



# Disability Access and Inclusion Plan

*2016–2020*

This document is available on the Department of Environment Regulation's (DER) [website](#) and is also available in alternative formats on request, including in large and standard print, electronically by email and audio format on CD.

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## Document Version History

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## Contents

Director General's Foreword .....	3
Legislative Requirements .....	4
About the Department.....	5
Development of the DAIP .....	7
Responsibility for implementation.....	7
Community Consultation.....	7
Strategies to improve access and inclusion .....	8
Communication Strategy .....	16
Evaluation and Review.....	16
Reporting and Monitoring.....	16

## Director General's Foreword

I am pleased to present the Disability Access and Inclusion Plan 2016–2020 (DAIP) for the Department of Environment Regulation (DER). Developed in accordance with the Disability Services Act 1993 (DS Act), the plan aligns with the seven desired outcomes specified in Schedule 3 of the *Disability Services Regulations 2004*:

Outcome 1	People with disability have the same opportunities as other people to access the services of, and any event by, a public authority.
Outcome 2	People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.
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.
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 that public authority.
Outcome 5	People with disability have the same opportunities as other people to make complaints to a public authority.
Outcome 6	People with disability have the same opportunities as other people to participate in any public consultation by a public authority.
Outcome 7	People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

The Department was created on 1 July 2013 as a new agency following the separation of the former Department of Environment and Conservation. Until March 2014, DER, through its bureau service arrangement, operated under the DAIP of the Department of Parks and Wildlife.

The Department's interim DAIP 2014–2015 was an integral mechanism that ensured the Department provided a high standard of access and inclusion in all areas. The broad strategies provided flexibility to respond to emerging access and inclusion needs.

This plan aligns to the Department's Workforce and Diversity Plan 2015–2018 and is essential to ensuring the Department has the appropriate resources in place to deliver on its strategic objectives.

This plan aims to create a workplace environment that promotes awareness of the positive contributions people with disability make in public employment. It will continue to be revised to meet the evolving needs of the Department.

Implementing this plan is a shared responsibility and I look forward to the ongoing commitment and involvement from all staff across the Department.

Jason Banks  
Director General

## Legislative Requirements

The Western Australian DS Act (amended 2004) requires State Government agencies and Local Government Authorities to develop and implement a DAIP that will further both the principles and the objectives of the DS Act. The DAIP ensures that people with disability can access services provided by public authorities in Western Australia and enjoy the same levels of inclusion as people without disability.

The DS Act states that a person with disability has the right to be respected for their human worth and dignity and has the same human rights as other community members, regardless of the degree and nature of their disability.

Section 29B of the Act states “a public authority that has a disability access and inclusion plan must take all practicable measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors”.

The Disability Services Commission provides a report each year to the Minister for Disability Services regarding DAIP progress across Western Australia. The report is produced from data submitted to the Commission by public authorities about the implementation of their DAIP, including progress in these areas by their agents and contractors. Public authorities must provide these reports to the Commission by 30 June each year.

Regulation 8 states, for the purposes of section 29(4) of the Act, a report about a disability access and inclusion plan must include information relating to:

- a) progress made by the relevant public authority and any agents and contractors of the relevant public authority in achieving the desired outcomes specified in Schedule 2; and
- b) the strategies implemented by the relevant public authority to inform its agents and contractors of its disability access and inclusion plan.

The Western Australian *Equal Opportunity Act 1984* (amended 1988) recognises that people with disability require, and are entitled to, the same level of service as is available to other members of the community.

The *Equal Opportunity Act 1984* makes it unlawful for a person to discriminate against any person on the grounds of impairment. Under the legislation, an action is regarded as being discriminatory if a person with impairment is treated less favourably than others in the same or similar circumstances.

If a person with disability believes that they have been discriminated against by a public authority because of their impairment, in one or more of the areas outlined above, they have the right to complain to the Commissioner of Equal Opportunity in Western Australia. For further information on the Equal Opportunity Commission and the processes undertaken please refer to [The Equal Opportunity Commission's website](#).

## Department of Environment Regulation

The *Disability Discrimination Act 1992* (DDA) seeks to provide uniform cover for everyone in Australia against discrimination based on disability.

The DDA makes it unlawful for a person with a disability or a person who is the associate of a person with disability (for example spouse, carer, business partner) to be discriminated against on the grounds of impairment.

Section 31(1) of the DDA allows for the formulation of “disability standards” in relation to public transport, education, accommodation, employment and Commonwealth programs.

Once a disability standard has been approved it is unlawful for a person to contravene it. Disability Standards are a way of providing a greater level of specificity, and therefore a greater level of certainty, about the requirements of the DDA in these particular areas.

Where a person believes they have been discriminated against in breach of the DDA they may make a complaint to the Australian Human Rights Commission about the person or organisation (including a public authority) alleged to have behaved in a discriminatory manner. For further information on the Australian Human Rights Commission (HREOC) and the processes undertaken please refer to [HREOC - Disability Rights](#).

This DAIP meets the legislative requirements specified above and is supported by the Department’s *Workforce and Diversity Plan 2015–2018* and other internal documents with aspects being incorporated in the action plan.

## About the Department

Now in its fourth year of operation, DER’s purpose, functions and [values](#) have been developed to align with our [Strategic Outline 2016-2017](#) and to form the basis for our Workforce and Diversity Plan and DAIP.

**Our Purpose:** To advise on and implement strategies for a healthy environment for all Western Australians.

**Our Services:** To efficiently, effectively and objectively deliver:

- Service 1 – Environmental Regulation: regulating activities with potential impacts on the environment.
- Service 2 – Environmental Policy: developing and implementing policies and strategies that promote environmental outcomes.
- Service 3 – Waste Strategies: reducing the environmental impact of waste.

**Our Values:**

Our REFIRE values shape the way that we carry out our functions and achieve our purpose. REFIRE is the acronym for our values, namely Responsive, Enabling, Focused, Innovative, Responsible and Effective.

Considerable work has been done by the DER’s Corporate Leadership Group to consider strategies to further integrate the REFIRE values into the workplace.

The REFIRE values poster is available at [www.der.wa.gov.au/REFIRE-Values](http://www.der.wa.gov.au/REFIRE-Values).

The statements below demonstrate how DER officers integrate these values into their work in the context of:

1. Whole of Government
2. Our engagement with stakeholders
3. Our engagement with colleagues

Value	Statements
RESPONSIVE	<ol style="list-style-type: none"> <li>1. We develop, advise on, implement and review government’s policies in a timely manner.</li> <li>2. We engage constructively with stakeholders to carry out our functions in a timely and competent manner.</li> <li>3. We communicate regularly and effectively and recognise success to encourage excellence.</li> </ol>
ENABLING	<ol style="list-style-type: none"> <li>1. We deliver on government policy objectives.</li> <li>2. We provide clear, consistent and transparent decision making processes.</li> <li>3. We provide the appropriate tools, training and resources to carry out our functions.</li> </ol>
FOCUSED	<ol style="list-style-type: none"> <li>1. We understand our role within government.</li> <li>2. We apply a risk-based approach to prioritise our resources to deliver on our functions.</li> <li>3. We understand our role within our department and concentrate on our purpose and functions.</li> </ol>
INNOVATIVE	<ol style="list-style-type: none"> <li>1. We continually seek and share ways to improve the way we do business.</li> <li>2. We develop and promote reform and are open to new ideas, concepts and processes.</li> <li>3. We encourage staff interaction to facilitate continuous improvement.</li> </ol>
RESPONSIBLE	<ol style="list-style-type: none"> <li>1. We provide considered advice which is factually correct and free of bias.</li> <li>2. We are capable and professional in the exercise of our functions.</li> <li>3. We behave ethically and accountably.</li> </ol>
EFFECTIVE	<ol style="list-style-type: none"> <li>1. Our performance supports the vision of thriving economic and social development and a healthy environment.</li> <li>2. We carry out our functions in a timely manner using robust and transparent methods.</li> <li>3. We manage performance effectively by investing in employees to achieve outcomes.</li> </ol>

## Development of the DAIP

In May 2014, the Department submitted the interim DAIP to the Disability Services Commission. The interim DAIP was a transitional document aimed at ensuring that any outsourced services met with State Government standards of accessibility and ensuring that the Department strives to provide a high standard of access and inclusion in all areas.

The DAIP has strong reciprocal links to the *Workforce and Diversity Plan 2015–2018* and has been developed through consultation with staff, examination of relevant documentation and strategies relating to access and inclusion.

## Responsibility for implementation

The Department's DAIP will be implemented over four years and all areas of DER will be responsible for implementation. The Department's Corporate Executive will guide the overall implementation of the DAIP via Human Resources. The DAIP Implementation Plan details specific actions, timeframes and accountabilities.

The Department will ensure agents and contractors who are engaged to provide services to the general public on our behalf are informed of the DAIP and the requirement to conduct their business in accordance with these principles.

## Community Consultation

Section 28(10) of the *Disability Services Act 1993* requires public authorities to undertake public consultation in accordance with the procedures specified in the *Disability Services Regulations 2004* when preparing, reviewing or amending their DAIP. The Department called for public submissions through a notice in *The West Australian* newspaper directing the community to the Department's website. The options for lodgment of submissions were via:

- Survey.
- Correspondence.
- Telephone.
- Face to Face.
- Email.

Public consultation submissions will be reviewed and incorporated where appropriate to enhance DER's standards of accessibility.

DER's DAIP is available on the Department's website in Word and Adobe PDF format and on request in alternative formats including large and standard print, electronically by email and in audio format on CD.



## Strategies to improve access and inclusion

DER is committed to ensuring that its services and facilities, including public participation, community consultation and provision of community information, are delivered to an acceptable standard of accessibility across all levels of ability and, where possible, buildings and other infrastructure do not pose a barrier to people with disability. The following strategies are aimed at improving access and inclusion:

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by DER.		
Strategy	Task	Responsibility
1.1 DER staff who organise events/public consultation are made aware of their responsibilities under the DAIP.	The 2016–2020 plan to be placed on the DER intranet.	Senior Manager Communications
	Inform employees of the DAIP via internal broadcast. Send reminder broadcast annually.	Senior Manager Human Resources
	Employees with responsibilities under the DAIP are provided with a copy.	Senior Manager Human Resources Senior Managers (All).
	New employees are made aware of the DAIP via the induction program.	Senior Manager Human Resources
	Key objectives of the DAIP are echoed in DER's Workforce and Diversity plan 2016–2020.	Corporate Services (All)

<p>1.2 DER staff involved in organising events are to ensure accessibility for people with disability.</p>	<p>Make the State Government <a href="#">Accessible Events Checklist</a> available to all staff on the intranet.</p> <p>Ensure that assistive technologies and other requirements for people with disability are made available at events upon request (for example audio loop, AUSLAN interpreters).</p>	<p>Senior Manager Communications</p> <p>Event organiser and relevant Executive Director</p>
<p>1.3 Contractors involved in organising events are to ensure accessibility for people with disability.</p>	<p>Ensure contractors who are involved in organising events are provided with a copy of the <a href="#">Accessible Events Checklist</a> .</p>	<p>All managers</p>

Outcome 2:

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

Strategy	Task	Responsibility
2.1 Ensure that DER reception areas are accessible to people with disability.	Ongoing review of reception areas and address any problems identified.	Executive Director Corporate Services
2.2 Provide signage with clear lettering and good colour contrast.	Ensure all signage meets the needs of people with disability.	Executive Director Corporate Services
2.3 Ensure that DER parking provisions meet the needs of people with disability in terms of quantity and location.	Audit bays at DER locations and address any problems identified.	Executive Director Corporate Services

**Outcome 3:**

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

<b>Strategy</b>	<b>Task</b>	<b>Responsibility</b>
3.1 DER's website adheres to State Government standards for information accessibility for people with disability.	Ongoing and continuous review of the DER website and its documents.  Annual audit of page content.	Senior Manager Communications  Senior Manager Communications
3.2 DER Key Documents meet standards of accessibility as set out in State Government Access Guidelines for Information.	Guidelines and standards are applied in publishing processes.	Senior Manager Communications
3.3 Provide information in alternative formats upon request.	Advise employees and community that information can be provided in alternative formats on request.  All Key Documents include the accessibility statement: "This document is available in alternative formats and language on request".	Senior Manager Communications  Senior Manager Communications

Outcome 4:

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

Strategy	Task	Responsibility
4.1 Ensure employee awareness of the DAIP.	DER employees complete mandatory disability awareness training at induction.	Senior Manager Human Resources
4.2 Raise employee awareness of disability and access issues.	Provide information to staff through links on the intranet to resources such as the <a href="#">Access and Inclusion Resource Kit</a> and the <a href="#">Guidelines for Accessible Printed Information Checklist</a> .	Senior Manger Communications
4.3 Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	Half-yearly progress update of the DAIP to DER Corporate Executive.	Senior Manager Human Resources

**Outcome 5:**

People with disability have the same opportunities as other people to make complaints to DER.

<b>Strategy</b>	<b>Task</b>	<b>Responsibility</b>
5.1 Support people with disability to make complaints to DER in accordance with the Customer Service Charter.	Ensure complaints are received on the existing Customer Service Feedback Form.  Provide Customer Service Feedback to Human Resources for review, analysis and resolution.	Executive Director Corporate Services  Senior Manager Human Resources
5.2 Monitor and address complaints received about disability access.	Send an annual broadcast email to advise staff that any complaint relating to disability access should be forwarded to Human Resources.	Executive Director Corporate Services
5.3 Improve staff knowledge of complaint handling for people with disability.	Ensure a copy of the DVD “You Can Make a Difference to Customer Relations for People with Disabilities” is provided to ‘first point of contact’ staff in all DER locations.	Senior Manager Human Resources

Outcome 6:

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

Strategy	Task	Responsibility
6.1 Ensure that consultation with the public is held in an accessible manner.	Make access guidelines and standards available to staff on the intranet for reference when developing public participation or consultation matters. Ensure materials published on DER's website for consultation are accessible.	Senior Manager Communications  Senior Manager Communications
6.2 Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	Bi-annual progress update against the DAIP to the Corporate Executive of DER.	Senior Manager Human Resources

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with DER.		
Strategy	Task	Responsibility
7.1 Position DER to attract and retain people with disability.	<p>Ensure that assistive technologies are provided to employees with disability as required (for example screen reader, screen magnifier).</p> <p>Continue to include the 'Substantive Equality Statement' in all advertised vacancies.</p> <p>Consider flexible work arrangements for people with disability.</p>	<p>Executive Directors/Senior Managers</p> <p>Senior Manager Human Resources</p> <p>Senior Manager Human Resources</p>
7.2 Ensure the recruitment process is accessible to people with disability.	<p>Use inclusive non-discriminatory language.</p> <p>Source accessible rooms for meetings/interview.</p>	All managers
7.3 Continue to liaise with existing Disability Employment Service provider.	Maintain monthly scheduled meetings.	Senior Manager Human Resources
7.4 Promote DER as an equal opportunity employer.	Ensure advertisements contain an Equal Employment Opportunity statement.	Senior Manager Human Resources



## Communication Strategy

The DAIP will be communicated to all staff via:

- a broadcast message;
- a link on the Department's intranet site;
- orientation and induction;
- disability awareness training;
- Corporate and Operational Executive meetings; and
- the Corporate Leadership Group.

All employees or groups of employees, such as managers, with responsibilities listed in the plan will receive a copy. All achievements, progress and any subsequent reviews of the disability access and inclusion information included in this plan will be communicated to all Department employees by Human Resources.

An advertisement will also be taken out in the West Australian newspaper advising the public that the DAIP for the Department has been finalised and direct them to the Department's website.

## Evaluation and Review

Ongoing monitoring and evaluation of the DAIP will identify the effectiveness of strategies and tasks. Audit, validation and moderation of strategies and tasks will be conducted by Corporate Executive, Human Resources and nominated subject matter experts.

## Reporting and Monitoring

As part of *Disability Services Act 1993* requirements, DER will include a report about DAIP implementation in its [annual report](#) and provide annual progress reporting to the Disability Services Commission by 30 June each year.

Agents and contractors, when used, will be notified about their responsibilities to the DAIP through correspondence. Contractors will be advised that they will be expected to report to the Department through the submission of a contractor reporting template.

DER's Senior Manager, Human Resources will be the agency contact point and is responsible for agency-wide implementation of the DAIP 2016–2020.