



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

# Disability Access and Inclusion Plan

2024-29

**DRAFT FOR CONSULTATION**

Department of Water and Environmental Regulation  
July 2024

## 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:

- Email: [hr@dwer.wa.gov.au](mailto:hr@dwer.wa.gov.au)
- Telephone: 08 6364 7000 (Monday to Friday 8:30am – 5:00pm)
- National Relay Service on 13 36 77.

## Feedback

The Department of Water and Environmental Regulation (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:**

HR Manager, Talent and Culture  
Department of Water and Environmental Regulation  
Locked Bag 10  
JOONDALUP WA 6027

Alternatively, you can provide feedback:

- Email: [hr@dwer.wa.gov.au](mailto:hr@dwer.wa.gov.au)
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## Introduction

This Disability Access and Inclusion Plan (DAIP)'s purpose is to ensure people with disabilities have accessible and equitable access to the services and facilities provided by the Department of Water and Environmental Regulation (the department).

Following consultation, the DAIP will be reviewed and amended in the context of this feedback, to build on our achievements and address any barriers that may be identified.

## Planning for better access and inclusion

The Western Australian [Disability Services Act 1993](#) requires all public authorities to 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 2004](#) 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 and outlines our commitment to delivering the strategies listed over the next five years.

## What we do

The department works to ensure the state's water resources and environment are healthy and protected and able to support a strong economy and thriving communities, now and in the future.

We serve as a 'one stop shop' for industry and developers with the aim of streamlining and simplifying regulation, while ensuring robustness of regulation to meet government and community expectations.

## Key services

Some of our key services include:

- **Water services** – we ensure our water resources meet the needs of the community, ecosystems and economic development
- **Environmental regulation services** – we make sure that environmental values are protected, and that development is sustainable
- **Hotlines** – we service several hotlines where the community is able to call and report any concerns about pollution, contamination or illegal activity

- **Programs** – we have more than 20 programs that support sustainably managing our water resources and environment
- **Consultation** – we consult with the public on our programs and strategies to improve their implementation and effectiveness. We do this by seeking feedback to help us understand the views of stakeholders, communities and interested parties, and inform a transparent and accountable decision-making process
- **Community updates** – we publish information on our community update webpages that relate to a range of matters of interest to the community and our stakeholders
- **Other services** – we continue to provide support services to the following boards, offices and committees that are also subject to this Disability Access and Inclusion Plan.

These include:

- 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, please visit the [department's website](#).

## Development of this plan

The department's Human Resources Branch has oversight of the development of the DAIP, its delivery and implementation, and reporting on progress.

All strategies outlined have been developed in consultation with key internal stakeholders, including business areas that will ensure responsibility for the outcomes in their work.

## Consultation and communication process

The department is calling for feedback on the DAIP 2024–29.

Feedback is being sought from our internal and external stakeholders and members of the public, particularly those in the community who use our services or engage with the work of the department.

Our DAIP aims to promote the access and inclusion of people with disability via our consultation processes, employment, services and events, buildings and facilities, quality of service, information, and complaints.

It strongly aligns with the guiding principles of [A Western Australia for Everyone: State Disability Strategy 2020–2030](#).

You are invited to review and submit feedback on our draft DAIP. Your input will help us to finalise our plan, setting the direction for the department over the next five years.

Feedback and submissions are due by **5:00pm (WST) on Wednesday, 4 September 2024**.

## Publication of finalised DAIP

Once the consultation period has closed and we have considered all provided feedback, we anticipate that the new DAIP will be finalised and published on our website in October 2024.

The finalised DAIP will be provided in alternative formats for accessibility upon request.

# Outcomes and proposed strategies for the department's Disability and Inclusion Plan 2024-29

## Outcome 1: Services

**People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.**

### Strategies

- 1.1 All department events, community consultation processes and services are accessible to people with disability.
- 1.2 We seek feedback on improving the accessibility of department events, community consultation and services.
- 1.3 Our policies and processes consider access for people with disability to ensure we are providing the same opportunities to engage with and receive our services.

## Outcome 2: Facilities

**People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

### Strategies

- 2.1 Accessibility of our buildings and facilities (regional and metropolitan) are a priority consideration, in particular where we can influence changes to design and accommodations for any office refit/relocation activities.
- 2.2 Our buildings have appropriate signage that meets the needs of people with a disability.
- 2.3 Our meeting rooms have accessible technology and equipment that provides inclusive options for participation.
- 2.4 Our emergency evacuation procedures (training and fire drills) ensure people with a disability are treated safely.

## Outcome 3: Information

**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.**

### Strategies

- 3.1 We will continue to ensure our website contains information in inclusive language and that content is checked, reviewed, and updated to meet the current Web Content Accessibility Guidelines (WCAG) standards.
- 3.2 We provide on request publications, forms, media and information in alternative formats.
- 3.3 We provide on request access to interpreter services such as Teletypewriter Relay Service (TTY) and Auslan.
- 3.4 Through ongoing reviews and feedback, we seek to continuously improve the experience of accessing information for people with a disability.

## Outcome 4: Service quality

**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.**

### Strategies

- 4.1 Our staff are trained in the provision of inclusive and accessible services for people with disability, including any specific requirement for offering support.
- 4.2 We will continue to educate our staff and raise awareness of the lived experiences of people with disability and any accessibility and inclusion barriers. We will do this through the provision and delivery of targeted learning and engagement activities in the workplace.

## Outcome 5: Complaints

**People with disability have the same opportunities as other people to make complaints to a public authority.**

### Strategies

- 5.1 All avenues for receiving and managing complaints from our customers, stakeholders and employees are accessible to people with a disability, or an alternative option will be made available on request.
- 5.2 Complaints are monitored to identify and resolve systemic issues.

## Outcome 6: Consultation

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

### Strategies

- 6.1 Community and stakeholder consultation is encouraged and accessible for people with disability.
- 6.2 When we invite the community to provide their feedback as part of any public consultation process, we provide accessibility options they can access so they can participate.
- 6.3 When we invite stakeholders to complete the stakeholder annual survey, we provide accessibility options they can access so they can participate.
- 6.4 We ensure any internal consultation provides accessibility options to remove any barriers for employees to participate.
- 6.5 We will continue to provide, where possible, increased notification timeframes for meetings and more lengthy consultation periods.
- 6.6 We regularly review our policies and checklists to ensure we maintain best practice for accessibility.

## Outcome 7: Employment

**People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

### Strategies

- 7.1 We foster a workplace culture that welcomes people of all backgrounds and abilities, and reflects the diverse community we serve.
- 7.2 We seek always to embed access and inclusion practices through educational and awareness raising activities for managers.
- 7.3 We ensure our policies and procedures allow us to consider and provide suitable workplace adjustments for staff with disability, including accommodating flexible work options.
- 7.4 We use recruitment processes that are best practice, inclusive, remove barriers and recognise and value diversity, to ensure we provide equal opportunity in employment as an accredited Disability Confident Recruiter.
- 7.5 Our Corporate Executive will continue to monitor our workforce data against Public Sector Commission employment targets for People with Disability.
- 7.6 We promote policies, codes of conduct and strategies that prohibit discrimination, harassment, and victimisation of employees with disability, and provide a range of opportunities for employees to feel safe in providing feedback on their experience of inclusion.