



**MAIN ROADS WESTERN AUSTRALIA**

# **Disability Access and Inclusion Plan 2018-2022**

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

# THE MAIN ROADS DISABILITY ACCESS AND INCLUSION PLAN


was produced in recognition that people with disability, their families and carers have the same rights to access our products and services as any other member of the community.





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A close-up photograph of a person's lower legs and feet walking on a sidewalk. The person is wearing blue jeans and dark sneakers with white laces. They are using a white cane with a red section near the tip. The cane is touching a yellow tactile paving strip with a raised, circular pattern. The background is a concrete sidewalk with expansion joints.

**At Main Roads we seek to ensure that our road network links communities and provides efficient access for everyone.**



## MANAGING DIRECTOR'S MESSAGE

I am pleased to present Main Roads Disability Access and Inclusion Plan for 2018-2022.

At Main Roads' we seek to ensure that our road network links communities and provides efficient access to other modes of transport for everyone. By working closely with our Portfolio partners we strive to ensure that we are addressing the needs of people with disability as an integral part of our drive to provide a transport network centred on what our customers need and value.

Our Disability Access and Inclusion Plan (DAIP) was developed on a fundamental premise that people with disability, their families and carers have the same rights to access our services as any member of the community.

We acknowledge that while our DAIP is about meeting the needs of people with disability, provisions for the broader community around universal access have also been addressed.

We consulted extensively with internal and external stakeholders to develop this Plan and I was very pleased, and encouraged, by the feedback and advice we received. We have sought to ensure that your views and aspirations have been captured in the actions identified in the Plan.

I look forward to keeping you updated on our progress over the life of the plan and sharing our achievements as we progress the actions. In closing, I extend an invitation to anyone with suggestions, ideas or feedback on how we can improve access to any aspect of the transport network to contact us directly.

  
Peter Woronzow  
A/Managing Director of Main Roads

# OUR BUSINESS

Since 2010, we have been working together with our portfolio partners, the Department of Transport and Public Transport Authority, to enhance the coordination of our operations. The Transport portfolio isn't just about roads, boats, planes or trains. It's about people. We recognise that transport is an integral part of the everyday lives of all Western Australians.

As portfolio partners we each have different responsibilities, with Main Roads being responsible for the state's highways and main roads. In the context of the DAIP, this includes the construction and maintenance of freeways, major roads, bridges, roadside

rest areas and principal shared paths. We are also responsible for traffic signals, road signs, school zones, road markings, speed zoning and traffic data.

We are one of the largest geographically spread road agencies in the world. Vast distances and sparse populations present complex challenges. We are responsible for more than 18,500 kilometres of road spread over 2.5 million square kilometres, with a matching diversity in climate and road user needs of our customers. Everyone who relies on, or uses the road network is by definition a customer of Main Roads.

## Our Aspiration

To provide world class outcomes for our customers through a **safe, reliable and sustainable** road-based transport system.



## Our Values

form the foundation upon which Main Roads is built. Our values are about us - they represent our culture, guide our behaviour, influence our decision making processes and influence our relationships with each other, our customers and our partners.

### Main Roads values are:

#### Roads Matter

Taking pride in managing the road network for the benefit of the community.

#### Embracing Challenge

Anticipating and taking up challenges.

#### Excellence in Customer Service

Going to extraordinary lengths to understand and provide what is important to our customers.

#### Working together

Striving to enhance relationships and achieve excellence.

#### Professionalism

Providing high levels of expertise and experience in delivery services.

#### Family

Respecting and supporting our customers, the community and each other.

## Our Guiding Principles

A set of **guiding principles** assist us to incorporate our values in everything we do. They underpin the way we operate whilst we set our future direction.



We will strive to improve **sustainability** and **community amenity**.



We will be an **agile** and **responsive** organisation that can prosper in a rapidly changing environment.



We will put the **customer** and their experience at the **centre** of everything we do.



We will develop and invest in leaders that will challenge the status-quo in a real and authentic way.



We will continue to build and maintain strong relationships with the Transport portfolio to achieve better transport outcomes.



We will recognise and cultivate innovation to take up challenges and stay ahead.

# WHAT HAS MAIN ROADS DONE TO IMPROVE ACCESS?

We have implemented a wide range of initiatives ensuring access and inclusion for people with a disability. Some of the more significant achievements include:

- Ensuring all events that we organize are planned in accordance with the Department of Communities: Disability Services Creating Accessible Events
- Ensuring tender documents include information about disability access requirements
- Including disability access as an item in our audit procedures, for example Road Safety Audits
- Ongoing installation of audible and tactile signals and tactile ground surface indicators at appropriate intersections and crossings
- Continual recommendations to local councils on providing audible and tactile signals and tactile ground surface indicators at appropriate intersections and crossings
- Delivery of Disability Awareness Training for metropolitan and regional staff
- Ongoing upgrades to existing road side rest areas to ensure improved access including accessible toilets, hard standing around and between rest area facilities
- Education for key staff on the National Relay Service
- Development of a register identifying staff with fluency in languages other than English, including Auslan
- Access improvements made at our buildings, including installation of accessible toilets and lowered reception desks
- Hosting accessible consultation meetings and ensuring information is accessible in a range of formats
- Ongoing involvement of the Disability Advisory Group in assisting with decision making
- Availability of complaints process information in a range of formats and ability to accept complaints in a variety of ways including online, written and over the phone
- Ongoing installation of Principal Shared Paths as part of developments and redevelopments
- Traffic management conducted by contractors ensures continuous path of travel is considered along footpaths disrupted by works
- Improvements to pathways and crossings such as removal of grab rails at crossing islands
- Access considerations have also been incorporated into project development and design.



# HOW WAS THE DAIP DEVELOPED?

The aim of this DAIP is to guide Main Road's work to ensure equitable access to its buildings, facilities, information, employment, services and events for people with disability and their carers; as well as other members of the community with access needs.

The issues and strategies that are included in this Plan were determined through an extensive internal and external consultation process across October and November 2017.

These strategies will assist Main Roads to not only comply with the legislative requirements of the WA Disability Services Act 1993 as amended in 2004 and 2014, but ensure access for all members of the community.

Under the Disability Services Act 1993, disability is defined as that which:

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

- (c) may or may not be of a chronic or episodic nature;
- (d) results in substantially reduced capacity of the person for communication, social interaction, learning or mobility; and a need for continuing support services.

Internally, our staff were encouraged to contribute to this Plan and complete a confidential survey to identify their level of awareness and understanding of access issues. 193 responses were received from staff.

For external community members, the options to complete the external survey included online, via e-mail or post or via phone were available. A total of 79 community responses were received.

The opportunity to input information into the development of the DAIP, was promoted widely and included:

							
<b>6 OCT</b>	<b>17 OCT</b>	<b>19 OCT</b>	<b>19 OCT</b>	<b>21 OCT</b>	<b>23 OCT</b>	<b>2 and 6 NOV</b>	<b>19 OCT - 10 NOV</b>
Presented to our internal DAIP working	Internal Staff Survey launched	Community Survey launched on our website	Survey promoted to Local Govt and regional community groups	Advertisement in The West Australian newspaper	Presented at Regional Managers conference	Community Focus Groups held	Direct approaches to key disability and community services organisations including Vision Australia Radio

# WHAT THE COMMUNITY AND STAFF TOLD US

From the internal and external consultation undertaken we identified:

- 74% of staff were aware that we have a DAIP.
- 87% of staff were aware that we are committed to ensuring people with disability are considered and able to access all aspects of their services.
- Staff and community members feel we could do better at engaging with people with disability as part of the development, planning and implementation of projects.
- Some staff felt more people with disability could be employed by us with some noting opportunities through entry level positions and WA Disability Enterprises.
- Community members also felt that we could employ more people with disability and look at ways of supporting employment in the community.
- Staff and community members felt we could do more staff Disability Awareness Training.
- Community members said it is unclear where responsibility for issues lies (Local Government, other State Government Authority or Main Roads) therefore people find it difficult to make a complaint or raise an issue.
- Community members had concerns over access to public transport and noted numerous concerns with construction sites, roads, crossing and pathways.

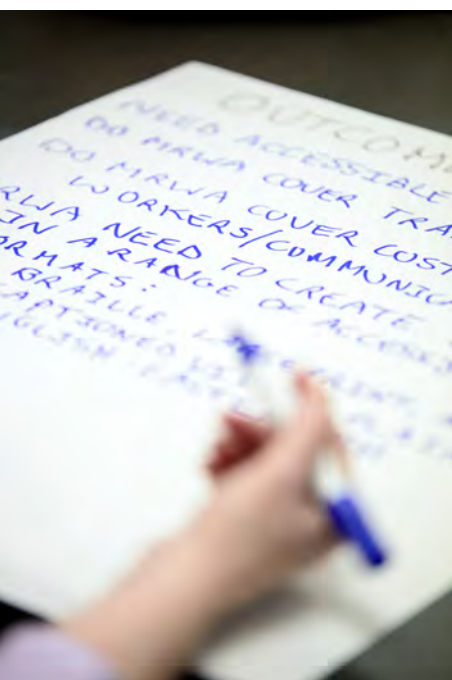


# HOW WILL WE COMMUNICATE THE DAIP TO OUR STAFF AND THE COMMUNITY?

We will make the DAIP available to our employees and the community including people with disability, their families and carers. The plan will be available in alternative formats on request either at our offices or by email and will also be available on our website.

Availability of the DAIP will be promoted in the following ways:

- A notice in The West Australian newspaper
- Information on the Main Roads website
- Broadcast via Vision Australia Radio
- Electronic versions distributed to our Disability Advisory Group members
- Electronic versions distributed to the internal DAIP Working Party
- Copies mailed to key organisations and our stakeholders on request
- Endorsed by Corporate Executive and available to employees on our intranet as well as being promoted via internal



# HOW WILL WE MONITOR OUR PROGRESS IN IMPLEMENTING THE DAIP?

## Review

We will review the DAIP every five years and will report to the Department of Communities: Disability Services by 30 June each year on our progress in implementing the Plan.

In addition, our Annual Report will detail the implementation of the Plan.

## Monitoring

Our Disability Access and Inclusion Plan Working Group will meet regularly to ensure that we delivers on our commitment to the DAIP. The Group consists of employees representing various business areas that are directly responsible for the strategies in the DAIP and are required to report on an as required basis.





## HOW WILL MAIN ROADS ACHIEVE OUR OUTCOMES?

The Disability Services Regulations 2013 has set seven outcomes that provide a framework for translating the principles and objectives of the Disability Services Act into tangible and achievable results.

As a result of our consultation process the actions under the following seven outcomes will guide us in delivering our DAIP commitments over the life of the plan.



# OUTCOME 1

People with disability have the same opportunities as other people to access the services of, and any event organised by us.

## Main Roads will achieve this by:

1.1	Ensuring tender documentation for our contracts includes information about disability access requirements.
1.2	Continuing to include disability access as an item in relevant audit processes.
1.3	Progressively upgrading safety and improving access through the installation of audible signals and tactile paving at appropriate intersections.
1.4	Providing guidance to Local Government that they install audible signals and tactile paving at appropriate intersections under their control.
1.5	Networking with portfolio partners to share information on access and inclusion initiatives in relation to inclusive services and events.
1.6	Developing an accessible events checklist and make this available to all our event partners.
1.7	Including locations of relevant Changing Places Facilities in the Rest Stops Guide.



## What will success look like?

- All events and services provided by us can be attended and utilised by people with disability.

## OUTCOME 2

People with disability have the same opportunities as other people to access our buildings and other facilities.

### Main Roads will achieve this by:

2.1	Increasing the accessibility of our buildings and other facilities when opportunities arise.
2.2	Ensuring our Roadside Rest Area Guidelines meet or enhance disability service standards and upgrades to facilities are adequately accessible.
2.3	Developing Universal Access Guidelines.
2.4	Continuing to work with the relevant transport bodies, and where appropriate, the Disability Advisory Group to ensure seamless access to transport infrastructure.



### What will success look like?

- Increased engagement of people with disability attending our buildings because of fewer barriers to access.

## OUTCOME 3

People with disability receive information from us in a format that will enable them to access the information as readily as other people are able to access it.

### Main Roads will achieve this by:

3.1	Considering accessible information requirements when developing marketing material and information.
3.2	Promoting availability of documents in alternative formats and provide them within a nominated timeframe.
3.3	Aiming to maintain and achieve WCAG 2.0 AA compliance of our website and other digital platforms.
3.4	Ensuring new documents added to our website meet Web Content Accessibility Guidelines 2.0, level AA or greater.



### What will success look like?

- People with disability can access information from us in a timely manner.



# OUTCOME 4

People with disability receive the same level and quality of service from our staff as other people receive.

## Main Roads will achieve this by:

4.1	Conducting a regular training needs survey of all staff to identify and address staff training needs around diversity awareness, access and inclusion.
4.2	Developing and implementing a comprehensive suite of training on inclusion.
4.3	Ensuring all staff have access to current information and resources around access and inclusion.
4.4	Increasing internal and external awareness of the DAIP.



## What will success look like?

- Staff aware of our DAIP and acknowledge key actions and outcomes.
- Managers and teams more responsive to people with disability to ensure the same level and quality of service outcomes are obtained as other people.

# OUTCOME 5

People with disability have the same opportunities as others to make complaints to us.

## Main Roads will achieve this by:

5.1	Ensuring relevant staff are able to provide and are equipped with the right tools/resources to provide quality customer service responding to complaints, considering communication needs of all.
5.2	Reviewing complaints database to ensure issues around access and inclusion are identified and reviewed.
5.3	Reviewing complaints and feedback on access and inclusion to identify and address any systemic issues, through a process of continuous improvement.



## What will success look like?

- People with disability can easily make complaints to us through our established processes and areas of systemic issues can be identified.

## OUTCOME 6

People with disability have the same opportunities as other people to participate in any public consultation by us.

### Main Roads will achieve this by:

6.1	Where appropriate, utilising the expertise of people with disability on delivering our projects and services.
6.2	Promoting community engagements using a range of media, and networks, considering the needs of people with disability.
6.3	Establishing regular appropriate communication with Local and State Government Authorities who have active disability reference committees as part of community engagement strategies.



### What will success look like?

- People with disability tell us how to best engage with them and we adopt those practices.
- People with disability feel heard within our organisation and externally.

# OUTCOME 7

People with disability have the same opportunities as other people to obtain and maintain employment with Main Roads.

## Main Roads will achieve this by:

7.1	Developing innovative strategies to improve the attraction, recruitment and retention of employees with disability.
7.2	Identifying means to increase employment of people with disability through our activities such as Social Procurement Initiatives and the engagement of Australian Disability Enterprises.
7.3	Reviewing employment opportunity promotional information on our website to ensure access for all possible applicants.
7.4	Auditing our workplaces to identify any access barriers, including parking arrangements.
7.5	Developing relationships with Disability Employment Specialists and other service providers as part of the recruitment process.
7.6	Ensuring our DAIP Working Group meets regularly throughout the year to provide updates on the implementation of initiatives.



## What will success look like?

- Maintain our 5.4% target of employing people with disability.

# ACKNOWLEDGEMENTS

We would like to thank the following people and organisations for their valued contribution to the creation of this DAIP:

- Main Roads Disability Advisory Group
- Main Roads Disability Access and Inclusion Plan Working Group
- E-QUAL Disability Consultants
- Vision Australia Radio
- Main Roads employees who contributed through the staff survey
- Department of Communities: Disability Services, and
- The individual community members and representatives from disability organisations who provided their feedback.



# FEEDBACK

Main Roads welcomes your feedback, suggestions or ideas. To share your thoughts, please contact Main Roads on:

Phone: 138 138

Fax: (08) 9323 4430

National Relay Service – TTY/Voice – 133 677

National Translating and Interpreting Service (TIS) – 131 450

Email: [enquiries@mainroads.wa.gov.au](mailto:enquiries@mainroads.wa.gov.au)





**mainroads**  
WESTERN AUSTRALIA

Main Roads Western Australia  
Don Aitken Centre, Waterloo Crescent, East Perth WA 6004  
Phone: 138 138  
Email: [enquiries@mainroads.wa.gov.au](mailto:enquiries@mainroads.wa.gov.au)  
**[www.mainroads.wa.gov.au](http://www.mainroads.wa.gov.au)**