

# Disability Access and Inclusion Plan 2018-23



Insurance Commission  
of Western Australia



Image: In 2018, the Insurance Commission partnered with National Disabilities Services WA to create the 'Excellence in Innovation Award' at the WA Disability Support Awards.

## Supporting the Disability Sector

The Insurance Commission supports the disability sector through the development and implementation of its Disability Accession and Inclusion Plan 2018-23.

We seek to improve access and inclusion for people with disability who engage with our organisation and its services, and increase awareness of our critical role in the disability sector by providing care and support to our claimants who are injured in motor crashes or at work.

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The DAIP is available in alternative formats upon request including standard and large print, electronic, audio on CD, by email and on our website ([icwa.wa.gov.au](http://icwa.wa.gov.au)).

## Foreword

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 2018-23 provides the framework and practical strategies to improve access and inclusion for people with disability who engage with our organisation and its services.

This Plan has a focus on enhancing our service delivery to people with disability. Better customer service is a recommendation of Government's Service Priority Review, and to help deliver that, we have refreshed our corporate culture during 2018 by placing greater focus on our customer's needs and our external environment, which includes 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 therefore, this Plan is designed to set initiatives for achievement that assist that cohort engage with the organisation as well as other stakeholders.

The Plan has been developed in consultation with our staff and stakeholders, disability service organisations, National Disability Services and the Department of Communities (Disability Services).

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

ROD WHITEAR  
**CHIEF EXECUTIVE**

## Background

### Insurance Commission of Western Australia

The Insurance Commission is a Government Trading Enterprise and a statutory corporation owned by the Government of Western Australia.

The Insurance Commission is primarily responsible for:

- underwriting and managing motor injury insurance;
- managing RiskCover, the self-insurance arrangements for the State Government;
- investing and managing funds to provide assets to meet insurance liabilities; and
- advising Government about insurance matters.

## Our Approach

Our approach to what we do is reflected in our vision, mission and values.

#### Vision



A Government Trading Enterprise delivering efficient and equitable insurance services to WA motorists and Government Departments and Authorities.

#### Mission



To provide high quality and efficient:

- motor injury insurance for WA motorists
- self-insurance fund management (RiskCover) for Government Departments and Authorities;
- industrial diseases insurance to the mining sector and management of the Insurance Commission General Fund, Employers' Indemnity Supplementation Fund and Government Insurance Fund; and
- advice to the Government on insurance matters.

#### What We Value



We are committed to a high performance culture which values accountability, professional integrity and respect.

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.

## Access and Inclusion Progress

Since 2014, the Insurance Commission has implemented a range of initiatives to improve access and inclusion for people with disability and improving our services to the community.

These include:

- Hosted interactive community forums for Catastrophic Injury Support (CIS) 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.
- Participation by Insurance Commission employees in the 2016 and 2017 community wheelchair challenge to understand the access needs and challenges of people with disability to assist in providing better service.
- Upgrade of key building facilities including:
  - Universal accessible meeting room installed;
  - Toilets for people with disability upgraded to meet access requirements.
  - Installation of automatic swing and sliding doors for numerous meeting and other rooms to improve access.
- Upgraded the Insurance Commission's website to meet WCAG 2.0 content standards and accessibility guidelines.
- Reviewed Customer Complaints Handling Policy and Procedure to meet 2014 Australian Standard and industry best practice.
- Promoted the disability access and inclusion plan in employee inductions, and disability information presentations conducted by claimants and service providers for our staff to improve customer service and increase awareness of disability.
- Customer service program conducted for employees of the Motor Injury Insurance Division to enhance our service delivery and improve outcomes for stakeholders.
- Continued support for employees with disability including workplace modifications.
- Provided trainee employment opportunities for youth with disability.

# Access and Inclusion Policy

## Our Commitment

The Insurance Commission is committed to ensuring that people with disability, their families and carers are able to access the Insurance Commission's services, facilities and information to provide them with the same opportunities, rights and responsibilities available to the entire community.

The Insurance Commission aims to:

- Achieve the eight DAIP outcomes by implementing strategies detailed in this plan;
- Promote awareness of disability and access issues amongst its employees;
- Increase our engagement and consultation with stakeholders and the community;
- Enhance service delivery to Insurance Commission customers and stakeholders.

This DAIP provides a framework to accommodate the needs of people with disability when providing services to the public or our employees and meets our requirements under the *Disability Services Act 1993*.

The Insurance Commission is committed to the seven outcome and inclusion areas required by the *Disability Services Act 1993* and it aims to ensure that people with disability:

1. Have the same opportunities as other people to access the services of, and any events organised by the Insurance Commission;
2. Have the same opportunity as other people to access the buildings and facilities of the Insurance Commission;
3. 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;
4. Receive the same level and quality of service as other people from Insurance Commission employees;
5. Have the same opportunities as other people to make complaints to the Insurance Commission;
6. Have the same opportunities as other people to participate in any public consultation undertaken by the Insurance Commission; and
7. Have the same opportunities as other people to obtain and maintain employment with the Insurance Commission.

An additional eighth outcome area has been included to complement our core functions.

8. Improve disability outcomes for claimants and clients of the organisation by effectively managing insurance schemes that provide care and compensation to people injured in motor vehicle crashes.

## Development of the DAIP 2018-23

### Responsibility for the Planning Process

As required under the *Disability Services Act 1993*, the Insurance Commission reviewed the 2014-17 DAIP and engaged in consultation with employees and key stakeholders to draft a new DAIP to guide further improvements to access and inclusion.

In August 2018, an internal stakeholder project team was established to review the existing DAIP and provide initial input into the new five year DAIP 2018-23.

The review process included:

- Analysis of the achievements of our previous DAIP and improvements required;
- Focus on key Insurance Commission divisional and strategic plans and outcomes;
- Research into contemporary practices in access and inclusion;
- Perspectives from the internal stakeholder group; and
- Feedback from the Executive Committee and employees.

### Consultation Process

The draft DAIP was published on the Insurance Commission's intranet for input from all staff. The internal stakeholder project team provided further feedback and review.

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

- A draft DAIP was promoted on the Insurance Commission's website between Saturday, 1 December and Friday, 14 December 2018 inviting comments and feedback;
- An advertisement inviting feedback from the public was placed in the West Australian newspaper's Public Notice Board on Saturday, 1 December 2018 and;
- Key disability service organisations within the community were contacted directly inviting submissions/feedback on our Plan.

### 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.

## Implementation

It is a requirement of the *Disability Services Act 1993* that public authorities take all practical measures to ensure that the DAIP is successfully implemented.

Implementation of the DAIP is the responsibility of all employees and managers of the Insurance Commission with delegated responsibilities assigned to divisions and nominated managers.

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

The Human Resources (HR) Section has oversight of the implementation of the DAIP and the Executive Committee have responsibility for the Plan and compliance with requirements of the Act.

## Communicating the Plan

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

### INTERNAL

- Communicating the DAIP at the all staff, leadership and people manager events.
- Publishing the DAIP on the Insurance Commission's Intranet.
- Including the DAIP as part of the new employee induction program.
- Publishing updates and reports related to the implementation of the DAIP on the Insurance Commission's intranet site as and when required.

### EXTERNAL

- The Insurance Commission informed the public through the media (notice in the West Australian) that copies of the DAIP were available to the community and that the DAIP was published on the Insurance Commission's public website.
- Upon request the plan is available in alternative formats including standard and large print, electronic, audio format on CD and on the Insurance Commission's website and social media platforms.
- A copy of the DAIP will be provided to key stakeholders who contributed to the consultation process including National Disability Services.

## Review, Evaluation and Monitoring

### REVIEW

The *Disability Services Act 1993* sets out the minimum requirements for government agencies to review DAIPs. The Insurance Commission's DAIP will be reviewed at least every five years, in accordance with the Act.

The DAIP may be amended to ensure it reflects progress on the implementation of outcomes and responds to any emerging issues and trends. A copy of the DAIP will be lodged with the Department of Communities (Disability Services).

## Evaluation and Monitoring

The HR Section will monitor the implementation and effectiveness of strategies in the Plan and provide a six monthly progress report to the Executive Committee for review.

## DAIP Reporting

In accordance with the *Disability Services Act 1993* requirements, the Insurance Commission will report on the implementation of the DAIP through the Insurance Commission's Annual Report and submit the progress report template to the Department of Communities (Disability Services) each year.

## Providing feedback

The Insurance Commission welcomes feedback on this Plan 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 Employee Development Manager on +61 (8) 9264 3491.

## Our contact details are:

### Street Address:

Level 13  
Forrest Centre  
221 St Georges Terrace  
PERTH WA 6000

### Telephone

+61 (8) 9264 3333 (local call)  
1800 643 338 (toll-free outside the Perth metropolitan area)

### Website

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

### National Relay Service

### TTY/Voice

133 677

### Speak and listen (SSR)

1300 555 727

### Online

[relayservice.com.au](http://relayservice.com.au)

### Postal Address:

GPO Box U1908  
PERTH WA 6845

### Office Hours

Monday -Friday  
8am -5pm

# Appendix 1 - Disability Access and Inclusion Plan

The eight desired outcomes provide a framework for the Insurance Commission's strategies to improve access and inclusion to its services, facilities and information.

## Outcome Area Strategies

### 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.

| Strategies   | Timeframe |
|--|-----------|
| Develop relevant links between the DAIP and the Insurance Commission's Statement of Corporate Intent, Strategic Development Plan and other business plans. | Ongoing   |
| Ensure that events organised and/or promoted by the Insurance Commission, where practicable, are accessible and inclusive for people with disability.      | Ongoing   |
| Ensure people with disability are provided with an opportunity to provide comment on access to services.   | Ongoing   |
| Ensure that agents and contractors are aware of the DAIP where services are being delivered to the public.   | Ongoing   |

### OUTCOME 2

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

| Strategies  | Timeframe             |
|---|-----------------------|
| Ensure that Insurance Commission tenancies and facilities are accessible to people with disability, their carers and family as far as reasonably practicable. | June 2019 and ongoing |
| Ensure procedures are in place to ensure the safety of employees and visitors with disability in the event of a fire, evacuation or other critical incident.  | Ongoing               |

### 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.

| Strategies   | Timeframe |
|--|-----------|
| Ensure the Insurance Commission's website complies with best practice as defined by WC3 Web Content Accessibility Guidelines.        | Ongoing   |
| Improve staff awareness of their responsibilities in creating and/or obtaining accessible information in alternative formats.        | Ongoing   |
| Improve community awareness that information on the Insurance Commission's website is available in alternative formats upon request. | Ongoing   |

### OUTCOME 4

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

| Strategies  | Timeframe  |
|---|------------|
| Improve staff awareness of disability and access issues and improve knowledge and skills to enhance the Insurance Commission's service to people with disability. | Ongoing    |
| Disability awareness education and training will be made available to staff.  | March 2019 |

### OUTCOME 5

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

| Strategies  | Timeframe |
|---|-----------|
| Review the Insurance Commission's feedback management processes to ensure they remain accessible to people with disability. | Ongoing   |

### OUTCOME 6

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

| Strategies  | Timeframe |
|---|-----------|
| Ensure that our consultative strategies are inclusive and they take into account the needs of people with disability. | Ongoing   |
| Ensure that key stakeholders are part of consultative strategies.   | Ongoing   |

### OUTCOME 7

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

| Strategies   | Timeframe |
|--|-----------|
| Ensure the process and method of applying for employment opportunities is accessible to people with disability.        | Ongoing   |
| Ensure employees with disability are provided with appropriate support to carry out their employment responsibilities. | Ongoing   |
| Examine ways to improve access to employment opportunities for people with disability.                                 | Ongoing   |

### OUTCOME 8

Improve disability outcomes for claimants and clients of the organisation by effectively managing insurance schemes that provide care and compensation to people injured in motor vehicle crashes.

| Strategies   | Timeframe |
|--|-----------|
| Improve rehabilitation and care outcomes for clients and reduce care costs, which leads to increased client independence of people injured in motor vehicle crashes in WA. | Ongoing   |
| Enhance stakeholder engagement.  | Ongoing   |

