



DISABILITY ACCESS AND INCLUSION PLAN (DAIP) 2023 – 2028



Acknowledgments

ChemCentre acknowledges the input received from staff and many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan (DAIP).

About ChemCentre

ChemCentre traces its origins back to the 1890s and is recognised as the State's premier chemical science facility.

As the State's leading chemistry and forensic science service provider operating under the *Chemistry Centre (WA) Act 2007*, ChemCentre delivers leading chemistry for Western Australia for the benefit of every West Australian. ChemCentre provides excellence and innovation in chemical and forensic science, emergency response and research to support the administration of justice and a safe and prosperous WA.

Introduction

ChemCentre works progressively to improve access and inclusion to its information, services and facilities for people of all abilities. Key actions in accordance with the *Disability Services Act 1993* (the Act) will be implemented in relation to barriers to access, good practices to continue to promote and achieve inclusion, participation and engagement of people of all abilities.

This requirement is aligned with the following legislation, standards, or other reference sources:

- [*Disability Services Act 1993*](#)
- [*Commonwealth Disability Discrimination Act 1992*](#)
- [*Equal Opportunity Act 1984*](#)
- [*National Disability Strategy 2021-2031*](#)
- [*State Disability Strategy 2020-2023*](#)

ChemCentre's DAIP 2023-2028 will be implemented over the next five years and will be monitored and reported on an annual basis in accordance with the Act.

According to the 2021 Australian Census data, the Australian Bureau of Statistics reported that over 120,000 Western Australians identified as requiring assistance with core activities. ChemCentre is committed to eliminating barriers for people with disability to access our information and services.

DAIP Outcomes

ChemCentre is committed to achieving the following seven DAIP outcomes:

Outcome 1 – People with disability have the same opportunities as other people to access the services of, and any events organised by ChemCentre.

Outcome 2 – People with disability have the same opportunities as other people to access the buildings and other facilities of ChemCentre.

Outcome 3 – People with disability receive information from ChemCentre in a format that will enable them to access the information as readily as other people.

Outcome 4 – People with disability receive the same level and quality of service from the staff of ChemCentre as other people receive.

Outcome 5 – People with disability have the same opportunity as other people to make complaints to ChemCentre.

Outcome 6 – People with disability have the same opportunities as other people to participate in any public consultation by ChemCentre.

Outcome 7 – People with disability have the same opportunities as other people to obtain and maintain employment with ChemCentre.

Consultation Strategy

A range of consultation strategies were applied for people to provide comment that were promoted across various platforms.

Internal Consultation

An article to announce the planning process was placed on the intranet and Chronicle inviting input from staff the week commencing 13 February 2023. The draft DAIP was distributed to an internal stakeholder group for initial feedback and review; and published on ChemCentre's intranet the week commencing 13 February 2023 for comment. The ChemCentre Board was also invited to provide input.

Public Consultation

A public notice was placed in The West Australian newspaper on Wednesday 15 February 2023 inviting the public and disability stakeholders to provide input. An opportunity for feedback was also provided via ChemCentre's external website and social media platforms.

Strategies to improve access and inclusion

Following the consultation process, the strategies below will inform actions to improve access to its services, facilities, employment, information, and consultation. The seven desired outcomes provide a framework for improving access and inclusion for people with disability.

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

Strategy	Timeline
Continue to provide opportunities for people with disability, their families and carers, to give feedback on access to services provided by ChemCentre to determine appropriateness and relevance.	Ongoing
Continue to monitor ChemCentre's Equal Employment Opportunity & Diversity and Inclusion Policy and Procedure to ensure it supports equitable access to services by people with disability throughout the various functions of ChemCentre. Ensure our policies do not exclude people from services and promote best practice.	Ongoing
Ensure that appropriate activities organised by ChemCentre are inclusive and accessible to people with a disability and accessibility is included in the promotional material.	Ongoing
Ensure updated accessibility and inclusion information is maintained on our external website.	Ongoing
Opportunities are available for people with disability to comment about access to ChemCentre services or activities	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of ChemCentre.

Strategy	Timeline
Ensure all buildings and facilities continue to be accessible to people with disability.	Ongoing
Ensure an appropriate number of ACROD bays are available to meet the needs of people with disability visiting our premises.	Ongoing
Ensure all future premises leased or held by ChemCentre meet the disability access standards.	Ongoing
Ensure feedback regarding accessibility issues are responded to and actioned appropriately.	Ongoing

Regularly review evacuation procedures to ensure safety of all employees and people with disability	Ongoing
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Outcome 3: People with disability receive information from ChemCentre in a format that enables them to access the information as readily as other people.

Strategy	Timeline
Improve community awareness that ChemCentre information can be made available in alternative formats upon request.	Ongoing
Improve staff awareness of accessible information needs and how to obtain information in other formats.	Ongoing
Ensure that ChemCentre's website meets accessibility compliance and complies with relevant frameworks, with an emphasis upon using text to actively describe the trends displayed in charts.	Ongoing
Ensure Freedom of Information requests are accepted in all formats.	Ongoing

Outcome 4: People with disability receive the same level and quality of service from the staff of ChemCentre as other people.

Strategy	Timeline
Ensure ChemCentre's staff induction raises awareness and knowledge to support people with disability, their families and carers.	Ongoing
Monitor feedback received from new and existing customers from various platforms (i.e. Online feedback form, emails).	Ongoing
Improve the awareness of new ChemCentre staff about disability and access issues through the onboarding process.	Ongoing
Promote ChemCentre's DAIP and its responsibilities to staff.	At least annually
Participate in and promote National Disability Strategy, State Disability Strategy 2020-2023 and Disability Awareness Week message where possible.	At least one event annually

Outcome 5: People with disability have the same opportunity as other people to make complaints to ChemCentre.

Strategy	Timeline
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Continue to maintain an accessible complaint and feedback platform for people with disability, their families and carers.	Ongoing
Encourage staff feedback about any access and inclusion issues and identifying opportunities for improvement.	Ongoing
Continue to ensure that feedback mechanisms are available in formats accessible to people with disability	Ongoing

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

Strategy	Timeline
Ensure access is maintained for people with disability to the established consultative processes of ChemCentre, including the capacity to accept verbal complaints.	Ongoing
Ensure all public consultation is clearly advertised on various platforms.	As required
Where feasible, provide consultation material in alternative formats as required.	As required

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with ChemCentre.

Strategy	Timeline
Monitor and review recruitment practices to ensure recruitment activities are accessible to people with disability.	Ongoing
Provide any reasonable adjustments to support candidates with disability through the recruitment process and employment, if required.	As required
Ensure staff with disability are provided with appropriate development opportunities as part of their Performance and Development Plan.	Ongoing
Provide selection panel training opportunities to ChemCentre employees on interviewing people with disability.	Ongoing

Implementation

Implementation of the DAIP is the responsibility of all areas and staff in ChemCentre. Some actions apply to all of ChemCentre whilst others will apply only to a specific area. The Plan identifies strategies to assist against each action and the DAIP planning committee led by the Human Resources team will guide its implementation.

The approved ChemCentre DAIP 2023-2028 will be published on our external website, social media accounts (LinkedIn and Facebook) and internet page. It will be made available in alternative formats upon request.

Review, monitoring and evaluation

ChemCentre's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and make adjustments for any access and inclusion matters or actions that may arise. Whenever the DAIP is amended, a copy of the amended Plan will be lodged with the Department of Communities.

To review the progress on the implementation of the strategies identified in the DAIP, the DAIP Committee meets regularly and submits status information to Inner Executive.

An annual evaluation of progress against actions is undertaken and the results are published in the Annual Report.