



Disability Access and Inclusion Plan 2015 – 2020



Government of **Western Australia**
Department of **Mines and Petroleum**

DISABILITY ACCESS AND INCLUSION PLAN - 2015–2020

Distribution

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Regional Mining Registrars

DAIP Working Committee

DAIP Consultation

Disability Services Commission

Disability Service Providers

Alternative formats

This document can be made available in alternative formats on request.

Acknowledgments

In developing this Disability Access and Inclusion Plan, the DAIP Working Group acknowledges the invaluable contribution of the Disability Services Commission, people with disability and customers.



FOREWORD

I have great pleasure in presenting the Department of Mines and Petroleum Disability Access and Inclusion Plan 2015–2020.

The plan's objective is to ensure people with disability have the same opportunity as other people to access our services and information, wherever possible. It includes strategies to address the barriers faced by people with disability by improving their access to services, buildings and information.

This plan demonstrates our commitment to furthering the principles and meeting the objectives of the *Disability Services Act 1993*, WA.

In undertaking this commitment, it is essential for us to work in close partnership with the community and other organisations, and to advocate, where necessary, for improved access and inclusion outcomes.

We look forward to working with the Disability Services Commission, key stakeholders and the community over the next five years to improve and foster inclusiveness as a part of our Disability Access and Inclusion Plan.

I encourage you to read and follow this plan and to participate in its further development by providing feedback.

Richard Sellers
Director General
July 2015



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BACKGROUND

The Department of Mines and Petroleum

The Department of Mines and Petroleum was formed on January 1 2009 as part of a restructure of the former Departments of Industry and Resources and Consumer and Employment Protection.

As Western Australia's lead agency for regulating mining, petroleum, geothermal and carbon capture and storage activities, the department's regulatory role comprises land access, health and safety and environmental management of the resources

sector and the regulation of dangerous goods across all industry sectors.

The department is also:

- the lead agency for attracting private sector investment in exploration and development, mainly through the provision of pre-competitive geoscience information
- has responsibility for ensuring that the community receives a fair return for its resources through the collection of royalties.

Purpose

People with disability

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2012), 18.5 per cent of Australians, or more than one in five people, identify themselves as having some form of disability. The highest rates, in Tasmania and South Australia, reflect their older populations. The Northern Territory, Australian Capital Territory and Western Australia have the lowest rate of disability

The study shows the disability rate has remained steady, despite the ageing of the population. This is due to reductions in prevalence of disability in middle-aged people.

Planning for better access

It is a requirement of the *Disability Services Act 1993* that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines ways in which the department will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the *WA Equal Opportunity Act 1984* and the *Commonwealth Disability Discrimination Act 1992*.

Progress since 1995

The department is committed to facilitating the inclusion of people with disability through the improvement of access to its information, services and facilities. The department adopted its first Disability Service Plan (DSP) in 1995 to address the barriers for people with disability who needed to access the services and facilities provided by the department. The plan addressed its statutory requirements under the *WA Disability Services Act (1993)* and obligations under the *Commonwealth Disability Discrimination Act (1992)*. The plan has undergone three internal reviews since 1995.

Since the adoption of the initial plan, the department has implemented many initiatives and made significant progress towards better access. Some of these are highlighted in Appendix 1.



ACCESS AND INCLUSION POLICY STATEMENT

This is a policy statement for people with disability, their families and carers.

Defining disability

A disability is any continuing condition that restricts everyday activities. The *Disability Services Act (1993)* defines disability as a condition that:

- is attributable to an intellectual, cognitive, neurological, sensory or physical

impairment or a combination of those impairments

- is permanent, and
- may or may not be episodic in nature.

Disabilities can result in a person having a substantially reduced capacity for communication, social interaction, learning or mobility and a need for continuing support services in daily life. Some disabilities, such as epilepsy, are hidden, while others, such as cerebral palsy, may be visible.

Commitment

With the assistance of appropriate aids and services, the restrictions experienced by many people with a disability may be overcome.

The Department of Mines and Petroleum is committed to:

- ensuring that people with disability, their families and carers are able to fully access the range of departmental services and facilities (in-house and contracted), providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community
- ensuring that people with disability are given the opportunity to participate in shaping the development of their community through the consultative process with local business and industry in respect of new investments
- consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately
- achieving the seven desired outcomes of its DAIP.

The outcomes

Outcome 1

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

Outcome 2

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

Outcome 3

People with disability receive information from the Department 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 department staff as other people.

Outcome 5

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

Outcome 6

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

Outcome 7

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

DEVELOPMENT OF DISABILITY ACCESS AND INCLUSIONS PLANS (DAIP)

Responsibility for the planning process

The DAIP Working Group (DAIPWG), responsible for the development and implementation of the DAIP 2015–2020, encouraged staff to play an active role in the responsibilities of the working group. The response from staff was overwhelming. Two people with disability were chosen to be part of the DAIPWG 2015–2020, taking the complement of people with disability to three. Full membership is provided in Appendix 2.

Community consultation process

In 2015, the department reviewed its DAIP, consulted with key stakeholders and drafted a new DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the previous DAIP and review of subsequent reports to see what had been achieved and what still needed to be done
- examination of other relevant department documents and strategies

- investigation of contemporary trends and good practice in access and inclusion
- consultation with key staff, and
- consultation with the community and client base.

The Disability Services Act Regulations set out the minimum consultation requirements for public authorities in relation to DAIPs.

State Government authorities must call for submissions (either general or specific) by notice in a Statewide newspaper and on any website maintained by, or on behalf of, the State Government authority. Other mechanisms may also be used. The department has a well-established practice of community consultation in all of its programs. The following strategies were used in the consultation process:

- In July 2015, the community was informed through The West Australian newspaper and the department's website that the department was developing a DAIP to address the barriers that people with disability and their families may experience in accessing departmental functions, facilities and/or services.

- The department used The West Australian newspaper and the department’s website to encourage verbal and/or written feedback from the community on how the department could achieve the seven outcomes identified on page 4 of this document:

Findings of the consultation

The review and consultation found that most of the initial objectives in the first plan had been achieved and that a new plan was required to ensure currency and relevance. Feedback identified the new plan should not only address current access and inclusion barriers, but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. The plan must also keep abreast of legislative and regulatory changes.

Access barriers

While the review and consultation noted a great deal of achievement in improving access, it also identified a range of barriers

that require redress. These access barriers include the need for:

- a department policy to guide and inform on access and inclusion activities
- staff to be adequately informed or more confident in providing the same level of service to people with disability
- elements of the department’s website to be improved to best meet the needs of people with disability
- people with disability to be made more aware of consultation opportunities with the department, and
- events to be held in a manner and location that best facilitates the participation of people with disability.

The identification of these barriers will assist in the development of strategies in the DAIP. The barriers have been prioritised in order of importance, which assists in setting timeframes to complete strategies to overcome those access barriers.

Responsibility for implementing the DAIP

The Disability Services Act requires public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents or contractors.

Implementation of the plan is the responsibility of all areas of the department.

Some actions in the Implementation Plan will apply to all areas of the department, while others will apply only to a specific area. The Implementation Plan sets out who is responsible for each action. The DAIP Working Group will guide the overall implementation of the plan.

Communicating the plan to staff and people with disability

In April 2015, the department requested feedback on its draft DAIP from those who contributed to the planning process, as well as the Disabilities Services Commission.

The department will advise, through the media and peak Government bodies, that copies of the plan are available to the community upon request and in alternative formats if required, including hard-copy in standard and large print, electronic format, CD, by email and on the department's website.

The plan will be reviewed and amended

when necessary during the next five years. Staff and the community will be advised of the availability of updated plans.

Review and evaluation mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The department's DAIP is reviewed at least every five years, in accordance with the Act.

The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan is lodged with the Disability Services Commission.

Review and monitoring of plan

- The DAIP Working Group will meet every quarter in the first year, and as required thereafter, to review progress on the implementation of the strategies identified in the DAIP.
- The committee will report annually on the implementation of the DAIP. A status report will be provided to the department's Corporate Executive for formal endorsement.

Evaluation

- Before 31 July each year, the department will provide advice to staff and clients on the implementation of the DAIP and seek feedback on the effectiveness of strategies that have been implemented.
- Information about the consultation process will be placed on the department's website.
- Department staff will be requested to provide feedback on how well they believe the strategies are working and make suggestions for improvement. Through the feedback, the committee will also seek to identify any additional barriers that were not identified in the initial consultation.

The Implementation Plan will be amended based on the feedback received. Copies of the amended Implementation Plan, once endorsed by the Corporate Executive, will be available to the community from the department's website and also in alternative formats, upon request.

REPORTING ON THE DAIP

The Disability Services Act sets the minimum reporting requirements for public authorities in relation to DAIPs. The department will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 31 July each year, outlining:

- progress towards the desired outcomes of its DAIP
- progress of agents and contractors towards meeting the seven desired outcomes, and
- strategies used to inform agents and contractors of the DAIP.

Strategies to improve access and inclusion

As a result of the consultation process, the strategies outlined in Appendix 3 will guide tasks reflected in the 2015–2020 Implementation Plan. The seven desired outcomes provide a framework for improving access and inclusion for people with disability.

APPENDIX 1

Progress since 1995 under the Disability Service Plan

The former Department of Minerals and Energy launched its first Disability Services Plan (DSP) in 1995 to address the barriers for people with disability wanting to access the department's services and facilities.

Since the adoption of the initial DSP, the department has implemented many initiatives and made significant progress towards better access. These have been indicated in the seven desired DAIP outcomes.

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

The department continues to provide people with disability with access to existing facilities and premises, as well as access to all relevant information through the department's Communication and Marketing Branch and the internet.

DMP events held outside of the department's offices are only at venues that have the requisite facilities for people with disability.

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

The department continues to provide for the needs of people with disability by ensuring ease of access to existing facilities and premises, as well as through refurbishment programs and the design of new facilities.

For example, as part of the upgrade of the ground floor at Mineral House, the reception counter has been modified for wheelchair access and shower and toilet facilities for people with disability have been added to the change rooms.

Where the provision of such facilities has been restricted, as at other leased premises, and in some regional offices, staff are briefed and trained to make the necessary arrangements on request to enable business to be conducted with clients with disability.

Two parking bays with level access have been provided for people with disability at Mineral House. Additional toilet facilities for people with disability were already available at Mineral House.

People with disability can access information from the department as readily as other people.

Staff and visitors are able to access information:

- by speaking to staff
- in writing
- through training and awareness sessions
- through the department's website
- internal 'Infolink' access
- internal and external feedback seminars
- media releases.

Information is also distributed in multilingual formats through various mediums. Sign language is also used to convey information in some training sessions.

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

All clients are treated equally in an open, honest and impartial manner.

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

The department has a complaints management process that complies with Western Australia's whole-of-government

complaints management strategy. Complaints are handled transparently and impartially. Complaints are identified as a mechanism for improving services.

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

The department is committed to fostering a culture that values diversity of ideas and open communication.

The department makes full use of the backgrounds, skills, talents and perspectives of its entire workforce and the Western Australian community to ensure that current and future challenges can be met in a competent and innovative manner through improved efficiency, effectiveness, and relevance of service delivery.

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

The department will continue providing employment opportunities through inclusive recruitment practices for attracting, recruiting and retaining people with disability and work with key disability employment support providers to employ a people with disability.

APPENDIX 2

Disability Access and Planning Inclusion Working Group

Terms of Reference

Role

The role of the DAIP Working Group is to consider and provide advice and recommendations on relevant matters or issues. These issues may arise from legislation, administrative guidelines, departmental policies, and/or other operational work to be implemented by the department.

In dealing with these issues, the Committee will:

- provide a forum/focal point for communication and advice across the department
- guide the development and implementation of DAIP initiatives on the seven outcomes in accordance with disability legislation
- identify and make recommendations that need to be referred to the Corporate Executive.

Deliverables

Recommendations to the Corporate Executive on matters relating to the implementation of the DAIP across the department.

Administrative support

Administrative support (minute-taking, agenda preparation and record keeping) is provided by the Facilities Services Branch.

Meetings

Meetings will be held quarterly and on a needs basis.

APPENDIX 3

Disability Access and Inclusion Plan 2015–2020

Implementation Plan

The Implementation Plan identifies how the department will improve access to its services, information and facilities for people with disability from 2015–2020. The Implementation Plan is presented using a table to outline the:

- broad strategy that the individual tasks are supporting

- individual tasks being undertaken
- timeline for completion of the individual tasks, and
- the officer position or area of the department with responsibility for completing the individual tasks.

As outlined in the department’s DAIP, many of the broad strategies will not be completed in 2015. The individual tasks to support the achievement of those strategies will be implemented in part or whole during 2015–2020 through the Implementation Plan.

Outcomes and strategies – Implementation Plan

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

No.	Strategy	Timeline
1.1	Seek a person with disability to be a member of the department’s Disability Access and Inclusion Planning Working Group (DAIPWG).	Ongoing
1.2	Provide opportunities for people with disability to comment on access to services and advice provided by the department.	Ongoing
1.3	Develop and implement the Access and Inclusion Policy and ensure it supports equitable access to services by people with disability across the department.	Ongoing
1.4	Ensure staff organising DMP events understand and implement the DAIP.	Ongoing
1.5	Ensure the department’s contractors and events/promotional service providers understand their requirements under the DAIP.	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the department.

No.	Strategy	Timeline
2.1	Ensure all buildings and facilities are physically accessible to people with disability.	Ongoing
2.2	Ensure all future premises leased by the department are accessible to people with disability	Ongoing
2.3	Ensure adequate reserved parking to meet the needs of people with disability in terms of quantity and location.	Ongoing
2.4	Investigate appropriate hearing technology and establish demand for installation of this technology in the theatre at Mineral House.	Ongoing

Outcome 3: People with disability can access information from the department as readily as other people are able to access it.

No.	Strategy	Timeline
3.1	Improve community awareness that department information can be made available in alternative formats upon request.	Ongoing
3.2	Improve staff awareness of accessible information needs and how to obtain information in alternative formats.	Ongoing
3.3	Ensure the department's website conforms with the Web Content Accessibility Guidelines (WCAG 2.0) and that people with disability can access relevant information.	Ongoing
3.4	All information presented by DMP is clear, visible and complies with required standards for people with disability.	Ongoing
3.5	Investigate the wider use of interpreters to improve access to department meetings for people with hearing impairment.	Ongoing

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

No.	Strategy	Timeline
4.1	Improve staff awareness of disability and access issues and improve the skills of staff to ensure a good level of service is provided to people with disability.	Ongoing
4.2	Improve the awareness of “direct-service” staff, including public counter staff about disability and access issues.	Ongoing
4.3	Improve the awareness of new staff about disability and access issues.	Ongoing
4.4	Ensure that department staff are aware of the relevant legislative service provision requirements of the Disability Services Act.	Ongoing
4.5	Further generate and sustain staff awareness of disability and access issues.	Ongoing

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Department.

No.	Strategy	Timeline
5.1	Ensure that complaints policy and procedures are accessible for people with disability.	Ongoing
5.2	Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disability.	Ongoing
5.3	Improve staff knowledge so they can facilitate the receipt of complaints from people with disability.	Ongoing

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

No.	Strategy	Timeline
6.1	Improve community awareness about consultation processes.	Ongoing
6.2	Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	Ongoing
6.3	Seek a broad range of views on disability and access issues from the local community and the resource sector.	Ongoing

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

No.	Strategy	Timeline
7.1	Ensure communication of the DAIP through the induction process.	Ongoing
7.2	The department's recruitment and selection processes and procedures and retention policy are reviewed regularly to ensure all barriers are removed and present best-practice to promote employment opportunities for people with disability.	Ongoing
7.3	Provide panel members with training on setting up recruitment and selection processes that are inclusive and facilitate people with disability to compete on an equal basis for employment opportunities.	June 2016
7.4	Promote and provide work experience for people with disability.	June 2016
7.5	Maintain a register of recruitment agencies providing services to people with disability. Email vacancies to the agencies on a regular basis.	June 2016
7.6	Investigate employing people with disability through disability employment support providers.	June 2016
7.7	Promote the recruitment of people with disability through youth employment programs such as the Graduate Program and the Traineeship Program.	Ongoing
7.8	Managers are educated about available support options for people with disability	June 2016
7.9	All employees have equal access to training and development programs. All programs are designed to be inclusive and take in to consideration individual requirements.	Ongoing
7.10	When redesigning new office space, ensure office design is inclusive for people with disability.	Ongoing
7.11	Measure, monitor and report progress through the equity and diversity report to the Corporate Executive	Annually



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