



Government of **Western Australia**
Department of **Water and Environmental Regulation**

Disability access and inclusion plan

2018 – 2023

Draft for Public Comment

Department of Water and Environmental Regulation

March 2018

Other formats

This plan is available on request in alternative formats such as large print, electronic format (disk or email) or audio file.

To obtain the plan in another format please contact the Department of Water and Environmental Regulation:

- by emailing daip@dwer.wa.gov.au
- by phoning 08 6364 7000
- or by contacting the National Relay Service on 13 36 77.

Feedback

The Department welcomes feedback on this plan, or any other aspect of our services, from people with disabilities, their carers or organisations who represent people with disabilities.

Feedback can be sent in writing to:

Manager, Workforce Development

The Department of Water and Environmental Regulation

Locked Bag 33

Cloisters Square

PERTH WA 6850

Alternatively, you can provide feedback via our:

- website: www.dwer.wa.gov.au
- by emailing daip@dwer.wa.gov.au
- by phoning 08 6364 7000
- or by contacting the National Relay Service on 13 36 77.

Director General's foreword

I am pleased to present the Department of Water and Environmental Regulation's Disability Access and Inclusion Plan 2018–2023.

In line with our value, *Better Together*, the department recognises that people with disability, their families and carers, have the same rights as other members of the community to access employment and services, information and facilities, and to participate in community consultation processes.

Building on the achievements of the former departments of Water and Environment Regulation, and the Office of the Environmental Protection Authority, this plan outlines our renewed priorities as we strive to make our facilities, services and consultation processes as accessible and inclusive as possible.

The plan is also designed to assist the department to meet its obligations under the *Disability Services Act 1993*, the Western Australian *Equal Opportunity Act 1984* and the Commonwealth *Disability Discrimination Act 1992*.

Committed to establishing a fair and non-discriminatory workplace and service provision, the department will continue to strive to work in ways that reflect the community in which it operates.

The ongoing strategies for achieving a workplace in which integrity and respect underpin our daily interactions with both the public and each other are informed by this Disability Access and Inclusion Plan and its Implementation Plan.

My Executive is committed to monitoring the implementation process to determine its success or otherwise in meeting the needs of our employees and the wider community that engages with the Department of Water and Environmental Regulation.

I commend the staff of the department for their commitment to an inclusive workplace in support of attracting, retaining and fully engaging a diverse range of talent in support of the agency's work.

Finally, I wish to thank the Department of Communities for the guidance and assistance it has provided throughout the development of our Disability Action and Inclusion Plan as we strive together to make a difference for the people of Western Australia.

Mike Rowe
Director General

Our purpose

The Department of Water and Environmental Regulation is responsible for the sustainable management and protection of Western Australia's water and the environment.

Our role is to ensure the state's water resources and environment are healthy and able to support a strong economy and thriving communities, now and in the future.

We share information and advice and partner with the community to build the capacity of all sectors to act in ways that enhance our environment and sustainability.

In addressing these challenges, we respond to our state's emerging challenges – climate change, increasing population and urban growth.

At the same time we champion opportunities – a strategic approach to waste; a diversifying economy delivering new business prospect's and jobs; and water sensitive cities, towns and communities.

For more information see the Department's website: www.dwer.wa.gov.au.

Other services

The department continues to provide support services to the following boards, offices and committees subject to this Disability Access and Inclusion Plan:

- Cockburn Sound Management Council
- Contaminated Sites Committee
- Environmental Protection Authority
- Keep Australia Beautiful Council WA
- Office of the Appeals Convenor
- Waste Authority of Western Australia.

For more information see the Department's website: www.dwer.wa.gov.au.






Our vision

A healthy environment and water, valued by all, to support a liveable and prosperous Western Australia.

Our mission

To lead and excel in the sustainable management and protection of Western Australia's water and environment.

Our values

 <p>We serve to make a difference What we do and why we do it</p>	<p>We serve to make a difference:</p> <ul style="list-style-type: none"> • We are inspired • We strive for excellence • We serve the public • We engage honestly • We deliver results
 <p>We build trust How we do our work</p>	<p>We build trust:</p> <ul style="list-style-type: none"> • We empower decisions • We provide evidence-based transparent processes • We are honest, reliable and competent • We hold ourselves to account
 <p>Better together How we connect</p>	<p>Better together:</p> <ul style="list-style-type: none"> • We work inclusively and collaboratively • We build partnerships • We value our differences • We share information • We encourage leadership
 <p>Open minds How we approach our work</p>	<p>With open minds:</p> <ul style="list-style-type: none"> • We embrace new ideas • We are passionate, creative and curious • We are flexible • We own and learn from our mistakes • We are courageous
 <p>We Care How we feel about our work</p>	<p>We care:</p> <ul style="list-style-type: none"> • We care for customers, colleagues and the community • We care for the environment • We respect and support each other • We create safe space to grow • We listen and respond

Disability defined

According to the *Disability Services Act 1993* “disability” means a disability –

- which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments; and
- which is permanent or likely to be permanent; and
- which may or may not be of a chronic or episodic nature; and
- which results in –
 - a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
 - a need for continuing support services.

Our commitment to access and inclusion

Western Australia’s unique environment is a valuable community asset, and one that the department is helping to protect for the benefit of current and future Western Australians.

All members of the public are encouraged to contribute to the environmental impact assessment and water resource management processes as well as the development of policy and programs.

The department is committed to providing consultation opportunities to all people, including those with disability, their families and carers, and the organisations that represent them, to ensure that barriers to access and inclusion are addressed appropriately.

Planning for better access and inclusion

The Western Australian *Disability Services Act 1993* requires that all public authorities develop and implement a Disability Access and Inclusion Plan. The plan must outline the ways in which the department will ensure that all people have equal access to its facilities and services.

The *Disability Services Regulations 2013* provide for seven outcome areas. These also form the basis of our department’s Implementation Plan.

The Western Australian *Equal Opportunity Act 1984* recognises that people with disability require, and are entitled to, the same level of service available to other members of the community. This Act also makes it unlawful for a person to discriminate against any person on the grounds of impairment.

This plan provides a framework for the identification of access and inclusion limitations at the Department of Water and Environmental Regulation.

Strategies to improve access and inclusion

This plan will be effective from 1 July 2018 to 30 June 2023. The strategies implemented by the three former agencies that now make up the Department of Water and Environmental Regulation have been reviewed and those still to be achieved carry forward into this plan.

Given the department's proposed relocation to new premises in Joondalup, the strategies are designed to allow for a flexible response to emerging access and inclusion needs.

These strategies are documented on pages 6 and 7 of this document and will be used to guide the identification of initiatives in support of annual implementation plans for the life of this plan.

Development of the plan

Responsibility for the planning process

The department's Workforce Development team has oversight of the development and review of the plan and its implementation. Its Equity and Diversity Reference Group provides input and supports the delivery of the plan across the entire agency.

Consultation and communication process

As part of the consultation process, feedback on the draft plan is being sought internally from the department's Corporate Executive and wider staff body, and externally from the Department of Communities (Disability Services), disability organisations and the public via advertising in *The West Australian* newspaper and on the department's website.

Monitoring the implementation process

Reviewing

The department will review the plan every five years in accordance with the *Disability Services Act 1993*. A progress report will be made on 30 June of each interim year in which the department will document outcomes of the annual implementation plan against the seven outcomes of the plan.

In addition, the department is committed to reporting key achievements to support and enhance access and inclusion for people with disability in the department's annual report.

Monitoring

Implementation of the plan is the responsibility of all directorates.

The Workforce Development team guides the overall implementation of the plan, which identifies the:

- broad strategy that the individual tasks support;
- individual tasks being undertaken; and the
- directorates responsible for completing individual tasks.

Communicating

The plan is available to all department employees and members of the Western Australian community, including people with disability, and their families and carers. The documents are available on the public website at www.dwer.wa.gov.au and the department's intranet.

A public notice in *The West Australian Newspaper* informed the community of the plan's release and its availability in alternative formats upon request, including in standard and large print, electronic format by email, and in audio format on CD.

Strategies

Outcome 1 – People with disability have the same opportunities as other people to access the services of, and any events organised by, the Department of Water and Environmental Regulation

Strategies in support of outcome 1

- Workforce Development will guide the development and monitor the implementation of the Disability Access and Inclusion Plan.
- Where possible, department-organised events, stakeholder engagement processes and service provision will be inclusive of and accessible to people with disability.

Outcome 2 – People with disability have the same opportunities as other people to access the buildings and other facilities of the Department of Water and Environmental Regulation

Strategies in support of outcome 2

- Where possible, the department's buildings and facilities (regional and metropolitan) will be accessible to and meet the needs of people with disability.

Outcome 3 – People with disability receive information from the Department of Water and Environmental Regulation in a format that will enable them to access the information as readily as other people are able to access it

Strategies in support of outcome 3

- The department will provide hard copy and electronic (including website) information that meets accessibility standards and is available upon request in alternative formats for people with disability, their family and carers.

- The department will provide on-request access to interpreter services for people with disability.

Outcome 4 – People with disability receive the same level and quality of service from the employees of the Department of Water and Environmental Regulation as other people receive from the staff of the agency

Strategies in support of outcome 4

- Disability awareness education and training will be made available to staff.
- The department will raise employee awareness about requirements for specific service provisions for people with disability.

Outcome 5 – People with disability have the same opportunities as other people to make complaints to the Department of Water and Environmental Regulation

Strategies in support of outcome 5

- The department will provide accessible, professional and responsive service to meet the needs of people with disability.
- The department’s complaints management system and processes will be accessible to people with disability.

Outcome 6 – People with disability have the same opportunities as other people to participate in any public consultation by the Department of Water and Environmental Regulation

Strategies in support of outcome 6

- The department will put in place appropriate protocols to support access to community consultation by people with disability.

Outcome 7 – People with disability have the same opportunities as other people to obtain and maintain employment with the Department of Water and Environmental Regulation

Strategies in support of outcome 7

- The department will develop and implement strategies to improve the attraction, recruitment and retention of employees with disability and or medical conditions.
- The department will ensure all employees have the opportunity to develop their career and perform their best at work.

FEEDBACK FORM

DISABILITY ACCESS AND INCLUSION PLAN

The Department of Water and Environmental Regulation values your comments about its Disability Access and Inclusion Plan.

Your feedback is welcome at any time and will be treated with the strictest confidence.

1. Have you experienced any barriers to access in respect of the Department's services?

Situation	
Reason for difficulty	

2. Is there an initiative you would like to compliment the Department on?

Initiative	
Why you think it is a good initiative	

3. Do you have any other comments or suggestions on how the Department can improve access to its services, information or facilities?

4. To help the department analyse your comments, please tick which category best describes your interest in our Disability Access and Inclusion Plan 2018 –2023.

- Customer / client with a disability
- Carer / family member of a customer / client with a disability
- Disability service provider
- Department stakeholder
- Department employee
- Department service provider
- Other (please specify) _____

Would you like the Department of Water and Environmental Regulation to keep you informed of any changes made to this document?

- Yes No

If yes, please provide contact details below:

Name: _____
Email: _____
Phone: _____

Please post this form to:

Manager, Workforce Development
Department of Water and Environmental Regulation
Locked Bag 33
Cloisters Square
PERTH WA 6850

Alternatively, you can send feedback via our:

- website at www.dwer.wa.gov.au
- by emailing daip@dwer.wa.gov.au
- by phoning 08 6364 6737
- or by contacting the National Relay Service on 13 36 77.