

Landgate Disability Access and Inclusion Plan (DAIP) 2018-2023



Access and Inclusion at Landgate

Access and inclusion is the consideration and incorporation of the needs of people in all areas of an organisation's operations. Access and inclusion for people with disabilities is important for Landgate because we must enable all employees to actively contribute to our performance; and enable our customers and business partners to access our services and facilities.

Agency Snapshot

Landgate is the government agency responsible for WA's land and property information.

Since 1829, Landgate and its predecessor agencies have been responsible for developing and maintaining a secure land administration system for WA. We remain committed to ensuring the integrity of the system and enhancing its value.

In 2007 Landgate became a statutory authority. Since then, we have developed a range of valuable data, information and services, and invested in commercial opportunities to deliver even greater benefits to the state.

To do this, Landgate pursues opportunities for innovation and collaboration that extend current operations and develop the location information industry. We are leading the transformation of this sector to create economic, environmental and social value for the state.

Landgate is recognised by government and industry for its leadership in innovation and customer service. As an innovation leader, we are constantly exploring ways to improve and give our customers and the community even better data, information and services.

Our Purpose

We contribute to the economic security and prosperity of our state by providing:

- land titling services that secure property rights
- property valuations that support rating, taxing and the management of government property assets
- location data that supports land titling, valuations and the management and development of Western Australia.

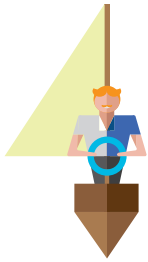
Our Principles

We act in a cost-effective manner, and in accordance with prudent commercial principles.

- We perform our functions under our enabling Act in a way that support the sustainable economic, social, and environmental management and development of the state.

Our Values

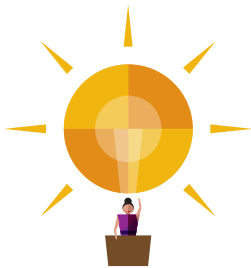
Our customers, our people and our community are at the heart of everything we do.



Commit and act

We do what we say we will do.

We take personal responsibility and accountability.



Dynamic and engaged

We are passionate, proud and enthusiastic.

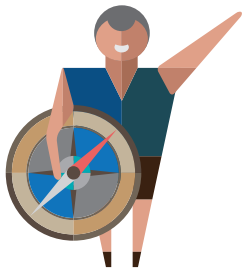
We make it easy to do business with us.



Innovate and achieve

We think about tomorrow in what we do today.

We celebrate success.



Honest and true

We are supportive and respectful.

We communicate openly.

Our Focus

Landgate's focus for 2018-2023 will be:

- we deliver core services better than ever
- we support government priorities and business growth
- we deliver returns to the state.

Access and Inclusion Policy Statement

Landgate is committed to ensuring that people with disability and their families and carers are able to fully access agencies' services and facilities.

In line with the framework provided by the DAIP for the identification of barriers to access and including, and for the development of strategies to improve access and inclusion, Landgate is committed to achieving the seven desired outcomes of the DAIP which are defined in the Act.

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 in 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.
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Legislative foundation

It is a requirement of the Disability Services Act 1993 (the Act) that all public authorities develop and implement a Disability Access and Inclusion Plan (DAIP)_ that outlines the ways in which the agency will ensure that people with disability have equal access to its facilities and services.

People with disability have the same rights as others to participate in community life. It is important that services and facilities are accessible for people with disabilities. In addition, 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).*
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Development of the Disability Access and Inclusion Plan

A DAIP working group is responsible for the development, review and implementation of our plan. The working group includes representatives from across the business.

Over the years since our first Disability Access and Inclusion Plan (DAIP), Landgate has made improvements to our building, information and services with the aim of providing equal access and inclusion to people with disability.

Landgate's innovation theme for 2018 is 'innovate from where you are' and in 2019 Landgate will commence a program to ensure all our employees attend disability awareness training.

These sessions will incorporate a session on empowering all employees to be constantly aware of identifying opportunities to improve access and inclusion in the workplace. Employees will be able to register these ideas on Landgate's innovation portal iFocus. All employees are able to comment on these ideas, contribute to their development; and funding is available to implement the best of these ideas.

Consultation

In 2017/18 Landgate undertook to review its first 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 staff and stakeholders via the Landgate intranet INK
- Consultation with the community via the Landgate corporate website
- Regular feedback gathered from our customer satisfaction survey.
- Advice consultation with the Disability Services Commission

The document was made available for public consultation on 21 June 2018 and the public was notified through The West Australian newspaper.

This feedback was used to inform and refine revisions to this plan.

Communicating the plan to employees and people with disability

Starting in 2019, Landgate employees are committed to and will attend disability awareness training to help understand their responsibilities in implementing this plan, as well as how they are empowered to identify and report areas where change could be beneficial.

A copy of the plan is available to the community on the Landgate Corporate website in the About us, Our commitments section. Alternative formats including hard copy in large print, electronic format, audio format and email can be obtained by contacting Landgate Customer Service.

If the plan is amended at any time, then the consultation procedure will be followed, and the amended plan lodged with the Department of Communities (Disability Services).

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.

All employees will be invited to attend Disability Awareness training, and as part of the process their input and feedback sought on this plan as well as on its ongoing roll-out. Implementation of the DAIP is the responsibility of all areas of Landgate. An implementation and communication plan will be developed that sets out who is responsible for each action. Landgate's contractors will be informed about the DAIP via their contract and the procurement process.

Review and evaluation mechanisms

Landgate will review its DAIP at least every five years in accordance with the Disability Services Act. The DAIP implementation plan 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 Department of Communities (Disability Services).

Reporting on the DAIP

Landgate will report on the implementation of its DAIP through its annual report and will submit a progress report to Disability Services of the Department of Communities by July of each year.

Summary of Learnings as Barriers

While consultation noted the achievement in improving access to date, it also identified a range of barriers that require further attention. These access and inclusion barriers include:

- Public consultation of people with disability;
 - Emergency evacuation that people with disability are adequately accounted for;
 - The public may not be aware of the location of Landgate buildings.
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Resources and tools available to Department staff to Landgate Staff

The following resources will continue to be available to the Landgate staff:

- Information on our Intranet site dedicated to the DAIP and the responsibilities of employees to support the plan
- Updates through internal communications about progress on the implementation and achievement of strategies outlined in the DAIP; and
- Appropriate training opportunities for staff.

Landgate 2018-2023 Disability Access and Inclusion Plan (DAIP)

Landgate interprets an accessible and inclusive organisation as one in which 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.

Landgate is committed to achieving the following seven DAIP outcomes:

People with disability:

- have the same opportunities as other people to access the services of, and any events organised by, Landgate
- have the same opportunities as other people to access the buildings and other facilities of Landgate
- 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.
- receive the same level and quality of service from the staff of Landgate as other people from the staff of Landgate.
- have the same opportunities as other people to make complaints to Landgate
- have the same opportunities as other people to participate in any public consultation by Landgate
- have the same opportunities as other people to obtain and maintain employment with Landgate

Outcome Area Strategies

The seven desired outcomes detailed below provide a framework for improving access and inclusion for people with disabilities. These outcomes are supported by Landgate's overarching strategies to guide the development of the annual implementation plans which outline steps that Landgate will take to improve access to services, building and information.

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, Landgate

Strategy	Timeline
Landgate employees will attend disability awareness training to ensure up-to-date understanding of their responsibilities to ensure Landgate services and events are accessible for people with disability	2018/19 and ongoing for all new employees
Landgate employees are empowered to identify barriers to access and inclusion, and to suggest improvements through our innovation program. Contribution to our innovation program is reported through growth, performance and satisfaction (GPS) measures for all employees.	Ongoing
Landgate will ensure that those with a disability have access and cater for people at events	Ongoing
Landgate will provide support to ensure equal access and inclusion to services by people with disability, disability support organisations and from start-ups looking to address issues impacting people with disability or that employ people with disability using location data	2018/19 and ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of Landgate

Strategy	Timeline
Customer contact areas, including reception areas, co-working spaces and on-line services are accessible and welcoming to people with disability	Ongoing
All Landgate facilities are accessible to people with disability - taking into account degrees of disability, type of disability and multiple disability	Ongoing
Fire warden training includes awareness of responsibilities for staff with disabilities. Emergency evacuation procedures for Landgate buildings ensure that those with a disability are accounted for.	2018 and ongoing

Outcome 3: 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
Landgate will continue to progress towards World Wide Web Consortium (W3C) compliance for our corporate website and intranet	Annual progress
Landgate will provide refresher training for employees previously trained in website accessibility, and train new web access appointees	2018 and annually
Landgate will continue to provide access to publications in alternative formats on request such as audio conversion large font or braille where practicable	Ongoing
Landgate will continue to use interpreters to improve the availability of Landgate services/ information to people with hearing impairment	Ongoing
Landgate will continue to remove environmental barriers by ensuring signs are well lit, have clear symbols and directions with good contrast of colours and texture.	Ongoing

Outcome 4: People with disability receive the same level and quality of service from the staff of Landgate as other people receive from the staff of Landgate

Strategy	Timeline
Landgate employees will attend disability awareness training to understand their role in implementing and monitoring the DAIP plan to ensure its success.	2018/19
Landgate's induction program will include training on the DAIP and on their responsibilities	Ongoing
Landgate will maintain and promote its policies, codes of conduct and strategies that prohibit discrimination, harassment and victimisation of staff and visitors with disability	2018/19 and ongoing
Customer satisfaction surveys will include a question on disability	2018/19 and ongoing

Outcome 5: People with disability have the same opportunities as other people to make complaints to Landgate

Strategy	Timeline
Landgate employees will attend disability awareness training to understand their role so they can support people with disability to provide feedback and make complaints	2018/19
Landgate will monitor, address and report on complaints received about disability access and inclusion	Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by Landgate

Strategy	Timeline
The views of people with disability will actively be sought through the Landgate Way-of-Working to ensure inclusive participation in consultation	Ongoing
Consultation materials will be provided in alternative formats on request such as audio conversion large font or braille where practicable	Ongoing

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with Landgate

Strategy	Timeline
Landgate will ensure employee recruitment is inclusive in design and accessible to people with disability	Ongoing
Landgate will ensure people with disability are provided with appropriate support to carry out their employment responsibilities	Ongoing
Landgate will consider ways of enhancing the employment of people with disability, such as by job design, home based employment and other innovative and flexible employment practices.	Ongoing

Report on Landgate's DAIP 2012-2017

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, Landgate

Landgate held a number of events, such as:

- OHS Awareness event which was attended by over 60 employees
- 11 Innovation Month events in March 6 of which had more than 120 people in attendance
- Agency-wide Town Hall events run by the Chief Executive during May.

These events were all held in conference rooms and training rooms which are easily accessible to people in wheelchairs or with a disability. Auslan interpreters were also available to translate information into sign language to accommodate people with hearing impairments.

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.

All employees, contractors and agents of Landgate are informed of Landgate's DAIP at the commencement of their employment or contract and made aware of their responsibilities. Reading through Landgate's DAIP commitments is a mandatory component of the on-boarding and contract commencement process.

All persons who perform work on behalf of Landgate under a contract for service are aware of their responsibilities relating to Landgate's statutory and policy obligations, and this includes the Disability Access and Inclusion Plan (DAIP).

All our strategic business planning activities are designed to align with the expectations and responsibilities set out in Landgate's Code of Conduct, DAIP and agency values.

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of Landgate

All of Landgate's client contact areas are accessible through large, automatic doors to allow wheelchair access. Our reception areas have lowered counters that ensure people with disability can easily interact with customer service representatives without any physical obstructions.

Automatic doors provide easy access to our facilities for people with disability. Our central service lift is large enough to accommodate a wheelchair and there are disabled toilets on each level of the building. At the front of our Midland building there are disabled parking bays and a wheelchair available for visitors, customers or employees who require it.

Landgate has documented its emergency procedures and displayed them prominently so they are easy to find and read for those with disability or impaired mobility. This includes an arrangement with an adjacent business for the provision of a suitable and safe alternative evacuation point for people with disability. The Emergency Control Organisation (ECO) undertakes training on evacuation procedures for mobility impaired persons periodically and all staff undertake this annually. People

with disability are encouraged to discuss their needs with ECO members in their areas. Visitors are escorted and monitored at all times whilst within the building and will be assisted by ECO members and other staff where required.

Outcome 3: 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

All Landgate publications are available through the agency's website. These publications are available in alternative formats or with resized text and are compatible with screen readers. Instructions for requesting publications in alternative formats are described on the Accessibility page of Landgate's website or can be requested from customer service.

Landgate provides Auslan sign language interpreters at all events or meetings involving individuals who require communication support, ensuring they are able to understand the information conveyed and can participate in discussions.

As a general consideration, all web-published material complies with accessibility guidelines in that all text has clear contrast against the background, is able to be magnified and can be easily read by a screen reader.

Outcome 4: People with disability receive the same level and quality of service from the staff of Landgate as other people receive from the staff of Landgate

Landgate's Code of Conduct expressly states that all employees, contractors and agents must treat customers, employees, members of the public and other stakeholders with courtesy, honesty and fairness. Any and all forms of bullying, victimisation and discrimination are expressly forbidden. Breaches of the Code of Conduct are dealt with through the Discipline Policy. Landgate's Code of Conduct, Discipline Policy and DAIP are maintained and promoted to employees effectively. Employees are aware of people with disability as we have a number of staff members employed with a disability.

The DAIP is published and made available to employees via our Intranet site 'INK', within the Strategy, People and Performance web page.

In 2017-18 23 new employees completed Landgate's online compliance training – Accountable and Ethical Decision Making (AEDM), which helps to improve knowledge of staff about disability. AEDM training provides staff with an awareness of accessible services and informs them of their legal obligations under the Disability Services Act 1993.

In 2018 Landgate has also included Auslan training as part of our Wellness program, for employees wishing to upskill and communicate more effectively with people with disability.

Outcome 5: People with disability have the same opportunities as other people to make complaints to Landgate

In the event that Customer Service identifies any trends in complaints relating to access and inclusion, it will notify People and Culture who will then collaborate with other relevant branches of the agency to implement action and resolve any issues.

Landgate's Customer Service Charter is published on the Corporate website in a format that is compliant with web accessibility guidelines. Complaints may be lodged online, by phone or email.

Staff are trained in sensitive procedures to handle complaints from any customers including those with disability.

In the 2016/17 financial year, Landgate has not received any complaints about disability access.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by Landgate

Landgate will continue to provide inclusive opportunities for staff and visitors with disability to participate in public consultations via accessible formats.

Landgate's corporate website includes information dedicated to communicating and seeking feedback on accessibility issues and initiatives. All Landgate documents and forms intended for the public are, or will be, transferred into accessible formats. This includes customer feedback processes and materials. Landgate's DAIP remains available for review on the corporate website.

Landgate's DAIP is developed and reviewed with the aid of a community consultation process including invitations to comment via the corporate website and newspaper advertisements.

Landgate has a number of strategies and processes that cover its consultation requirements. These are periodically reviewed and updated as required.

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with Landgate

In 2017 Landgate's recruitment activities were simplified for ease of understanding and flexibility. Recruitment advertisements are available in accessible electronic formats and alternative assessment methods are offered to people with disability.

Our recruitment processes allow for varied selection processes, and when we know an applicant has disability we do our best to provide a fair and equal chance of succeeding. We are sometimes restricted in the presentation of our job ads, as they are hosted on the main WA Government jobs page, and which is not always compliant with web accessibility standards.

Landgate will ensure people with disability are provided with appropriate support to carry out their employment responsibilities as specified in the position description.

Landgate is committed to providing appropriate and supportive working environments for people with

disability. It engages in reasonable workplace and job task modification in consultation with Auslan interpreters, medical professionals and occupational therapists.

Landgate acts to ensure that employees with disability are supported to continue employment with us.

As of 30th June 2017, Landgate employs 19 people who have identified as having a disability.

Landgate will ensure people with disability are provided with appropriate development opportunities to meet long-term plans for career development.

People with disability are provided with training and career development opportunities in a manner considerate to their needs. This includes seeking advice from occupational therapists and appropriate office equipment or Auslan interpretive services.

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.

Landgate has engaged the services of occupational therapists to assist in job design and the provision of workplace modifications, communication and training for a number of employees with disability. All recommendations for enhancing the work experience and participation of people with disability are taken into consideration.

An aerial photograph of a coastline. The left side of the image shows a brown, textured landmass, possibly a beach or a coastal plain. The right side shows a vibrant turquoise sea. A thin, white, irregular line separates the land from the water, representing the shoreline. The water has a mottled appearance with varying shades of green and blue, suggesting depth and underwater features.

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by government and industry
for its leadership in innovation
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1 Midland Square,
MIDLAND WA 6056

Telephone: +61 (0)8 9273 7373

Email: customerservice@landgate.wa.gov.au

landgate.wa.gov.au