



Department of Planning,
Lands and Heritage



HERITAGE
COUNCIL



Disability Access and Inclusion Plan

Disability Access and Inclusion Plan (DAIP) Progress Report 2021–2022

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Introduction

The Department of Planning, Lands and Heritage (Department) is committed to ensuring equal access to our facilities, services and information for all members of the community. In September 2018, the Department launched its first Disability Access and Inclusion Plan (DAIP) for 2018-2023. The DAIP outlines a variety of strategies to assist in achieving better outcomes for people with disability, as defined in the *Disability Services Act 1993*.

Access and inclusion progress

1. General services and events

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

Ensuring all people can access the Department's public events and general services is fundamental to good customer service.

The following initiatives have been implemented to support the DAIP Outcome 1 during 2021-22:

- Whiteman Park continued to participate in the Companion Card program, with free entry available for carers when the card is shown at a number of attractions including Caversham Wildlife Park and the Motor Museum of WA. Discounted fares are given to both carer and Companion Card holder for tram rides and vintage train rides upon presentation of the card. Between April to June 2022, the Park recorded its highest visitation since 2015 for these months.
- Work progressed on the Fremantle Prison Accessibility and Inclusion Plan (FPAIP) for Fremantle Prison to investigate whether spaces that form part of tours can be made more accessible to people with disability. The consultation process for the draft FRAIP has concluded with a reference group consisting of people with various lived experiences of disability, followed by the consultation with the wider community through the online [FRAIP Survey 2022](#). The survey, which closed in July 2022, was conducted by independent organisation, E-QUAL Disability Consultants and was available in alternative formats when required.
- Fremantle Prison also participated in the Companion Card program, with carers admitted to tours free of charge at a ratio of 1:1.



Visitors at Fremantle Prison

2. Buildings and facilities

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

The following initiatives were implemented to support the DAIP Outcome 2 during 2021-22:

- Kitchen modifications to improve access on two levels of the Department's office space at 140 William Street, Perth, were finalised. Kitchens were updated to provide a lowered sink/washing facility and hot and cold water drinking tap and access to a lower-level microwave.
- Improved attraction access at Whiteman Park with a new train carriage added to the Bennett Brook Railway vintage train ride service in December 2021. This carriage allows for at least four people in wheelchairs, along with their family and carers, to travel around the park in the fully enclosed train carriage. The carriage door has a drawbridge-style ramp that connects to the platform, while the carriage's door mechanism is linked to the brakes, so it will only open when the brakes are fully engaged.
- Whiteman Park continued the management of Pia's Place, the 8,000 sqm, nature-based, all-abilities playground, and the adjacent 'Changing Places' facility, which has been well frequented since its opening in December 2019.



*Sink modifications on Level 6 at
140 William Street, Perth*



*Microwave access modifications on Level 6 at
140 William Street, Perth*



Park visitor Sam and his Nulsen Group carer, Sai, have enjoyed improved access at Whiteman Park with a new wheelchair accessible train carriage - designed and built by Bennett Brook Railway volunteers - recently added to the vintage train ride service.

3. Information and communication

DAIP Outcome 3: 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.

Good practice in this area involves considering the Department's target audience. The following initiatives were implemented to support the DAIP Outcome 3 during 2021-22:

- The Department and the Western Australian Planning Commission (WAPC) continued to offer data, information and publications in alternative formats upon request. A document providing information for organising the production of information in alternative formats is available on the Department's intranet including key contacts and related costs language and terminology; format; location and sensory access for physical signage; technology and customer service delivery.

- The Department's transition to the wa.gov.au public website platform included meeting accessibility standards set by the Department of the Premier and Cabinet (refer [Web Content Accessibility Guidelines \(WCAG\) 2.0](#)) that were enforced by the templates provided on the site.

4. Quality of service

DAIP Outcome 4: 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.

This outcome area involves the safeguards and initiatives which ensure that the Department's services and processes are consistent, inclusive or readily adjusted to people's needs.

The following initiative was implemented to support the DAIP Outcome 4 during 2021-22:

- The Department continued implementation of its Language Services Procedure. The procedure assists the Department's customers who request assistance or are otherwise identified as requiring assistance to communicate effectively in spoken or written English, including people who are deaf or hard of hearing and people with a disability that affects their communication. The procedure provides instructions to staff on when and how to book an Auslan interpreter, as well as the potential need to book the services of a Deaf Relay Interpreter.

5. Complaints and safeguarding

DAIP Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

Equitable complaints mechanisms can effectively receive and address complaints from all members of the community and play a fundamental role in making sure that services meet the needs of intended consumers.

The following initiative was implemented to support the DAIP Outcome 5 during 2012-22:

- The Department continued implementation and monitoring of its Complaints and Feedback Policy and Complaints Management Procedure to ensure that customers with disability are appropriately considered in and supported by the complaints management process.

6. Consultation and engagement

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

Good consultation and engagement strategies consider the ways in which all people are encouraged and supported to engage or participate with information, strategies or decision-making processes of an organisation. This in turn can provide the Department with more inclusive outcomes and increase awareness of different perspectives.

The following initiatives have been implemented to support the DAIP Outcome 6 during 2021-22:

- The majority of the Department's public consultation processes continued to be conducted through an online submissions process via the Department's website. The website is compliant with disability accessibility standards.
- For public meetings, the WAPC and Development Assessment Panels (DAPs) continued to cater for the requirements of meeting and presentation attendees with disability, and provision is made on deputation request forms to note if there are any special requirements.
- The public consultation events for the implementation of the *Aboriginal Cultural Heritage Act 2021* continued to be held in locations that provide adequate disability access with appropriate access for transport. Further, inclusive facilitation techniques will continue to be employed, enabling all participants to understand the challenges and to contribute to the discussion.

7. Employment, people and culture

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

This outcome is focused on the Department's activity in directly employing people with disability; including considering the environment, culture and processes which support the maintenance of employment.

The following initiatives have been implemented to support the DAIP Outcome 7 during 2021-22:

- The Department continued to implement its People Strategy 2020-22 which outlines the Key Performance Indicators for achieving the priorities stated in the Department's Workforce and Diversity Plan 2020-22. The strategy establishes a clear and future-focused framework to build a flexible and diverse workforce, and addresses ways to proactively create an inclusive and safe working environment for all staff, including those with disability.

- The Department continued its partnership with JobAccess from the Commonwealth Department of Social Service. JobAccess assisted the Department in strengthening employment practices, recruitment processes, talent development and other people strategies.
- The Department rolled out a new Recruitment and Selection training session focusing on the benefits of diversity in the workplace and how selection panels can use flexibilities in the selection process to ensure our workforce reflects the community we serve.
- The table below provides a snapshot of the Department's performance for June 2022 against the Public Sector Commission 2025 targets. Comparison data against June 2021 and December 2021 performance is also detailed below to illustrate the proportion of people with a disability in the Department's workforce:

Table 1. Department performance – Public Sector Commission 2025 Diversity Targets

	2025 targets	June 2021 performance	December 2021 performance	June 2022 performance
People with disability	5%	2.3%	2.2%	1.8%