




Department of
Environment and Conservation

Our environment, our future 

DEPARTMENT OF ENVIRONMENT AND CONSERVATION

DISABILITY ACCESS AND INCLUSION PLAN

2007 – 2012

JULY 2011 UPDATE

This plan is available in alternative formats upon request, including large print, electronic format (CD or emailed), or audio format, and on [DEC's website www.dec.wa.gov.au](http://www.dec.wa.gov.au).

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The Department of Environment and Conservation

Working with the community, we will ensure that Western Australia's environment is valued, protected and conserved, for its intrinsic value, and for the appreciation and benefit of present and future generations.

The Department of Environment and Conservation (DEC) is in the portfolio of the Minister for the Environment. The department is also part of a greater environmental community and has a distinct Government responsibility for implementing Government legislation and policy within that community. Protection and conservation of the environment is a collective role.

The department has the lead responsibility for protecting and conserving the State's environment on behalf of the people in Western Australia. This includes managing the State's national parks, conservation parks, State forests and timber reserves, nature reserves, marine nature reserves, and marine management areas.

Its key responsibilities include broad roles in conserving biodiversity, and protecting, managing, regulating and assessing many aspects of the use of the State's natural resources. The department contributes to the development of environmental protection policies, managing the environmental impact assessment process and carrying out regulatory functions to achieve improved environmental outcomes. It is also responsible for management of contaminated sites and coordination of pollution incident responses.

The department is also responsible for fire preparedness and pest animal and weed control on 89 million hectares of unallocated Crown land and unmanaged reserves.

The department provides support or assists the following portfolio authorities and boards to carry out their functions regarding the requirements under the Disability Services Act, which are integral to the department achieving its vision and mission:

- Conservation Commission of Western Australia
- Keep Australia Beautiful Council
- Marine Parks and Reserves Authority
- Waste Authority
- Contaminated Sites Committee.

The department contributes to national and international programs through national Ministerial; Councils, the Natural Heritage Trust and other national programs, the work of organisations such as the International Union for the Conservation of Nature (IUCN) (previously referred to as World Conservation Union), and to the implementation of international environmental and conservation treaties in WA.

It employs people with world-class scientific, regulatory, evaluation, policy, land and marine management, visitor services, and educational skills.

The department's eight key objectives are:

1. **Conserving biodiversity** – Protect, conserve and, where necessary and possible, restore Western Australia's biodiversity.
2. **Managing natural resources and promoting environmentally sustainable practices** – Protect, manage and, where necessary and possible, restore Western Australia's natural resources, including land, water and air, and promote the adoption of environmentally sustainable practices in the community, industry, and government.
3. **Leading climate change actions** – Provide leadership in the development and implementation of strategies to reduce greenhouse gas emissions, and adaptation initiatives to reduce the impact of climate change for Western Australia.
4. **Creating a "World Class Parks System"** – Generate environmental, social, cultural and economic benefits through the further development of a "World Class Parks System" in terms of ecosystem management, and visitor facilities and services.
5. **Implementing sustainable forest management** – Generate social, economic and cultural benefits from forest while sustaining their biodiversity, health, vitality and productive capacity.
6. **Preventing pollution and remediating contamination** – Protect the environment, and people's health and amenity, by ensuring any discharges meet approved criteria and contaminated sites are appropriately remediated.
7. **Maintaining community involvement and support** – develop community awareness and appreciation of the State's natural environment and biodiversity and promote community involvement in and support for its protection and conservation.
8. **Improving the way we do business** – Foster a positive work culture of trust, continuous improvement and anticipation of environment and conservation issues and customer needs, and deliver core business activities in the most effective and efficient manner.

DEC's Access and inclusion policy statement for people with disabilities, their families and carers

Western Australia has a beautiful, diverse and supportive environment that provides material, aesthetic and spiritual benefits. These values should be regarded as an essential part of the livelihood and quality of life of all Western Australians, including people with disabilities. People with disabilities are among visitors to parks and recreation facilities managed by the DEC. They are among people seeking information from department public counters, and are included among departmental employees.

The department is among the most decentralised State Government agencies, with approximately half of its workforce employed in country areas. Besides its Corporate and Operations Headquarters, the department operates from nine Regional and 24 District and local centres, as well as from a number of other locations.

DEC is also the major provider of outdoor recreation areas and facilities in natural areas in Western Australia. As such, it is responsible for the management of several hundred recreation developments, ranging from day-use and camping areas to extensive kilometres of bushwalking, horse riding and mountain bike riding and other trails. The department also organises and conducts various outdoor activity programs, and prepares and disseminates information to visitors and the general public in a range of formats.

DEC is committed to consulting with people with disabilities, their families and carers, and disability organisations to ensure that barriers to access and inclusion are addressed appropriately. DEC's policy on access and inclusion is to ensure that everyone in the community is able to access, use and enjoy our State's natural areas and the associated facilities, services and programs provided by the department. This will be achieved by fulfilling the six desired outcomes of the DAIP.

Development of the Disability Access and Inclusion Plan (DAIP)

Planning for better access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6% of Australians or more than 1 in 5 people, identify themselves as having some form of disability.

It is a requirement of the *WA Disability Services Act 1993* that all public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the department will ensure that people with disabilities 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

The Department of Environment and Conservation has endeavoured to improve public access, and upgrade or provide new visitor facilities and services suitable for use by all members of the community, including older persons and people with physical and intellectual disabilities. Because of the size, remoteness and ruggedness of many of our national parks, State forest areas, and other land this has not been an easy undertaking. Nevertheless, the department has made considerable progress and a significant number of recreation and tourism destinations throughout the State now have wheelchair accessible facilities such as parking areas, toilets and walkways. *ParkFinder* on the department's internet site is an invaluable aid to finding out about some of the parks with universally accessible facilities.

DEC seeks to provide job opportunities for people with disabilities and employs people with a range of disabilities at all levels of the organisation. As an equal opportunity employer, the department is committed to ensuring that people with disabilities are considered on merit in applications for employment, training and promotion, and that jobs and facilities are redesigned as required to remove any remaining barriers to employment and promotion.

DEC is committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services. Towards this goal the department adopted its first Disability Services Plan (DSP) in 1995 to address the barriers for people with disabilities wanting to access the department's services and facilities. The DSP addressed both its statutory requirements under the *WA Disability Services Act 1993* and its obligations under the *Commonwealth Disability Discrimination Act 1992*.

Since the adoption of the initial DSP, the department has implemented many initiatives and made significant progress towards better access.

Responsibility for the planning process

DEC's Disability Access and Inclusion Committee is responsible for the development, implementation and review of the DAIP. The committee was established in 1999 and is currently comprised of representatives from Parks and Visitor Services, Regional Services, Corporate Services, Environmental Services and Strategic Development and Corporate Affairs divisions.

Community Consultation Process

In 2006, DEC undertook to review its Disability Services Plan, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the initial DSP and subsequent review reports to see what has been achieved and what still needs work
- examination of other relevant department documents and strategies
- investigation of contemporary trends and good practice in access and inclusion
- consultation with key staff
- consultation with the community.

The following consultation strategies were used:

- The community was advised of the draft DAIP through the department's website. Feedback through written submission, email or phone was required by 20 April 2007.
- Key community stakeholders were mailed printed copies of the plan. Feedback through written submission, email or phone was required by 20 April 2007.
- DEC staff were advised of the draft DAIP via broadcast email. Feedback through written submission, email or phone was required by 20 April 2007.

Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of all areas of the department. The plan itemises what the department will be undertaking in 2007-2012 to improve access to its services, information and facilities for people with disabilities.

The plan is presented using a table to outline the:

- individual tasks being undertaken
- timeline for completion of the individual tasks
- officer position or departmental area with responsibility for completing the individual tasks
- broad strategy that the individual tasks are supporting
- achievements against outcomes.

Communicating the plan to staff and people with disabilities

- In June 2007 the plan was finalised and formally endorsed by Corporate Executive.
- Copies of the plan were sent to key community stakeholders.
- Printed copies of the plan were sent to all DEC managers, and to staff with responsibilities under the plan.
- The department advised, through its website and through *The West Australian* newspaper that copies of the plan are available to the community upon request.
- As the plan is amended both staff and the community will be advised of the availability of updated plan via the department's website.

Review and evaluation mechanisms

The Disability Services Act (1993) sets out the minimum review requirements for public authorities in relation to DAIPs. The department's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP 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 will be lodged with the Disability Services Commission.

Review and monitoring

- The Disability Access and Inclusion Committee will meet three times a year to review progress on the implementation of the strategies identified in the DAIP
- The review of the department's DAIP will be included in the DAIP 2012-2015, which will be submitted to the Disability Services Commission in 2012. The report will outline what has been achieved under the department's DAIP 2007-2012.
- The committee will prepare a report each year on the implementation of the DAIP to be included in the Annual Report.

Evaluation

- Once a year the department will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies that have been implemented.
- In seeking feedback the committee will also seek to identify any additional barriers that were not identified in the initial consultation.
- Department staff will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
- The DAIP will be amended based on the feedback received and copies of the amended Plan will be available to the community.

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Department of Environment and Conservation.

Strategy	Task	Task Timeline	Responsibility	Achievements against outcomes
DEC staff are made aware of the DAIP, and their responsibilities associated with the plan.	<ul style="list-style-type: none"> • The plan is placed on DEC's intranet. • Staff are advised about the plan via broadcast email. • All Managers receive a printed copy of the plan. • Staff with responsibilities under the plan are provided with a printed copy. • New staff are made aware of the plan via the induction program. 	July 2007	Executive Officer Disability Access and Inclusion Committee (DAIC)	Complete.
Develop links between the DAIP and other department plans and strategies.	<ul style="list-style-type: none"> • Incorporate the objectives of the DAIP into the department's strategic business planning, and all other relevant plans and strategies. 	Ongoing	<p>Corporate Executive</p> <p>All Managers</p> <p>Regional Services Division</p>	<p>Universal access is a standard consideration incorporated in procedures and specific and ongoing projects as identified under operational initiatives;</p> <ul style="list-style-type: none"> • Tenders and licensing requirements. • All new projects and facility planning include reference to the DAIP to ensure universal access is achievable where possible. • Disability access is a high priority in annual budgets and work programs, site planning development and redevelopment, maintenance programs, and staging public events • Facilities in regional locations are remote; improvements to the facilities are being considered in budgets and planning.

Strategy	Task	Task Timeline	Responsibility	Achievements against outcomes
				<p>All managers are aware of their requirements to have regard to the DAI outcomes in their planning.</p> <p>See Attachment 1</p> <p>Specific responsibility for WMB to report against this strategy is not required.</p>
<p>Where practical and appropriate DEC events are organised so that they are accessible to people with disabilities.</p>	<ul style="list-style-type: none"> • Ensure all appropriate events are planned using the Accessible Events checklist. • Make the Accessible Events checklist available to staff on the department's intranet. • Develop standard wording for all information bulletins and event invitations to allow attendees to indicate the nature of any access requirements. Place on intranet. • Remind staff of checklist annually via broadcast email. 	<p>Ongoing</p>	<p>Disability Access and Inclusion Committee</p>	<ul style="list-style-type: none"> • Accessible events checklist on DEC intranet via a link to the Disability Services Commission Create Accessible Events Checklist • The department's Public Participation and Planning Unit has incorporated the DSC checklist into a fact sheet for staff to use in preparing for their consultation and participation events.
<p>Ensure that DEC agents and contractors as appropriate are aware of the relevant requirements of the Disability Services Act.</p>	<ul style="list-style-type: none"> • Include the Department's policy and procedures regarding the Disability Services Act in Request for Quotation documentation. 	<p>July 2007</p>	<p>Manager Supply Services</p>	<p>Complete (the new <i>Disability (Access to Premises – Building) Standards 2010</i> took effect on 1 May 2010; Manager Fleet and Works confirms that and compliance with these Standards is mandatory for any contractor undertaking DEC building works)</p>

Strategy	Task	Task Timeline	Responsibility	Achievements against outcomes
People with disabilities are provided with an opportunity to comment on access to services.	<ul style="list-style-type: none"> • Raise staff awareness of the importance of receiving feedback on DEC services by people with disabilities. • Staff awareness training to be provided at various seminars e.g. Business Support Workshop, Parks and Visitor Services Workshop. 	Ongoing	Manager People Services	<ul style="list-style-type: none"> • People Services 'HR Roadshow' training is ongoing; promotion of the DAIP is included in the delivery.

Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Department of Environment and Conservation.

Strategy	Task	Task Timeline	Responsibility	Achievements against outcomes
<p>Ensure where practical and appropriate all new recreation facilities are accessible to people with disabilities.</p>	<ul style="list-style-type: none"> All site plans will be developed in accordance with DEC's Policy 18 and universal access considerations. All site plans are documented ensuring rational and reason for level of accessibility is included. 	<p>Ongoing</p>	<p>Recreation and Landscape Unit (RLU)</p>	<ul style="list-style-type: none"> All site plans prepared by the RLU consider level of accessibility and are in accordance with DEC's policies and principles. Recreation sites within the Central Wheatbelt District have to varying degrees catered for universal access by providing a disembarking point and access to facilities such as picnic tables. Most sites are associated with large granite outcrops and so there is limited access to these, however, assistance can be provided on request for access to the base of outcrops in most instances. Sites are maintained regularly to ensure access is clear.
<p>Ensure DEC managed recreation areas with universal access are maintained to original standard.</p>	<ul style="list-style-type: none"> Audit sites annually and identify maintenance needs. Identify any access complaints to support audit results. Repair to original universal access standard. Link Access Audit with DEC's RecData audit so procedures can be completed in unison. 	<p>Ongoing</p>	<p>Parks and Visitor Services Coordinator</p>	<ul style="list-style-type: none"> Matilda Bay Reserve – signs on accessible toilet has been replaced to reflect current standards, and maintenance works have been undertaken on pathway leading from car park to the toilet. In the Midwest Region, routine inspection and maintenance of all universal access paths has been undertaken. Annual inspections conducted and maintenance requirements registered as part of the Visitor Risk Management program. Warren region sites are assessed annually for accessibility as part of the annual Visitor Risk management program. All site

Strategy	Task	Task Timeline	Responsibility	Achievements against outcomes
				<p>improvements and redevelopments take into consideration universal access principles where site possible within design and budget constraints. Recent improvements include: the Cascades boardwalk redesign, Mt Frankland arrival space and picnic and toilet facilities. Site accessibility information has been provided to the Your Welcome initiative volunteer coordinator Wayne Schmidt for review and upload onto the disability services website. Site improvement data is updated on the RecData system.</p> <ul style="list-style-type: none"> • South West Region sites are inspected routinely by rangers & maintenance staff. Annual formal visitor risk management inspection identify hazards and facility maintenance requirements. Universal access facilities are maintained to original standard. In 2011 all SWR facilities with accessible facilities are being audited through the Disability Services Commission's "You're Welcome" program.

Strategy	Task	Task Timeline	Responsibility	Achievements against outcomes
<p>Continue to upgrade access to DEC managed recreation areas. Priorities are based on the following indicators:</p> <ul style="list-style-type: none"> • Visitor numbers • Costs • Ease of modification 	<ul style="list-style-type: none"> • Annually audit and identify access barriers in recreation areas. • Identify any access complaints to support audit results. • Prioritise and make submission to the Regional, Branch or District Manager to commence work on rectifying identified barriers. • Link Access Audit with DEC's RecData audit so procedures can be completed in unison. • Contact Disability Access and Inclusion Committee for advice or funding assistance. 	Ongoing	Parks and Visitor Services Coordinator	<p>Recreation sites are reviewed for their ability to provide universal access.</p> <p>Swan Coastal District</p> <ul style="list-style-type: none"> • Yanchep National Park – a kerb ramp has been installed next to the disabled access parking at the Lake View Picnic area. • Serpentine National Park – accessible parking has been designated at the Falls car park and the picnic area car park. <p>Perth Hills District</p> <ul style="list-style-type: none"> • Park notes have been updated to include information regarding access. • John Forrest National Park – an accessible car park has been designated at the main car park. • Walyunga National Park – an accessible car park has been designated at Walyunga Pool.
Review and revise DEC's Disability Access Audit Online (DAA).	<ul style="list-style-type: none"> • DAA is updated to reflect current best practice and legislation. • DAA is reviewed annually. 	Ongoing	Manager People Services	Not yet complete as at June 2011; work commenced to scope transfer the DAA from the old CALMweb intranet site, to the Source.

Strategy	Task	Task Timeline	Responsibility	Achievements against outcomes
Promote awareness of DEC's participation in the <i>You're Welcome Access Initiative</i> .	<ul style="list-style-type: none"> You're Welcome Access Initiative information is placed on DEC's website and DEC intranet. The initiative is promoted via Environment and Conservation News and other media sources/publications. Information provided for the <i>You're Welcome Access Initiative</i> is updated every six months. 	Ongoing	DEC Co-ordinator – You're Welcome Access Initiative	Swan Region has uploaded six sites onto the You're Welcome website: <ul style="list-style-type: none"> The Dell, Beelu National Park Farrel Grove, Beelu National Park Matilda bay Reserve Penguin Island Serpentine National Park Walyunga National Park
Ensure all new DEC buildings are accessible to people with disabilities.	<ul style="list-style-type: none"> Ensure all new DEC leases are audited for accessibility to people with disabilities. Ensure all DEC buildings are accessible to people with disabilities or have a 'disabled access strategy' to mitigate access difficulties. 	June 2008	Manager Supply Services	Complete (the new <i>Disability (Access to Premises – Building) Standards 2010</i> took effect on 1 May 2010 and these compliance with these standards is mandatory for any contractor undertaking DEC building works)
Regional, Branch and District Managers to progressively upgrade access to DEC buildings. Priorities are based on the following indicators: <ul style="list-style-type: none"> Employees with disabilities Visitor numbers Costs Ease of modification 	<ul style="list-style-type: none"> Audit and identify access barriers to all DEC buildings and facilities. Engage consultant to prioritise list of works. Make submission to the Executive to commence work on rectifying identified barriers 	Ongoing	Manager	Specific Regional locations audited and compliant. Ongoing assessments in other regional areas. Refer Attachment 2

Strategy	Task	Task Timeline	Responsibility	Achievements against outcomes
Provide all regional staff with Site Planning and Design – Universal Access awareness training.	<ul style="list-style-type: none"> • Develop Site Planning and Design – Universal Access. • Training to be provided at regional meetings/seminars annually. • Ensure target groups - Rangers and Conservation Employees receive training. 	June 2008 Ongoing Ongoing	Recreation and Landscape Unit Landscape Architects	Ongoing. Recreation Planning and Management Course addresses access issues, and is run annually.
Continue to improve access by ensuring practice and appropriate standards are developed for recreation facilities on DEC managed estates.	<ul style="list-style-type: none"> • Developing planning and design guidelines for recreation facilities. • Participate in the Australian Standards Outdoor Access working group to develop appropriate national standards for outdoor access in natural areas. 	December 2007 December 2009	Coordinator Recreation and Landscape Unit	Draft guidelines have been developed for access in DEC managed natural areas. Australian Standards working group is not active as it is not an AS priority.
Create a list of DEC meeting rooms across the various sites that are suitable for meetings with people with a disability.	<ul style="list-style-type: none"> • Complete access audit on all DEC meeting rooms. • Place list of meeting rooms on intranet. • Advise staff via broadcast email. 	December 2011	Disability Access and Inclusion Committee	Task timeline amended

Outcome Three: People with disabilities receive information from the Department of Environment and Conservation in a format that will enable them to access the information as readily as the general population.

Strategy	Task	Task Timeline	Responsibility	Achievements against outcomes
Improve community awareness on DEC information being available in alternative formats upon request.	<ul style="list-style-type: none"> All documents that can be provided in alternative formats carry a notation regarding availability. Advise the community of the above via DEC's website, Conservation News, disability group newsletters and other appropriate disability services. 	Ongoing	Director Strategic Development and Corporate Affairs	<p>All documents and publications are made available in alternative formats on request.</p> <p>This undertaking is placed on DEC's website at the following location: http://www.dec.wa.gov.au/content/view/90/383/</p>
Improve staff awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> Develop accessible information guidelines. Promote using DEC Intranet and broadcast email. Make available on DEC's intranet. Incorporate accessible information into disability awareness training. 	June 2009	Disability Access and Inclusion Committee	All information is available in other formats upon request, and referred to in the People Services HR Roadshow delivery.
Ensure that DEC's website continues to meet contemporary good practice and Government access guidelines for access for all.	<ul style="list-style-type: none"> Review and update annually. Expand ability of website to provide information to non-English speaking users. 	Ongoing	Director Strategic Development and Corporate Affairs	<p>DEC's website has been designed for maximum accessibility. Details are listed at the following location. http://www.dec.wa.gov.au/bushrangers/accessibility.html</p> <p>The department is committed to ensuring best practice website development. DEC's website is currently undergoing a platform upgrade which will better enable usability features including provision for non-English speaking users.</p> <p>Complete</p>

Strategy	Task	Task Timeline	Responsibility	Achievements against outcomes
All information presented by DEC is clear, visible and complies with required standards for people with disabilities.	<ul style="list-style-type: none"> Advise Department staff of the minimum requirements. Adopt State Government Guidelines for Information, Services and Facilities, and incorporate into general practice. 	December 2008	Director Strategic Development and Corporate Affairs	DEC's publications staff are aware of minimum accessibility standards in publishing and incorporate these standards into their processes. Complete
Increase the use of interpreters to improve the availability of DEC's services/information to people with hearing impairment.	<ul style="list-style-type: none"> Include the regular use of interpreters for people with hearing impairments in DEC community-based activities. Examples include the use of interpreters once per month at the Penguin Island Experience, for indigenous heritage walks and for cave tours etc. 	December 2008	Manager People Services	Ongoing.
Use services which specifically focus on providing information to people with disabilities to disseminate DEC information.	<ul style="list-style-type: none"> Develop a list of services that provide information specifically to people with a disability. Advise staff of the above list via broadcast email, <i>DECmatters</i> and place information on the DEC intranet. 	December 2011	Disability Access and Inclusion Committee	Incomplete – still in progress. Task timeline amended to December 2011

Outcome Four: People with disabilities receive the same level and quality of service from the staff of the Department of Environment and Conservation as the general population.

Strategy	Tasks	Task Timeline	Responsibility	Achievements against outcomes
<p>Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.</p>	<ul style="list-style-type: none"> • Develop training in disability awareness and access issues. • Include training in DEC Training Manual. • Provide training at a minimum of four sessions/year. • Promote the use of 'Stepping Out' and 'Getting There' videos. • Review and revise intranet documents associated with disability. • Include awareness of DAIP in DEC's induction program. • Encourage managers to show 'Stepping Out' and 'Getting There' videos to new staff. 	<p>Ongoing</p>	<p>Policy and Diversity Coordinator</p> <p>Disability Access and Inclusion Committee</p>	<p>DSC Disability Awareness Training package sent to Visitor Centre Managers to raise awareness of the need for accessibility considerations in the provision of services.</p> <p>. Selection Panel training program modified to increase awareness of panel members responsibility to provide fair and equitable assessment of merit for candidates with disability.</p>
<p>Further generate and sustain staff awareness of disability and access issues.</p>	<ul style="list-style-type: none"> • Provide regular information on access and inclusion in the Environment and Conservation News, DEC intranet and on DEC's website. • Develop a staff recognition program for good practice in access and inclusion. • Promote nomination of DEC initiatives for <i>Count Me In</i> (previously known as Access) Awards. 	<p>Ongoing</p>	<p>Disability Access and Inclusion Committee</p> <p>Director Corporate Services</p>	<p>Various broadcast emails sent.</p> <p>Count Me In nominations will be requested in August 2011.</p>

Outcome Five: People with disabilities have the same opportunities as the general population to make complaints to the Department of Environment and Conservation.

Strategy	Tasks	Task Timeline	Responsibility	Achievements against outcomes
Ensure that current complaints policy and procedure are accessible for people with disabilities.	<ul style="list-style-type: none"> Review and revise current mechanisms for complaint handling. Promote accessible complaints mechanisms to the community. 	December 2009	Manager Corporate Information Services Responsibility has been amended.	Complaints policy and guidelines being reviewed. Process through Objective (InfoBase) EDRMS being finalised. Suspended due to delay in InfoBase roll out to People Services. Promotion of complaints documentation once finalised and approved will be outlined on the department's website.
Improve staff knowledge in order to facilitate the receipt of complaints from people with a disability.	<ul style="list-style-type: none"> Ensure all reception staff undertake disability awareness training. 	December 2012	Manager People Services Branch	Recruitment and Selection staff have attended disability awareness training in 2011.
All Good Working Relations Contact Officers, Public Interest Disclosure Officers and Peer Supporters have training in disability awareness.	<ul style="list-style-type: none"> Disability awareness training to be included in Good Working Relations Contact Officers, Public Interest Disclosure Officers, and Peer Supporter annual meetings. 	Ongoing	Policy and Diversity Coordinator	Two Good Working Relations Contact Officers have undertaken disability awareness training and more training is scheduled for 2011.

Outcome Six: People with disabilities have the same opportunities as other people to participate in any public participation processes within the Department.

Strategy	Tasks	Task Timeline	Responsibility	Achievements against outcomes
<p>Improve community awareness about public participation processes within DEC.</p>	<ul style="list-style-type: none"> Promote the existence, role and activities of the Disability Access and Inclusion Committee to the community via distribution of DAIP to key groups. Review DEC's public participation processes in view of encouraging participation from people with disabilities. Provide staff involved in public participation with disability awareness training. Incorporate training into existing public participation/ public participation training. 	<p>July 2008</p> <p>December 2010</p> <p>December 2010</p>	<p>Disability Access and Inclusion Committee</p> <p>Director Strategic Development and Corporate Affairs</p>	<p>DEC's public participation planning resources (fact sheets and manual) outline standards for accessibility, including ensuring venues are accessible, and encouraging participation by people with disabilities.</p> <p>These resources also instruct that any staff facilitating public participation should be fully trained in disability awareness. All P3 section staff are aware of the need to provide accessible training in terms of information delivery and venues for DEC staff including people with disabilities</p>
<p>Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.</p>	<ul style="list-style-type: none"> Disability Access and Inclusion Committee to regularly monitor the progress of the plan and be involved in all reviews of the plan. Place updated plan on the intranet and DEC's website. Advise staff of update via broadcast email and DEC Intranet. 	<p>Ongoing</p>	<p>Disability Access and Inclusion Committee</p>	<p>DAIP regularly monitored and promoted.</p> <p>Plan available on Source intranet and here on the public website.</p>

Strategy	Tasks	Task Timeline	Responsibility	Achievements against outcomes
	<ul style="list-style-type: none"> Develop a register of experienced persons to provide comment on access and inclusion issues on request, who may not be members of the Disability Access and Inclusion Committee. 			Register development commenced and will include both DAIC members and non committee members.
Seek a broad range of views on disability and access issues from the local community.	<ul style="list-style-type: none"> Disability Access and Inclusion Committee to actively pursue the views of people with disabilities, their carers and other key stakeholders on a wide range of issues. Distribute draft DAIP to key groups for comment. Invite representatives from disability groups to attend Disability Access and Inclusion Committee meeting. 	Ongoing Annually	Disability Access and Inclusion Committee	Members of the DAIP committee have attended various disability workshops and forums

Last amended 25 July 2011

DEC DISABILITY ACCESS AND INCLUSION PLAN – UPDATE JULY 2011 ATTACHMENT 1

Strategy: Develop links between the DAIP and other department plans and strategies.

Task: Incorporate the objectives of the DAIP into department's strategic business planning and all other relevant plans and strategies.

Responsibility: Corporate Executive, All Managers

Central Wheatbelt:

- Current recreation site developments within the Central Wheatbelt District will be designed with universal access in mind by the DEC landscape branch, and implemented on a district level.
- Current development at Kokerbin Nature Reserve will include universal access to a newly constructed ablution block with three units. This is expected to be completed in the 2010/11 financial year.
- Other access to trails etc are universal where practical.

West Kimberley:

- The terrain and environment in the Kimberley is somewhat restrictive for people with disabilities, however the Broome office is equipped with wheelchair access for visitors.
- It is also possible for people with disabilities to take part in Geikie Gorge Boat Cruises with pre-arranged assistance from Park Rangers.
- When undertaking master planning for our Parks and Visitor Services, we are mindful of developing access on a greater level to people with disability.

South Coast Region: Albany and Esperance Districts

- All new Albany and Esperance District Recreation Concept Plans, for use in redeveloping existing key recreational sites within the district, incorporate DAIP objectives with regard to ease of access and use of facilities. This also includes access and use of car park areas, pathways, walk trails, picnic

Wheatbelt :

- The Wheatbelt Region through its PVS program attempts to provide an inclusive program for all departmental services and events. This is mostly achieved through PVS activities at Dryandra Woodland: Barna Mia Visitors Centre and eco-education activities.
- The Great Southern District PVS program arranged a day trip with people from Disability Services, together with people with a range of disabilities, to "access-test" selected sites in the woodland.

Warren Region:

- The Manjimup complex has three car parks with one parking bay for disabled persons, and a ramp in the bay closest to Reception. Another ramp is being planned for the next nearest car park at the rear. The pathways to Reception from both of these car parks are sloped to enable wheelchair access. A toilet for disabled persons is available on the ground floor of the reception building.
- Objectives of the DAIP are included in Warren Regions' Focus Statement.

Environmental Regulation Division:

- ERD staff are aware of the requirements of DEC's DAIP.
- Recruitment and selection processes, as well as ongoing management, ensure that ERD meets the requirements and intent of the DAIP.
- Offices are accessible and facilities are regularly checked to ensure that no access barriers are present when meetings are arranged.
- Venues for meetings are selected to ensure access for all people.

Nature Conservation: Nil to report.

Native Vegetation Conservation Branch:

- Information relating to clearing permits is available on the DEC website (Forms, Factsheets, Guidelines, and decisions) and can be submitted without the need to attend a DEC office. However, if attendance at our Head Office is required, the office is wheelchair accessible.

Parks and Visitor Services

- A volunteer is currently expanding the work completed in Swan Region for the "You're Welcome" Access Initiative to include the whole of the south west of WA, and this is expected to be completed this calendar year.

Office for Information Management:

- The Office for Information, Regional Services Division has nothing to report on for this period regarding services and any events organised, however, the OIM will always ensure that any services and events incorporates the objectives of, and supports the DAIP.

Fire Management:

- Fire Management Services does not have any specific achievements to report in relation to this strategy/task of the DAIP. However, FMS believes Outcome One is being met with respect to FMS services and events.

Financial Services:

- The provision of access to facilities for people with disabilities is a high priority in Kensington site maintenance and development.

Strategic Policy and Programs Division:

- Sustainability Programs in the Strategic Policy and Programs Division, in association with other agencies and organisations, is developing a web-based directory of major State sustainability initiatives, which will include information on disability services policies and programs aimed at advancing social and economic sustainability of people with disabilities.

Waste Management Branch:

- Managers in Regional Services Division develop strategies for the public and their staff that take into account the DAIP in respect to:
 - Access to and within workplaces
 - Access associated with events organised by the department
 - Access associated with construction and maintenance of visitor facilities.
- Strategic Waste Initiatives Scheme and Community Grants Scheme are open to organisations for the disabled. Several such groups have applied for funding over the life of the schemes. To facilitate access to these grants, all information about the schemes is available electronically, and applications can be submitted electronically.

Fleet and Works Support Section:

- FWSS has included the DAIP in its works contract documentation. All contracts are required to consider the Plan when undertaking any works. Further any works undertaken on the Kensington site are required to take into consideration the outcomes of the DAIP.
- The new *Disability (Access to Premises – Building) Standards 2010* took effect on 1 May 2010 and compliance with these Standards is mandatory for any contractor undertaking DEC building works

Natural Resources Branch: Nil to report this period.

Legal Services Branch:

- The principles of the DAIP are considered by the Legal Services Branch of DEC in relation to the services it provides, and any events organized by the branch. Those principles will be considered in the Branch's upcoming planning day.

DEC DISABILITY ACCESS AND INCLUSION PLAN – UPDATE JULY 2011 ATTACHMENT 2

Strategy: Regional, Branch and District Managers to progressively upgrade access to DEC buildings. Priorities are based on the following indicators:

- Employees with disabilities
- Visitor numbers
- Costs
- Ease of modification

Task:

- Audit and identify access barriers to all DEC buildings and facilities.
- Engage consultant to prioritise list of works.
- Make submission to the Executive to commence work on rectifying identified barriers.

Responsibility: All Managers

South West Region:

- The SWR office in Bunbury is fully accessible. It also has a reserved parking bay close to the building entry; however, at the moment the marking is not clear. The parking bay will be clearly marked when the car park is resurfaced this year.
- Collie office upgrades has been constructed with a universal access (UA) toilet and shower, and entry doors. Further renovations to the Collie office provide for greater UA with automatic doors at reception, UA corridors, internal doors, a reception desk designed as UA. All offices are designed for UA to facilitate potential employment.

Warren Region:

- Recreation Sites - Some older sites do not have disability access, however, in line with departmental policy these are being targeted and disability access will be progressively provided when possible – some sites will have disability access to certain parts only due to terrain and safety issues..
- All Warren Region recreation sites constructed over more recent times have disability access; in addition any new planned sites will conform with disability access in the plans and the construction as per departmental policy; For example a new site at The Cascades does not have disability access at this point but this is planned to be include over the next twelve months.
- In the Region's offices t year we have been able to modify access to the Pemberton Office to provide disability access for customers and staff. When any new construction is to take place in Donnelly District disability access will be an automatic inclusion

South Coast Region:

• Esperance District

- The Cape Le Grand NP office, Stokes NP office, Esperance District front office and Esperance Depot are all accessible to people with disabilities
- At Stokes National Park, all the new toilets and camp kitchens at the Stokes Inlet day use area and Benwenerup Campgrounds are all readily accessible.
- The recreational facilities on Woody Island, Woody Lake NR and Helms Arboretum – all are readily accessible.
- The new toilets and camp kitchen at the Thomas River campground at Cape Arid National park is disabled access.

• Albany District

- The toilet, picnic area, and barbecue at the Castle Rock day use and picnic area is wheelchair accessible, as is the toilet at Tree in the Rock area in the Porongurup National Park
- The toilet at Bluff Knoll car park at Stirling Range National Park is wheelchair accessible
- Access to the visitor centre at Two People Bay Nature Reserve is wheelchair assisted, and a toilet for disability users is available.
- The front office in Albany is wheelchair-assisted accessible

Midwest Region:

Construction of the Nilgen Lookout on Indian Ocean Drive has provided universal access to parking, trail, picnic, and lookout areas.

- A contract has been let for the redevelopment of Hangover Bay (Nambung National Park); the redevelopment will greatly improve universal access to this day-use site.
- Improvements have been made to the car park at the Cervantes Office, including a ramp to the front door to provide wheelchair access.
- A pram ramp has been installed at the Pinnacles Desert Discovery to provide better access to the long vehicle parking bays.
- New universally accessible paths have been installed at the Peron Heritage Precinct in Francois Peron National Park.
- A contract for path surfacing is being prepared to facilitate universal access at several coastal sites in Kalbarri National Park.

Warren Region:

- Access barriers are not formally assessed in a separate process but via the annual VRM inspection process. No specific public access complaints have been received in the last financial year relating to recreation site access.

South West Region:

- The SW Region's capital works program is limited by funding, however, when establishing new or upgrading old facilities priority is given to providing universal/improved access where possible.
- In 2010/11 - the Cape to Cape Track Access for More section has been extended by another 100m of boardwalk, and sealing of the final 300m to Sugarloaf Rock viewing area is expected to be completed later in 2011.
- Universal access toilets and pathways were constructed at Cape Leeuwin
- Planning for universal access to look-outs and toilets at Sugarloaf Rock is underway.

Central Wheatbelt: Audits completed for the Northam and Merredin offices and are considered to be compliant

- Merredin:
 - No front wheelchair access at Merredin – signs displayed asking people with disability to access via the rear entrance to the building. Disabled parking bays available in the main street close to the DEC front entrance (building leased from DHW).
 - There is a proposal to relocate Merredin DEC office to the Merredin DAFWA offices. At this time a fresh audit will be completed.
- Northam:
 - There is a disabled parking bay in front of the office with appropriate signage. The office entrance is wheelchair accessible.

West Kimberley:

- Wheelchair access installed in Yawuru Offices at 111 Herbert Street Broome.
- The toilet block at Tunnel Creek car park includes wheelchair access.
- A toilet block will be constructed this year at Geikie Gorge National Park which will enable wheelchair access.

East Kimberley:

- The DEC East Kimberley Office has either completed or are in the process of completing the following
 - Disability access will be standard item on staff meetings throughout the Region
 - Hand rails and signage have been provided for people with disabilities for ablutions in the Kununurra Regional Office
 - Capital monies have been obtained to upgrade approximately 200 metres of a walk trail in Mirima National Park to DAIP standards to accommodate wheelchair access
 - Signs have been erected throughout the Kimberley National Parks indicating whether the site is suitable for disability access—according to the Australian Standards of walk trail classification

Goldfields: No change since last report.

Swan Coastal District

- Accessible car park installed at the Wanneroo and Hillarys offices.
- A 120mm step has been removed on the walkway from the car park to the front door of the Mandurah office

Perth Hills District

- The Dwellingup office has been upgraded to allow wheelchair access including an accessible car park.
- The new Mundaring office building is completely wheelchair accessible