



Government of **Western Australia**  
Mental Health Commission

*We're working for  
Western Australia.*

# Disability Access and Inclusion Plan

1 January 2022 - 31 December 2026

This document is available in alternative formats upon request including hard copy in standard or large format, electronically by email, in audio format on CD and on our website.



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Mental Health Commission  
Corporate Services  
1 Nash Street  
PERTH WA 6000  
(08) 6553 0600

## Message from the Commissioner

The Mental Health Commission (MHC) is committed to providing accessible and inclusive services and facilities which reflect the diversity of our community.

As part of this commitment we have reviewed and updated our Disability Access and Inclusion Plan having considered feedback from stakeholders, employees and the public.

We recognise that people with disability, their families and carers have the same right to access mental health, alcohol and other drug related services and that we can leverage our role in the planning and purchasing of services to better meet the needs of our diverse community.

This document outlines the strategies and actions the MHC will pursue and the measures by which will evaluate our progress. We will ensure we continue to meet our current and future service obligations and goals, and demonstrate our commitment to furthering the principles and objectives of the *Disability Services Act 1993*.

We look forward to making further progress and maintaining focus on access and inclusion goals to promote diversity in our workforce, support diversity in the community and maintain accessible and inclusive services and facilities.

Jennifer McGrath  
Commissioner

## Disability in Australia

As defined by the Australian Bureau of Statistics, a disability is any continuing condition that restricts everyday activities. In 2018, there were 4.4 million Australians with disability or 17.7%. Australia wide almost one-quarter (23.2%) of all people with disability reported a mental or behavioural disorder as their main condition, up from 21.5% in 2015.

In Western Australia the disability prevalence rate was reported in 2018 as 16.4% and together with families and carers, this makes up a significant part of our community.<sup>1</sup>

The development and implementation of our Disability Access and Inclusion Plan (DAIP) shows our intent to engage with and improve the lives of all people, including those with a disability. It also meets our legislative requirements and emphasises our proactive approach to addressing access and inclusion barriers for all members of our community. It is our aim that our services, facilities, information, events and employment opportunities are accessible and inclusive to the whole community regardless of ability, ethnicity, gender, age or any other perceived difference.

To minimise the effect of disability, it is important the MHC identifies and removes barriers that exclude people from employment opportunities and accessing information, services, facilities and events.

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<sup>1</sup> Australian Bureau of Statistics, *Disability, Ageing and Carers, Australia: Summary of Findings*, 2018 [website],

<https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release#:~:text=Key%20statistics%20Disability.%20In%202018%20there%20were,all%20Australians%20%28down%20from%2011.6%25%20in%202015%29.%20> (accessed 24 November 2021)

## About the MHC

The MHC is responsible for planning and purchasing mental health, alcohol and other drug services in Western Australia. The MHC is committed to promoting a more integrated approach to helping people who experience mental health, alcohol and other drug issues and recognises that these often co-exist. It also supports the integrated approach to service delivery outlined in the [Western Australian Mental Health, Alcohol and Other Drug Services Plan 2015-2025](#): Better Choices. Better Lives.

The MHC:

- delivers a State-wide network of drug and alcohol treatment services;
- plans and purchases the optimal quantity and mix of mental health, alcohol and other drug services and supports required for defined populations and communities across the State;
- develops mental health, alcohol and other drug policy and advises Government;
- leads the implementation of the State's strategic policies;
- monitors performance and evaluates services and programs;
- promotes wellbeing and a better public understanding of mental illness, drug and alcohol problems to reduce stigma and discrimination;
- develops recovery-oriented supports and services to help people live meaningful lives in the community;
- develops and implements suicide prevention initiatives that build individual and community resilience;
- conducts public education campaigns to prevent and reduce alcohol and other drug related harm; and
- delivers professional education and training, workplace and organisational support, and resource development to address alcohol and other drug issues.

## **Our Vision**

A Western Australian community that experiences minimal alcohol and other drug-related harms and optimal mental health.

## **Our Mission**

To be an effective leader of alcohol, drug and mental health commissioning, providing and partnering in the delivery of person-centred and evidence-based:

- Prevention, promotion and early intervention programs;
- Treatment, services and supports; and
- Research, policy and system improvements.

## **Our Values**

- Respect - Respect for individuals and culture;
- Togetherness - Working together and supporting each other;
- Engagement - Involving and engaging others;
- Accountability - Ownership, transparency and accountability; and
- Honesty - Fair and ethical decisions.

## **Organisation Structure**

The current structure includes four areas, each headed by a Senior Executive Group Member.

- Office of the Commissioner;
- Office of the Chief Medical Officer (Mental Health);
- System Development;
- Governance and Corporate Services; and
- Operations – Prevention, Treatment and Community Support Services.

## **The Western Australian Mental Health, Alcohol and Other Drug Services Plan 2015-2025: Better Choices. Better Lives**

The [Western Australian Mental Health, Alcohol and Other Drug Services Plan 2015-2025: Better Choices. Better Lives](#) (the Plan) outlines a comprehensive package of reforms to reshape the delivery of services to Western Australians with mental health, alcohol and other drug problems. A first of its kind for the State, the Plan sets a bold agenda to create a more connected, high quality and person-centered system focused on the provision of holistic care and support.

It provides a targeted and phased approach to investment to deliver the optimal mix and level of services to meet the needs of the current and future population. This includes an increase in hospital beds and specialist care, a shift towards the provision of more services in the community and enhanced programs and strategies that prevent mental illness, reduce drug and alcohol-related harm, and that intervene early to reduce the development of serious illness.

### **Further information**

For further information about the MHC, visit the website at [www.mhc.wa.gov.au](http://www.mhc.wa.gov.au)

## **Access and inclusion outcomes**

The MHC DAIP provides the framework to identify access barriers and for the development of strategies and actions to overcome these barriers.

The DAIP addressed the seven desired outcomes as stated in Schedule 3 of the Disability Services Regulations 2004, the achievement of which is the shared responsibility of all employees, contractors and service providers.

1. People with disability have the same opportunities to access the services of and any events organised by, the MHC.
2. People with disability have the same opportunities to access the buildings and other facilities of the MHC.
3. People with disability receive information from the MHC in a format that will enable them to access the information readily.
4. People with disability receive the same level and quality of service from the staff of the MHC.
5. People with disability have the same opportunity to make complaints to the MHC.
6. People with disability have the same opportunities to participate in any public consultation by the MHC.
7. People with disability have the same opportunities to obtain and maintain employment with the MHC.

## **Progress**

The DAIP for the period of 2017-2021 provided the framework to identify access barriers, develop strategies to overcome these barriers and improve access for people with disabilities. The main areas of improvement over the life of our previous DAIP included:

- Contracted organisations acknowledge their DAIP requirements annually through a reporting portal.
- The MHC successfully trialled utilising alternative recruitment practices and increased flexibility around working arrangements to actively increase the diversity of staff within the team.
- Improved awareness for our employees when coordinating events and publications, to ensure access and inclusion provisions are considered. Examples include:
  - The MHC My Services online directory now includes a modern, visible tool for users to select various accessibility options that suit their needs. An accessibility audit was also completed on this online directory to assess its accessibility by a specialist external agency.
  - Online learning packages allow for increased accessibility by including captions and printable transcript of audio narration.



- MHC Volunteer AOD Counsellor's Training Program is wheelchair accessible and the 2021 training program accommodated an assistant for a person with a disability.
- MHC ensures that all reviews of existing programs include facilitation of workshops to seek feedback from people who use mental health and AOD services, their families and carers. MHC ensures people with mental health issues, AOD issues or co-occurring issues, including people with disabilities, are supported to participate in the MHC review processes. Supports can include access to cab charge vouchers, reimbursement of ad hoc costs (eg mileage, parking fees), support workers can attend the workshops, language / Auslan interpreters can be arranged and help with using technology. All venues used are accessible and co-located with public transport.
- Launch of new *Workforce and Diversity Plan* and *Thriving Workplace Strategy* that focus on increasing diversity and inclusion in our workforce.

## Consultation

The MHC invited comments and feedback from employees, people with disability, their family and carers, and organisations representing people with disability via an online survey. Key internal stakeholders were consulted throughout the development of the survey. The survey was promoted in the MHC newsfeed and was pinned on the home page of the website and intranet. The survey was open from 3 December 2021 to 31 December 2021 and was available in a variety of formats upon request. There were eight respondents which included employees as well as family members, carers or friends of a person with disability. All feedback was considered and where possible addressed through this DAIP.

If you would like to provide feedback on our DAIP, please use the feedback form (Appendix C) and send to [ContactUs@mhc.wa.gov.au](mailto:ContactUs@mhc.wa.gov.au). An online version of this feedback form can be accessed [here](#). Alternatively you are welcome to contact us by one of the following methods:

### Phone

(08) 6553 0600

### Mail

GPO Box X2299  
PERTH BUSINESS CENTRE  
WA 6847

### Fax

(08) 6553 0400

### Email

[ContactUs@mhc.wa.gov.au](mailto:ContactUs@mhc.wa.gov.au)

## Disability Access and Inclusion Action Plan

<b>Policy Outcome 1:</b> <b>People with disability have the same opportunities to access the services of and any events organised by, the MHC.</b>				
	<b>Strategy: 1.1</b> <b>Continue to raise the awareness of our employees, contractors and service providers who deal with the public, of their responsibilities under our DAIP.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
1.1.1	Inform Customer Contracts of DAIP requirements.	Chief Procurement Officer	Link to DAIP on website is included in request documents where appropriate.	December 2022
1.1.2	Schedule event or workshop to coincide with Disability Awareness Week (Usually to coincide with International Day of Persons with Disability).	Executive Director Governance and Corporate Services	Annual awareness raising event to be held	In December, annual
1.1.3	Review MHC Disability Access and Inclusion Policy in accordance with policy review schedule.	Chief Human Resource Officer	Policy reviewed and updated every 3 years	March 2023
1.1.4	Highlight people with disability's stories and achievements in all internal and external communications, including in annual and other reports, to showcase the diverse skills and achievements of people with disability (State Disability Strategy action 3.2)	Principal Project Officer NDIS	KPI to be confirmed based on State Disability Strategy reporting requirements.	Timeframe to be confirmed based on State Disability Strategy reporting requirements

<b>Strategy: 1.2</b> <b>Ensure the objectives of the DAIP are incorporated into strategic business planning and budgeting processes.</b>				
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
1.2.1	Liaise with Executive Group and confirm that Project Managers are incorporating objectives of the DAIP and provide advice as appropriate.	Assistant Director Office of the Commissioner	DAIP discussion has been recorded in minutes of at least one Executive Meeting.	December 2023
<b>Strategy: 1.3</b> <b>Ensure all events organised by the MHC are accessible to people with disability.</b>				
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
1.3.1	Disability access needs at these events will be accommodated on an as-needs basis using the <a href="#">Accessible Events Checklists</a>	Assistant Director Strategic Communications	All event managers confirm through the annual report that the Accessible Events Checklist has been completed during event planning. All Accessible Events Checklists are available for audit when requested.	December 2023
1.3.2	Promote use of <a href="#">Accessible Events Checklists</a> as a component of event planning through the newsletter.	Assistant Director Strategic Communications	Information is included in at least one newsletter per year.	Annual; December 2023
1.3.3	Internal Training Facilitators are providing information to participants on access provisions and asking whether they have special needs, prior to event.	Chief Human Resource Officer	Evidence is available in the event folder in TRIM for audit when requested.	June 2023
1.3.4	External Training Facilitators are providing information to participants on access provisions and asking whether they have special needs, prior to event.	Chief Human Resource Officer	Evidence is available in the event folder in TRIM for audit when requested.	June 2023

	<b>Policy Outcome 2:</b> <b>People with disability have the same opportunities to access the buildings and other facilities of the MHC.</b>			
	<b>Strategy: 2.1</b> <b>Ensure all buildings and facilities are physically accessible to people with disability.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
2.1.1	Audit, identify and rectify access barriers to buildings and facilities using the <a href="#">Access Resource Kit checklists</a> and the <a href="#">State Government Guidelines</a>  Note: hyperlinks to checklists and guidelines to be updated, pending advice from Communities regarding decommissioning of the disability.wa.gov.au website and subsequent location of relevant guidelines and supporting documents.	Chief Procurement Officer	Remedial Action Plan developed to rectify access barriers to buildings and facilities.	December 2022
2.1.2	Apply to building manager to install automatic doors on ground floor	Chief Procurement Officer	Building manager has responded to request to install automatic doors on ground floor.	June 2022
2.1.3	Develop information and map outlining how to get to Nash Street office including accessible pathways and accessible facilities.	Chief Procurement Officer	Information is available on the MHC webpage.	December 2022

	<b>Strategy: 2.2</b> <b>Ensure all new or redevelopment works provide access to people with disability wherever possible.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
2.2.1	Apply the <a href="#">Disability (Access to Premises - Buildings) Standards 2010</a> and the <a href="#">Guideline on the Application of the Premises Standards</a> prepared by the Human Rights and Equal Rights Commission, when new works to buildings and facilities are undertaken.	Chief Procurement Officer	Disability access requirements are included in all contracts for new works and redevelopment works.	December 2022
2.2.2	Review plans prior to commencement of new works to check for disability access, adequate ACROD parking and appropriate signage.	Chief Procurement Officer	Disability access requirements are included in planning process for proposed new works.	June 2023
	<b>Strategy: 2.3</b> <b>Ensure fire wardens are trained in the evacuation procedures for people with disability.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
2.3.1	Conduct training courses on a regular basis in procedures for people with disability for those appointed as a Fire Warden within MHC buildings.	Chief Human Resource Officer	Maintain 80% training completion rate. Evacuation procedures for people with disability is included.	June 2022
2.3.2	Fire Wardens are aware of active Personal Emergency Evacuation Plans (PEEPS).	Chief Human Resource Officer	Evidence of competency available when requested.	June 2022

	<b>Policy Outcome 3:</b> <b>People with disability receive information from the MHC in a format that will enable them to access the information</b>			
	<b>Strategy: 3.1</b> <b>Improve accessibility of MHC internet and intranet websites to meet Web Content Accessibility Guidelines (WCAG).</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
3.1.1	Design the MHC website to comply with the <a href="#">Web Content Accessibility Guidelines</a> . This includes ongoing assessment to ensure new content complies with these guidelines.	Assistant Director Strategic Communications	MHC website is audited (internal review) for compliance with the <a href="#">Web Content Accessibility Guidelines</a> .	December 2022
3.1.2	Assess website to ensure content complies with these guidelines.	Assistant Director Strategic Communications	Website content is audited for compliance with Web Content Accessibility Guidelines.	June 2024
3.1.3	Design and develop the MHC intranet to include review of the web pages accessibility.	Assistant Director Strategic Communications	MHC intranet is reviewed for compliance with <a href="#">Web Content Accessibility Guidelines</a> .	June 2023

	<b>Strategy: 3.2 Improve accessibility of MHC Publications.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
3.2.1	Communicate the MHC Disability Access and Inclusion Policy and relevant standards when informing employees of MHC Style guide templates.	Assistant Director Strategic Communications	Communications directorate has developed an audit process to confirm that printed information meets relevant standards for accessible printed information.	June 2022
3.2.2	Develop MHC Style Guide that prescribes acceptable elements that meet accessibility standards for written and web content.	Assistant Director Strategic Communications	Assistant Director has confirmed that all elements prescribed in the MHC Style Guide are accessibility informed. MHC Style Guide is available to employees on intranet.	June 2023
3.2.3	Ensure all MHC publications are able to be provided in alternative formats on request and include a statement outlining this on the front of publications where appropriate.	Assistant Director Strategic Communications	Communications directorate has reviewed all MHC publications and identified areas for improvement.	June 2023
3.2.4	Promote awareness of process to convert documents into alternative formats via intranet and MHC newsletter.	Assistant Director Strategic Communications	Instruction is available on the intranet and has been promoted in the MHC newsletter.	December 2023

	<b>Policy Outcome 4:</b> <b>People with disability receive the same level and quality of service from the staff of the MHC.</b>			
	<b>Strategy: 4.1</b> <b>Provide disability awareness training to all staff.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
4.1.1	Provide information and training to staff on disability access issues through: Staff induction and Staff newsletters.	Chief Human Resource Officer	Maintain 90% participation rate Information included in 2 newsletters per year.	June 2022
	<b>Strategy: 4.2</b> <b>Ensure all internal and external training consultants conform with and further the principles of the <i>Disability Services Act 1993</i> and the <i>Disability Services Regulations 2004</i>.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
4.2.1	Inform all internal educators of the requirements and principles of the <i>Disability Services Act 1993</i> and the <i>Disability Services Regulations</i>	Chief Human Resource Officer	All internal educators have received the information package. Evidence is available in TRIM for audit when requested.	December 2022
4.2.2	Inform all external educators of the requirements and principles of the <i>Disability Services Act 1993</i> and the <i>Disability Services Regulations</i>	Chief Human Resource Officer	All external educators have received the information package. Evidence is available in TRIM for audit when requested.	December 2022



	<b>Strategy: 4.3 Incorporate DAIP strategies into relevant operational planning activities.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
4.3.1	Define activities that are linked to MHC DAIP in operational plans.	Executive Directors	Operational plans are reviewed to confirm DAIP strategies are incorporated.	December 2022
4.3.2	Continue to develop flexible support models for people with high and complex needs (State Disability Strategy action 4.1)	Principal Project Manager NDIS		
4.3.3	Deliver Western Australia's first state-wide Recovery College in the Perth metropolitan area, Wheatbelt, South-West and Goldfields (State Disability Strategy action 11.3)	Director System Development	Recovery College is available to everyone in the community.	
4.3.4	Establish WA's first Community Care Unit (State Disability Strategy action 11.1)	Director System Development	Community Care Unit is established.	

	<b>Policy Outcome: 5</b> <b>People with disability have the same opportunity to make complaints to the MHC.</b>			
	<b>Strategy: 5.1</b> <b>Ensure grievance mechanisms are accessible to people with disability.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
5.1.1	Inform employees of feedback and complaints process through MHC newsletter.	Executive Director Governance and Corporate Services	Newsletter includes information and instruction regarding feedback and complaints process relating to access and inclusion concerns.	December 2023
5.1.2	Register, record and respond to all external compliments and complaints in accordance with MHC policy and procedures.	Deputy Commissioner System Development	All compliments and complaints have been answered.	December 2022
5.1.3	Conduct an annual audit of complaints related to participation in public consultation, decision making and grievance procedures from people with disability.	Executive Director Governance and Corporate Services	Annual audit results presented to Mental Health Commissioner	December 2022
5.1.4	Train equal opportunity contact officers to support staff to address workplace discrimination, harassment, bullying and equal opportunity matters in relation to disability access and inclusion.	Chief Human Resource Officer	Contact officers are trained. Information and contact details are available on the intranet.	June 2023

	<b>Strategy: 5.2</b> <b>Maintain a feedback mechanism on our internet, for public feedback on the accessibility of our buildings, services and facilities.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
5.2.1	Regularly review the internet site and monitor feedback processes.	Assistant Director Information and Technology	Accessible feedback mechanism is available on the MHC website.	December 2022

	<b>Policy Outcome 6:</b> <b>People with disability have the same opportunities to participate in any public consultation by the MHC.</b>			
	<b>Strategy: 6.1</b> <b>Ensure that public consultations provide equitable access to people with disability.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
6.1.1	Ensure venues provide suitable access to people with disability. Event checklist / info package is included in all public consultation plans. <a href="#">Working Together Engagement Framework</a>	Deputy Commissioner System Development	Event management checklists are included in all public consultation plans. Evidence is available in TRIM for audit when requested.	December 2022
6.1.2	Ensure people with disability are made aware that they have the opportunity to provide feedback in alternative formats.	Deputy Commissioner System Development	Event checklists are included in all public consultation plans. Evidence is available in TRIM for audit when requested.	June 2023
6.1.3	Share consultation opportunities through key disability organisations and networks.	Assistant Director Strategic Communications	Key disability organisations and networks have been identified.	December 2022

	<b>Policy Outcome 7: People with disability have the same opportunities to obtain and maintain employment with the MHC.</b>			
	<b>Strategy: 7.1 Ensure all venues for job interviews are held in accessible venues (e.g. MHC offices).</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
7.1.1	Ensure all venues comply with accessibility requirements.	Chief Human Resource Officer	All interview venues have been evaluated for accessibility requirements.	December 2022
7.1.2	Ensure recruiting managers are asking if applicants have any access requirements when inviting for interview and informing selection panel as needed.	Chief Human Resource Officer	Evidence is available in recruitment files for audit when requested.	December 2022
	<b>Strategy: 7.2 Improve methods of attracting and retaining people with disability.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
7.2.1	Ensure flexibility to work from home and flexible working hours are available if required and where appropriate to the work being performed.	Chief Human Resource Officer	All applications for flexible work and working from home arrangements have been considered and feedback including grievance/appeal mechanism has been provided to employees where requests are declined based on operational requirements.	December 2022

7.2.2	Include specific actions to achieve Public Sector employment targets for people with disability in the MHC Workforce and Diversity Plan (State Disability Strategy action 2.3)	Chief Human Resource Officer	Relevant actions in the Workforce and Diversity Plan are defined	December 2023
7.2.3	Partner with Jobs Skills Centres, disability employment services providers or suitable networks to engage with and attract people with disability who are seeking jobs (State Disability Strategy action 2.2)	Chief Human Resource Officer	Partnerships are established.	December 2023
7.2.4	Become accredited Disability Confident Recruiters (State Disability Strategy action 2.6)	Chief Human Resource Officer	Accreditation is achieved.	December 2024
7.2.5	Promote vacancies through National Disability Recruitment Centre	Chief Human Resource Officer	Register vacancies that have been promoted through the National Disability Recruitment Centre.	December 2022
<b>Strategy: 7.3</b> <b>Accessibility for employees to raise concerns regarding perceived access and inclusion issues.</b>				
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
7.3.1	Promote WHS Committee as a forum where access and inclusion issues are raised.	Chief Human Resource Officer	Information and instruction regarding raising access and inclusion issues is available on the intranet.	December 2022
7.3.2	Provision of suitably trained officers to discuss and raise access and inclusion issues. Specifically: HR, WHS	Chief Human Resource Officer	Names of relevant officers are available on the intranet.	December 2022

	Representatives, Contact and Grievance Officers			
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	<b>Strategy: 7.4</b> <b>Ensure MHC employees are provided with a workspace to assist them to perform their role in an equitable manner and without restrictions.</b>			
	<b>Action</b>	<b>Responsibility</b>	<b>KPI's</b>	<b>Timeframe</b>
7.4.1	Workplace assessments and adjustments are provided on request and where practicable.	Chief Human Resource Officer	Managers are educated on workplace adjustment options available.	June 2022

## **Implement and Promote**

Our DAIP details areas of focus for the period from 1 January 2022 to the 31 December 2026. The action items have been developed to ensure the DAIP strategies are implemented throughout the MHC and access and inclusion principles are considered both for members of the public, contractors and our employees.

## **Monitor, Evaluate and Report**

Our Business Planning and Improvement team will monitor the progress of agreed actions and provide an annual progress report to the Department of Communities that includes progress made by any agents and contractors and the strategies used to inform agents and contractors of the DAIP. This report will include an assessment of how the completed actions have helped us progress towards achieving the seven desired strategy outcomes. The Executive Director, Governance and Corporate Services will also provide a briefing to the Corporate Executive Team summarising our achievements for inclusion in the MHC's annual report.

## **Communicate**

Raising awareness and understanding of this plan is vital to achieving our desired outcomes. To ensure effective communication we will implement the following strategies:

### **Internally**

- Upload this Plan on the internal intranet site and promote through staff briefings;
- Ensure employees with customer contact are aware of facilities available for those with specific access requirements;
- MHC will take all practicable measures to ensure that the DAIP is implemented by all employees, agents or contractors; and
- Provide an overview of our DAIP at the MHC's Corporate Induction.

### **Externally**

- Distribute this document to Department of Communities, agencies and non-government agencies representing people with disability;
- Distribute this document to customers and employees who express an interest in being kept informed about our DAIP;
- Upload this plan on a dedicated link on our external website; and
- Promote its availability and purpose by notice in the West Australian.

## Appendix A

### Definition of Disability

The *Disability Services Act 1993* defines disability as meaning:

“a disability:

- a) which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments; and
- b) which is permanent or likely to be permanent; and
- 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”



## Appendix B

### Schedule 1 – Principles applicable to people with disability<sup>2</sup>

1. People with disability are individuals who have the inherent right to respect for their human worth and dignity without discrimination and with equality of opportunity.
2. People with disability, 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 disability have the same right as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
4. People with disability have the same right as other members of society to access services that will support their choices, assist them to be as independent as possible and enable them to participate in all aspects of life.
5. People with disability have the same right as other members of society to participate in, direct and implement the decisions that affect their lives.
6. People with disability have the same right as other members of society to receive services in a manner that respects and protects their rights and opportunities and is the least restrictive option in the circumstances.
7. People with disability have the right to pursue any grievance concerning services.
8. People with disability have the right to access the type of services and supports that they believe are most appropriate to meet their needs.
9. People with disability 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 disability who reside in the metropolitan area.
10. People with disability have a right to an environment free from neglect, abuse, intimidation and exploitation.

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<sup>2</sup> *Disability Services Act 1993 (WA)* Schedule 1

## Appendix C

### Disability Access and Inclusion Plan (DAIP) Feedback Form

To complete the feedback from online click [here](#)

<b>1. Have you experienced any barriers to access that MHC has not identified in the DAIP 2022-2026?</b>			
Situation:			
Reason for Difficulty:			
<b>2. Is there an initiative in the DAIP that you would like to compliment the MHC on?</b>			
Initiative:			
Why do you think it is a good initiative?			
<b>3. Do you have any other comments or suggestions on how the department can improve access to its services, information or facilities?</b>			
Comments:			
<b>4. To help us review your feedback, please select from the below list which category best describes your interest in the MHC's DAIP 2022-2026</b>			
Category:		Choose an item.	
<b>5. Please provide your contact details below if you would like to be kept informed of any changes to the MHC's DAIP:</b>			
Name:		Email:	
Address:		Phone:	

Please send your feedback to:

Via Mail:

Disability Access and Inclusion Plan  
Governance and Corporate Services  
Mental Health Commission  
GPO Box X2299  
PERTH BUSINESS CENTRE WA 6847

Via email:

[ContactUs@mhc.wa.gov.au](mailto:ContactUs@mhc.wa.gov.au)

Via phone:

6553 0600



Government of **Western Australia**  
**Mental Health Commission**

This document is available in alternative formats upon request including hard copy in standard or large format, electronically by email, in audio format on CD and on our [website](#).

GPO Box X2299, Perth  
Business Centre WA 6847

Level 1, 1 Nash Street  
Perth WA 6000

T (08) 6553 0600

**[mhc.wa.gov.au](http://mhc.wa.gov.au)**

