



Small Business
Development Corporation



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Disability Access and Inclusion Plan (DAIP)

2024 -2028

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Providing feedback

The Corporation welcomes your comments on this plan.

To provide feedback or request an alternative format such as large print, electronic format (hyperlink or emailed), audio or Braille please contact us:

Small Business Development Corporation

GPO Box C111
Perth WA 6001
T: 08 6552 3300
smallbusiness.wa.gov.au

Small Business Development Corporation

The primary role of the Small Business Development Corporation (SBDC) is to encourage, promote, facilitate and assist the establishment, growth and development of small businesses in Western Australia. This is achieved by providing practical advice, information, and guidance to small business owners. The SBDC also offers a dispute resolution service, delivers skills development workshops for existing and aspiring small business operators and investigates unfair practices that impact small businesses.

The SBDC, led by the Small Business Commissioner, works directly with small business operators and liaises with industry and business associations to exchange information and provide support and assistance to their clients. The Corporation also provides advice and support to the Minister for Small Business on matters affecting the sector, including the effect of government policy and legislation on small business, and advocates to all levels of government for policies and regulations that support the establishment and growth of small businesses.

Our vision

For a strong and enterprising small business sector in Western Australia

Our mission

Deliver and facilitate relevant, practical support to small businesses and advocate on their behalf

Our values

Enterprise — we value a solution-focused and inventive culture

Collaboration — we actively work with others to achieve shared goals

Integrity — we act with courage, honesty and respect

Our purpose

Unleashing Western Australians' enterprising business spirit.

Our customer promises



We're here at every stage of your journey



We empower you to make the big decisions



We listen to you



It's easy to get our help

Our strategic objectives

In accordance with our [Strategic Plan 2023-26](#), the SBDC strives to:



Serve: Offer contemporary and practical services across Western Australia



Evolve: Evolve our business to be agile, future-focused, effective and efficient



Strengthen: Drive improvements to the operating environment for small businesses



Connect: Build and leverage strategic alliances and partnerships



Grow: Contribute to the growth and diversity of the Western Australian economy.

Our commitment to access and inclusion

The SBDC operates on the premise that its services are accessible and inclusive.

The SBDC adopted its first Disability Services Plan (DSP) in 1996 to address barriers for people with a disability. In 2007, the SBDC implemented its first Disability Access and Inclusion Plan (DAIP) consistent with the provisions of the *Disability Services Act 1993* (amended in 2004).

In 2020, the Western Australian Government issued the State Disability Strategy [\[A Western Australia for Everyone: State Disability Strategy 2020 – 2030\]](#). The SBDC has prepared the DAIP 2024-2028 to align with the Strategy’s vision and to continue to comply with the *Disability Services Act 1993*.

People with disability consistently report that they do not have the same opportunities as others to participate in community life. They face daily barriers such as being unable to hear what is said, see print, climb stairs or understand signage. The SBDC is committed to inclusion so that none of its clients are impacted in this manner. In addition, the SBDC acknowledges that accessibility also benefits other members of the community including the family, friends and carers of people with disability, parents with prams, seniors and those with a temporary disability through accident or illness.

In developing this plan, the SBDC is committed to facilitating the inclusion of people with disability through enhanced access to its information, services and facilities.

Access and inclusion outcomes

The DAIP provides a framework for the identification of barriers to access and inclusion, and for development of strategies to improve access and inclusion. These strategies contribute to seven access and inclusion outcomes, which are defined in the *Disability Services Regulations 2004*:

Outcome 1	People with disability have the same opportunities to access the services of, and any events organised by, the relevant public authority.
Outcome 2	People with disability have the same opportunities to access buildings and other facilities of the relevant public authority.
Outcome 3	People with disability receive information from the relevant public authority in a format that will enable them to access the information readily.
Outcome 4	People with disability receive the same level and quality of service from employees of the relevant public authority.
Outcome 5	People with disability have the same opportunities to make complaints to the relevant public authority.
Outcome 6	People with disability have the same opportunities to participate in any public consultation by the relevant public authority.
Outcome 7	People with a disability have the same opportunities regarding employment practices (recruitment and retention) by the relevant public authority.

Development of the DAIP 2024 - 2028

Consultation and planning

A consultation process ensures that any barriers faced by the SBDC's clients and staff in relation to access and inclusion are identified. Consultation commenced with an internal review, followed by an external consultation process where the draft DAIP was placed on the SBDC's website with an invitation to the public to provide feedback on the plan.

Implementation of the DAIP

The *Disability Services Act 1993* requires staff and the agents and contractors of the SBDC to conduct their business in a manner consistent with the SBDC's DAIP. It requires agents and contractors to take all practicable measures to ensure that relevant outcomes are implemented.

Implementation of the DAIP is the responsibility of all SBDC staff. Some initiatives apply to all areas of the agency, while others apply to specific areas.

Communications of the DAIP

The DAIP 2024 – 2028 will be promoted in the following ways:

- Publish on the SBDC's website
- Promote on the SBDC's relevant social media platforms
- Promote and publicise on the Intranet homepage

The DAIP will also be available in alternative formats and languages upon request.

Review, monitoring and reporting of the DAIP

The SBDC reviews its action plan annually to monitor progress and ensure it remains consistent with the SBDC's priorities and that it adapts to emerging access and inclusion issues. This will be achieved by:

1. Updates to staff about progress on the implementation and achievement of strategies outlined in the DAIP.
2. Appropriate training opportunities for frontline staff and as part of the staff induction process.
3. The SBDC will annually report to the Department of Communities, as required by legislation, by 31 July each year on the following:
 - The number of strategies completed, partially completed or not commenced.
 - The number of current contractors that are working towards DAIP outcomes.
 - The strategies used by the SBDC to inform its contractors about the DAIP.



Strategies by Outcome

Outcome 1

People with disability have the same opportunities to access the services of, and any events organised by, the SBDC.

- 1.1. Incorporate DAIP strategies into the SBDC's business and strategic planning. Raise for discussion at Executive meetings, when required.
 - 1.2. Contractors who provide a service on behalf of the SBDC are made aware of the DAIP to ensure they conduct their business in accordance with the outcomes. All contractors will also continue to undergo an induction on commencement.
 - 1.3. Ensure that SBDC events are considerate of and accessible to people with disability.
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Outcome 2

People with disability have the same opportunities to access the buildings and other facilities of the SBDC.

- 2.1 Ensure the SBDC's facilities are located to maximise ease of access and to promote inclusion within the community.
 - 2.2 Ensure appropriate signage is in place to meet the needs of people with disability.
 - 2.3 Monitor the emergency evacuation procedures for the building to ensure people with disability are always accounted for.
 - 2.4 Conduct regular accessibility audits and ensure that recommendations are implemented where practicable.
 - 2.5 Ensure fire wardens are trained in evacuation procedures for people with disability or mobility needs.
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Outcome 3

People with disability receive the same level of information from the SBDC in a format that will enable them to access information readily.

- 3.1 Improve community awareness that the SBDC's information is available in alternative formats upon request.
 - 3.2 Ensure the SBDC's communication style is reviewed and updated for compliance by including inclusive language, accessible formats and designs and plain English.
 - 3.3 Ensure the SBDC's website and client services are accessible, leveraging evolving technology as it becomes available to further support access to information.
 - 3.4 Ensure there is access to interpreter services for people with disability and that staff are aware of the process in engaging an Auslan interpreter if required.
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Outcome 4

People with disability receive the same level and quality of service from staff of the SBDC.

- 4.1 Conduct regular disability awareness training for staff across the SBDC and specialist training for key frontline staff such as those in the Business Skills Development, Business Advisory Services and Dispute Resolution teams.
- 4.2 Ensure the SBDC's induction for new staff members includes information regarding disability and access issues and good practice.
- 4.3 Ensure all staff have the knowledge and skills to provide quality services for people with disability, their families and carers.

Outcome 5

People with disability have the same opportunity to make complaints to the SBDC.

- 5.1 Review existing complaint mechanisms to ensure they meet the needs of people with disability.
- 5.2 Provide information and guidance to staff on the appropriate application in handling complaints from people with disability.
- 5.3 Ensure the SBDC's complaints procedures are made available in flexible and accessible formats.

Outcome 6

People with disability have the same opportunities to participate in any public consultation by the SBDC.

- 6.1 Increase the community's knowledge of the SBDC's consultation processes and opportunities and develop proactive initiatives to encourage feedback.
- 6.2 Ensure consultation and feedback documents are available in alternative formats on request.

Outcome 7

People with a disability have the same opportunities regarding employment practices (recruitment and retention) by the SBDC.

- 7.1 Continue to develop strategies to improve the attraction, recruitment and retention of employees with disability.
- 7.2 Promote the SBDC as an equal opportunity employer.
- 7.3 Support employees with disability to ensure their working environment maximises their productivity and comfort.
- 7.4 Consult with disability employment service providers as required.

