraction, recruitment and retention of employees with a view to attracting an even more diverse workforce which will lead to an even greater percentage of staff with disability. This will be supported by the development and endorsement of the Landgate Workforce & Diversity Plan 2012-2015, which is a key platform for inclusion within our agency. Identifying gaps in policy, service provision and operational processes will enhance opportunities for a wider representation of staff.

Landgate has continued to successfully acquire funds from the Federal Government for workplace modifications which ensures people with disability the same opportunities as other staff. Delivery of Mental Health First Aid and Workplace Deaf Awareness has raised awareness about workplace disability through brain injury as well as other non-visible disability.

Landgate continue to successfully source funding to provide Auslan interpreters for deaf employees to ensure access to the same information, training, interviews and succession opportunities as other people.





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