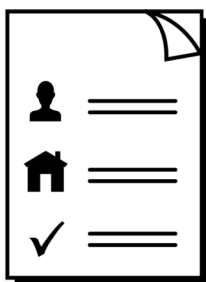




Disability Access and Inclusion Plan

2024 to 2029



Easy Read

About this booklet



Department of **Water and Environmental Regulation**

This booklet is from the Department of Water and Environmental Regulation.

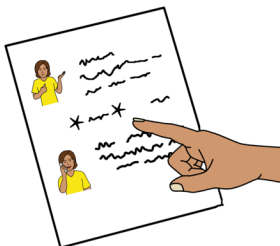


This booklet is written in a way that is easy to understand.



You can read the full plan on our [Disability Action and Inclusion Plan web page](http://www.wa.gov.au/government/publications/disability-access-and-inclusion-plan)

www.wa.gov.au/government/publications/water-and-environmental-regulation-disability-access-and-inclusion-plan



We add a star before and after ***hard words***. Then we explain what the words mean.



You can ask someone to help you read and understand this booklet.



Contact information is at the end of this booklet.

About our plan



We have a

***Disability Access and Inclusion Plan*.**



Our Disability Access and Inclusion Plan says how we will make things better for people with disability, their families and carers.



This includes people who

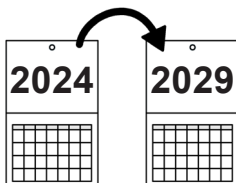
- use our services



- work with us.



We will call it **the plan**.



The plan goes from 2024 to 2029.

Why we made the plan

We made the plan to make sure our services and workplaces are



- ***inclusive***
 - inclusive means everyone can be part of something



- ***accessible***
 - accessible means places and things are easy for everyone to go to and use.



We made the plan with help from

- people with disability

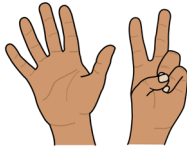


- our staff



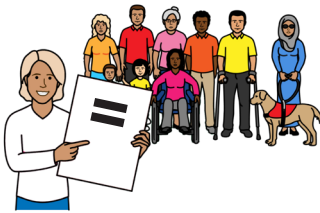
- people in our community.

What the plan says



There are 7 parts to the plan.

1. Services



People with disability will have the same opportunities as others to access services and go to events.



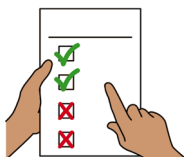
We will make sure our events and services for the community are accessible.



We will ask for ideas about how to make events and services better for people with disability.



We will write ***policies*** to make sure the good work happens.



Policies are rules for what we want to happen.

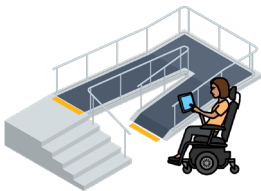
2. *Facilities*



Facilities means the places and spaces we use for the work we do.



People with disability will have the same opportunities as others to access our buildings and public places.



We will make sure our buildings and public places are accessible and will make changes if needed.



We will make sure our buildings have good signage that everyone can read and understand.



We will make sure we meet in a room that has accessible technology and equipment.



We will make sure our emergency procedures are easy for everyone to follow to stay safe.

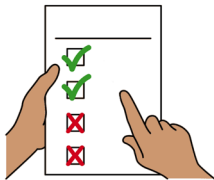
3. Information



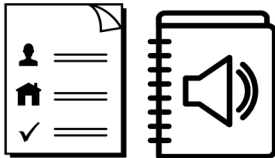
People with disability can ask for information in ways they can read and understand.



We will make sure our website has information that everyone can access and understand.



We will make sure the information on our website meets the rules for accessibility.



We will have books, forms and information in different formats if needed.

For example, Easy Read or audio files.



We will support people who need interpreter services.

For example, Teletypewriter Relay Service (TTY) and Auslan.

4. Service quality



People with disabilities will get the same level and quality of service from our staff as others.



We will make sure our staff are trained to give inclusive and accessible services to people with disability.



We will keep training our staff to make sure they understand

- the lived experiences of people with disability
- what makes accessibility and inclusion hard for people with disability.



5. *Complaints*



Complaints mean you are not happy and you tell us the reason why.



People with disability will have the same opportunities as others to make complaints.



We will make sure people with disability can make a complaint in ways they need to communicate. For example, Teletypewriter Relay Service (TTY).



We will look closely at complaints to find out if there are issues that happen more often and need more work to be fixed.

6. *Consultation*



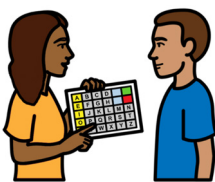
Consultation means we ask for ideas and information from different people and groups in the community.



People with disability will get the same opportunities as others to be part of our consultations.



We will make sure we ask people with disability to be part of all consultations.



We will make sure there are accessible ways to be part of all consultations.



We will give people enough time to tell us their ideas in the consultations.

7. Employment



People with disability will have the same opportunities as others to work with us.



We will welcome people of all backgrounds and abilities.



We will train our staff to better understand access and inclusion.

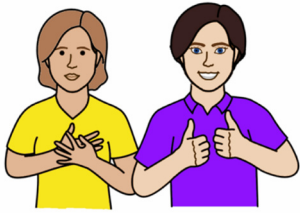


We will make the changes we can to help staff with disability do their jobs.

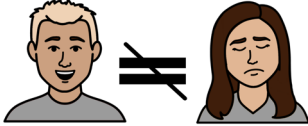
For example, flexible work options or different equipment and devices.



When we interview people for jobs we will focus on their abilities and skills.



We will make sure our workplace is safe for people with disability.



For example we will not allow ***discrimination*** in the workplace.

Discrimination is when a person does not treat another person fairly for different reasons.

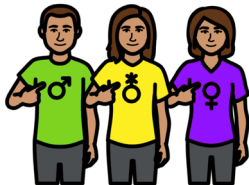
For example



- their disability



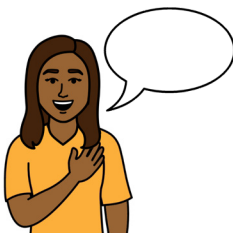
- their race



- their gender



- their age.



We will make sure staff feel safe to tell us if there is a problem or they need support.



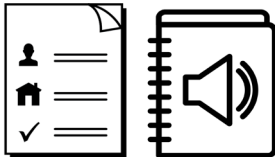
More information



Department of Water and
Environmental Regulation

You can contact us to

- get more information
- ask for an accessible copy of the plan
 - for example, large print or an audio file
- give us ***feedback***
 - feedback means you tell us what you think about the plan.



Call 08 6364 7000
Monday to Friday 8:30 am to 5 pm



Email hr@dwer.wa.gov.au



Website [Department web page](http://www.wa.gov.au/organisation/department-of-water-and-environmental-regulation)
www.wa.gov.au/organisation/department-of-water-and-environmental-regulation



You can fill out the online feedback form.

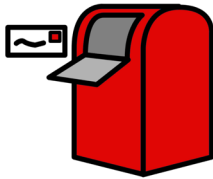
Website

[Feedback and Complaints web page](http://www.wa.gov.au/organisation/department-of-water-and-environmental-regulation/feedback-and-complaints)

www.wa.gov.au/organisation/department-of-water-and-environmental-regulation/feedback-and-complaints



You can write to us.



Mail to

HR Manager, Talent and Culture

Department of Water and

Environmental Regulation

Locked Bag 10

JOONDALUP WA 6027

Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.

Call 1800 555 660

Website [NRS Helpdesk](https://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)

www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.

Call 131 450

Website [TIS National](https://www.tisnational.gov.au)

www.tisnational.gov.au

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