



**Insurance Commission  
of Western Australia**

# **Disability Access and Inclusion Plan**

2025-2029 - Draft for Consultation

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## Message from the Chief Executive

The Insurance Commission of Western Australia (Insurance Commission) is committed to increasing awareness of access and inclusion issues and improving our services to the community.

Our Disability Access and Inclusion Plan (DAIP) 2025-2029 provides the framework and strategies to improve access and inclusion for people with disability who engage with our organisation and its services.

This Plan aligns with *A Western Australia for Everyone: State Disability Strategy 2020-2030* which establishes the foundation for building a more inclusive Western Australia, empowering people with disability to participate meaningfully in all parts of society and to have the resources to achieve this.

This Plan has a focus on enhancing our service delivery to people with disability, placing greater focus on improving customer and stakeholder engagement.

The strategies outlined in this Plan complement our core function of managing insurance claims from people injured in motor vehicle crashes and at work. People injured in those circumstances often require support for access and inclusion, and this Plan sets initiatives that assist them, as well as other stakeholders.

This Plan has been developed in consultation with our employees and stakeholders, disability service organisations and the Department of Communities (Office of Disability).

I am pleased to present this Plan and look forward to reporting our progress against it.

Helen Robinson  
Acting Chief Executive

## Supporting the Disability Sector

The Insurance Commission supports people with disability and the disability sector through the development and implementation of its Disability Access and Inclusion Plan 2025-2029.

The Insurance Commission is committed to providing services and funding that meets the needs of all Western Australians. The Insurance Commission seeks to improve access and inclusion for people with disability who engage with our organisation and its services and increase awareness of our role in the disability sector by providing care and support to people who are injured in motor crashes and at work.

## About the Insurance Commission

The Insurance Commission is a government trading enterprise and statutory corporation owned by the Government of Western Australia. Our enabling legislation is the *Insurance Commission of Western Australia Act 1986*. The Insurance Commission administers the *Motor Vehicle (Third Party Insurance) Act 1943* and the *Motor Vehicle (Catastrophic Injuries) Act 2016* and is primarily responsible for:

- managing motor injury insurance;
- managing the self-insurance arrangements of Government authorities;
- investing and managing funds to provide assets to meet insurance liabilities; and
- advising Government about insurance and liability matters.

The Insurance Commission manages and underwrites the following:

- Third Party Insurance Fund;
- Motor Vehicle (Catastrophic Injuries) Fund;
- Compensation (Industrial Diseases) Fund; and
- Insurance Commission General Fund.

The Insurance Commission also manages, but does not underwrite the:

- RiskCover Fund;
- Government Insurance Fund;
- Employers' Indemnity Supplementation Fund (for WorkCover WA);
- Former Police Officers' Medical Benefit Scheme (for the WA Police Force); and
- Indian Ocean Territories Motor Injury Insurance Scheme (for the Commonwealth).

We are committed to providing a safe psychological and physical environment where our people can positively contribute to a high-performance culture aligned with our values of accountability, professional integrity, and respect. Our employees contribute to the delivery of contemporary insurance services and improved claimant outcomes.

To achieve this, we strive to:

- be open to change and continuous improvement;
- collaborate to deliver the best possible outcomes;
- respond to clients and stakeholders; and
- drive efficient processes.

## Progress to Date

The Insurance Commission has implemented the following range of initiatives to improve access and inclusion for people with disability and our services to the community:

- Hosted interactive community forums for Catastrophic Injury Support Scheme service providers in the health, disability and community sector who provide care and support services to people catastrophically injured in crashes on WA roads.
- Designed new office fit out to include:
  - universally accessible meeting rooms on each floor;
  - universally accessible toilets for people with disability on each floor;
  - extra wide internal corridors to cater for people in wheelchairs; and
  - installation of automatic swing and sliding doors for meeting and interview rooms to improve access.
- Conducted customer service training for employees of the Motor Injury Insurance Division to enhance our service delivery and improve outcomes for stakeholders.
- Reviewed our job advertising templates and job application information packages to provide information on accessibility and wording to attract employees with disability.
- Participated in the National Disability Services project to enhance and build capacity of the Western Australian public sector to increase employment for people with disability.
- Refreshed our recruitment and selection training for selection panel members to improve disability confident employment, including an accessible interviewing checklist.
- Implemented our Reasonable Adjustment Policy to remove barriers to employment participation and meet the needs of current and prospective employees with disability. The job applicant information package includes a statement for reasonable adjustments, website accessibility, and translation and relay services.
- Applied Section 66R of the Equal Opportunity Act 1984(WA) to advertise and target employment opportunities for people with disability.
- Upgraded the Insurance Commission's website to meet WCAG 2.0 content standards and accessibility guidelines.
- Implemented disability awareness online training as part of our on-boarding program.
- Funded an electrical stimulation trial for individuals with spinal cord injuries at SpinalCure Australia in Fremantle, as part of Project Spark; enhancing access for West Australians to cutting-edge neurostimulation treatments without the need to travel interstate.
- In collaboration with Good Sammy Enterprises, we launched a work placement trial for a claimant with spinal cord injury.

## Our Commitment

The Insurance Commission is committed to ensuring people with disability, their families and carers can access our services, facilities and information so they have the same opportunities, rights and responsibilities available to others in the community.

The Insurance Commission aims to:

- achieve eight DAIP outcomes by implementing strategies detailed in this Plan;
- promote awareness of disability and access issues amongst its employees;
- consult with stakeholders and the community to identify and develop strategies to remove barriers to access and inclusion; and
- enhance service delivery to our customers and stakeholders.

This DAIP provides a framework for the Insurance Commission to accommodate the needs of people with disability when providing services to the public and our employees to meet our requirements under the *Disability Services Act 1993 (WA)*.

The Insurance Commission is committed to eight outcome and inclusion areas made up of the seven required by the Department of Communities and one additional area specific to the organisation. All outcome and inclusion areas along with strategies to achieve each are in Appendix 1 from Page 11 of this document.

## Development of the Plan 2025-2029

### Responsibility for the Planning Process

In 2024, the Insurance Commission undertook a review of its DAIP. Consultation with key stakeholders including an internal cross divisional group was completed. This consultation guided further improvement to access and inclusion and provided initial input into the new four-year DAIP 2025-2029.

The review process included:

- analysis of our previous DAIP 2018-23 achievements and improvements to be included in the new plan;
- focusing on the Insurance Commission's strategic plan and outcomes;
- considering the Insurance Commissions relocation to a new building in November 2024;
- research into contemporary practices in access and inclusion;

- seeking perspectives from the internal cross-divisional stakeholder group including representation from employees with disability; and
- feedback from the Executive Committee and employees.

The Insurance Commission also sought feedback from the community and external stakeholders using the following methods:

- Promoting the DAIP and inviting comments and feedback on the Insurance Commission's website and social media platforms.
- Key disability service organisations within the community were contacted directly to invite submissions/feedback on our Plan.
- Community members were invited to provide input into the continued development of the DAIP via an advertisement in the West Australian newspaper public notice board published on Saturday 20 September 2025.

## Findings of the Consultation Process

Feedback received from our external consultation will be considered and incorporated into the plan where practicable. The final plan will be provided to external stakeholders who contributed to the consultation.

## Communicating the Plan

A key outcome of this Plan is to raise awareness and commitment to disability and inclusion within the Insurance Commission. The communication strategy includes:

- communicating the DAIP at all staff and management forums;
- promoting it during the on-boarding process;
- publishing the DAIP on the Insurance Commission's intranet and external website; and
- upon request, making the plan available in alternative formats such as electronic, by email hard copy in both large and standard print, and audio.

## Implementation

It is a requirement of the *Disability Service Act 1993* that public authorities take all practical measures to ensure the DAIP is implemented by all officers, employees, agents and contractors. Employees will be made aware of their responsibilities through the internal communication strategies outlined. All relevant contracts and agreements will include the requirement for agents/contractors to report on their actions in relation to the Insurance Commission's DAIP.



An internal implementation plan detailing specific actions, timeframes and accountabilities has been developed to assist in the implementation of our DAIP strategies.

The Insurance Commission informed the public through a public notice in the West Australian newspaper that copies of the DAIP were available to the community and that the DAIP was published on the Insurance Commission's public website.

A copy of the DAIP will be provided to key stakeholders who contributed to the consultation process.

## Providing feedback

The Insurance Commission welcomes your feedback on the DAIP and experiences with the accessibility of our facilities, services, and information.

To provide feedback, please contact [daip@icwa.wa.gov.au](mailto:daip@icwa.wa.gov.au) or contact the Organisational Capability Manager on +61 (8) 9264 3331.

Our contact details are:

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### Office Hours

Monday - Friday  
8am - 5pm

### Website

[icwa.wa.gov.au](http://icwa.wa.gov.au)

### TTY National Relay Service

You can contact the Insurance Commission through the National Relay Services, as follows:

- TTY users' phone 133 677
- Speak and Listen users' phone 1300 555 727
- Alternatively, use the national Relay Service website [relayservice.com.au](http://relayservice.com.au)

## Outcome Area and Strategies

The eight desired outcomes provide a framework for the Insurance Commission's strategies to improve access and inclusion to its services, facilities and information and provide linkage to the "A Western Australian for Everyone: State Disability Strategy 2020-2030".

### Outcome 1

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

1.1	Incorporate the goals of the DAIP 2025-2029 Plan in the Insurance Commission's strategic priorities planning process.
1.2	Ensure that events organised and/or promoted by the Insurance Commission, where practicable, are accessible and inclusive for people with disability.
1.3	Ensure people with disability are provided with an opportunity to provide comment on access to services.
1.4	Ensure that agents and contractors are aware of the DAIP where services are being delivered to the public.

### Outcome 2

People with disability have the same opportunity as other people to access the buildings and facilities of the Insurance Commission.

2.1	Maintain universal design principles into the fit-out of the new building and facilities to ensure that they are inclusive and accessible for people with disability and the community.
2.2	Maintain accessible design and features that exceed the statutory minimum requirements.
2.3	Ensure procedures are in place to ensure the safety of employees and visitors with disability in the event of a fire, evacuation, or critical incident.

### Outcome 3

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

3.1	Ensure the Insurance Commission's website complies with best practice as defined by WC3 Web Content Accessibility Guidelines.
3.2	Raise staff awareness of accessible information protocols and how to provide access or information in alternative formats.
3.3	The DAIP 2025-2029 Plan is available in alternative formats upon request to <a href="mailto:daip@icwa.wa.gov.au">daip@icwa.wa.gov.au</a> .
3.4	Ensure staff are familiar with the WA Language Service policy and how to seek interpreter support.

### Outcome 4

People with disability receive the same level and quality of service as other people from Insurance Commission employees

4.1	Improve staff awareness of disability and access issues and improve knowledge and skills to enhance the Insurance Commission's service to people with disability.
4.2	Provide disability awareness education and training to all employees.
4.3	Recognise and celebrate significant access and inclusion calendar events.

### Outcome 5

People with disability have the same opportunities as other people to make complaints to the Insurance Commission

5.1	Review the Insurance Commission's feedback management processes to ensure they remain accessible to people with disability.
5.2	Offer a range of ways for people with disability to provide feedback or submit a complaint.

### Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation undertaken by the Insurance Commission.

6.1	Ensure that our consultative strategies are inclusive, and they consider the needs of people with disability.
6.2	Ensure that key stakeholders are part of our consultative strategies.

### Outcome 7

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

7.1	Ensure the process and method of applying for employment opportunities is accessible to people with disability.
7.2	Ensure employees with disability are provided with appropriate support to carry out their employment responsibilities
7.3	Examine ways to improve access to employment opportunities for people with disability.

### Outcome 8

Improve disability outcomes for claimants and clients of the organisation injured in motor vehicle crashes, and at work.

8.1	Improve rehabilitation and care for clients and reduce care costs.
8.2	Consult with our stakeholders to identify injury trends to assist them in forming strategies to reduce motor vehicle crashes or work injuries.
8.3	Support research that seeks to identify strategies to improve rehabilitation and care and facilitate independence.



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of Western Australia**