

CURRICULUM COUNCIL

DISABILITY ACCESS AND INCLUSION PLAN (DAIP) 2007–2011

This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.

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INTRODUCTION

This Disability Access and Inclusion Plan (DAIP) has been developed to ensure people with disabilities can access the services and facilities provided by the Curriculum Council.

The plan will be reviewed, amended as required and will build on the achievements and obstacles identified.

The Disability Access and Inclusion Plan includes:

- information on the Curriculum Council's facilities and services
- a policy statement about our commitment addressing the issue of access for people with disabilities, their families and carers
- a description of the process used to consult with our customer service staff regarding services to people with disabilities and consultation with the Disability Services Commission
- the identification of objectives and strategies to overcome barriers that people with disabilities might experience accessing the services of the Council
- expected timelines and persons responsible for the proposed strategies
- a method of review and evaluation for the plan
- information about how the plan is being communicated to staff and people with disabilities.

BACKGROUND

Curriculum Council

The Curriculum Council provides services primarily to schools. The goal of the Council is to set curriculum policy directions for kindergarten to Year 12 schooling in Western Australia. The Council develops and implements a *Curriculum Framework*, develops and accredits courses of study for post-compulsory schooling, as well as assessing and certifying student achievement. Services are provided from leased sites in Osborne Park.

Functions, facilities and services (both in-house and contracted) provided by the Curriculum Council

The Curriculum Council provides:

- **Curriculum implementation and maintenance** – the development and implementation of a *Curriculum Framework* for schooling which, taking account of the needs of students, sets out the knowledge, understandings, skills, values and attitudes that students are expected to acquire.
- **Course development and approval** – the development and accreditation of courses for senior secondary schooling.
- **Student assessment and certification** – the assessment and certification of student achievement.

More detail about the Curriculum Council is available on our website at www.curriculum.wa.edu.au.

The Council serves:

- students from kindergarten to Year 12 in every school (government and non-government) in WA and their teachers.
- parents, school administrators, representative bodies of the educational sector and systems, including the Department of Education and Training (DET), the Catholic Education Office (CEO) and the Association of Independent Schools of WA (AISWA), training institutions and universities, and the community of Western Australia.

Planning for better access and inclusion

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6 per cent of Australians or more than one in five people, identify themselves as having some form of disability. Eight per cent of Australians of school age (5-17) are identified as having a disability (ABS- Australian Social Trends, 2000).

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

Other legislation underpinning access and inclusion includes the *WA Equal Opportunity Act 1984* and the Commonwealth *Disability Discrimination Act 1992* (DDA). While action plans are not compulsory under the DDA, they can assist organisations to become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for an action plan.

Progress since 1995

The Curriculum Council is committed to facilitating the inclusion of people with disabilities through the improvement of access to its functions, facilities and services. Towards this goal, the Council adopted its first Disability Service Plan (DSP) in 1995 to address the barriers for people with disabilities wanting to access the Council's functions, facilities and services. The DSP addressed both its statutory requirements under the *WA Disability Services Act 1993* and its obligations under the Commonwealth *Disability Discrimination Act 1992*. The DSP has undergone three internal reviews since 1995.

Since the adoption of the initial DSP, the Council has implemented many initiatives and made significant progress towards better access and inclusion.

ACCESS AND INCLUSION POLICY STATEMENT FOR PEOPLE WITH DISABILITIES, THEIR FAMILIES AND CARERS

The Curriculum Council is committed to:

- ensuring that people with disabilities, their families, carers and associates are able to fully access the range of Council functions, facilities and services (both in-house and contracted), providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.
- ensuring that people with disabilities are given the opportunity to make the most of their educational opportunities.
- recognising that people with disabilities are valued members of the community who make a variety of contributions to social, economic and cultural life.
- consulting with people with disabilities, their families, carers and associates, and where required, relevant community groups and organisations to ensure that barriers to access and inclusion are addressed appropriately.
- ensuring that its agents and contractors work towards the desired access and inclusion outcomes in the DAIP.

The Curriculum Council is committed to achieving the six desired outcomes of its DAIP. These are:

1. people with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Council.
2. people with disabilities have the same opportunities as other people to access the buildings and other facilities of the Council.
3. people with disabilities receive information from the Council in a format that will enable them to access the information as readily as other people are able to access it.
4. people with disabilities receive the same level and quality of service from the staff of the Council as other people.
5. people with disabilities have the same opportunities as other people to make complaints to the Council.
6. people with disabilities have the same opportunities as other people to participate in any public consultation by the Council.

DEVELOPMENT OF THE DISABILITY ACCESS AND INCLUSION PLAN (DAIP)

Responsibility for the planning process

A joint Disability Access and Inclusion Planning Committee of the Curriculum Council (CC) and Department of Education Services (DES) was established in September 2006 comprising one representative from each section of the Council and the Department. This joint Committee was responsible for overseeing the initial development of a combined CC/DES plan for the period 2007-11. Subsequently, as a result of a number of changes within the Council and the Department, the joint DAIP Committee separated and individual committees will now finalise each DAIP and be responsible for monitoring and evaluating the plans. The Council also established a working party of four representatives to examine obligations in relation to the Disability Standards in Education formulated under the Commonwealth *Disability Discrimination Act 1992* to ensure they were included in the DAIP.

Community consultation process

In October 2006, planning for the consultation process began both internally in both organisations and through public consultation.

The *Disability Services Act 1993* requires all State Government agencies to call for submissions (either generally or specifically) by notice in a state-wide newspaper or on any website maintained by or on behalf of the State Government agency. In adherence to this, in April 2007, the joint CC/DES Committee informed all interested stakeholders and the public of the opportunity to provide submissions. Public notices were placed in *The West Australian* newspaper, the Consult WA website and on the CC and DES websites.

Findings of the consultation

Two submissions were received following the public consultation period. They were provided by:

The Foundation for Social Inclusion Inc
Dr Robert Jackson of Include Pty Ltd.

Both submissions provided recommendations to be considered by the DAIP committee for specific tasks to be undertaken in the implementation plan. In particular this related to reviewing access and inclusion for students with disabilities and how this is represented in curriculum policies and materials.

Responsibility for implementing the DAIP

It is a requirement of the *Disability Services Act* that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Accordingly, some actions in the implementation plan will apply to all areas of the Council while others may apply to a specific area. The implementation plan sets out who is responsible for each individual action under each broad strategy. The DAIP Committee will guide the overall implementation of the plan in consultation with Corporate Executive.

The Council will inform 'agents and contractors' of their responsibilities under the DAIP and will continue to encourage best practice in the accessible provision of services to people with disabilities.

Communicating the plan to staff and people with disabilities

When the DAIP is finalised it will be formally endorsed by the Executive of the Council. It will be made available to all staff and the community through the intranet and internet website at www.curriculum.wa.edu.au. It will also be promoted through the *West Australian* newspaper, as required by the *Disability Services Act*.

As plans are amended, both the staff and the community will be advised of the availability of updated plans through the same process. The plan will be available upon request in alternative formats such as large print, electronic format (disc or email) and audio.

Review and evaluation mechanisms

The *Disability Services Act 1993* sets out the minimum review requirements for the Council in relation to DAIPs. The Council's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan will be updated annually to reflect progress and address remaining access and inclusion issues. As and when the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Review and Monitoring:

- The DAIP Committee will meet every four months in the first year, and as required thereafter, to review progress on the implementation of DAIP strategies.
- A review report of what has been achieved through the Council DAIP 2007–11 will be included in the DAIP 2012–16, to be submitted in 2012.
- A description of DAIP activities undertaken will be included each year in the Curriculum Council Annual Report.
- The DAIP Committee will prepare the DAIP progress report which is required to be submitted to the Commission each year. This report will be aggregated with the progress reports of other public authorities to provide a State-wide DAIP progress report for the Minister for Disability Services.

Evaluation:

- Any reports on the disability access and inclusion implementation process will be endorsed by the Council Executive.
- Once a year, before 31 July, Council will provide advice regarding the progress of the DAIP as requested by Disability Services Commission.
- The DAIP will be placed on Council's website and will monitor any and all feedback received.
- Council staff will be requested to provide feedback on the progress of the strategies and to make suggestions for improvement.

REPORTING ON THE DAIP

The *Disability Services Act 1993* sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The Council will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Disability Service Commission by 31 July each year outlining:

- progress towards the desired outcomes of its DAIP
- the progress of its agents and contractors toward meeting the six desired outcomes
- the strategies used to inform agents and contractors of the DAIP.

Strategies to improve access and inclusion

As a result of the consultation process, the following overarching strategies will guide tasks, reflected in the implementation plan, that the Curriculum Council will undertake from 2007-2011 to improve access to their services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Curriculum Council.

| Strategy | Timeline |
|--|--|
| 1.1 Establish a Disability Access and Inclusion committee to guide and monitor implementation of DAIP activities. Members of the DAIP to contribute to Council reference groups in order to promote accessibility. | October 2006 and ongoing |
| 1.2 Provide opportunities for people with disabilities to comment on access to services and advice provided by the Council. | Completed and ongoing review |
| 1.3 Planning to ensure events are accessible for people with disabilities. | Completed and ongoing review |
| 1.4 Ensure that agents and contractors are aware of their requirements under the DAIP. | As appropriate |
| 1.5 Ensure that the 'Disability Standards for Education 2005' are complied with in the policies and procedures developed by the Curriculum Council. | Completed and reviewed annually in May |

Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Curriculum Council.

| Strategy | Timeline |
|---|------------------------------|
| 2.1 Ensure, as far as practical, that all current buildings have facilities which are physically accessible to people with disabilities. | Completed and ongoing review |
| 2.2 Ensure, as far as is practical, that all future premises leased by the Council and other infrastructure are accessible to people with disabilities. | As required |
| 2.3 Ensure adequate ACROD parking to meet the needs of people with disabilities in terms of quantity and location. | Completed and ongoing |

Outcome 3: People with disabilities receive information from the Curriculum Council in a format that will enable them to access the information as readily as other people are able to access it.

| Strategy | Timeline |
|---|------------------------------|
| 3.1 Improve community awareness that Council information can be made available in alternative formats on request. | Completed and ongoing |
| 3.2 Ensure the Council's websites (including the intranet) meets contemporary good practice. | Completed and ongoing review |
| 3.3 Ensure all documents are easily accessible and written in language appropriate to their target audience. | Completed and ongoing review |

Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Curriculum Council as other people.

| Strategy | Timeline |
|---|------------------------------|
| 4.1 Raise staff awareness of disability and access issues and improve skills to provide good service to people with disabilities. | Completed and ongoing review |
| 4.2 Improve the awareness of new Council staff about disability and access issues. | Completed and ongoing review |
| 4.3 Provide training for direct service staff (including front desk reception staff) to provide a good service to people with disabilities. | Completed and ongoing review |

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Curriculum Council.

| Strategy | Timeline |
|--|------------------------------|
| 5.1 Review the various complaints processes to ensure they are clearly stated and easily accessible to meet the needs of people with disabilities. | Completed and ongoing review |
| 5.2 Ensure staff are trained and motivated to provide pro-active service so they can facilitate the receipt of complaints from people with a disability. | Completed and ongoing review |

Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the Curriculum Council.

| Strategy | Timeline |
|---|-----------------|
| 6.1 Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes. | Annually in May |
| 6.2 Review with the aim to improve awareness and access for people with disabilities to the established consultative processes of the Curriculum Council. | Ongoing |

IMPLEMENTATION PLAN

The implementation plan itemises what the Curriculum Council will be undertaking to improve access to its services, information and facilities for people with disabilities.

The implementation plan is presented using a table to outline the:

- broad strategy that the individual tasks are supporting
- individual tasks being undertaken
- timeline for completion of the individual tasks
- the officer positions or section of the Council with responsibility for completing the individual tasks.

| Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Curriculum Council. | | | |
|--|--|---|---|
| Strategy | Task | Task Timeline | Responsibility |
| 1.1 Establish a Disability Access and Inclusion Committee to guide and monitor implementation of DAIP activities. | <ul style="list-style-type: none"> • Members of the DAIP to meet regularly to monitor implementation and review plan. | From October 2006 as required - ongoing | Chief Executive Officer |
| 1.2 Provide opportunities for people with disabilities to comment on access to services and advice provided by the Curriculum Council. | <ul style="list-style-type: none"> • The DAIP will be placed on Council's website and will monitor any and all feedback received. | March 2008 and ongoing | Chief Executive Officer to delegate responsibility (Communications manager and compliance officer) |

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Curriculum Council.

| Strategy | Task | Task Timeline | Responsibility |
|--|---|---|---|
| <p>1.3 Planning to ensure Council events (meetings, workshops, and information sessions) are accessible for people with disabilities.</p> | <ul style="list-style-type: none"> • All events are planned using a standard events checklist. For example: <ul style="list-style-type: none"> • provide information about disability access on all event information • schedule meetings at other locations with ground floor or lift access as required • audit meeting venues to ensure meeting venues have wheelchair access. • Raise awareness of Council staff to consider the needs of all people in the planning of events. This would include access to the venue, comfort facilities and dietary needs. • Investigate feasibility of providing hearing loops or other hearing assistive devices in meeting rooms at new premises. | <p>Checklist completed June 2008 and ongoing</p> <p>February each year</p> <p>Investigated September 2008 – not feasible in current building (see file SM0149 Vol 2 folios 58-59)</p> | <p>Chief Executive Officer to delegate responsibility</p> <p>Communications Manager and Compliance Officer</p> <p>Director Corporate Services</p> |
| <p>1.4 Ensure that agents and contractors are aware of their requirements under the DAIP.</p> | <ul style="list-style-type: none"> • Provide a copy of the DAIP to auditors and contractors as part of their induction/training and included in the contract files. • Respond to queries from auditors and contractors as required. | <p>As appropriate (see doc 2008/37878)</p> | <p>Director Corporate Services</p> |
| <p>1.5 Ensure that the 'Disability Standards for Education 2005' are complied with in the policies and procedures developed by the Curriculum Council.</p> | <ul style="list-style-type: none"> • Ensure that there is a process in place for appropriate people to review draft policies and procedures. | <p>Policies in place across agency and are being complied with as at May 2009. To be reviewed annually in May.</p> | <p>Compliance Officer</p> |

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Curriculum Council.

| Strategy | Task | Task Timeline | Responsibility |
|-----------------|-------------|----------------------|-----------------------|
| | | | |

Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Curriculum Council.

| Strategy | Task | Task Timeline | Responsibility |
|--|---|--|---|
| 2.1 Ensure adequate ACROD parking to meet the needs of people with disabilities in terms of quantity and location at all Council offices. | <ul style="list-style-type: none"> • Ensure that the parking bays for the disabled remain for the exclusive use of people with disabilities. • Ensure appropriate staff are aware of the need to monitor use of the disabled parking bay. | <p>Ongoing</p> <p>Ongoing</p> | <p>Director Corporate Services</p> <p>Director Corporate Services</p> |
| 2.2 Ensure, as far as practical, all buildings currently leased have facilities which are physically accessible to people with disabilities. Make alternative arrangements for meetings where necessary. | <ul style="list-style-type: none"> • Ensure access pathways and entrance to building remains clear of obstructions. • Conduct audit to make sure Information Services facilities (computers /phones /photocopiers) are in accessible locations. • Look to making the current building at #27 more user friendly by enhancing the reception area. • Schedule meetings in 27 Walters Drive as this building has lift and automatic doors (not at 24 or 28). | <p>Ongoing (see OSH Compliance file SM0147)</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> | <p>Director Corporate Services</p> <p>Director Corporate Services</p> <p>Director Corporate Services</p> <p>Support staff booking meeting rooms</p> |
| 2.3 Ensure, as far as is practical, that all future premises leased by the Curriculum Council are accessible. | <ul style="list-style-type: none"> • Executive be made aware of the future need for disabled access when considering new premises. | <p>Ongoing</p> | <p>Chief Executive Officer and Director Corporate Services</p> |

Outcome 3: People with disabilities receive information from the Curriculum Council in a format that will enable them to access the information as readily as other people are able to access it.

| Strategy | Task | Task Timeline | Responsibility |
|--|---|---|--|
| 3.1 Improve community awareness that Council information can be made available in alternative format on request. | <ul style="list-style-type: none"> Ensure alternate means are available to provide information from the website, such as by phone, hardcopy or email. | Completed June 2008 | Communications |
| 3.2 Ensure the CC websites (including the intranet) meet contemporary good practice. | <ul style="list-style-type: none"> Ensure that all forms and applications are available electronically. Continue to monitor website content and accessibility to ensure compliance with State Government Access Guidelines. Ensure that website documents can be accessed by the vision impaired using software such as a zoom text magnifier or Microsoft Reader (or similar software). | Completed February 2008 and ongoing Completed June 2008 and ongoing Completed June 2008 and ongoing | Manager, Office of CEO and Communications and Information Services |
| 3.3 Ensure all documents are easily accessible and written in language appropriate to their target audience. | <ul style="list-style-type: none"> Adopt State Government Access guidelines for information, services and facilities and incorporate into general practice. Provide large copy printed material on request. | ongoing As required (refer to guidelines ???) | Manager, Office of CEO and Communications and Information Services |

Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Curriculum Council as other people.

| Strategy | Task | Task Timeline | Responsibility |
|---|---|--------------------------------------|--|
| 4.1 Raise staff awareness of disability and access issues and improve skills to provide good service to people with disabilities. | <ul style="list-style-type: none"> Raise awareness by briefing staff at appropriate meetings and via intranet. | Ongoing | Director Corporate Services and managers/directors |
| 4.2 Improve the awareness of new staff of the Curriculum Council about disability and access issues. | <ul style="list-style-type: none"> Incorporate a section on disability access and inclusion in the staff induction package. | Ongoing | Compliance Officer |
| 4.3 Provide training to improve skills of direct service staff (including reception staff) to provide a good service to people with disabilities. | <ul style="list-style-type: none"> Review the way we communicate with different audiences for more effective ways to reach them. | March 2008 and Ongoing | Director Corporate Services |

| Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Curriculum Council. | | | |
|--|--|--|---|
| Strategy | Task | Task Timeline | Responsibility |
| 5.1 Review the various complaints processes to ensure they are clearly stated and easily accessible for people with disabilities. | <ul style="list-style-type: none"> Review and update as required, current complaints policies and guidelines to ensure they are accessible for people with disabilities. Review current access to ensure that we provide the most efficient access to information on websites about how to make a complaint. | <p>Completed May 2008 Reviewed September 2009 and ongoing</p> <p>Completed Reviewed May 2008 and ongoing</p> | <p>Director corporate services</p> <p>Manager, Office of CEO and Communications</p> |
| 5.2 Ensure staff are trained and motivated to provide pro-active service so that they can facilitate the receipt of complaints from people with a disability | <ul style="list-style-type: none"> Provide refresher training to staff handling complaints on ways to meet needs of people with disabilities. | Ongoing | Director corporate services |

| Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation the Curriculum Council undertakes. | | | |
|---|--|---|--------------------------------|
| Strategy | Task | Task Timeline | Responsibility |
| 6.1 Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes. | <ul style="list-style-type: none"> Establish monitoring processes. DAIP committee to monitor and evaluate implementation plan and provide regular reports to Corporate Executive. Report on progress of DAIP strategies annually. Update plan and strategies accordingly. | <p>October 2007 Six monthly reports</p> <p>Annually As required</p> | DAIP Committee |
| 6.2 Improve awareness and access for people with disabilities to the established consultative processes of the Curriculum Council. | <ul style="list-style-type: none"> Provide information about disability access on all consultation information and communicate details of consultations in a variety of formats. | Ongoing | Corporate Executive |



DAIP FEEDBACK FORM

The Curriculum Council is interested in your feedback and comments regarding its Disability Access and Inclusion Plan (DAIP). Your feedback will be welcome at any time and will be treated with the strictest confidence.

1. Have you experienced any barriers to access that we have not identified in the DAIP?

Situation

.....
.....

Difficulty

.....
.....

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

Initiative

.....
.....

Why do you think it is a good initiative?

.....
.....

3. Do you have any other comments or suggestions as to how we can improve access to our services, information or facilities?

.....
.....
.....

4. To help us analyse your comments, please tick which category best describes your interest in our Disability Access and Inclusion Plan 2007-2011

- Customer with a disability*
- Carer*
- Disability service provider*
- Other (please specify)*
- Curriculum Council staff member*
- Curriculum Council contractor*
- Curriculum Council service provider*

Please return your completed response to:
Curriculum Council
27 Walters Drive
OSBORNE PARK WA 6017

Fax: (08) 9273 6301

THANK YOU FOR YOUR PARTICIPATION.