



# Disability Access and Inclusion Plan

2020-2025



**fpc** Forest Products  
Commission

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**Acknowledgements**

The FPC acknowledges the input received from staff and other stakeholders which has been invaluable in the preparation of the Disability Access and Inclusion Plan.

Upon request, this Plan can be made available in alternative formats such as large print, audio and electronic format (disk or emailed).

**Cover:**

In 2018-2019, the FPC awarded a community grant to Break the Boundary to help improve forest accessibility for people with disabilities. Photo credit: Kerry Halford.

**Right:**

The objective of the DAIP is to ensure that the FPC's information, facilities, services and events are accessible and inclusive to the whole community regardless of ability, ethnicity, gender, age or any other perceived difference.



## Agency overview

The Forest Products Commission (FPC) was established in November 2000 as a Statutory Corporation. The FPC's vision is to build and maintain a sustainable and commercially viable forest products industry that provides economic and social benefits to the people of Western Australia, particularly in regional communities.

The FPC's operations focus on the plantations, native forest and sandalwood sectors. In addition, the FPC supports industry development and provides non-commercial functions such as ministerial support, policy development, forest education and sponsorship.

The FPC is governed by the *Forest Products Act 2000* and all operations are undertaken in accordance with the Forest Management Plan 2014-2023.

The FPC's sustainable management of south-west native forests and State-owned plantations is recognised through Australian Forestry Standard AS 4708:2007 (AFS) and Environmental Management Systems ISO 14001 (EMS) accreditation. These internationally recognised accreditations are based on rigorous independent auditing and are in recognition of the FPC's ongoing continuous improvement of sustainable forest practices.

The FPC exceeds the public sector average for the number of employees with a disability and employees who are culturally and linguistically diverse.

The FPC will work with industry and relevant organisations to further increase diversity, ensure the current and future workforce across the industry have the necessary skills, promote a commercial and innovative culture and instill a sense of pride in the industry. The FPC has developed a Workforce and Diversity Plan that identifies strategies that will be developed and implemented to meet these workforce challenges.

The Disability Access and Inclusion Plan (DAIP/the Plan) focuses on the needs of people with disabilities. Other areas of diversity will be addressed through the Workforce and Diversity Plan.

## Our stakeholders

The FPC has grouped its stakeholders into the following categories:

- Contractors
- Customers
- Suppliers
- Community groups
- Aboriginal organisations
- Industry organisations
- Government
- Research institutions
- Media

## People with disability

### Our challenge

A disability is any continuing condition that restricts everyday activities. Disability affects one in five of the Western Australian population.

People with disability often experience difficulty accessing information, facilities and services. Research has shown that access and inclusion barriers are not exclusive to people with disability, and can be attributed to factors such as:

- living in rural or remote areas;
- low literacy levels;
- low socio-economic status;
- age; and
- discrimination in relation to gender, race and culture.

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2018), nearly four and a half million people (17.7 per cent) of Australians identify themselves as having some form of disability. In Western Australia, this figure is 16.4 per cent of the population. The survey also found that approximately 11 per cent of Australians are involved in caring for a person with a disability or an older person.

The FPC's challenge is to minimise the impact of disability and disadvantage by ensuring that the organisation is accessible and inclusive of all diversities representative within our staff and stakeholder groups.

Identifying and removing the barriers that exclude people from accessing information, services, facilities and events will minimise the impact of disability. With the assistance of appropriate aids and services, the restrictions experienced by many people with disability may be overcome.

## Planning for better access

The FPC is committed to ensuring that stakeholders with disability, their families and carers are able to access all of its services and facilities.

The FPC aims to provide people with disability opportunities for access and participation consistent with that provided to other community members. To achieve this outcome, the FPC will consult with its stakeholders and employees with disability and disability organisations to ensure that barriers to access and inclusion are appropriately addressed.

The FPC requires employees and contractors to adhere to the principles of equality and respect for diversity in the provision of their services and in their dealings with people with disability.

## Progress

The FPC's DAIP ensures continuous improvement towards meeting the needs of all of our stakeholders. Research and consultation with employees, stakeholders and disability service providers has contributed to the development and update of the Plan.

The Plan provides a framework for the identification of access and inclusion barriers and for the implementation of strategies to overcome these barriers.

## Looking ahead

The FPC is committed to a balanced approach to meeting its social, environmental and economic responsibilities, and will strive to meet stakeholders' needs by making information, facilities and services accessible to all.

## Objective

It is a requirement of the Western Australian *Disability Services Act 1993* (the Act) that all public authorities develop and implement a DAIP that outlines the way in which the agency ensures that people with disability have equal access to its facilities and services. Other legislation underpinning access and inclusion includes the Western Australian *Equal Opportunity Act 1984* and the Commonwealth *Disability Discrimination Act 1992*.

The development and implementation of the Plan meets the relevant legislative requirements, makes provision for increases in the number of people with disability, and continues the FPC's approach to addressing the access and inclusion barriers faced by people with disability.

The objective of the DAIP is to ensure that the FPC's information, facilities, services and events are accessible and inclusive to the whole community regardless of ability, ethnicity, gender, age or any other perceived difference.

## Consultation

The Disability Services Regulations 2004 outline the minimum requirements for public consultation when developing a DAIP.

Internal staff members were consulted to gain feedback on and input into the Plan and strategies that could be used to achieve the outcomes.

The consultative process in developing the Plan included making the information available in alternate formats such as Braille, large print or audio on request.

Notice of the draft Plan was published in the West Australian newspaper and on the FPC's intranet and internet for wider consultation for a period of three weeks.

## Outcomes

The DAIP provides a framework for the identification of barriers to access and inclusion and for the development of strategies to minimise and remove such barriers. These strategies work towards a number of access and inclusion outcomes, which are defined in the Act as follows:

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

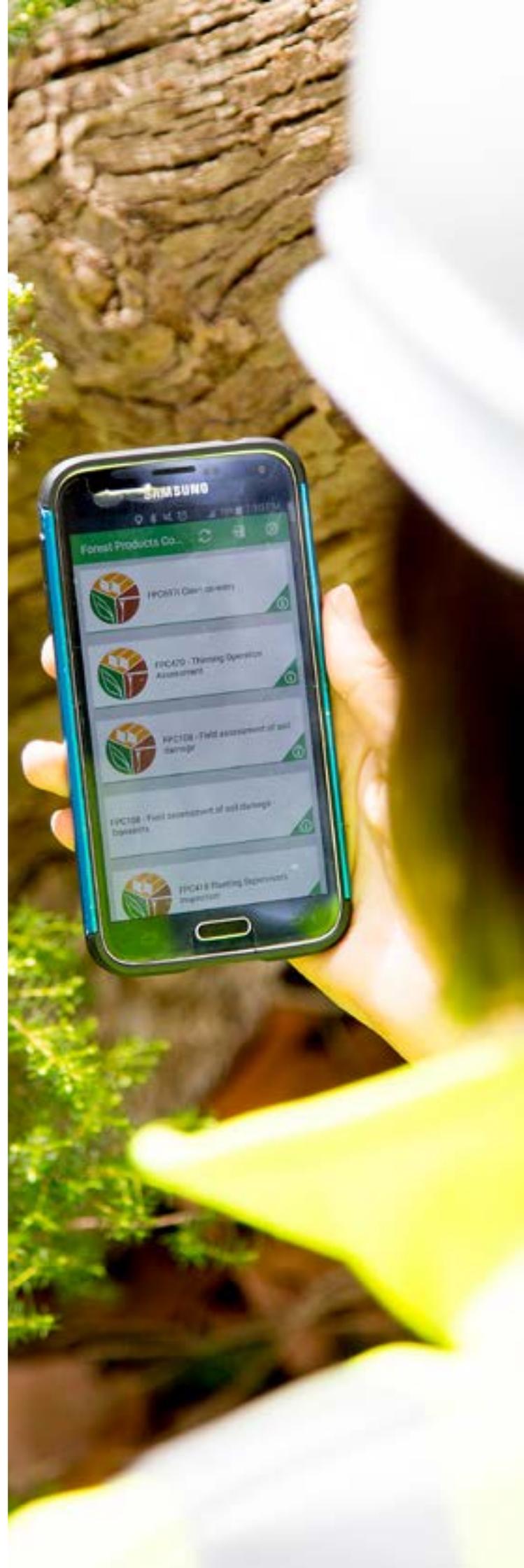
To achieve these outcomes, the DAIP 2014-2019 has been reviewed and an Implementation Plan has been developed with actions aligned to a number of overarching strategies.

The aim of the DAIP's review was to ensure the FPC's continued improvement in the mitigation or elimination of the barriers identified through the consultation process.

The FPC's relocation of its Bunbury office in 2019 provided an opportunity for the identification and implementation of initiatives providing equal access to facilities and services for all people. In addition, strategies have been put in place to allow for a flexible approach to any emerging access and inclusion needs.

### Right:

The FPC is committed to removing the barriers that exclude people from accessing information, services, facilities and events.



## Strategies to improve access and inclusion

The following overarching strategies guide actions included in the Implementation Plan to improve access to the FPC's services, buildings and information. These strategies have been reviewed and those still to be achieved carry forward in this revised Plan.

### Outcome 1

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

#### Strategies

Monitor implementation of the DAIP to ensure it supports equitable access to services by people with disability.

Ensure that employees and contractors are aware of, and comply with, the requirements of the DAIP.

Ensure that events and activities are organised and promoted so that they are as accessible as possible 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 FPC.

#### Strategies

Ensure all future premises leased by the FPC are accessible and take into account the needs of people with disability.

Ensure any feedback about access to FPC buildings and facilities from employees or visitors with disability is acted on in a timely and appropriate manner.

### Outcome 3

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

#### Strategies

Ensure that the FPC's website remains compliant with the State Government's website accessibility guidelines.

Ensure publications and relevant documentation are available in alternative formats and accessible to people with disability.

### Outcome 4

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

#### Strategies

Ensure new staff are made aware of disability and access issues.

Ensure that the FPC's employees and contractors are aware of disability and access issues.

Ensure that information provided in the course of delivering services can, upon request, be provided in alternative formats in a timely manner.

### Outcome 5

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

#### Strategies

Ensure the FPC's complaints and feedback system is accessible for people with disability and reviewed periodically.

### Outcome 6

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

#### Strategies

Ensure that public consultations are undertaken in an accessible manner and inclusive of people with disability.

Ensure information detailing the nature of the consultation is available in accessible formats for people with disability.

Provide sufficient notice of meetings and an appropriate level of support to people with disability who are directly involved in a consultation process.

### Outcome 7

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

#### Strategies

Ensure that the job application process is accessible to all people.

Ensure all documents and information requests relating to employment are, upon request, promptly made available in alternative formats.

## Review, implement and report

The Act sets out the minimum reporting requirements for public authorities in relation to DAIPs. The FPC will report on the implementation of its DAIP through the prescribed progress report template to the Department of Communities by 4 July each year, outlining:

- progress towards the desired outcomes of the DAIP;
- progress of employees and contractors towards meeting the desired outcomes; and
- strategies used to inform employees and contractors of the DAIP.

The DAIP will be reviewed at least every five years, in accordance with the Act. Following each review, an updated version of the DAIP will be lodged with the Department of Communities.

In accordance with the Act, the FPC will take all practical measures to ensure that the DAIP is implemented by its employees and contractors.

The DAIP Implementation Plan, which includes actions and initiatives, may be amended on a more regular basis to reflect progress and any access and inclusion issues that may arise. In instances where the DAIP is amended, a copy of the amended Plan will be lodged with the Department of Communities.

All practical measures will be taken to ensure that the FPC's stakeholders are aware of any changes to the DAIP.

### Responsibility for implementation

The FPC has appointed a DAIP Coordinator who will monitor the progress of agreed actions and provide an annual performance report to the Department of Communities.

This report will include an assessment of how the completed actions have helped the FPC progress towards achieving the seven desired outcomes.

The DAIP Coordinator will also provide a briefing to the Executive at the beginning of each financial year, summarising progress in the previous year and detailing activities for the coming year.

## Communicate

Raising awareness and understanding of this Plan is vital to achieving the desired outcomes. To ensure effective communication the FPC has implemented the following strategies.

- Access and Inclusion Awareness is included in the employee and contractor induction packages.
- The DAIP Coordinator facilitates access and inclusion outcomes.
- Following public consultation, the revised DAIP will be endorsed by the FPC's Board of Commissioners.
- The endorsed DAIP will then be submitted to the Department of Communities and made available on the FPC's internal and external websites.
- Notification of the revised DAIP will be made through:
  - a notice placed in the West Australian newspaper;
  - a notice on the FPC's website homepage; and
  - a broadcast to employees and contractors.
- Copies of the DAIP will be available in alternative formats upon request.

## Contact us

If you would like to comment or provide feedback on the FPC's Disability Access and Inclusion Plan (DAIP) please use the feedback form on the following page.

Alternatively, you are welcome to contact us by one of the following methods.

**Phone:** (08) 9363 4600

Please ask for the Disability Access and Inclusion Plan Coordinator.

**Fax:** (08) 9363 4601

**Postal address:** Locked Bag 888  
Perth Business Centre, WA 6849

**Email:** [info@fpc.wa.gov.au](mailto:info@fpc.wa.gov.au)

**Web:** [www.fpc.wa.gov.au](http://www.fpc.wa.gov.au)

Upon request, the DAIP is available in alternative formats such as in electronic format, in standard or large print, in audio format on compact disc or by email.

### Right:

The FPC requires employees and contractors to adhere to the principles of equality and respect for diversity in the provision of their services and in their dealings with people with disability.



## Feedback form

The Forest Products Commission (FPC) values your feedback and comments regarding its Disability Access and Inclusion Plan which will be treated in the strictest of confidence.

You can return this form via:

- Email – [info@fpc.wa.gov.au](mailto:info@fpc.wa.gov.au) or Fax – (08) 9363 4601
- Post – Forest Products Commission, Locked Bag 888, Perth Business Centre WA 6849
- Alternatively, you can also speak to us on the phone by calling (08) 9363 4600.

Please indicate below how we can communicate with you:

Name: .....

Organisation: ..... Email: .....

Address: .....

Phone number: ..... Mobile: .....

Have you experienced any barriers to access to the FPC's services, information or facilities? If so, please provide details below.

.....  
.....  
.....  
.....  
.....

Do you have any other comments or suggestions on how the FPC 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.

Customer with a disability

Carer

FPC customer

Member of the public

FPC employee

Other (please specify)

Disability Services Provider

FPC contractor

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## Appendix A

Principles applicable to people with disability:

- 1) People with disability have the inherent right to respect for their human worth and dignity.
- 2) People with disability, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
- 3) People with disability have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
- 4) People with disability have the same right as other members of society to services, which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.
- 5) People with disability have the same right as other members of society to participate in, direct and implement the decisions, which affect their lives.
- 6) People with disability have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.
- 7) People with disability have the same right as other members of society to pursue any grievance concerning services.
- 8) People with disability have the right to access the type of services and supports that they believe are most appropriate to meet their needs.
- 9) People with disability who reside in rural and regional areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disability who reside in the metropolitan area.
- 10) People with disability have a right to an environment free from neglect, abuse, intimidation and exploitation.

