



Disability Access and Inclusion Plan 2017-2021

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This Plan is available in alternative formats upon request including large and standard print, electronically by email, audio format, Braille and on Lotterywest's [website](#).

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1. A message from the CEO

Lotterywest is facing an exciting period of change, and we are rising to meet the challenges of an increasingly competitive and rapidly evolving market.

Our focus is on making our products and services more relevant and accessible to all our customers. We must have inclusion and accessibility at top of mind to be successful.

Meeting the needs of all Western Australians provides considerable rewards; with richer input and experience we become better placed to improve our business.

Technology is the biggest driver of change and provides enormous opportunities to ensure our products and services are available to all people, regardless of disability or other factors that may affect our customer's ability to engage with us and certainly, Lotterywest's new Digital Strategy has a strong emphasis on access and inclusion.

We will continue to aim to provide a seamless and positive experience for customers seeking access to products and services, whether it be players buying products through our retail network, or online, grant customers making applications for support, and visitors to our Head Office in Subiaco.

Through our grants program, Lotterywest is uniquely placed to work with organisations to promote greater access and inclusion across our community. Much of the work we support through our grants program enables organisations to provide support and services to people with disabilities.

Lotterywest is committed to our Disability, Access and Inclusion Plan (DAIP) for 2017-21 which provides a meaningful and achievable roadmap to drive improvements in our service to people with a disability.



Jeremy Hubble

Acting CEO Lotterywest



2. Introduction

About Lotterywest

The Lotteries Commission, trading as 'Lotterywest', is responsible for selling lottery products and distributing the proceeds for the benefit of the Western Australian community.

The Lotteries Commission was established in 1932. It held its first lottery and made its first grants distribution in March 1933. Today, Lotterywest is a highly successful WA organisation and regarded as one of the best performing lotteries globally. Its per capita sales of Lotto are one of the highest in the world.

Lotterywest has a unique role in that it not only has the responsibility for operating the lottery in WA but also has the role of distributing a proportion of the funds raised directly to not-for-profit organisations through Lotterywest grants.

Lotterywest offers a range of lottery products. Lotterywest products are sold through a network of hundreds of independent small businesses across Western Australia, through Lotterywest's Play Online Internet service and mobile app.

Lotterywest aims to grow its business within the principles of corporate social responsibility and continuing to build a better WA through supporting community and charitable organisations.

Our major stakeholders include:

- The WA community
- Our players
- Our retailers
- Our statutory grant recipients:
 - Department of Health
 - Screenwest
 - Perth International Arts Festival
 - The Department of the Arts, Department of Local Government and Communities and Department of Sport and Recreation (will amalgamate into Department of Local Government, Sport and Cultural Industries from 1 July, 2017)
- Our direct grant recipients
- Our workforce

Further information about Lotterywest and the latest Annual Report is available on the website <http://www.lotterywest.wa.gov.au>



Context of the Plan

The Disability Services Act (1993) (the Act) defines 'disability' as any continuing condition that restricts everyday activities. They can be physical, sensory, psychiatric, neurological, cognitive and intellectual.

According to the Australian Bureau of Statistics (ABS), one in six Australians live with a disability. One in 12 have also experienced discrimination as a result of that disability.

The Act requires all public authorities to develop and implement a Disability Access and Inclusion Plan (Plan) that outlines the ways in which the authority will ensure that people with a disability have equal access to its facilities and services.

The five year Plan must provide strategies against seven outcome areas defined in the Act that aim to ensure that people with a disability:

- Have the same opportunities as other people to access services and events organised by Lotterywest
- Have the same opportunities as other people to access the buildings and facilities of Lotterywest
- Receive information in a format that will enable them to access the information as readily as other people are able to access it
- Receive the same level and quality of service from the staff of a public authority as other people receive from the staff of Lotterywest
- Have the same opportunities as other people to make complaints to Lotterywest
- Have the same opportunity as other people to participate in any public consultation by Lotterywest
- People with disability have the same opportunities as other people to obtain and maintain employment with Lotterywest

Our commitment

As a community-focused organisation, Lotterywest is committed to ensuring people with a disability are not disadvantaged in their ability to access the full range of our products, services and facilities.

We will work actively to reduce barriers to participation in our workforce, public consultation and events.

This Plan will ensure we are able to meet that commitment.

We acknowledge our responsibility to meet the requirements of the *Disability Services Act 1993*.

Achievements of the 2012-16 Plan

This Plan seeks to consolidate and build on the achievements of the 2012-2016 Disability and Access and Inclusion Plan which include:

- The design of our new Head Office at 38 Station Street, Subiaco considered the needs of visitors and staff with a disability:
 - Open design with generous corridor widths and office circulation space
 - Wheelchair-friendly reception counter



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- Multiple reception seating options to meet the needs of people of varying mobility
- Emergency evacuation procedures specifically address actions for people with disabilities
- A full review of staff furniture and equipment requirements was undertaken to ensure the workplace meets the requirements of people with varying physical requirements including provision of fully adjustable 'sit-stand workstations', ergonomic chairs and footstools
- An ergonomist was engaged to undertake workstation assessments and adjustments to assist people to adapt safely to the new environment
- A high-level assessment of the accessibility of our digital channels was undertaken to identify barriers to accessibility and improvement opportunities
- A range of design changes resulted, including simplification of screens and buttons and using colour in ways that promote ease of reading
- Consideration of accessibility is now a mandatory requirement for all digital development specifications
- The design of Lotterywest's new retail shop-fit, currently rolling out across the network, was independently assessed to ensure compliance with the requirements of the Building Code of Australia 2015, the Disability Standards 2010 and Disability Discrimination Act 1992
- Invitations to on-site events and retailer training provide visitors with information about accessible parking options and the opportunity to advise us of special access requirements
- Created internal content-sharing group via the social media tool 'Yammer' to encourage awareness and collaboration in regards to accessibility issues and initiatives. The group has been active in posting articles and sharing reference materials and ideas

3. Developing the Plan

In accordance with the Act, Lotterywest reviews its Plan every five years. The most recent review resulted in this Plan for 2017-21.

An implementation plan is developed annually to support the delivery of the strategies outlined in the plan.

Consultation

Prior to commencing the review, the organisation publicly called for feedback through our corporate website and an advertisement in the West Australian newspaper on 24 March 2017. A dedicated phone number and email address were established to receive feedback.

There was no feedback received from the public during the consultation process.

A diverse group of staff from across the business, including people with a disability and carers, were invited to participate in development of the Plan.

An initial workshop provided the framework for the Plan, which was further developed through in-depth consultation and collaboration with teams critical to the Plan's success.



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The key findings of the consultation were:

- While the previous Plan delivered some advances in Lotterywest's approach to access and inclusion, there is room to improve our coordination and commitment
- The biggest opportunities to deliver improvements in accessibility of information, products and services are through digital channels. Lotterywest's Digital Strategy has the potential to embed access and inclusion considerations into the very way we work
- There was recognition that many staff may not have had previous interactions with people with a disability or understand their needs and the challenges they face. This in turn affects our ability to deliver on our organisational commitment to provide excellent service to all of our customers. We can increase our collective capability and awareness through training in how to interact and assist people with disabilities

The draft Plan was distributed to key staff for feedback.

The Plan was approved by the Executive Team.

Implementing the Plan

The Act requires Lotterywest to "take all practicable measures to ensure that the Plan is implemented by the Public Authority, its officers, employees, agents and contractors".

To assist in execution of the Plan, an annual implementation plan will be developed to drive achievements within each outcome area. The implementation plan will outline:

- Activities to be undertaken against the strategies for each outcome area
- Timeline for completion of each activity
- Allocation of responsibility of each activity

The Executive Team will provide leadership and resources to facilitate implementation of the Plan's strategies.

The relevant General Manager is responsible for ensuring actions attributed to their Business Unit are progressed.

The Senior Manager Business Services is responsible for coordinating internal and external reporting against the Plan and is the main point of contact for compliance and reporting.

Communicating the Plan

Lotterywest will promote the Plan, and any amendments to the Plan, through the following:

- Publishing a notice in the West Australian newspaper
- Making the Plan available on the Lotterywest corporate website and Intranet
- Making the Plan available in alternative formats on request

Reviewing and reporting

The annual implementation plan will be evaluated at the end of the period to track progress and, where necessary, adjust activities to ensure they remain relevant and effective for the following reporting period.



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We will report annually to the Disability Services Commission in accordance with reporting requirements, including:

- Progress toward the outcomes of the Plan; and
- Challenges identified in the implementation of strategies

We will also report on implementation of the Plan in our Annual Report.

We will review the Plan every five years, as required by the Act.

Strategies to improve access and inclusion

The following strategies will guide Lotterywest's efforts to improve access and inclusion to services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment.

The annual Implementation Plan details practical and meaningful activities to underpin the successful realisation of these strategies.

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.	
Strategy	Timeline
Providing accessible and inclusive products and services through the retail channel	Ongoing
Providing accessible and inclusive products and services through digital channels	Ongoing
Providing accessible and inclusive events and activities	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.	
Strategy	Timeline
Ensure Lotterywest premises and events are safe and accessible for people with a disability	Ongoing

Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.	
Strategy	Timeline
Provide information in accessible and alternative formats	Ongoing
Ensure disability access and inclusion related information is easily accessible	Ongoing



Provide accessible and inclusive information through digital channels	Ongoing
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Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of a public authority.

Strategy	Timeline
Inspire a cultural shift to embed the objectives of the DAIP into business as usual	Ongoing
Embrace access and inclusion in delivering on the Customer Focused Characteristics	Ongoing
Provide accessible and inclusive products and services through digital channels	Ongoing

Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

Strategy	Timeline
Ensure people have an opportunity to provide feedback (complaints and ideas) on access and inclusion	Ongoing

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

Strategy	Timeline
Ensure consultation and engagement is inclusive and considers the needs of people with disability	Ongoing

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

Strategy	Timeline
Promote Lotterywest as an equal opportunity employer	Ongoing
Ensure employees with disability and carers are provided with support to carry out their employment responsibilities	Ongoing

