



Commissioner for Children and Young People
Western Australia

Disability Access and Inclusion Plan (DAIP)

2016 – 2020

This Disability Access and Inclusion Plan (DAIP) has been developed to ensure people with disabilities have equal opportunity to access the services and facilities of the Commissioner for Children and Young People. It is available upon request in alternative formats such as large print, electronic format (USB or emailed), audio or Braille.

We invite interested people to forward details of their suggestions to help our plan evolve and improve on the achievements and obstacles identified. Enquiries and feedback can be submitted through the Commissioner's website: www.ccyp.wa.gov.au

in writing to:

Director Policy and Research

Commissioner for Children and Young People

Ground Floor, 1 Alvan Street, SUBIACO WA 6008

telephoned or faxed to:

T: (08) 6213 2297 or 1800 072 444 (country freecall) | F: (08) 6213 2220

or emailed to

info@ccyp.wa.gov.au

Background

The Commissioner for Children and Young People promotes and monitors the wellbeing of children and young people under 18 in Western Australia.

The *Commissioner for Children and Young People Act 2006* (WA) (the Act) requires the Commissioner to give priority to and have special regard to the interests and needs of children and young people who are vulnerable or disadvantaged for any reason.

Children and young people with disability fall into this group and as such, their wellbeing is considered within the framework of the Commissioner's functions as set out in the Act.

The functions of the Commissioner include to:

- ❖ advocate for children and young people
- ❖ promote strategies and outcomes which enhance the wellbeing of children and young people
- ❖ monitor the wellbeing of children and young people generally in the community
- ❖ monitor the way in which a government agency investigates a complaint made by a child or young person
- ❖ inquire into any matter affecting the wellbeing of children and young people
- ❖ promote the participation of children and young people in decision-making that affects their lives and encourage government and non-government agencies to include children and young people in decision-making
- ❖ promote awareness and understanding in the community about the wellbeing of children and young people
- ❖ consult with children and young people in their communities
- ❖ consider and make recommendations on laws, policies, programs and services affecting children and young people.

Our job

To improve the wellbeing of children and young people by working with them, their families, community and government in Western Australia.

Our hope for the future

All children and young people in Western Australia are heard, healthy, safe, able to reach their potential and welcomed as valued members of the community.

Our beliefs/ what guides us

- ❖ The best interests of children and young people should be a community's top priority.
- ❖ Children and young people are entitled to live in a caring and nurturing environment, to be protected from harm and exploitation, and encouraged to reach their potential.
- ❖ The contributions made by children and young people to our community should be recognised for their worth.
- ❖ The views of children and young people are valuable and should be seriously considered when decisions are made on matters which affect them.
- ❖ Parents, guardians, families and communities have the main role to protect children and young people and promote their wellbeing, and they should be supported in carrying out this role.
- ❖ The United Nations Convention on the Rights of the Child¹ is the guide for all our work.

Our values

- ❖ Respectful
- ❖ Inclusive
- ❖ Positive
- ❖ Honest
- ❖ Non-judgmental
- ❖ Creative
- ❖ Determined

Our special priorities

The overall focus of the Commissioner is the wellbeing of all children and young people under the age of 18 in Western Australia, with special regard to the interests and needs of:

- ❖ Aboriginal and Torres Strait Islander children and young people
- ❖ Children and young people who are vulnerable or disadvantaged for any reason or circumstance.
- ❖ Children and young people grow up with many different influences and may need different types of support and guidance throughout their lives to reach their potential.

¹ The United Nations Convention on the Rights of the Child (New York, 20 November 1989) [1991] ATS 4

Children and Young People with disability

When we refer to “children and young people” we include their family members and carers who support and accompany them, recognising that they also should have equal access to services and facilities.

Children with disability are a vulnerable group and we will actively encourage their access to facilities and services.

The Commissioner’s strategic planning documents *Our approach and priorities 2016-2020* outlines three key platforms for 2016-2020.

They include:

- ❖ Promoting the rights, voices and contributions of children and young people;
- ❖ Monitoring and advocacy to strengthen the wellbeing of all WA children and young people, and
- ❖ Prioritising the needs of disadvantaged and vulnerable children and young people.

In particular the plan further articulates the last dot point in that over the next five years the office will:

- ❖ Consult children and young people who are vulnerable or disadvantaged and advocate on their behalf;
- ❖ Focus on the need for prevention and early intervention strategies that are effective in preventing poorer outcomes for vulnerable groups of children and young people; and
- ❖ Investigate, monitor and advocate for appropriate services for children and young people who are disadvantaged or vulnerable.

The Commissioner is an advocate for the best interests of children and young people in Western Australia under the age of 18 years. The duties of the position span the activities of state and local government agencies and the private and not-for-profit sector to the extent these affect children and young people. The Commissioner operates as an opinion leader, working with other opinion leaders to achieve change.

In April 2013, the Commissioner for Children and Young People updated the report “*Profile of Children and Young People in Western Australia*,”² one of three reports that make up the Wellbeing Monitoring Framework. The following extract from this report provides information about WA children and young people with disability.

According to data collected through the WA Health & Wellbeing Surveillance System (HWSS), 8.4 per cent of 0 to 15 year-olds in WA are living with ‘*disability, long-term illness or pain that puts a burden on the family*’³

2.2.1 Prevalence of ‘*disability, long-term illness or pain that puts a burden on the family*’ in children aged 0 to 15 years, Western Australia, 2011

Age group	Percentage of overall population aged 0 to 15
0 to 4 years	6.9%
5 to 9 years	11.4%
10 to 15 years	7.4%
Total 0 to 15 years	8.4%
Gender	
Boys 0 to 15 years	8.5%
Girls 0 to 15 years	8.3%

Source: *The Health and Wellbeing of Children in Western Australia 2011, Overview and Trends*

² Commissioner for Children and Young People, *Profile of Children and Young People in Western Australia 2011*, viewed 17 August 2012, <http://www.cyp.wa.gov.au/maps/PDF/CCYP_ProfileHealthandWellbeingofChildren.pdf>

³ Patterson, C, Joyce, S and Tomlin, S 2012, *The Health and Wellbeing of Children in Western Australia 2011, Overview and Trends*

Based on results from the most recent Survey of Disability, Ageing and Carers, the Australian Bureau of Statistics estimates that 8.3 per cent of 0 to 14 year-olds in WA are living with disability.⁴

Data provided by the Disability Services Commission shows that 6,667 children and young people in WA had accessed a disability services provider in 2011.⁵ This represents 1.2 per cent of the overall population of 0 to 17 years-olds in WA. Aboriginal children and young people represented 6.3 per cent of clients and male children were more than twice as likely to access a disability services provider than their female counterparts.⁶

The *Survey of Disability, Ageing and Carers 2003* found boys are more likely to have disability than girls. It estimated that among 0 to 14 year-olds in WA, boys are more than twice as likely as girls to have disability (12.5% compared to 5.8 per cent). This discrepancy is reflected nationally.

However, the difference between boys and girls lessens among 15 to 24 year-olds and evens out even further in older age groups.⁷

The most prevalent disability among 0 to 14 year-old boys in Australia is an intellectual/learning disability (5.5%), while physical/diverse disability is the most prevalent among girls aged 0 to 14 years (3.4%).⁸

Aboriginal children with disability

Research on disability in children and young people has repeatedly highlighted the lack of good quality data on the Aboriginal population – both state and nationally.⁹ Disability within this population is poorly described.

⁴ Australian Bureau of Statistics 2012, *Disability, Ageing and Carers, Australia: Summary of Findings, 2009, State Tables for Western Australia*, cat. no. 4430.0 [website], viewed 12 December 2012

⁵ The Disability Services Commission was established in December 1993 under the Disability Services Act 1993 (WA). It is the State Government agency responsible for advancing opportunities, community participation and quality of life for people with disability. The Commission provides a range of direct services and support and also funds non-government agencies to provide services to people with severe and profound disability, their families and carers. For more information refer to The Disability Services Act 1993 [website], <http://www.austlii.edu.au/au/legis/wa/consol_act/dsa1993213/>

⁶ WA Disability Services Commission 2012, Custom report

⁷ Australian Bureau of Statistics 2004, *Disability, Ageing and Carers, Australia: Summary of Findings, 2003*, 'Table. State tables for WA', data cube: Excel spreadsheet, cat. no. 4430.0, viewed 03 May 2011, <www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/4430.02003?OpenDocument>

⁸ Australian Institute of Health and Welfare 2009, *A picture of Australia's children 2009*, cat. no. PHE 112, p. 25

⁹ Compare i.e. Australian Institute of Health and Welfare (AIHW) 2004, *Children with disabilities in Australia*, AIHW cat. no. DIS 38, p.29; Zubrick SR et al 2004, *The Western Australian Aboriginal Child Health Survey: The Health of Aboriginal Children and Young People*, Telethon Institute for Child Health Research, p.157

The *Western Australian Aboriginal Child Health Survey* asked questions about restrictions to children's core activities that included self-care, mobility and communication.¹⁰

Some of the findings of the survey were:¹¹

Self care: 1.7 per cent of 4 to 17 year-olds require help with daily living activities such as eating, dressing, bathing and going to the toilet.

Vigorous activity: 4.1 per cent of 4 to 17 year-olds experience limitations when playing games or doing sport involving strong exercise.

Schoolwork: 4.4 per cent of school-aged Aboriginal children and young people need special help at school because of illness or disability.

Sensory functions: 26.9 per cent of 4 to 17 year-olds are limited in one or more sensory functions or experience pain.

Promoting access

The Commissioner for Children and Young People is committed to promoting the wellbeing of children and young people in Western Australia.

We strongly believe that a key way of achieving this is by involving children and young people in decisions that affect their lives, something broadly known as participation.

Children and young people's participation in an organisation improves the planning, development and evaluation of policies, and the creation and delivery of effective programs and services.

We genuinely listen to children and young people, give careful consideration to their views and use their insights to inform our work in meaningful and respectful ways.

By doing so, we demonstrate our respect for them as valued members of our communities and gain important information that will make our work and activities more relevant to children and young people.

¹⁰ Zubrick SR et al 2004, *The Western Australian Aboriginal Child Health Survey: The Health of Aboriginal Children and Young People*, p.157. The Western Australian Aboriginal Child Health Survey (WAACHS) is a comprehensive cross-sectional study of the health and development of a representative random sample of 5,300 Aboriginal and Torres Strait Islander children aged 0–17 years living in 2,000 families across Western Australia. The study was conducted in 2000-2001.

¹¹ All key findings cited from Ibid pp.157-158

Planning for better access

The *Disability Services Act 1993* outlines the ways in which people with disability should have equal access to facilities and services. While the Commissioner for Children and Young People is not a WA public authority required to develop and implement a Disability Access and Inclusion Plan under the Act, the Commissioner believes doing so is good practice and ensures that children and young people with disability achieve the same outcomes as other children and young people. Other legislation underpinning access and inclusion includes the *WA Equal Opportunity Act 1984* and the *Commonwealth Disability Discrimination Act 1992*. This is the Commissioner's third Disability Access and Inclusion Plan (DAIP), it contains minor revisions on the last plan.

Current facilities

Building Access

The major consideration when choosing the location for the premises of the Commissioner for Children and Young people was that the premises needed to be at street level and in a building that had facilities for accessible parking and excellent access to public rail and bus transport. The current premises at 1 Alvan Street Subiaco fulfil that brief.

The ground floor office has wheelchair access and lift access to the basement car park. There is an accessible parking bay in the basement car park. Further accessible parking bays are available on Roberts Road and on Railway Road, both of which directly access the ground floor of the building.

The building includes:

- ❖ braille signage in building foyer
- ❖ wide, sliding front entrance door that can be automatically activated from the exterior and interior, and in addition from inside the office by a door release button at appropriate height
- ❖ low height reception desk with wheelchair and pram access
- ❖ wheelchair access toilet and shower facility, accessible by swipe card or access code.

The Commissioner has meeting rooms available free of charge to be used for direct consultation and meetings with children and young people and with disability access. These meeting spaces can be used by:

- ❖ children and young people accompanied by an approved coordinator
- ❖ government groups working directly with children and young people

- ❖ approved non-government groups working directly with children and young people.

Information about ways to access the premises and the building, including the meeting rooms are posted on the Commissioner's website at www.ccyp.wa.gov.au

Website (www.ccyp.wa.gov.au)

The Commissioner's website is designed to be compliant to the West Australian-Government disability standards, including a facility to enlarge text, and to provide script and other services for people with a print disability. The website allows people to provide feedback and to make complaints directly to the Commissioner via email and also provides telephone, facsimile and physical address details.

Access and Inclusion Policy Statement

The Commissioner for Children and Young People notes the Government's six desired outcomes for people with disability and is committed to ensuring these are incorporated and addressed in all our operations.¹²

We have taken the six outcomes and tailored them to suit our approach – which is to actively encourage all children and young people to participate with us in achieving improvements to their wellbeing.

Our outcomes for children and young people with disability are as follows.

1. The services of, and any events organised by, the Commissioner for Children and Young People identify children and young people with disability as a priority group, consult with them and seek their active participation.
2. Access to the buildings and other facilities of the Commissioner for Children and Young People is designed to meet the special needs of children and young people with disability.
3. Children and young people with disability have access to information from Commissioner for Children and Young People in a suitable format.
4. Children and young people with disability receive equal service from the staff of Commissioner for Children and Young People.
5. Children and young people with disability have equal opportunity to make complaints to the Commissioner for Children and Young People.

¹² These six desired outcomes are listed in Schedule 3 of the Disability Services Regulations 2004

6. Children and young people with disability have equal opportunity to participate in any public consultation by the Commissioner for Children and Young People.

Responsibilities

... for the review process

Responsibility for coordinating the review process rests with the Director Policy and Research and the Manager Corporate Services who will then submit the revised plan for consideration and endorsement by the Commissioner for Children and Young People Corporate Executive.

... for continued implementation

Leadership for achieving outcomes of the plan is the responsibility of the corporate executive, with all members of staff being expected to demonstrate a sound understanding of the desired outcomes for the plan. All staff members will be expected to include consideration of the desired outcomes when planning and delivering their work.

... for communicating the plan

This plan will be published on the Commissioner for Children and Young People's website, with alternative formats available on request. The Director Communication and Engagement is responsible for all website publications, including this document.

... Further review and evaluation of our efforts

Our plan will be reviewed at least every five years, or as required, to reflect progress and any access and inclusion issues which may arise, for example the data contained in this plan and obtained from the previous census will be updated once the August 2016 census data is available.

Whenever the plan is amended, a copy of the amended plan will be lodged with the Disability Services Commission. The next review of our plan in 2020 will be submitted to the Disability Services Commission at that time.

Status reports will be provided as part of the Commissioner for Children and Young People annual report.

The public is welcome to make suggestions and provide feedback at any time.

... for reporting

We will report on the implementation of our plan through our Annual Report and on request to the Disability Services Commission. This report will outline progress made towards the six desired outcomes of our plan.

Strategies to improve access and inclusion

The following overarching strategies will guide us from 2016 – 2020 towards improving access to our services, buildings and information. As a number of strategies have been implemented during the period 2009 – 2016, this third edition of the Disability Access and Inclusion Plan focusses on consolidation and review. As such a number of activities are listed as ongoing and reflect the requirement that improving access and inclusion for children and young people with disability demands a continuous process of dialogue and learning.

Actions to implement the strategies will be taken up through our strategic and operational plans.

Outcome 1: The services of, and any events organised by the Commissioner for Children and Young People identify children and young people with disability as a priority group, consult with them and seek their active and full participation where appropriate for them.

Strategy	Timeline	Responsibility
Place finalised Disability Access and Inclusion Plan (v3) on the Commissioner’s website www.cyp.wa.gov.au and provide link to website feedback page	August 2016	Director Communication and Engagement
Events are organised to ensure that children and young people with disability can, participate actively and fully where appropriate for them.	Ongoing	Corporate Executive
Promotion of services and events where there is a cost for participation will make reference to the Companion Card ¹³ .	Ongoing	Director Communication and Engagement
Disability access and inclusion issues are incorporated into our strategic business planning, budgeting processes, and procedures and policies.	Ongoing	Corporate Executive
Seek the involvement and/or participation of the Disability Services Commission in relevant projects and initiatives undertaken by the Commissioner for Children and Young People with specific relevance to children and young people with disability or those with parents/carers with disability	Ongoing	Corporate Executive

¹³ The Companion Card allows people with a profound disability, who require attendant care for the rest of their lives, to participate in community activities and events without discrimination. Companion Cards can be presented at participating organisations where cardholders will not be required to pay an admission fee for their companion who is providing attendant care.

Outcome 2: Access to the buildings and other facilities of the Commissioner for Children and Young People is designed to meet the special needs of children and young people with disability

Strategy	Timeline	Responsibility
Publicise and invite comment on access arrangements for relevant events and activities to ensure that people with disability are aware of the ease of access.	Ongoing	Director Communication and Engagement
Ensure that our signage is clear, universal and easy to understand.	Ongoing	Manager Corporate Services
Implement the Disability Services Commission's DAIP training package for staff	Ongoing for new staff	Manager Corporate Services

Outcome 3: Children and young people with disability have access to information from Commissioner for Children and Young People in a suitable format upon request.

Strategy	Timeline	Responsibility
CCYP website conforms with the Public Sector Commission's Website Accessibility Policy, specifically that all websites are compliant with the Web Content Accessibility Guideline (WCAG) Version 2.0 Level A (minimum) or Level AA (preferred)	Ongoing	Director Communication and Engagement
All of the Commissioner's publications are available in alternate formats on request	On request	Director Communication and Engagement

Outcome 4: Children and young people with disability receive a level and quality of service from the staff of the Commissioner for Children and Young People equal to all.

Strategy	Timeline	Responsibility
All of the Commissioner's projects and policies are reviewed to ensure and specific requirements of children and young people with disability are taken into consideration	Monthly	Corporate Executive

Continue to use the induction process to ensure the Commissioner's staff and contractors are aware of our DAIP and supporting policies and strategies.	Ongoing	Director Policy and Research
Update of the Wellbeing Monitoring Framework Profile Report to incorporate 2016 census data about WA children and young people with disability when available	December 2016	Director Policy and Research
Scheduled review of customer service charter considers any specific requirements relevant to people with disability	Ongoing	Director Communication and Engagement
Scheduled review of corporate executive procedures ensures that templates include an assessment of impact on children and young people with disability	Ongoing	Director Policy and Research

Outcome 5: Children and young people with disability have equal opportunity to make complaints to the Commissioner for Children and Young People

Strategy	Timeline	Responsibility
Ensure that the complaints management process and outcome satisfaction survey forms are available in alternative formats on request to meet the needs of people with disability.	Ongoing	Director Communication and Engagement
Scheduled review of the Commissioner's complaints handling policies (internal and external) incorporates requirements of children and young people with disability	Ongoing	Manager Corporate Services

Outcome 6: Children and young people with disability have the same opportunities as other people to participate in public consultation by the Commissioner for Children and Young People

Strategy	Timeline	Responsibility
Scheduled review of the Commissioner's Participation Policy incorporates requirements of children and young people with disability	Ongoing	Director Policy and Research

Scheduled review of the Commissioner's Communications Style Guide incorporates current Disability Services Commission standards for disability access	Ongoing	Director Communication and Engagement
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Contact details

To comment on our Disability Access and Inclusion Plan, make suggestions to improve access or compliment us on an initiative, please use the feedback form provided. Alternatively, you are welcome to contact us by:

Email: info@ccyp.wa.gov.au

Mail: Director Policy and Research
Commissioner for Children and Young People
Ground Floor 1 Alvan Street
SUBIACO WA 2008

Phone: (08) 6213 2297 or 1900 072 444

Fax: (08) 6213 2220

Web: www.ccyp.wa.gov.au



Feedback Form - we welcome your feedback at any time.

Have you experienced any barriers to access that we have not identified?

Situation

Reason for difficulty

Is there an initiative that you would like to compliment us on?

What do you think is a good initiative?

Do you have any other comments or suggestions?

If you would like to be included in future consultations, please provide your name and contact details.

Name: _____

Email and /or postal address:

Are you under 18? If so, we need your parent's or guardian's approval for us to include you in future consultations.

I am the parent/guardian of the person under 18 and I give my approval for him/her to be contacted about future consultations:

Signed: _____

Print name and relationship to person under 18 (eg Jane Smith, Mother):

Contact phone number or email address:

To help us analyse your comments, please tick which category best describes your interest in our Disability Access and Inclusion Plan 2016-2020.

Member of the public with disability	Disability Service Provider
Carer	Other (please specify)

Please return to info@ccyp.wa.gov.au, by mail to The Commissioner for Children and Young People, Ground Floor, 1 Alvan Street, Subiaco WA 6008 or fax to (08) 6213 2220.

Appendix A:

Extract from *Disability Services Act 1993*

Schedule 1 – Principles applicable to people with disabilities

1. People with disabilities have the inherent right to respect for their human worth and dignity.
2. People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
3. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.
4. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.
5. People with disabilities have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
6. People with disabilities have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.
7. People with disabilities have the same right as other members of society to pursue any grievance concerning services.
8. People with disabilities have the right to access the type of services and supports that they believe are most appropriate to meet their needs.
9. People with disabilities who reside in rural and regional areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disabilities who reside in the metropolitan area.
10. People with disabilities have a right to an environment free from neglect, abuse, intimidation and exploitation.

Appendix B: What is disability?

Disability is any continuing condition that restricts everyday activities. The Australian Bureau of Statistics '2003 Survey of Disability, Ageing and Carers' found that 405,500 Western Australians reported having disability. Disability¹⁴ is defined as a condition:

- a) Which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments
- b) Which is permanent or likely to be permanent
- c) Which may or may not be of a chronic or episodic nature, and
- d) Which results in:
 - i. a substantially reduced capacity of the person for communication, social interaction, learning or mobility, and
 - ii. a need for continuing support services.

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. Types of disability include:

Sensory	Affecting for example, vision and/or hearing
Neurological	Affecting a person's ability to control their movements, for example, epilepsy and cerebral palsy
Physical	Affecting mobility and/or a person's ability to use their body (e.g. 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/or manic depression.

¹⁴ This definition of 'Disability' was sourced from the 'Disability Access and Inclusion Plans – Resource Manual for State Government' published by Western Australia's Disability Services Commission.

Appendix C: Glossary

Alternative formats – Information presented in formats other than the standard printed format. Alternative formats include audiotape, computer disk, email, large print and Braille.

Audio Loop – Magnetic field which helps prevent external sounds from interfering with intended audio messages within a given space. Loops are set up in particular rooms or auditoriums to facilitate hearing by people who use a hearing aid.

DAIP – Disability Access and Inclusion Plan

DSA – Disability Services Act

DSP – Disability Services Plan

DSC – Disability Services Commission

Inclusion – Participating fully in an activity or the community

TTY – Telephone Typewriter – a device attached to a telephone line which allows callers to communicate by typing messages which are simultaneously seen by the person at the other end of the line.