DISABILITY ACCESS AND INCLUSION PLAN
2011 – 2016

This plan is available in alternative formats upon request including electronic format, hardcopy in both standard and large print, audio format, by email and on the website.
Background

West Coast Institute of Training developed this Disability Access and Inclusion Plan (DAIP) to ensure people with disability are given equal opportunity to participate in and contribute to the activities provided by the college. West Coast Institute of Training is committed to bringing about systematic change that seeks to eliminate any discrimination on the grounds of disability. This Plan will assist West Coast Institute to capture the intent of its strategic vision.

Vision: Our students have world class skills.

DAIP is subject to annual review in order to ensure that the Disability Services Commission and the Department of Training and Workforce Development disability outcomes are addressed and new priorities incorporated as required.

Statement of Commitment

In order to achieve its mission West Coast Institute identified the core values of Ethics, Accountability, Continuous Improvement and Customer Satisfaction as the basis of its dealings. These values are reflected in the Institute's policies in providing support for persons with disability to ensure equal access to high quality, relevant and up to date vocational education.

West Coast Institute of Training is committed to fulfilling its community obligations and legal requirements as required by the Western Australian Equal Opportunity Amendment Act (1988) the Disability Services Act (1993), and the Commonwealth Disability Discrimination Act (1992) and the Disability Standards for Education 2005 in ensuring that people with disability can access and participate in the facilities and services it provides.

West Coast Institute of Training promotes:

- Non-discrimination on the grounds of a person’s disability
- An environment free from harassment
- Equality of opportunity
- Bias free communication
Key Outcomes of The DAIP

The DAIP has the following key outcomes:

- To ensure that existing services meet the needs of people with disability.
- To improve access to facilities and buildings.
- To provide information about programs and services in formats that acknowledge the communication needs of people with disability.
- To maintain high levels of awareness and understanding in staff concerning the needs of people with disability in delivering services and programs.
- To provide an environment where people with disability can participate in relevant decision-making processes within the college.

Access and Equity Policy

West Coast Institute of Training aims to create a workplace and training environment that reflects equal opportunity principles.

West Coast Institute of Training desires that all employees and students are treated with fairness, respect and dignity; and have equal access to all entitlements provided for students; are provided with a supportive learning environment that includes the ability to achieve high standards of training and results in an inclusive environment with inclusive materials.

West Coast Institute of Training desires the elimination all forms of discrimination while providing opportunities, fair working conditions and equitable chances for promotion.

West Coast Institute of Training provides employees and students equal access to the Institute’s courses, equipment, facilities and services on a needs basis where practical and possible.
West Coast Institute's Disability Access and Inclusion Policy includes the following objectives:

- To treat each other with respect and dignity
- To make judgements and assessments genuinely based on fairness
- To value the differences and diversity in people
- To eliminate unfair and inappropriate barriers.
- To provide appropriate means to address discrimination and harassment, and
- To provide opportunities for flexibility in meeting organisational requirements.

Definitions

Disability

West Coast Institute of Training acknowledges the definition of disability as defined by the Disability Discrimination Act (1992), which includes physical, sensory, psychiatric, intellectual and neurological disabilities, physical disfigurement and the presence in the body of organisms causing or capable of causing disease. It includes disabilities that presently exist, previously existed, may exist in the future or are imputed to a person.

Reasonable Accommodation

West Coast Institute of Training has embraced the concept of reasonable adjustment or accommodation to ensure the equity of treatment for people with disability. The concept of reasonable adjustment covers facility design, delivery and assessment. In applying this principle, academic, support and administrative staff are expected, wherever possible, to consider the individual’s special needs and make appropriate adjustments to the organisational, learning and physical environment to lessen the impact of the impairment.
Service Provision & Support Service Networks

Service Provision

West Coast Institute of Training employs a full-time Disability and Student Support Coordinator, a full-time Disability Support Officer and casual staff as necessary to provide information, support and services to students, staff and potential clients with disability. The services provided by these staff are aimed at ensuring equality of opportunity for all client groups with disability.

Facilities provided across all campuses for students with disability include ACROD parking, accessible toilets and level entries. Specific assistance is tailored to meet individual needs. The Institute continues to meet the educational needs of students with disability through both accommodation and modifications to course delivery, assessment methods, furniture and equipment and by providing appropriate support staff such as interpreters, note takers and tutors.

Support Service Networks

Special library assistance, including audio and large print resources are provided where available. There is a large collection of resource available in electronic format. The Institute uses relevant support networks to cooperate with other specialist agencies to support student's educational endeavours.

The following service networks are provided at West Coast Institute to support the delivery of programs and courses for students with disability:

Learning and Delivery Support

- Learning Resource Centre maintains a collection of relevant printed and audio-visual reference materials. On-line information, databases, computer technology and free Internet access is also available to the students in the StudentCentro. Captioned off-air recordings are available through ClickView which enables students to download this material to view anytime. Laptop computers with adaptive technologies are available for loan.

- Bookshop available face to face and on online which supplies the recommended texts and equipment.

- Canteen and Deli providing refreshment options catering for full and part time students.
Flexible course completion process that suits some students with disability. The Flexible Learning option allows students:

- Flexibility to learn at your own pace, either on campus or at home in certain courses.
- Attend College during extended open hours.
- Comprehensive induction sessions (introduction to Campus facilities, resources and facilitators).
- Specialised learning areas and facilities with a wide range of resources to support learning.
- Professional and dedicated facilitators and support staff to assist in the learning experience.
Specialist Support Services

The following specialists provide assistance when necessary:

- Disability and Student Support Coordinator
- Career Services Officer
- Disability Support Officer
- Aboriginal Support Officer
- Student Academic Support
- Student Services Officers
- Computer Software Help Desk
- International Student Coordinator
- Librarian
- Library Technical Officers

Outcomes

West Coast Institute of Training is committed to achieving the following outcomes as identified by the Disability Services Commission.

Outcome One:

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

Specifically West Coast Institute of Training

- Maintains a Disability Access Committee to guide the implementation of the Disability Access and Inclusion Plan outcomes.
- Monitors implementation of the DAIP to ensure equitable access to services by people with disability is achieved.
- Maintains vigilance against barriers that may impinge upon people with disability.
Maintains policies and practices consistent with the Disability Discrimination Act (1992) and West Coast Institute of Training’s policy on access and equity.

Undertakes ongoing research within the region to determine the vocational training, employment, training issues and needs of people with disability.

Ensures that public events and promotions, including those held off site, are fully accessible to people with disability.

Ensure that where training programs or special events are conducted off site, including those contracted by other providers, are fully accessible to people with disability.

Outcome Two:

People with disability have the same opportunities as other people to access the buildings and facilities of a public authority.

Specifically West Coast Institute of Training:

Ensures all new, and modifications to existing, buildings comply with the Australian Standards for Access and Mobility including the enhanced Standards where practical.

Ensures premises leased or used by West Coast Institute of Training subsequent to the adoption of the DAIP comply with the Australian Standards for Access and Mobility including enhanced standards where practical.

Ensures the needs of people with disability are considered when purchasing relevant furniture and equipment.

Outcome Three:

People with disability receive information about services and programs in formats that will enable them to access the information as readily as other people are able to access it.

Specifically West Coast Institute of Training:

Provides information about West Coast Institute’s services and facilities that is written in clear concise language and is available in alternate formats on request.

Advertises the availability of information in alternative formats in advertisements and in all publications.
Ensures that clients with disability have access to course texts, notes and all other information in alternative formats when available.

Strive to achieve a website that meets contemporary good practice.

Outcome Four:

People with disability receive the same level and quality of service from staff of a public authority as other people receive from staff of that public authority.

Specifically West Coast Institute of Training:

- Provides training to all staff to maintain awareness of the needs of people with disabilities and to ensure staff are equipped with the skills to make equitable provision for individuals with disability.
- Provides staff induction programs that include information concerning the needs of people with disability and ways of providing equitable provision for these clients.

Outcome Five:

People with disability have the same opportunities as other people to make complaints to a public authority.

Specifically West Coast Institute of Training:

- Ensures current grievance mechanisms are accessible to people with disability including the availability forms in alternate formats.
- Advises clients of the support available for people with disability allowing them to participate in the consultation or complaints processes.

Outcome Six

People with disability have the same opportunities as other people to participate in public consultations, and decision-making processes.

Specifically West Coast Institute of Training:

- Provides and promotes various means for clients to provide feedback on the College's performance against The Plan's stated outcomes.
West Coast Institute of Training’s committees strive to include at least one person as a representative of people with disability or a person with professional knowledge of the issues facing people with disability.

Method of Review and Evaluation of The Plan

The DAIP will be reviewed every five years in accordance with the Act. However, in recognition of the ever changing nature of the requirement, the Institute will review and amend the DAIP on an ongoing basis. The following methods have been identified as mechanisms to review and evaluate West Coast Institute’s performance against the outcomes.

- The Disability and Student Support Coordinator shall report in the Institute’s Annual Report on strategies and achievement of outcomes against the DAIP. As part of a consultative process information is to be collected each semester. This information will be obtained from relevant student feedback processes and collated for use in making continuous improvements to the operations of disability services for students.

- As part of the Annual College student satisfaction survey, questions shall be included to capture responses relating to the Institute’s performance against the outcomes and to seek input on enhancements or additional services that may be required.

- West Coast Institute shall submit status reports to, and as required by, the WA Disability Services Commission, outlining performance against the six outcomes prescribed by the Commission.

- West Coast Institute shall report annually to, and as required by, the Department of Training and Workforce Development. The report shall serve as an additional opportunity to evaluate achievement against outcomes and to highlight areas of concern needing future funding. The report shall be used to establish benchmarks for continued service improvement.
Communication of the DAIP to Stakeholders

The outcomes of the DAIP shall be incorporated in planning and achieving academic objectives by relevant sections of West Coast Institute of Training.

External bodies requiring a copy of the DAIP for legislative or administrative purposes have been identified and provided a copy of the DAIP. The DAIP is available for student and public access.

The DAIP shall be available in alternative formats on request.

The following stakeholders have been identified and the mechanisms for communication established.

- West Coast Institute library shall catalogue and hold a current copy of the DAIP.
- A current copy of the DAIP shall be maintained in the Institute’s TRIM-filing system.
- A current copy of the DAIP shall be maintained in the Resources section on the Institute’s Intranet site.
- Program Managers shall be provided with a copy of the DAIP and specifically include reference to it in orientation publications produced for students.
- Institute contracts shall require contractors to provide services to persons with disability at a level commensurate with or exceeding the requirements of the DAIP. Contractors shall be provided a copy of the DAIP on request.
- A current copy of the DAIP shall be maintained on West Coast Institute’s Website.
- Both staff and student induction programs shall make specific reference to the DAIP and its relevance for students with disability.
Disability Access Committee Members

Disability and Student Support Coordinator (person with disability)

Disability Support Officer (person with disability)

Career Services Officer

Lecturer - Foundation Studies

Student (person with disability)
Outcome One:

People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.

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<tr>
<th>Strategy</th>
<th>Task</th>
<th>Timeline</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>Maintain a Disability Access Committee to guide the implementation of</td>
<td>Maintain a working group to oversee the implementation of the</td>
<td>Ongoing</td>
<td>Disability and Student Support</td>
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<tr>
<td>the Disability Access and Inclusion Plan activities.</td>
<td>Disability Access and Inclusion Plan. This group to be representative</td>
<td></td>
<td>Coordinator</td>
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<td></td>
<td>of people with disabilities.</td>
<td></td>
<td>Disability Support Officer</td>
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<tr>
<td></td>
<td>Monitor the Access and Inclusion Plan to ensure that it supports</td>
<td>March June September</td>
<td>Disability and Student Support</td>
</tr>
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<td></td>
<td>equitable access to services by people with disabilities.</td>
<td>December (Every Year)</td>
<td>Coordinator</td>
</tr>
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<td></td>
<td>Maintain quarterly meetings of Disability Access Committee to</td>
<td></td>
<td>Disability Support Officer</td>
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<td>ensure that plan is adhered to and set goals are being met.</td>
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<tr>
<td>Respond in a flexible manner to minimise and eliminate any barriers</td>
<td>Ensure that staff undertake regular staff development so they are up</td>
<td>PRN When relevant</td>
<td>PACD Coordinator</td>
</tr>
<tr>
<td>that may impinge upon people with disabilities.</td>
<td>to date and aware of all and any solutions to minimise barriers</td>
<td>training is available.</td>
<td>Disability and Student Support</td>
</tr>
<tr>
<td></td>
<td>Review of current policies and procedures and monitoring of all new</td>
<td>December (Yearly)</td>
<td>Coordinator</td>
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<td></td>
<td>policies</td>
<td></td>
<td>Disability Support Officer</td>
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<tr>
<td>Ensure that all policies and practices are consistent with the</td>
<td></td>
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<td>Policy Owners</td>
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<td>and West Coast Institute of Training policy on access and equity.</td>
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Undertake research within the region to determine the vocational training, employment, training issues and needs of people with disabilities.

Undertake a needs analysis to establish vocational needs

Ongoing

Disability and Student Support Coordinator
Disability Support Officer

Outcome One:

People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.

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<tr>
<td>Ensure that all new contracts governing the provision of services to the public contain a clause relating to the provision of access for people with disabilities.</td>
<td>Examine contracts and establish a clause that ensures that contractors are aware of WCT Disability Access and Inclusion Plan and their need to meet its objectives</td>
<td>Ongoing</td>
<td>Contract Manager</td>
</tr>
<tr>
<td>Ensure that public events and promotions including those held off site are fully accessible to people with disabilities.</td>
<td>Ensure that all events are planned using the Disability Services Commissions Accessible Events Checklist.</td>
<td>Ongoing</td>
<td>Manager, Marketing Services Disability Support Officer</td>
</tr>
<tr>
<td>Ensure that where training programs or special events are conducted off site, including those contracted by other providers, are fully accessible to people with disabilities.</td>
<td>Ensure that all Managers are aware of and use the Disability Services Commissions Accessibility and Accessible Events checklist by posting on College intranet. Ensure contracts with other providers contain a clause making them aware of their obligations</td>
<td>Ongoing</td>
<td>Disability and Student Support Coordinator Information Services All Managers</td>
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Outcome Two:

People with disabilities have the same opportunities as other people to access the buildings and facilities of a public authority.

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<td>Ensure that all buildings, modifications and facilities comply with the Australian Standards for access and mobility including the enhanced Standards where possible.</td>
<td>Undertake an Access Audit Using Disability Service Commissions Access Checklist. Ensure that all future modifications meet standards. Staff training in Disability Access to Premises Standards 2010</td>
<td>Annual audits 2012, 13, 14, 15 16. Ongoing</td>
<td>Disability and Student Support Coordinator Disability Support Officer Manager, Finance and Facilities Maintenance Officer</td>
</tr>
<tr>
<td>Ensure that all future premises leased or used by West Coast Institute of Training are accessible to people with disabilities.</td>
<td>Check that all premises to be leased meet access requirements. Ensure that contracts contain a clause making partners aware of the requirements.</td>
<td>Ongoing</td>
<td>Disability Support Officer. Program Managers Contracts Managers</td>
</tr>
<tr>
<td>Ensure the needs of people with disabilities are considered when purchasing relevant furniture and equipment.</td>
<td>Post accessible checklists on intranet. Make Resource and Audit Committee aware of access needs when approving submissions. Representation on Resource Committee of Disability and Student Support Coordinator</td>
<td>Ongoing</td>
<td>All Managers Manager, Finance and Facilities Resource and Audit Committee Disability and Student Support Coordinator</td>
</tr>
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Outcome Three:

People with disabilities receive information about services and programs in formats that will enable them to access the information as readily as other people are able to access it.

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<tr>
<td>Ensure that information about West Coast Institute's services and facilities is written in clear concise language and is available in alternate formats on request.</td>
<td>Undertake an information access audit using Disability Services Commission’s checklist. Monitor to ensure that all future materials meet standards and yearly reviews</td>
<td>Annual audit 2012, 13, 14, 15, 16 Ongoing</td>
<td>Student Services Supervisors All Managers. Disability Access Committee</td>
</tr>
<tr>
<td>Advertise the availability of information in alternative formats in advertisements and in all publications.</td>
<td>Review materials and ensure they state that materials are available in alternate formats. Create posters to advertise availability in alternate formats.</td>
<td>Annual review 2012, 13, 14, 15, 16 Ongoing</td>
<td>Disability Support Officer Disability and Student Support Coordinator</td>
</tr>
<tr>
<td>Strive to create a West Coast Institute website that meets contemporary good practice.</td>
<td>Review Institute website and check accessibility. Staff to undertake professional development</td>
<td>Review Site Biannual June &amp; Dec</td>
<td>Manager, Marketing Services Disability Support Officer</td>
</tr>
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</table>
Outcome Four:

People with disabilities receive the same level and quality of service from staff of a public authority as other people receive from staff of that public authority.

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<td>Provide training to all staff to ensure that they are aware of the needs of people with disabilities and are equipped with the skills to make equitable provision for them.</td>
<td>Implement a twice yearly staff development workshops one to be run during West Coast’s FLAN week to allow easy access for lecturing staff</td>
<td>April 2012, 13, 14, 15, 16</td>
<td>Disability and Student Support Coordinator PACD</td>
</tr>
<tr>
<td>Ensure that staff induction programs include information concerning the needs of people with disabilities and ways of providing equitable provision for these clients.</td>
<td>Link to DAIP included as part of New staff online induction program review annually</td>
<td>Review Annually</td>
<td>Manager, Workforce Development Disability and Student Support Coordinator</td>
</tr>
</tbody>
</table>
Outcome Five:

People with disabilities have the same opportunities as other people to make complaints to a public authority.

| Strategy                                                                 | Task                                                                 | Timeline                  | Responsibility                               |
|-------------------------------------------------------------------------|                                                                     |                          |                                            |
| Ensure that current grievance mechanisms are accessible for people with disabilities including the availability forms in alternate formats. | Assess current grievance mechanisms to ensure they are accessible to people with disabilities. Promulgate to appropriate staff the availability of forms in alternate formats. | Review Biannually Jan & July | Supervisor, Student Services Program Managers, Disability Support Officer |
| Advise clients that support is available for people with disabilities to participate in consultation or complaints processes. Encourage student participation | Distribute brochures through the StudentCentro detailing the available support. Meet with students to encourage participation | Monthly Feb - Dec | Disability and Student Support Coordinator Disability Support Officer |
Outcome Six:

People with disabilities have the same opportunities as other people to participate in public consultations, and decision-making processes.

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| Provide varied means of receiving feedback from clients on the Institute's progress towards its Disability Access and Inclusion Plan outcomes. | Review feedback form given to students. Invite verbal feedback at student meetings | Ongoing    | Disability and Student Support Coordinator  
Disability Support Officer           |
| Ensure that relevant West Coast Institute of Training’s committees include representation of a least one person with a disability or a person with professional knowledge of disability. | Review of current policies and procedures and development of any policies and procedures necessary to ensure that people with disabilities are represented. | Ongoing    | Committee Chairs                        |