



Landgate Disability Access and Inclusion Plan 2024 – 2028

(1 January 2024 – 31 December 2028)

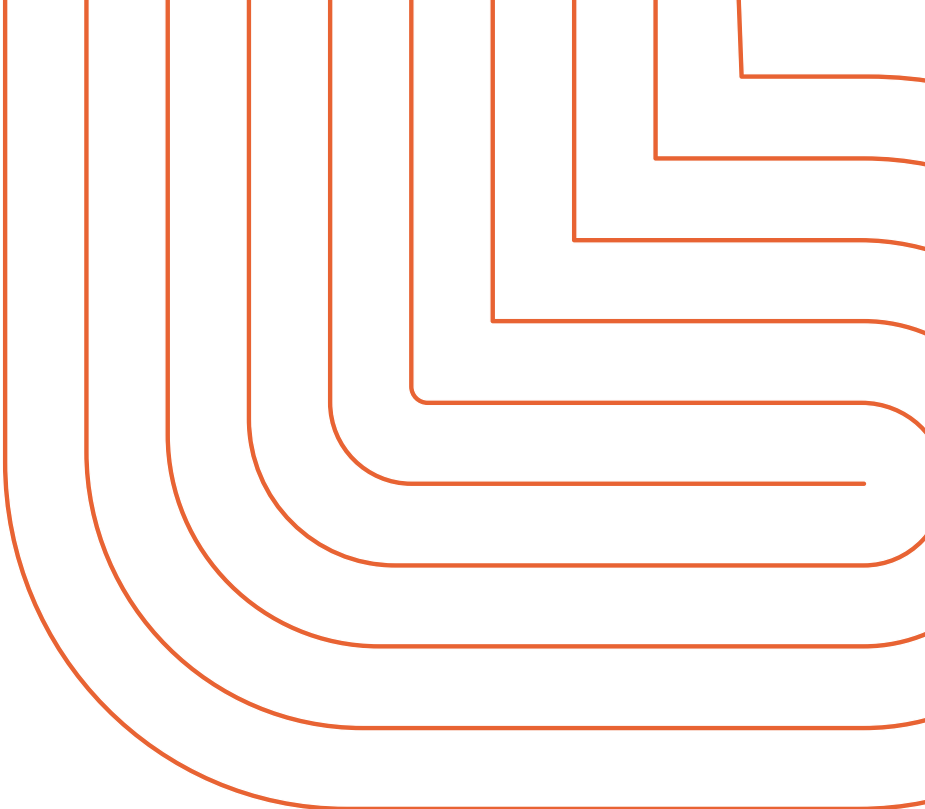


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Message from the Chief Executive

Landgate is committed to providing a safe and inclusive workplace that embraces diversity and we firmly believe the best results come when varied viewpoints are welcomed and encouraged every day. Landgate fosters a culture of inclusion, appreciating the unique perspectives and opportunities that a diverse workforce generates.

Access and inclusion is the consideration and incorporation of the needs of people in all areas of an organisation's operations. Access and inclusion for people with disability is important for Landgate, so we can enable all employees to actively contribute to our performance and enable our customers and business partners to access our services and facilities.

As Western Australia's Land Information Authority, we support our customers through our trusted data and services, which underpin WA land titles, property information and valuations, maps, and location-based information. Our customers are at the heart of everything we do.

This Disability Access and Inclusion Plan (DAIP) is a continuation of the work we have achieved in our previous 2018 – 2023 DAIP. We are committed to continuing to educate and empower our staff to improve their understanding of access and inclusion and incorporate access and inclusion principles into their daily work, service delivery to customers and clients, and interactions with each other. Landgate is committed to providing leadership in inclusive practices for all people.

Our DAIP outlines the key access and inclusion goals and activities we will undertake over the next five years, as well as how we will measure progress and keep ourselves accountable. These activities have been developed in consultation with staff and the public, and I thank everyone who took the opportunity to contribute to this important plan.

I look forward to embedding these goals and activities into all facets of our business to ensure we create a business environment where access and inclusion is at the forefront of everything we do.

Graeme Gammie
Chief Executive Officer



Our Vision

To fully harness the value of *“where”* to power a thriving Western Australia.

Our Purpose

Landgate supports the sustainable economic, social, and environmental management and development of land in Western Australia by securing land interests, valuing property, and providing and promoting the use of location information and services.

We see a future in which the where is central to how we make sense of our world, by accurately locating things on the ground, knowing what they are worth and securing interests in property.

As we pursue this vision, we deliver on our purpose to support the sustainable economic, social, and environmental management and development of land in Western Australia through three core services.

Our Core Services

Locate

We capture, maintain, and deliver accurate location information across WA for use in everything from emergency services to agriculture and land use planning.

Secure

We maintain the state's land titles registry, ensuring the security and integrity of its information as WA's guardian of property ownership.

Value

We provide fair and expert valuations for land and properties as the basis for rates and tax revenue for Local and State Government.

Access and Inclusion Policy Statement

Landgate is committed to ensuring that people with disability and their families and carers can fully access our services and facilities, and to achieving the seven Outcome areas outlined in the *Disability Services Act 1995* (the Act). We do this in line with the framework provided by the Department of Communities, to identify barriers to access and inclusion, and to develop strategies to improve access and inclusion.

Landgate is committed to:

- ensuring that people with disability, their families, and carers can access Landgate services and facilities
- consulting with people with disability, their families, and carers and (where required) disability organisations to help ensure that barriers to access and inclusion are identified and appropriately addressed
- ensuring that Landgate staff, agents and contractors work towards the desired access and inclusion outcomes in the DAIP.
- working in partnership with community groups and other public authorities to facilitate the inclusion of people with disability through improved access to Landgate information, services, and facilities.
- responding to objectives outlined in Australia's Disability Strategy 2021–31 and the WA State Disability Strategy 'A Western Australia for Everyone: State Disability Strategy 2020–2030'.

The strategies included in this DAIP reinforce Landgate's commitment to and leadership in diversity inclusion, which is reflected in other plans such as our Reconciliation Action Plan, Multicultural Action Plan, and Workforce and Diversity Plan. Copies of these plans are available on our corporate website or by contacting diversity@landgate.wa.gov.au.

Legislative foundation

It is a requirement of the *Disability Services Act 1993* that all public authorities develop and implement a DAIP that outlines the ways in which the agency will ensure that people with disability have equal access to its facilities and services.

People with disability have the same rights as others to participate in community life. It is important that services and facilities are accessible for people with disability. In addition, it is unlawful to discriminate against a person with disability. The rights of people with disability are protected under the:

- *Western Australian Disability Services Act (1993)* amended 2013
- *Western Australian Equal Opportunity Act (1984)* amended 2016
- *Commonwealth Disability Discrimination Act (1992)* amended 2018
- United Nations Convention on the Rights of Persons with a Disability (2007)



Development of our DAIP

The People Culture & Environment team are responsible for the development of the 2024 – 2028 DAIP. Landgate has been taking meaningful steps toward improving access and inclusion for customers and employees as part of Landgate's existing 2018 – 2023 DAIP, as well as the Public Sector Commission's Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020 – 2025.

Landgate will continue to proactively seek feedback from customers and employees on accessibility and inclusion matters, with a commitment to seek out the input and feedback from people with disability, ensuring that participation is achievable.

Consultation

In 2023 Landgate undertook to review its 2018 – 2023 DAIP, consult with key stakeholders and commence drafting a new DAIP to guide continuing improvements to access and inclusion.

The process included:

- Review of the out-going DAIP and related annual reports to see what has been achieved and where there is opportunity for improvement
- Investigation of contemporary trends and good practice in access and inclusion
- Consultation with staff and stakeholders
- Consultation with the community via the Landgate corporate website and in person at our Perth and Midland offices
- Feedback gathered from our customer satisfaction survey
- Advice and consultation with the Department of Communities

This feedback was used to inform and refine this plan.

Communicating the DAIP to Landgate and the community

Landgate employees will attend disability awareness training to help understand their responsibilities in implementing this plan, as well as how they are empowered to identify and report areas where change could be beneficial.

A copy of the plan will be available to the community on the Landgate corporate website. Alternative formats, including hard copy in large print, electronic format, audio format and email, can be obtained by contacting diversity@landgate.wa.gov.au.

If the plan is amended at any time, then the consultation procedure will be followed, and the amended plan lodged with the Department of Communities.

Responsibility for implementing the DAIP

It is a requirement of the *Disability Services Act 1993* that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents, and contractors.

Implementation of the DAIP is the responsibility of all areas of Landgate. An implementation and communication plan will be developed that sets out who is responsible for each action. Landgate's contractors will be informed about the DAIP via their contract and the procurement process

Review and evaluation mechanisms

Landgate will review its DAIP at least every five years in accordance with the Act. The DAIP implementation plan may be amended more regularly to reflect progress and emerging issues. Whenever the DAIP (or implementation plan) is amended, a copy will be lodged with the Department of Communities.

Reporting on the DAIP

Landgate will report on the implementation of its DAIP through its annual report and will submit a progress report to Department of Communities in accordance with the reporting requirements set out by Department of Communities.

Resources and tools available to Landgate Staff

The following resources will continue to be available to the Landgate staff:

- Information on our Intranet dedicated to the DAIP and the responsibilities of employees to support the plan
- Updates through internal communications about progress on the implementation and achievement of strategies outlined in the DAIP
- Appropriate training opportunities for staff.



The Landgate 2024 – 2028 DAIP

Landgate interprets an accessible and inclusive organisation as one in which Landgate functions, facilities, and services (both in-house and contracted) are open, available, and accessible to people with disability – providing them with the same rights, responsibilities and opportunities enjoyed by all other people in the community.

Landgate is committed to achieving the following seven outcomes:

People with disability:

- have the same opportunities as other people to access the services of, and any events organised by, Landgate
- have the same opportunities as other people to access the buildings and other facilities of Landgate
- receive information from Landgate 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 Landgate as other people from the staff of Landgate.
- have the same opportunities as other people to make complaints to Landgate
- have the same opportunities as other people to participate in any public consultation by Landgate
- have the same opportunities as other people to obtain and maintain employment with Landgate



Landgate's Progress

Throughout the duration of our 2018 – 2023 DAIP, Landgate introduced a range of strategies and initiatives to support access and inclusion for our employees and customers. This progress included:

- In consultation with employees with disability improvements were made to the accessibility of corporate events and meetings, including reviewing the quality of live captioning and investigating alternative captioning programs, education around MS Teams etiquette, and ensuring all events of organisational significance have captioning available and are recorded, transcribed, and copies of speaking notes are available.
- The office accommodation Landgate occupies as a tenant in Midland is currently undergoing major renovations by its owner. The agency is working in temporary accommodation until early/mid 2024. Landgate has ensured its tenancy (including the current temporary accommodation) meets signage and accessibility requirements during this period. In the newly renovated accommodation, all accessibility standards will be met, and specialist advice has been sought to determine additional accessibility considerations to be included, to ensure an innovative, welcoming, and inclusive building for all employees and customers.
- Landgate launched a new corporate website that complies with Web Content Accessibility Guidelines (WCAG) 2.0, supporting individuals with disability. Accessibility for people with disability a key consideration throughout the development process.
- With the introduction of the new Landgate website, customers with disability and/or from linguistically diverse backgrounds have more accessibility to Landgate's Complaint Management process. The layout and redesign of the website enables customers to have an improved experience when lodging feedback.
- Landgate has reformatted the WA Strata Living Guide into ten standalone information sheets; these additional topic-specific resources were developed to provide strata customers with a streamlined and accessible way to access information on their area of interest.
- Landgate enhanced its Interpreter Service process by improving how it captures the type of service a customer may require. The agency updated its online feedback form which accommodates questions about what interpreter services are required allowing for the correct service to customers in an appropriate amount of time.
- Landgate embedded a live digital channel enabling our customers to communicate with us digitally. This change allows live interaction in written format with our customer service experts enabling those who are unable to present in person or communicate verbally the same opportunity to access our services.
- Landgate continues to provide accessible formats, easy read documents, and interpreter services if required, and uses inclusive and user-friendly digital platforms that are compatible with assistive technologies.
- The introduction of a dedicated stream for people with disability within our Graduate Program, exercising section 66R of the *Equal Opportunity Act 1984*.
- A statement has been incorporated into our job advertisements which outlines Landgate's commitment to diversity and inclusion (which includes people with disability), with the advertisement also including specific reference to access needs that may require adjustments.
- Landgate continues to host events and acknowledge days of significance such as International Day of Sign Languages, Global Accessibility Awareness Day, and International Day of People with Disability.
- Access to online disability awareness training is available to all existing Landgate employees and is included as mandatory training as part of Landgate's induction and onboarding processes for all new employees.

Outcome Area Strategies and Actions for Landgate’s 2024 – 2028 DAIP

The seven desired outcomes detailed below provide a framework for improving access and inclusion for people with disability. These outcomes are supported by Landgate’s overarching strategies to guide the development of annual implementation plans which outline the steps that Landgate will take to improve access to services, building and information.

Outcome Area	Action	Outcome	Evidence	Responsible Business Area and Lead	Timeline
People with disability have the same opportunities as other people to access the services of, and any events organised by, Landgate	Landgate employees will attend disability awareness training to ensure up-to-date understanding of their responsibilities to ensure Landgate services and events are accessible for people with disability.	Landgate employees are familiar with their responsibilities and ensure that services and events are accessible wherever possible for people with disability to fully participate.	Statistics on training course offerings and attendance/ completion rates.	PC&E Director PC&E	December 2024, 2025, 2026, 2027 and 2028
	Landgate employees are empowered to identify barriers to access and inclusion, and to suggest improvements through Koolark via a clearly identifiable link.	Accessibility information is available on a dedicated Koolark page with a clear channel for employees and managers to access related information and resources and suggest improvements.	Statistics on engagement and activity from Koolark. Engagement and number of suggestions for content.	PC&E Director PC&E	December 2024, 2025, 2026, 2027 and 2028
	Landgate will ensure all efforts are made for employees and guests with disability to have equal access to attend and participate in Landgate hosted events.	All events of significance to have an AUSLAN Interpreter present. Accessibility requirements accommodated wherever possible.	Statistics on engagement of interpreters.	Strategic Communications Director OCE	December 2024, 2025, 2026, 2027 and 2028

Outcome Area	Action	Outcome	Evidence	Responsible Business Area and Lead	Timeline
People with disability have the same opportunities as other people to access the buildings and other facilities of Landgate	Customer contact areas, including reception areas, are accessible to people with disability	Customer service areas are accessible.	<p>Statistics on any accessibility changes made to customer service areas.</p> <p>Statistics on feedback/ complaints.</p> <p>Data on compliance with accessibility requirements.</p>	Facilities Director PC&E	June 2024, 2025, 2026, 2027 and 2028
	Landgate's on-line services are accessible to customers with disability	Landgate's online services are accessible.	<p>Statistics on any accessibility changes made to online content.</p> <p>Statistics on feedback/ complaints.</p> <p>Data on compliance with accessibility requirements.</p>	Strategic Communications	June 2024, 2025, 2026, 2027 and 2028
	All Landgate facilities are accessible to people with disability - taking into account degrees of disability, type of disability and multiple disability	Building and facilities are accessible.	<p>Statistics on any accessibility changes made to building and facilities.</p> <p>Statistics on feedback/ complaints.</p> <p>Data on compliance with accessibility requirements.</p>	Facilities Director PC&E	June 2024, 2025, 2026, 2027 and 2028
	Fire Warden training includes awareness of responsibilities for staff with disability.	Fire Wardens are aware and understand their responsibilities for staff with disability.	Evidence documented in the Fire Warden training content.	Chief Wardens Facilities Director PC&E	September 2024, 2025, 2026, 2027 and 2028
	Emergency evacuation procedures for Landgate buildings ensure that those with a disability are accounted for.	Emergency procedures are inclusive of people with disability and ensure people with disability are accounted for.	Evidence documented in emergency procedures to include and account for people with disability.	Chief Wardens Facilities	

Outcome Area	Action	Outcome	Evidence	Responsible Business Area and Lead	Timeline
People with disability receive information from Landgate in a format that will enable them to access the information as readily as other people are able to access it	Landgate will continue to progress towards World Wide Web Consortium (W3C) compliance for our corporate website and intranet	Progress towards W3C is made.	Documented actions of progress towards W3C compliance requirements.	Strategic Communications Director OCE	December 2024, 2025, 2026, 2027 and 2028
	Landgate will provide refresher training for employees previously trained in website accessibility, and train new web access appointees	Any new content authors or approvers for the website or intranet are provided training within one month of commencement. Refresher training in relation to accessibility is provided annually for employees who have responsibility for website or intranet content.	Statistics on training completion rates.	Strategic Communications Director OCE	December 2024, 2025, 2026, 2027 and 2028
	Landgate will continue to provide access to publications and consultation materials in alternative formats on request (such as audio conversion, large font, or braille where practicable)	The process for accessing publications and materials in alternative formats is confirmed and communicated to those involved. All requests for publications and consultation materials in alternate formats are provided, where possible	Statistics on requests/ feedback and complaints. Data on alternative formats/materials provided.	Strategic Communications Director OCE	December 2024, 2025, 2026, 2027 and 2028

Outcome Area	Action	Outcome	Evidence	Responsible Business Area and Lead	Timeline
	Landgate will continue to use interpreters to improve the availability of Landgate services/ information to employees with hearing impairment	Interpreters are engaged for events and training when possible.	Statistics on interpreter engagement. Statistics on requests received.	Strategic Communications Director OCE	Ongoing/Ad hoc Reviews June 2024, 2025, 2026, 2027 and 2028
	Landgate will continue to use interpreters to improve the availability of Landgate services/ information to customers with hearing impairment	Availability of interpretation and translation services is offered to customers. Customers are aware of the translation/ interpretation services available.	Statistics on interpreter engagement. Statistics on requests received.	Customer Service Director Customer Service	June 2024, 2025, 2026, 2027 and 2028
	Landgate will continue to remove environmental barriers by ensuring signs are well lit, have clear symbols and directions with good contrast of colours and texture.	Identified barriers for people with disability are removed/ adjusted. Accessibility of building and facilities is maintained/ updated when possible.	Statistics on barriers identified and what adjustments are made. Statistics on feedback and complaints.	Facilities Director PC&E	Ongoing/Ad hoc Reviews June 2024, 2025, 2026, 2027 and 2028
	Documentation and forms which are used and maintained by each Business Unit are in accessible formats and can be made available to employees and customers in alternative formats if requested	Each Business Unit ensures that all documentation and forms are in accessible formats and provided in alternative formats when required.	Annual audit of documentation with statistics of any alterations/ accessibility changes made. Statistics on any requests or complaints.	ALL Executive Director Office of the Chief Executive GM Corporate Services GM Location Services GM Registration Services GM Valuation Services Relevant Directors from all Business Units	Ongoing/Ad hoc Review December 2024, 2025, 2026, 2027 and 2028

Outcome Area	Action	Outcome	Evidence	Responsible Business Area and Lead	Timeline
	External documentation and forms available on the corporate website are in accessible formats and can be made available to employees and customers in alternative formats if requested	Documentation and forms that are external facing and available on our corporate website are in accessible formats. Documentation and forms are provided in alternative formats as required	Annual audit of documentation completed with statistics of any alterations/ accessibility changes made. Statistics on any requests or complaints.	Strategic Communications Director OCE	Ongoing/Ad hoc Review December 2024, 2025, 2026, 2027 and 2028
	Business Units are provided with adequate resources to ensure their documentation and forms are accessible	Business Units are provided with the information to ensure their documents and forms are accessible.	Statistics on training offerings and completions.	PC&E Director PC&E	Ongoing/Ad hoc Review December 2024, 2025, 2026, 2027 and 2028
People with disability receive the same level and quality of service from the staff of Landgate as other people receive from the staff	Landgate employees will attend disability awareness training to understand their role in implementing and monitoring the DAIP plan to ensure its success.	Promote and ensure applicable staff are enrolled to complete disability awareness training	Statistics on training completion rates and enrolments.	PC&E Director PC&E	Ongoing/Ad hoc Review August 2024, 2025, 2026, 2027 and 2028
	Landgate's induction program will include training on the DAIP and on their responsibilities	Induction materials include DAIP awareness. Ensure that leaders are familiar with their DAIP responsibilities.	Evidence of DAIP information in induction and onboarding process. Completion rates of DAIP related training.	PC&E Director PC&E	Ongoing/Ad hoc Review January 2025, 2026, 2027 and 2028

Outcome Area	Action	Outcome	Evidence	Responsible Business Area and Lead	Timeline
	Landgate will maintain and promote its policies, codes of conduct and strategies that prohibit discrimination, harassment and victimisation of staff and visitors with disability	Ensure all relevant policies, procedures and Code of Conduct is available to all staff and included in induction process.	Statistics on reviews completed. Evidence of Code of Conduct being included in induction and onboarding process.	PC&E Director PC&E	Ongoing/Ad hoc Review December 2024, 2025, 2026, 2027 and 2028
	Customer satisfaction surveys will include a question on disability and reviewed to make improvements based on feedback received by customers	All customer service surveys include question/s on disability and accessibility.	Statistics on survey data. Evidence of question/s included in surveys.	Customer Service Director Customer Service	June 2024, 2025, 2026, 2027 and 2028
People with disability have the same opportunities as other people to make complaints to Landgate	Landgate employees will attend disability awareness training to understand their role so they can support people with disability to provide feedback and make complaints	LMS offerings include disability awareness training and training is promoted when appropriate	Statistics on training completion rates and engagement.	PC&E Director PC&E	Ongoing/Ad hoc Review August 2024, 2025, 2026, 2027 and 2028
	Landgate will monitor, address and report on complaints received about disability access and inclusion	Complaints process is available, monitored, addressed, and reported on as required.	Statistics on complaints/ feedback received.	Customer Service Director Customer Service	Ongoing/Ad hoc Review August 2024, 2025, 2026, 2027 and 2028

Outcome Area	Action	Outcome	Evidence	Responsible Business Area and Lead	Timeline
	Business Units are to identify customer facing staff that require training and support to be able to provide a positive customer experience for customers with disability	Business Units identify customer facing employees that require training and support and notify PC&E.	Data on number of employees identified as requiring training. Completion rates of training of identified staff	ALL Executive Director Office of the Chief Executive GM Corporate Services GM Location Services GM Registration Services GM Valuation Services Relevant Directors from all Business Units	Ongoing/Ad hoc Review December 2024, 2025, 2026, 2027 and 2028
	Staff that have been identified by business areas are provided with training and support to be able to provide a positive customer experience for customers with disability	Staff are provided with adequate and appropriate training and support to provide positive customer experiences for customers with disability as required.	Statistics on training completion rates and engagement.	PC&E Director PC&E	Ongoing/Ad hoc Review December 2024, 2025, 2026, 2027 and 2028
	Reinforce zero tolerance for discrimination and harassment and provide a clear complaints pathway for customers to feel confident in raising issues	Customers have clear and identifiable pathways to complain and raise concerns.	Statistics on complaints received.	Customer Service Director Customer Service	Ongoing/Ad hoc Review December 2024, 2025, 2026, 2027 and 2028
	Reinforce zero tolerance for discrimination and harassment and provide a clear complaints pathway for staff to feel confident in raising issues	Promote safe reporting methods and ensure anti-discrimination policy is available and promoted to all staff on Koolark.	Statistics on material posted relating to anti-discrimination (articles, newsletters, and events). Statistics on number of complaints lodged.	PC&E Director PC&E	Ongoing/Ad hoc March & December 2024, March & December 2025, March & December 2026, March & December 2027, and March & December 2028.

Outcome Area	Action	Outcome	Evidence	Responsible Business Area and Lead	Timeline
People with disability have the same opportunities as other people to participate in any public consultation by Landgate	The views of people with disability will actively be sought through the Landgate-wide culture surveys to ensure inclusive participation in consultation	Ensure that people with disability are consulted with to ensure full participation is available in culture surveys	Statistics on completion rate of culture surveys by employees with disability.	PC&E Director PC&E	Ad hoc (every survey release)
	External Landgate consultation materials will be in provided in alternative formats on request when appropriate.	When requested ensure that consultation materials can be provided in alternative formats, whenever possible, to ensure full participation	Statistics on number of requests and number of alternative materials provided.	Strategic Communications Director OCE	Ad hoc (every survey/consultation release)
People with disability have the same opportunities as other people to obtain and maintain employment with Landgate	Landgate will ensure employee recruitment is inclusive in design and accessible to people with disability and review and make improvements based on current information and trends	Procedures to request accessibility adjustments is outlined in job advertisements and other communications throughout the recruitment process	Evidence in job advertisements. Statistics on accessibility adjustments.	PC&E Director PC&E	Ongoing/Ad hoc Review August 2024, August 2025, August 2026, August 2027, and August 2028
	Landgate will ensure people with disability are provided with appropriate support and equipment to fulfill their employment responsibilities	Employees with disability are consulted with to ensure appropriate equipment and technology is provided to be able to undertake job requirements where practicable.	Statistics on requests for support, equipment and/or technology from employees with disability. Statistics on support, equipment and/or technology provided to employees with disability.	PC&E Director PC&E	Ongoing/Ad hoc Review June 2024, 2025, 2026, 2027 and 2028

Outcome Area	Action	Outcome	Evidence	Responsible Business Area and Lead	Timeline
	Landgate will consider ways of enhancing the employment of people with disability, such as by job design, home based employment, and other innovative and flexible employment practices.	Review and promote flexible work options and workplace adjustments to enable an accessible and inclusive workplace for people with disability	<p>Statistics on reviews and evidence of any alterations/ adjustments made.</p> <p>Statistics on feedback and complaints on existing flexible workplace policies and practices that relate to accessibility requirements.</p>	Director PC&E	Review December 2024, 2025, 2026, 2027 and 2028
	Landgate will ensure employees with disability are provided with access to Family and Domestic Violence related information and support.	Training, information, and support is available in accessible formats and promoted annually	Statistics on requests received and responses to requests.	PC&E Director PC&E	Ongoing/Ad hoc Review November 2024, 2025, 2026, 2027 and 2028.

