



Disability Access and Inclusion Plan 2018–23

Covering the Department of Primary Industries and Regional Development, and the following Regional Development Commissions:

- Gascoyne Development Commission
- Goldfields Esperance Development Commission
- Great Southern Development Commission
- Kimberley Development Commission
- Mid-West Development Commission
- Peel Development Commission
- Pilbara Development Commission
- South West Development Commission
- Wheatbelt Development Commission



This plan is available at dpird.wa.gov.au and also in alternative formats, such as large print, electronic format (disk or emailed), audio or Braille, on request.

Foreword

It is my pleasure to present the Department of Primary Industries and Regional Development's (DPIRD) inaugural Disability Access and Inclusion Plan (DAIP).

Our department was formed on 1 July 2017 through the amalgamation of the departments of Agriculture and Food, Fisheries and Regional Development and the staff of the nine Regional Development Commissions.

As one department, we are providing a strong and unified service for Western Australia's primary industries and regions, which are vital drivers of the state's economy and prosperity.

We work closely with a diverse range of clients across the state, from businesses, industry groups, scientists and investors to community groups and individuals, and I am committed to ensuring our information, services and facilities are accessible to the community.

This plan recognises the initiatives and achievements of our former agencies and Regional Development Commissions regarding disability access and inclusion, and draws on our combined knowledge to ensure we can continue to meet the needs of people with disability, their families and carers.

This body of work encompasses the nine Regional Development Commissions included under the umbrella of the DPIRD DAIP. The plan has been developed in consultation with staff, stakeholders and the community and includes strategies to provide an inclusive and accessible environment for our staff and the community now and in the future.

I encourage you to read and support the delivery of this plan and I look forward to reporting the progress we make over the next five years.

Regards

A handwritten signature in blue ink, appearing to read "R. Addis".

Ralph Addis
Director General



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Our department

The Department of Primary Industries and Regional Development's [Strategic Intent 2018–21](#) describes what we are setting out to achieve as an agency over the next three years.

Our purpose

To create enduring prosperity for all Western Australians.

Our role

Our department ensures that primary industries and regions are key contributors to the Government's agenda for economic growth and diversification, job creation, strong communities and better places.

Our goals

Protect

To manage and provide for sustainable use of our natural resources and soils, and to protect Western Australia's brand and reputation as a reliable producer of premium, clean and safe food, products and services.

Grow

To enable the primary industries sector and regions to increase international competitiveness, and grow in value and social amenity, strengthening these pillars of the state's economy.

Innovate

To support a culture of scientific inquiry, innovation and adaptation across primary industries and regions to boost industry transformation, economic growth and employment.

Regional Development Commissions

The objectives of the Regional Development Commissions (RDCs) are to:

- maximise job creation and improve career opportunities in the region
- develop and broaden the economic base of the region
- identify infrastructure services needed to promote economic and social development within the region
- provide information and advice to promote business development within the region
- seek to ensure that the general standard of government services and access to those services in the region is comparable to that which applies in the metropolitan area
- take steps to encourage, promote, facilitate and monitor the economic development in the region.



Our State's Regional Development Commissions are:

- [Gascoyne Development Commission](#)
- [Goldfields Esperance Development Commission](#)
- [Great Southern Development Commission](#)
- [Kimberley Development Commission](#)
- [Mid-West Development Commission](#)
- [Peel Development Commission](#)
- [Pilbara Development Commission](#)
- [South West Development Commission](#)
- [Wheatbelt Development Commission](#)

Planning for better access

It is a requirement of the *Disability Services Act 1993* (amended in 2004) that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the department and Regional Development Commissions will ensure that people with disability, their carers and families have equal access to employment and our facilities and services.

The planning process involved reviewing the former departments' and Regional Development Commission's plans to determine the effectiveness of previous strategies and actions and identify ongoing access issues across the new organisation. The process also included the review of annual reports and strategic documents, as well as the consideration of good practice by other organisations.

Our DAIP meets the requirements for agency planning, as detailed in the Act, as well as other legislation underpinning access and inclusion such as the *WA Equal Opportunity Act 1984* and the *Commonwealth Disability Discrimination Act 1992*.

Our commitment to access and inclusion

The department and the Regional Development Commissions are committed to ensuring that clients and staff with disability are able to access our information, services and facilities.

The department and the Regional Development Commissions aim to provide people with disability, opportunities for access and participation, consistent with that provided to other community members. To achieve this outcome, the department and the Regional Development Commissions seek to consult with clients and staff with disability and disability organisations, including providing effective feedback mechanisms, to ensure that barriers to access and inclusion are appropriately addressed.

The department and the Regional Development Commissions require staff and contractors to adhere to the principles of substantive equality and respect for diversity in their provision of services and in their dealings with people with disability.

We are committed to achieving the following seven desired outcomes of the DAIP:



1. People with disability have the same opportunities as other people to access the services of, and any events organised by the department and the Regional Development Commissions.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the department and the Regional Development Commissions.
3. People with disability receive information from the department and the Regional Development Commissions in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and quality of service from the staff of the department and the Regional Development Commissions as other people receive.
5. People with disability have the same opportunities as other people to make complaints to the department and the Regional Development Commissions.
6. People with disability have the same opportunities as other people to participate in any public consultation by the department and the Regional Development Commissions.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the department and the Regional Development Commissions.

The department and the Regional Development Commissions use the definition of disability included in the *Disability Services Act 1993* and any guidance material provided by the Department of Communities in the DAIP.

Significant achievements

Since the amalgamation of the three former agencies and the staff of the Regional Development Commissions, we have continued to implement a number of initiatives to improve access.

Employment

The department and the Regional Development Commissions continue to support employment for people with disability through the Western Australian Disability Enterprises. Intelife and Activ have been contracted to undertake commercial cleaning services for accommodation and garden and grounds maintenance at the South Perth site and Bunbury, Esperance and Geraldton regional offices. The department and the Regional Development Commissions also support employment of people with disability across our operations.

Raising awareness and celebrating achievements

Our department continues to show its commitment to raising awareness and celebrating the achievements of people with disability in the workplace and the community.



Each year during Disability Awareness Week and International Day of People with Disability, the South Perth site and a number of regional offices have held celebration events. These include:

- “Count me in” events with guest speakers “Count me in” ambassadors
- An art exhibition from artists with disability from a not-for-profit community arts and cultural development organisation. This included an exhibition opening with a talk by one of the artists and the director of the organisation. The art work was on display for a week in the main reception area of the South Perth site, enabling the art work to be visible to a vast number of clients and staff entering the building, and thereby raising awareness of the skills and talents of people with disability.
- A disability awareness week celebration morning tea with guest speaker Michael Donnelly, Vice Chairman of Fishability.

Major building works and office upgrades

In collaboration with Building Management and Works, the department ensures that the design and construction of our buildings and facilities comply with the Building Code of Australia (BCA) and the Commonwealth Disability Discrimination Act (DDA) 1992 and the Access to Premises Standards 2010.

DPIRD regional offices (for example, Geraldton and Northam) have undertaken building works to ensure our facilities meet the needs of people with disability. These works include:

- Upgrades in reception areas to include disability access, specifically wheelchair accessibility
- Maintenance of wheelchair access to delegated entry points
- Disability car parks upgraded and reviewed to meet requirement standards
- Establishment of communication processes and procedures for employees with disability during building works planned and implemented.
- Access lift installation in the Bunbury office providing anyone with a physical impairment access to the upper level.

Staff training

DPIRD corporate online employee training includes content on substantive equality (*Cultural Awareness*), and equity and diversity (*Cultural Awareness, Accountable and Ethical Decision Making* and *Corporate Induction*) to ensure increased understanding of people from different backgrounds.

Members of our Employee Support Officer Network (approximately 40 employees across the department) and Human Resource Business Partners are trained to better support staff and raise awareness of issues including mental health.

Accessible events – Rural Women’s Award

The event is now accessible to people with disability. The completion of the “Creating Accessible Events Checklist” ensured several improvements were identified that could be incorporated into planning of future events.



Development of the Disability Access and Inclusion Plan 2018–23

Responsibility for the planning process

The DPIRD Disability Access and Inclusion Plan Working Group (DAIPWG) was established to develop and monitor the implementation of the DAIP 2018–23.

Comprising of representatives from across the department, including staff working within Regional Development Commissions, it is supported by an Executive Sponsor and includes two staff members who either have a disability or who care for someone with a disability.

The working group receive updated reports and feedback from staff that are responsible for deliverables under the DAIP 2018-23.

Review and consultation process

Various processes have informed the development of the DAIP 2018-23.

This included:

- an examination of the three former agencies and Regional Development Commissions' DAIPs and review of subsequent reports to see what had been achieved and what still needed to be done
- examination of the consultation undertaken with peak bodies and people with disability
- consideration of good practice in other organisations
- consultation with key staff and the Regional Development Commissions.

To gain input on areas where the department could improve access and inclusion, an on line consultation questionnaire was developed and promoted by:

- advertisements in the West Australian newspaper and rural newspapers, the Countryman, Kalgoorlie Miner, Geraldton Guardian, Narrogin Observer
- a link on the home page of the department and the Regional Development Commissions' web sites
- letters to stakeholders inviting them to participate in the consultation process.

All documentation was available in different formats upon request and the opportunity to provide input remains open indefinitely on the DPIRD website.

Strategies to improve access and inclusion

The following strategies have been developed by the department to improve access and inclusion across the desired seven outcomes of the DAIP 2018-23.

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by the department and the Regional Development Commissions

Strategies

- | | |
|------|--|
| 1.1. | Ensure all events organised by the Department are considerate of and accessible to people with disability. |
| 1.2. | Provide accessible feedback systems for people with disability. |
| 1.3. | Ensure that the Department's agents and contractors are aware of and comply with the DAIP requirements. |
| 1.4. | Inform Departmental staff of the DAIP and their responsibilities associated with the Plan. |
| 1.5. | DAIP working group to guide and monitor the implementation of the DAIP 2018-23. |
| 1.6. | Review policies covering services 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 and the Regional Development Commissions

Strategies

- | | |
|------|--|
| 2.1. | For new buildings and maintenance to those existing, ensure all buildings and facilities of the Department are accessible and useable to people with disability. |
| 2.2. | Ensure that as far as practicable, all future buildings leased by the Department are accessible to people with disability. |
| 2.3. | Require site evacuation procedures to include evacuation procedures for people with disability. |
| 2.4. | For existing buildings ensure as a minimum, dedicated ACROD parking and ramp access to the main entry doors is provided to meet the needs of people with disability. |
| 2.5. | Provide appropriate signage to meet the needs of people with disability. |

Outcome 3: People with disability receive information from the department and the Regional Development Commissions in a format that will enable them to access the information as readily as other people are able to access it

Strategies

- 3.1. Ensure all Departmental information can be provided in alternative formats on request.
- 3.2. Ensure that the Departments internal and external websites meet current State Government accessibility guidelines.
- 3.3. Ensure documents are easily accessible and written in a language and style that makes them appropriate to their target audience.

Outcome 4: People with disability receive the same level and quality of service from the staff of the department and the Regional Development Commissions as other people receive

Strategies

- 4.1. Improve staff awareness of disability and access issues, and improve staff skills to deliver the same quality of level of service to people with disability as provided to people without a disability.
- 4.2. Continue to develop staff awareness and understanding of disability and access issues.

Outcome 5: People with disability have the same opportunities as other people to make complaints to the department and the Regional Development Commissions

Strategies

- 5.1. Ensure the Department's complaints procedures are made available in alternative and accessible formats as required.
- 5.2. Monitor complaints and feedback regarding accessibility of Departmental buildings, services or facilities to identify areas to improve accessibility for people with disability.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the department and the Regional Development Commissions

Strategies

- | |
|---|
| 6.1. Consult with people with disability when implementing and monitoring the DAIP. |
| 6.2. Ensure consultations with the public are held in an accessible manner. |
| 6.3. Improve community awareness about consultation processes. |

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the department and the Regional Development Commissions

Strategies

- | |
|---|
| 7.1. Identify strategies to improve attraction, recruitment and retention of employees with disability. |
| 7.2. Ensure developmental opportunities, including training are accessible to all staff/employees. |
| 7.3. Provide appropriate support to DPIRD staff with disability, and staff who are carers for people with disability to fulfil their employment responsibilities. |
| 7.4. Promote behaviours that welcome and encourage staff with disability, and that are in line with the Values and Behaviour Charter. |

Implementation of the DAIP

Responsibility for implementation

Our DAIP will be implemented over five years, with the department and the Regional Development Commissions taking all practical measures to ensure our staff, agents and contractors implement our Plan, in line with legislative requirements.

An internal implementation plan, detailing specific actions, timeframes and accountabilities, will be developed to assist in the implementation of our DAIP strategies.

The DAIP working group will guide the overall implementation of the DAIP.



Communicating the DAIP 2018–23

The DAIP will be communicated to the community, contractors and department and Regional Development Commission staff via publication on the internet, intranet and by email.

A notification will be published in The West Australian newspaper and rural newspapers the Countryman, Kalgoorlie Miner, Geraldton Guardian and Narrogin Observer advising the public that the department's current DAIP is available on the department's website with different formats accessible upon request. Feedback obtained will be used to update the DAIP Implementation Plan 2018-23, as appropriate.

DAIP reviewing and reporting (annual reporting requirements)

State government agencies are required, under the *Disability Services Act 1993*, (amended in 2004), to report on the actions they have undertaken to implement their DAIP in their annual report.

There is also a requirement to provide a DAIP progress report to the Department of Communities each year. The report provides information about progress made by the department, its agents and contractors in achieving the desired outcomes of the DAIP, and how agents and contractors have been informed about the Plan.

Where agents and contractors provide a direct service to the public on our behalf, we will:

- ensure the contractor knows and understands their access and inclusion responsibilities and works towards the desired outcomes of the DAIP
- obtain an annual progress report from the contractor/s
- prepare an annual aggregate contractor report for submission.

The DPIRD Disability Access and Inclusion Plan Working Group will regularly review the key strategic actions published in the DAIP and contribute to the development of the annual report and DAIP Progress Report.



Department of
**Primary Industries and
Regional Development**

Contact us

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For clients with hearing impairments who use TTY or a computer with a modem,
phone 133 677

For clients with speech impairments who use the speak and listen service, phone
1300 555 727

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Important disclaimer

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Disability Access and Inclusion Plan (DAIP) Feedback form

The Department of Primary Industries and Regional Development (DPIRD) is interested in your feedback and comments regarding its Disability Access and Inclusion Plan (DAIP). Your feedback is welcome at any time and will be treated with the strictest confidence.

1. Have you experienced any barriers to access that DPIRD has not identified in the DAIP?

Situation:

Difficulty:

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

Initiative:

Why do you think it is a good initiative?



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

To help us analyse your comments, please tick which category best describes your interest in our Disability Access and Inclusion Plan:

- Client with disability
- Carer
- Disability service provider
- Departmental staff
- Departmental contractor/agent
- Other (please specify): _____

If you would like to be included in future consultations, please provide your name and contact details:

Name: _____

Address: _____

Email: _____

Thank you for your feedback.

Please return your completed response to:

daip@dpird.wa.gov.au or

Organisation Development Branch, Department of Primary Industries and Regional Development, Locked Bag 4, Bentley Delivery Centre WA 6983