



Disability Access and Inclusion Plan 2023-28

This Plan was prepared and is correct as at December 2023.

Acknowledgement of Country

The Department of Planning, Lands and Heritage, Western Australian Planning Commission, Heritage Council of Western Australia, Pastoral Lands Board, Aboriginal Lands Trust and Aboriginal Cultural Heritage Committee acknowledge the Aboriginal peoples of Western Australia as the Traditional Custodians of this land and its waterways and we pay our respects to Elders, past and present.

The Department is committed to reconciliation to improve outcomes for Aboriginal peoples, and to work together to provide a culturally safe and inclusive environment.

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Message from the Director General

On behalf of the Department of Planning, Lands and Heritage, and the boards and committees we support, I am pleased to present our Disability Access and Inclusion Plan (DAIP) 2023–28.

The Department has a broad and diverse range of responsibilities that provide opportunities to deliver social, economic and cultural benefits for the State. We are committed to continuously improving both our service delivery and our contribution to community outcomes for all people, including those with a disability.

Going forward, one of our key areas of focus is to increase employment opportunities for people with disability within the Department. We are investing in strategies to become an employer of choice so we can attract employees who align with our values and better reflect the diversity of the communities that we serve. This includes becoming an employer of choice for people with disability.

I want to thank everybody who participated in the consultation undertaken in the development of this plan. Your experiences and ideas for improvement have been well received and offer practical opportunities for better access and inclusion.

I am committed to our DAIP journey and seeing what positive outcomes and change we can make in the Department to ensure people with disability feel included and our workplaces and facilities are accessible.



Anthony Kannis PSM
Director General
Department of Planning

Disability Access and Inclusion Plan 2023-28

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About us

The Department plans and manages land and heritage for all Western Australians in order to conserve our past, protect our unique landscapes, nurture the present, and plan for the future. Our key focus areas are:

- Aboriginal heritage and lands management.
- State land administration.
- Cultural heritage conservation services.
- Integrated land and infrastructure policy development.
- Land use planning and policy development.
- Land asset management, including management of Whiteman Park and Fremantle prison.

The Department supports the Western Australian Planning Commission, Heritage Council of Western Australia, Pastoral Lands Board, Aboriginal Lands Trust, Aboriginal Cultural Heritage Committee and the Aboriginal Affairs Planning Authority.

Our services

The Department provides the following services:

- Deliver an effective planning system that supports the development of communities in Western Australia.
- Deliver an effective system for administration of Crown land and the Aboriginal Lands Trust Estate.
- Deliver an effective system for the conservation of cultural heritage places in Western Australia for the benefit of present and future generations.





Our commitment

The Department is committed to ensuring that people with disability, their families and carers, can access all of our services and facilities.

We are also committed to continuously reviewing and improving the way we deliver our services to achieve access and inclusion outcomes for people with disability.

There are more than 410,000 people with disability in Western Australia, and about 230,000 carers. We rely on the *Disability Services Act 1993 (WA)* to define what we mean by disability and to support the State Disability Strategy vision for a community where everyone belongs.

This DAIP will guide our decision making and actions to improve the inclusiveness and accessibility of services and facilities for people with disability.

Specific initiatives will be delivered through our operational plans and will involve our staff working collaboratively across divisions and Government to deliver practical improvements and advance the DAIP outcomes.

DAIP outcomes

The Department has seven access and inclusion outcomes to ensure people with disability have the same opportunities as other people to:

1. Access our services and events.
2. Access our buildings and facilities.
3. Access our information readily.
4. Receive the same level and quality of service from our staff.
5. Make complaints.
6. Participate in any public consultation we undertake.
7. Obtain and maintain employment with us.



Our journey

Over the past five years, we have made some significant changes to our buildings, places and facilities in support of people with disability, including:

- The opening of Pia's Place at Whiteman Park in December 2019 – an all-abilities nature-based play space designed to be accessible and inclusive of children with a range of disabilities including physical disability and children with cognitive, sensory or other disabilities.
- Installation of a Changing Place accessible bathroom next to the playground that is equipped with a shower, toilet, adult-sized change table and lifting equipment.
- The design and construction of a wheelchair-compatible carriage by volunteers at Whiteman Park's Bennett Brook Railway for use on the mid-week train services.
- Upgrades at Whiteman Park, including:
 - a ramp to allow people in wheelchairs or with mobility issues to access the splash pool;
 - a textured mural on the pool pump house to enable children with sight issues to touch and feel the shape of the footprints of animals found in the park; and
 - new footpath upgrades to ensure all areas of the park are accessible by wheelchair.
- The Department developed an Access and Inclusion Plan (AIP) for the heritage-listed Fremantle Prison to make public areas more available to people with disability where possible.
- The introduction of activity-based work practices from 2019 increased the accessibility of workstations at the Department's central office. Workstations are height adjustable and all chairs are ergonomically designed. There are 19 different work settings available to staff catering to different mobility and usage needs, including sit-to-stand desks.





- Development of a Diversity and Inclusion Policy and a Language Services Procedure which document the Department's commitment and expectations for providing high quality customer service and information to all stakeholders, including people with disability.
- The Department began its journey to becoming a disability confident recruiter. In 2020, JobAccess reviewed the Department's recruitment practices, resulting in improvements in advertising and candidate selection processes to remove barriers to applicants with disability.
- The introduction of a new recruitment and selection training session in 2021-22 increased understanding of the benefits of diversity in the workplace and how panels can be more flexible in the selection process to ensure our workforce reflects the community we serve.

DEVELOPMENT OF THE DAIP

Consultation

The Department consulted with community members, staff and associated committees and boards to develop this DAIP. Stakeholders were asked to provide their feedback via community and staff surveys, as well as offered a community consultation session. The consultation process was promoted in the following ways:

- Advertisement in the West Australian Newspaper.
- Website promotion: Department, Whiteman Park and Fremantle Prison.
- Social media: Department, Whiteman Park and Fremantle Prison Facebook.

Department staff sought feedback from Whiteman Park and Fremantle Prison related to access and inclusion received over the past five years.





Summary of feedback on barriers to access and inclusion

People with disability, carers and staff provided many comments and recommendations for improvements across the Department's areas of responsibility, including:

- Access to attractions at Whiteman Park are a long distance from any parking areas and there are not enough rest spaces or shaded areas.
- More information is needed on-site about accessible facilities and attractions at Whiteman Park.
- More ACROD parking is needed for events at Whiteman Park to ensure people with disability can attend.
- Community members and some staff were unsure about the accessibility of Fremantle Prison due to the heritage nature of the building.
- The design of some work processes and meeting rooms makes it hard for some staff with disability to use them, particularly people who are hearing impaired or who have sensory needs.
- The Department's website can be hard to navigate and is text heavy, which could be difficult and tiring for people with cognitive disability or people who use AUSLAN.

Implementation

The DAIP will be implemented over five years. In accordance with legislative requirements, the Department, and the Boards and Committees it supports, will take all practical measures to ensure that their officers, members and contractors implement the DAIP. Some strategies in the DAIP apply to all areas of the Department while others apply to specific divisions.

The Implementation Plan below outlines who is responsible for each individual action under each broad strategy.



Promotion

This DAIP will be promoted on the Department's website and social media channels. We will notify staff through our usual internal communication channels. The report will be provided in alternative formats upon request.

Monitoring and review

We will monitor our performance against the DAIP outcomes through routine supervision and reporting from staff and managers with responsibility for implementing DAIP actions. Any agents or contractors undertaking work described in this DAIP will be required to provide an annual update on contracted services, including how they have met the requirements of this DAIP.

We will report our progress each year to the Department of Communities and provide an update in our annual report. While this DAIP will be reviewed in five years' time, we welcome feedback at any time on ways to improve access and inclusion.





DAIP 2023-28 IMPLEMENTATION PLAN

Outcome 1: Access to services and events

Action	Department responsibility	Timeframe
Provide drop off bays and temporary ACROD parking bays to improve access for people with disability as a routine feature of event planning.	Fremantle Prison and Whiteman Park Workplace Accommodation and Fleet Director – Facilities Human Resources Director – Workforce Capability	Ongoing on an as-needed basis
Review requirements for written submissions or questions to access services. Explore whether other formats could be accepted including via email or verbal requests recorded by staff.	Communications and Engagement Directors	Year 1
Identify an access officer who can assist people with disability with harder-to-access services, such as mapping services (PlanWA), Development Assessment Panel processes, or Aboriginal heritage details.	Communications and Engagement Directors	Year 1 and ongoing
Provide accessible events training and resources to events staff.	Communications and Engagement Directors	Year 2

Outcome 2: Access to buildings and other facilities

Action	Department responsibility	Timeframe
Include people with disability in the co-design and development process for refurbishment of public buildings managed by the Department.	Workplace Accommodation and Fleet Director – Facilities	Ongoing
At the Perth office, advocate to Building Management to improve signage and lighting to Level 2 Reception.	Workplace Accommodation and Fleet Director – Facilities	Year 1
Review access at regional offices and make improvements where necessary.	Workplace Accommodation and Fleet Director – Facilities	Year 1 and ongoing
Publish information online about physical access to public areas and any tours at Whiteman Park and Fremantle Prison, as well as other information about nearby parking, and potential sensory impacts.	Fremantle Prison and Whiteman Park	Year 2



Outcome 2: Access to buildings and other facilities (continued)

Action	Department responsibility	Timeframe
At the Perth office, advocate to Building Management to introduce audible announcements for ground floor lifts, identifying which lift to go to after selecting the required floor. Similarly, advocate to Building Management to slow the closing speed of lift doors.	Workplace Accommodation and Fleet Director – Facilities	Year 3
Plan to update essential facilities (for example, toilet blocks) at Fremantle Prison and Whiteman Park to further improve accessibility options.	Fremantle Prison and Whiteman Park	Year 3
Provide additional respite areas along bike/pedestrian paths.	Whiteman Park	Year 4
Increase the number of ACROD parking bays as close to Whiteman Park and Fremantle Prison attractions as possible.	Fremantle Prison and Whiteman Park	With any major works over the next five years
Examine how to improve accessibility in and around shops and cafes at Whiteman Park and Fremantle Prison.	Fremantle Prison and Whiteman Park	With any major works over the next five years



Outcome 3: Access to information

Action	Department responsibility	Timeframe
Department website: ensure there is a focus on more photos and graphics to provide information online.	Communications and Engagement Directors	Ongoing
Provide information on the Fremantle Prison website about access and inclusion at the prison.	Fremantle Prison	Year 1
Review the feasibility of providing hearing loops in meeting rooms at Department offices.	Workplace Accommodation and Fleet Director – Facilities	Year 1
Provide accessible wayfinding signage at Fremantle Prison to advise patrons on the availability of ramps and provide information about accessible places in key locations.	Fremantle Prison	Year 2
Introduce a training schedule to ensure relevant staff have the knowledge and skills to develop accessible video, display and website content.	Human Resources Director – Workforce Capability Communications and Engagement Directors	Year 2 and ongoing
Examine alternate formats for information at Revolutions Transport Museum and Fremantle Prison.	Fremantle Prison and Whiteman Park	Year 4

Outcome 4: Quality of service from staff

Action	Department responsibility	Timeframe
Include disability awareness training in the induction of all staff.	People Development Manager	Year 1 and ongoing
Provide frontline staff with disability awareness training, with a focus on communicating with people with different types of disability.	People Development Manager	Year 1 and ongoing



Outcome 5: Opportunity to make complaints

Action	Department responsibility	Timeframe
Ensure the online complaints process is easy to find and accessible for all people.	Governance and Performance Manager	Ongoing

Outcome 6: Participation in public consultation

Action	Department responsibility	Timeframe
Continue to promote consultation across a range of formats and channels.	Communications and Engagement Directors	Ongoing
Engage people with disability in consultation and co-design processes when developing major policies, legislation or services for the public.	Communications and Engagement Directors	Ongoing case-by-case
Update procedures to ensure members of the public are asked if they have any access requirements or need an interpreter as part of the RSVP process when undertaking consultation.	Human Resources Director Communications and Engagement Directors	First six months
Cultivate a list of interested persons and disability stakeholders. Build relationships with disability employment services and other disability service providers.	Human Resources Director	Year 1 and ongoing

Outcome 7: Obtain and retain employment

Action	Department responsibility	Timeframe
New buildings and refurbishments will include formal consideration of the access needs for employees with disability.	Workplace Accommodation and Fleet Director – Facilities	Ongoing case-by-case
Establish opportunities for employees to provide practical feedback on the accessibility and inclusiveness of employment practises.	Human Resources Director	Year 1
Develop a Human Resources Strategy that includes: <ul style="list-style-type: none"> Increased use of job carving and customised employment. Customised disability employment training for staff. Targeted recruitment and improved onboard supports for new employees with disability. 	Human Resources Director	Year 1
Offer fixed workstations to people requiring individualised work desk adjustments.	Workplace Accommodation and Fleet Director – Facilities	Year 2

Contact details

If you have feedback on this plan or ideas for improved access and inclusion, please contact us at any time.

Email: government.relations@dplh.wa.gov.au