

DUPLICATE



DISABILITY SERVICE PLAN

DUPLICATE



DEPARTMENT OF CONSERVATION AND LAND MANAGEMENT

JANUARY 1996

FOREWORD

The Department of Conservation and Land Management (CALM) manages national parks, nature reserves, marine parks, marine nature reserves, State forests and timber reserves. CALM also manages other designated lands, and conserves and protects indigenous flora and fauna.

Western Australia has a beautiful, diverse and supportive natural environment that provides material, aesthetic and spiritual benefits. These benefits 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 the visitors to CALM-managed parks and recreation facilities. They are among people seeking information from CALM public counters and are included among CALM employees.

In Western Australia, approximately one in six members of the community has a disability. Unfortunately, these individuals frequently experience difficulty in gaining access to facilities and services enjoyed by the rest of society. This plan outlines how CALM intends to help ensure that people with disabilities are better able to access, use and enjoy our State's natural areas and the associated facilities, services and programs provided by the Department for the benefit of the entire community.

A handwritten signature in black ink, appearing to read 'Syd Shea', with a stylized, cursive script.

Syd Shea
EXECUTIVE DIRECTOR

ACKNOWLEDGMENTS

The preparation of the Department's *Disability Services Plan* was coordinated by a small steering group consisting of John Byrne (Chairman), Steve Grasso, Ron Kawalilak, Wayne Schmidt and Alan Scott. Pippa Daly-Smith, of the Disability Services Commission, served as an adviser to the steering group. She provided valuable guidance and support in formulating the draft plan, as well as helping to facilitate group discussions.

The final plan has also benefited from comments and suggestions received from a number of staff throughout CALM. Their advice and comments are appreciated. The efforts of Helen Ferguson and Denise Griffith, who were responsible for typing the draft plan, final plan and the steering group's minutes and correspondence, are also gratefully acknowledged.

CONTENTS

FOREWORD	3
ACKNOWLEDGMENTS	5
INTRODUCTION	9
PLAN SCOPE	9
CALM POLICY ON ACCESS	9
THE DEPARTMENT OF CONSERVATION AND LAND MANAGEMENT	11
WHO WE ARE	11
WHAT WE DO	11
WHO ARE OUR CUSTOMERS?	11
WHAT SERVICES DO WE PROVIDE?	11
PLAN CONTEXT	13
PEOPLE WITH DISABILITIES	13
PLANNING FOR PEOPLE WITH DISABILITIES: STATE AND COMMONWEALTH LEGAL REQUIREMENTS	14
PLANNING PROCESS	16
KEY ISSUES AND OUTCOMES FOR PEOPLE WITH DISABILITIES	17
PLAN IMPLEMENTATION	25
FINANCIAL AND STAFF RESOURCES	25
PERSONNEL TRAINING	25
COMMUNITY LIAISON	25
PLAN REVIEW AND MONITORING	25

Introduction

Plan scope

Since its formation in 1985, the Department of Conservation and Land Management (CALM) 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 people with physical and intellectual disabilities. Because of the size, remoteness and ruggedness of many of our national parks, State forest areas and other reserves, 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.

CALM has also actively sought 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 seeing 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.

The main aim of this plan is to ensure that these and other positive steps already undertaken by CALM are maintained and, wherever possible expanded, so that people with disabilities can gain access to and use Departmental buildings, facilities and services, and take part in programs, to the fullest extent practicable.

CALM policy on access

CALM's policy on access is to ensure that everyone in the community, including people with disabilities, can gain access to, use and enjoy the facilities, services and programs provided by the Department. This will be achieved by:

1. Adapting existing services to ensure they meet the needs of our customers with disabilities;
2. Improving access to CALM buildings and facilities;
3. Providing information about CALM services and programs in ways that are easily understood;

4. Ensuring that staff who provide advice and services are aware of and understand the needs of our customers with disabilities;
5. Ensuring that people with disabilities are able to take part in public consultations, grievance mechanisms and decision making processes;
6. Providing and maintaining equal employment opportunities within CALM for people with disabilities.

The Department of Conservation and Land Management

Who we are

The Department of Conservation and Land Management (CALM) is the State Government agency responsible for the management of Western Australia's national parks, conservation parks, marine parks, State forests and timber reserves, nature reserves, marine nature reserves, and all associated forest produce, native plants and animals. The Department is also responsible for conserving native plants and animals throughout the State, and for managing their sustainable use.

What we do

CALM has several responsibilities, all of which are carefully integrated. We manage lands and waters for their renewable resources, for the recreation and tourism they can support, and for the conservation of the native wildlife (plants and animals) that they sustain. CALM's main responsibility is to manage these lands and waters on an ecologically sustainable basis, so that the needs of the present are met without compromising the choices of future generations.

Who are our customers?

Our customers are almost everyone in the community. They include: park, reserve and forest visitors; the timber and forest products industries; tourism and recreation operators; forest, park and reserve neighbours; beekeepers; wildflower pickers; rural landholders; conservation groups; special interest and recreational groups; advisory committees; Aboriginal people; other government departments and agencies; lessees and licensees; the media; councils; volunteers; teachers and students; and other members of the community.

What services do we provide?

CALM provides broad conservation and land management services on behalf of the WA community, and a range of customer services directly to the public.

Broad conservation and land management services provided by CALM on a Statewide basis include:

- conservation of ecosystems and species; management of native plants and animals; production and implementation of land and wildlife management plans; production and implementation of recovery programs for threatened species of plants and animals;
- protection of WA's wildlife by preventing illegal taking of native plants and animals, and by emergency actions such as rescues of stranded marine mammals;
- protection of people and facilities on CALM-managed and adjacent lands from fire; protection of forest resources from fire and disease; protection of native plants and animals from disease, feral predators and pests;
- management of national, marine and conservation parks for conservation and recreation; management of nature reserves for conservation; management of hardwood State forest for tourism and recreation, water catchment protection, timber production and conservation; and
- establishment and growing of softwood plantations; development and management of hardwood and softwood sharefarming schemes; management of the sandalwood industry on Crown land.

Customer services provided by CALM directly to the public include:

- recreational services and facilities in national, conservation and marine parks, reserves and State forest; guided tours and activities programs by trained staff;
- a range of free and saleable information, interpretation and education materials, programs, displays and talks; responses to enquiries; access to database services;
- licensing of wildlife-based industries and activities, such as whale watching, wildflower picking, emu farming and aviculture;
- licensing and lease management of commercial tourism and recreation activities on CALM-managed lands and waters;
- forest products from CALM-managed lands to the forest-based industry, integrated with the supply of logs from sharefarmed land; provision to the community of seeds, seedlings, firewood and other forest produce; and
- advice on tree planting for enhancement of nature conservation values and for farm enhancement, and for timber and eucalyptus oil production on a commercial basis.

Plan Context

People with disabilities

People who have a physical, intellectual, neurological, psychiatric, cognitive or sensory impairment are generally thought of as being 'disabled' or 'handicapped'. While such labels may be technically correct, they tend to focus attention on the disabilities rather than on the people themselves. The 'handicapped' are individuals who just happen to have a disability. They have the same inherent right to respect for their human worth and dignity as do 'able-bodied' people. And, like other members of the community, people with disabilities and their carers are entitled to gain access to government services and facilities.

In Western Australia, 18 per cent of the population, or approximately 300,000 people, have a disability. The impact of disability varies according to the type of disability and individual circumstances. Age is a key factor, with over one third of individuals with disabilities in Western Australia being over 65 years of age.

Disability can affect an individual's ability to be independently mobile, to see or hear, to communicate or use their thought processes. It is not uncommon for people with disabilities to have more than one disability. As a consequence, this increases the impact their disability has on their lifestyle, as well as those of their families. People with disabilities may also be additionally disadvantaged because of factors such as a non-English speaking background or living in a rural or remote area.

People with disabilities frequently report difficulty with everyday activities such as hearing what is said, seeing small print, climbing stairs or understanding signs. The consequence for the person concerned is often major. People with disabilities are also frequently unable to do the things most of us take for granted, for example being able to hear public announcements, use telephones, automatic bank teller machines, public transport, the local library, shopping centre or park.

As the number of people with disabilities in Western Australia continues to rise, the provision of access is rapidly becoming a major matter for broader community concern. As indicated, the likelihood of having a disability increases with age. Three per cent of the population under the

age of five years have a disability, while according to ABS data, almost half of Western Australians over the age of 60 years have a disability. As the number of Western Australians over the age of 60 years is estimated to increase by 27 per cent before 2001, the number of people with disabilities is also likely to rise proportionately.

Fortunately, almost all the difficulties in gaining access to public facilities and services that people with disabilities commonly experience can be overcome with careful thought and proper planning. The development of public information, services and facilities that are accessible to people with disabilities often entails some additional cost. The key to minimising such costs is to incorporate plans for disabled access when formulating initial proposals and/or designs. An accessible community significantly benefits people with disabilities, as well as their families and carers.

Planning for people with disabilities: State and Commonwealth legal requirements

The rights of people with disabilities have recently been enshrined in both Commonwealth and State legislation that make it unlawful to discriminate against an individual with a disability. In the case of the National legislation, the Commonwealth Disability Discrimination Act of 1992 seeks to provide uniform protection against a person with a disability and their carers or associates in a number of areas. These include employment, education, access to premises, accommodation, buying or selling land, activities of clubs and incorporated associations, sport, administration of Commonwealth laws and programs, and the provision of goods, services and facilities. Where an individual believes they have been discriminated against in one or more of the above areas, they may lodge a complaint with the Human Rights and Equal Opportunity Commission about the person or organisation alleged to have behaved in a discriminatory manner. Once a complaint is made, the Commission investigates the basis of the grievance and begins a process of conciliation, if appropriate. The Commonwealth Act also provides for specific 'disability standards' to be formulated in relation to public transport, education, accommodation, employment and Commonwealth programs (although such standards have yet to be put in place), and for the preparation of non-compulsory action plans.

Locally, the Western Australian Disability Services Act (1993) requires public agencies to prepare and implement a disability service plan to

ensure that in so far as its functions involve dealings with the general public, the performance of those functions furthers the principles applicable to people with disabilities. As previously outlined, such a plan is a simple, easy-to-read document that outlines how an organisation like CALM will aim to ensure that people with disabilities and their carers can gain access to the services and facilities it provides to the community.

Disability services plans are required to address five key outcomes, these being the...

- adaptation of existing services and programs to ensure they meet the needs of customers with disabilities;
- improvement of access to buildings and facilities;
- provision of information about services and programs in ways that are easy to understand;
- delivery of advice and services by staff who are aware of and understand the needs of customers with disabilities;
- provision of opportunities for people with disabilities to take part in public consultations, grievance mechanisms and decision making processes.

An additional outcome not encompassed by the State act, but which is incorporated in CALM's *Disability Service Plan* is the provision of employment opportunities and strategies for people with disabilities.

The other major piece of legislation that applies to people with disabilities in Western Australia is the Equal Opportunity Amendment Act (Western Australia no. 40 of 1988). This amendment to the WA Equal Opportunity Act makes it unlawful for a person to discriminate against another person on the grounds of impairment. Like the Commonwealth Disability Discrimination Act, the State legislation provides protection against discrimination for people with disabilities in the areas of employment, education, access to places and vehicles, goods, services, facilities, accommodation, sport and incorporated associations. If a person with a disability believes that they have been discriminated against by a public authority because of their impairment in any of these areas, they have the right to complain to the WA Commissioner of Equal Opportunity.

Planning process

As previously outlined, the preparation of the Department's *Disability Service Plan* has been coordinated by a small steering group. The membership of this group was specifically chosen to include senior CALM staff who have direct involvement in those Departmental functions that are most likely to affect people with disabilities—namely Corporate Services (including Human Resource Management), Corporate Relations and the Recreation and Tourism Program. The group also included an adviser from the Disability Services Commission who has had extensive experience in planning and caring for people with disabilities.

One of the first tasks of the steering group was to prepare a background briefing paper about the plan. This was distributed throughout the Department, together with copies of an access awareness video entitled *Getting There*, produced by the Disability Services Commission. The group also prepared two surveys dealing with the accessibility of CALM's offices, recreation areas and facilities. The information obtained from these surveys, coupled with comments and suggestions received from staff throughout the Department, was used in preparing a draft plan. Copies of the draft plan were subsequently distributed to all CALM offices for review and comment as well as to various disability groups. After receiving comments, the draft plan was amended, resulting in this plan.

Key Issues and Outcomes for People with Disabilities

CALM is among the most decentralised State Government agencies, with approximately three-quarters of its workforce employed in country areas. Besides its Corporate and Operations Headquarters at Crawley and Como, the Department operates from nine Regional and nearly 20 District centres, as well as from a number of other locations.

CALM is also the major provider of outdoor recreation areas and facilities in natural areas in Western Australia. As such, the Department is responsible for the management of several hundred recreation developments, ranging from day-use and camping areas to nearly 1,800 kilometres of bushwalking, horse riding and other trails. CALM also organises and conducts various outdoor activity programs, and prepares and disseminates information to visitors and the general public in a range of formats.

In terms of improving access to its buildings, facilities, services and programs, the Department will seek to:

- adapt services to ensure that they are accessible to people with disabilities;
- make its offices, visitor centres and other key contact points accessible to people with disabilities;
- where practicable and appropriate, provide outdoor recreation areas and facilities that meet the needs of everyone including people with disabilities;
- ensure advice and services are delivered by CALM staff who are aware of and understand the needs of customers with disabilities;
- enable people with disabilities to take part in decision making processes, public consultations and complaint mechanisms; and
- provide and maintain equal employment opportunities for people with disabilities.

The strategies for how this will be achieved are outlined in the accompanying tables.

Adaptation of Existing Services and Programs

OUTCOME 1 Existing functions, facilities and services are adapted to meet the needs of people with disabilities.
OBJECTIVE To adapt services to ensure that they are accessible to people with disabilities.

<i>Functions, Facilities and Services</i>	<i>Barriers</i>	<i>Strategies</i>	<i>Time line</i>	<i>Responsibility</i>
Preparation and implementation of land and wildlife management plans	1. Management plans only produced in written format.	1. Encourage participation in the planning process. <i>See *</i>	Ongoing	Manager, Planning and Visitor Services
Protection of people and facilities on CALM lands from fire	2. People with disabilities unaware of provisions in place for emergency evacuation.	2. Provide appropriate information to people with disabilities on emergency procedures. Assist people with disabilities in emergency evacuation.	Ongoing	Manager, CALM Fire. Regional/District Managers
Recreation services and guided tours (by CALM and partners)	3. Staff and tour operators unsure how to modify services and activities to accommodate people with disabilities.	3. Provide training and guidelines to staff and tour operators. <i>See **</i>	January 1997 and ongoing thereafter	Director, Parks, Recreation, Planning and Tourism
Range of free and saleable information, interpretive and education materials, displays and talks	4. Audio tapes and large print publications not currently provided. 5. Display stands may be difficult to access by people in wheelchairs.	4. Provide purpose-built materials on request. 5. <i>See Outcome 2.</i>	Ongoing	Director, Corporate Relations
Responses to enquiries and access to database services	6. People with disabilities not aware of services provided.	6. Inform people with disabilities of services provided and ensure accessibility of service.	Ongoing	Director, Science and Information/Director Corporate Relations
Licensing of commercial tour operators	7. Consideration of specific needs of people with disabilities not part of the licensing process.	7.1. Ensure tour operators are aware of the need to provide tour options to meet the needs of people with disabilities. 7.2. Ensure licensing process is open to people with disabilities.	January 1997 and ongoing thereafter	Director, Parks, Recreation, Planning and Tourism
Lease management of commercial tourism and recreation activities	8. Lease holders taking over existing structures or developing new ones not providing for people with disabilities.	8. Consider needs of people with disabilities when planning upgrade and development of commercial tourism and recreation opportunities, including nature based tourism activities.	Ongoing	Director, Parks, Recreation, Planning and Tourism

The following documents have relevance to the implementation of the strategies

* Policy Statement 15 Community Involvement May 1991

Administrative Instruction 31 Operations Guidelines for Public Participation in Planning and the Management of Advisory Bodies May 1991

** Administrative Instruction 41 Guidelines for Approving Commercial Operator Concessions (Draft)

Improving Access to CALM Buildings and Facilities

OUTCOME 2

Access to buildings and facilities is improved.

OBJECTIVE 1

Make CALM offices, visitor centres and other key contact points accessible to people with disabilities

<i>Functions, Facilities and Services</i>	<i>Barriers</i>	<i>Strategies</i> (Note: the strategies listed below are intended to address all of the identified barriers)	<i>Time line</i>	<i>Responsibility</i>
Corporate, Regional and District offices and Department visitor centres	1. Lack of disabled access (extra width) parking bays and appropriate signage.	Train selected staff on how to undertake building access audits.	December 1996	Manager, Engineering Services and Regional Admin. Officers
	2. Physical barriers between carparks and entrances including kerbs, walkways with steep gradients and/or unstable surfacing, steps and doors which are difficult to open.	Complete access audits for key Departmental offices including CALM's Corporate and Operations Headquarters, Herbarium, Regional and District offices and major visitor centres.	June 1997	Director Corporate Services Division
	3. Accessibility to and height of public counters and publication displays.	Progressively modify existing CALM offices and visitor centres to comply with the requirements of the Building Code of Australia and wherever practicable the recommendations of AS1428 (target Como, Crawley and other Perth and Regional centres which have a high level of visitor contact and/or staff with special requirements).	Ongoing	Director, Corporate Services Division and Manager, Engineering Services Section
	4. Lack of toilets for people with disabilities.			
	5. Difficult internal building access caused by narrow corridors and doorways, lack of lifts, slippery flooring and inadequate lighting.	Ensure all new CALM offices and visitor centres are accessible to everyone in the community including people with disabilities.	Ongoing	Director, Corporate Services Division

Improving Access to CALM Buildings and Facilities (continued)

OUTCOME 2

Access to buildings and facilities is improved

Where practicable and appropriate, provide outdoor recreation areas and facilities which meet the needs of everyone including people with disabilities.

OBJECTIVE 2

<i>Functions, Facilities, Services</i>	<i>Barriers</i>	<i>Strategies</i> (Note: the strategies listed below are intended to collectively address all of the identified barriers)	<i>Time Line</i>	<i>Responsibility</i>
Departmental recreation areas and facilities	<ol style="list-style-type: none"> 1. Parking areas with uneven or loosely consolidated surfacing 2. Physical barriers between parking areas and recreation areas and facilities including sloping terrain and uneven or loosely consolidated walking surfaces. 3. Lack of wheelchair accessible toilets, tables, seating, barbecues and other facilities. 4. Lack of clear directional signage and other visitor information, poor presentation of on-site information in terms of legibility, height of signs and display panels etc. 5. Lack of pre-visit information about the type and location of recreation areas and facilities suitable for people with disabilities. 	<p>Train selected operations staff on how to undertake outdoor accessibility audits.</p> <p>Complete access audits of all existing CALM recreation areas and facilities.</p> <p>Progressively upgrade existing recreation areas, facilities, and on-site visitor information so that wherever practicable it provides for the needs of people with disabilities. <i>See *</i></p> <p>Design new recreation areas and facilities based on the principle of "Universal access" wherever practical and appropriate. <i>See *</i></p> <p>Train recreation planning and field staff in the principle of 'universal access' and the design of facilities for people with disabilities. <i>See *</i></p> <p>Compile inventory of CALM managed recreation areas and facilities suitable for people with disabilities and ensure this information is incorporated in Department recreation directories, brochures and other pre-visit publications. <i>See **</i></p>	<p>December 1996</p> <p>June 1997</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>June 1997 and ongoing thereafter</p>	<p>Program Coordinator Division of Parks, Planning, Recreation and Tourism</p> <p>Regional and District Program Leaders</p> <p>Recreation Planning Specialists and Regional and District Program Leaders</p> <p>Recreation Planning Specialists and Regional and District Program Leaders</p> <p>Program Coordinator, Division of Parks, Planning, Recreation and Tourism</p> <p>Regional and District Program Leaders; Regional Information Officers; Director, Corporate Relations</p>

The following documents have relevance to the implementation of the strategies:

* Policy Statement 18 Recreation, Tourism and Visitor Services May 1991

** Recreation and Tourism Information System (Prototype being developed)

Provision of Information About CALM's Services and Programs

OUTCOME 3

Information about CALM services and programs.

OBJECTIVE

Information about CALM services and programs is to be provided to people with disabilities in formats which enhance communication.

<i>Functions, Facilities, Services</i>	<i>Barriers</i>	<i>Strategies</i>	<i>Time line</i>	<i>Responsibility</i>
Provision of information	1. Information about CALM services is not provided in formats that make it accessible for all people with disabilities (eg. provision to the sight impaired of information about general CALM services.	1.1 Use alternative media and formats for providing information where appropriate (eg large print, audio loops and tapes, captioned videos and radio advertising)..	Ongoing	Director, Corporate Relations Regional\District\Branch Managers Regional Information Officers
		1.2 Promote availability of existing TTY service at Como (eg. business cards and letterheads to include TTY numbers), and utilise the TTY Relay Service and Deaf Interpreting Service at Regional and District centres.	Ongoing	Director, Corporate Relations Regional\District\Branch Managers
	2. Lack of staff knowledge of services and facilities which are available for people with disabilities.	2.1 Prepare catalogue of services and facilities available for people with disabilities and distribute to CALM customer service staff.	June 1997	Director, Corporate Relations Regional\District\Branch Managers Regional Information Officers
		2.2 Promote availability of facilities which are wheelchair accessible, through CALM publications, signage, public relations activities and external media..	Ongoing	Director, Corporate Relations Regional\District\Branch Managers Regional Information Officers
	3. Information may be complex.	2.3 Incorporate training on how to provide services to people with disabilities into general training programs.	Ongoing	Manager, Human Resources Branch
		3. Ensure information is presented in clear and concise language. Design of signage , etc. to be uncluttered with good contrast for lettering and the use of symbols. Signs to be well lit and placed at eye level where possible.	Ongoing	Director, Corporate Relations Regional\District\Branch Managers Recreation Planning Specialists, Regional Information Officers

Provision of Advice and Services by CALM Staff

OUTCOME 4

Delivery of advice and services.

OBJECTIVE Advice and services are delivered by CALM staff who are aware of and understand the needs of customers with disabilities.

<i>Functions, Facilities, Services</i>	<i>Barriers</i>	<i>Strategies</i>	<i>Time line</i>	<i>Responsibility</i>
Provision of advice and services by CALM staff.	1. CALM staff are largely unaware of difficulties that people with disabilities encounter in accessing advice and services.	1. Provide awareness training for all CALM staff.	Ongoing	Director, Corporate Services, Regional\District\Branch Managers
	2. Staff may lack knowledge and skills in dealing with special needs of people with disabilities.	2. As part of customer focus training, provide staff with knowledge and skills appropriate for assisting people with disabilities.	Ongoing	Director, Corporate Relations
	3. Staff may lack resources and facilities to provide for needs of people with disabilities.	3. Evaluate existing resources and facilities and upgrade where appropriate.	Jan 1997	Regional\District\Branch Managers
	4. Some CALM forms may not be clear and concise.	4. Evaluate existing forms for clarity, redesign where appropriate, and ensure all public forms are written in "plain English"	Jan 1997	Regional\District\Branch Managers

Consultation and Involvement of People with Disabilities in Planning and Decision Making

OUTCOME 5

Opportunities for people with disabilities to participate in public consultations, grievance mechanisms and decision making processes are provided.

OBJECTIVE

People with disabilities to have opportunities to participate in decision making processes, public consultations and complaint mechanisms.

<i>Functions, Facilities and Services</i>	<i>Barriers</i>	<i>Strategies</i>	<i>Time line</i>	<i>Responsibility</i>
Public consultation, grievance resolution, decision making	<ol style="list-style-type: none"> Processes of consultation not generally known or accessible to people with disabilities. Lack of information about grievance resolution processes (eg Customer Service Charter, EEO grievance resolution processes). Lack of information about CALM's decision making processes and how people can access them. 	<ol style="list-style-type: none"> Inform people with disabilities about Departmental consultative mechanisms and invite participation. <i>See *</i> Inform people with disabilities about departmental mechanisms for grievance resolution. <i>See **</i> <ol style="list-style-type: none"> Inform people with disabilities about Departmental decision making processes and invite participation. <i>See *</i> Ensure people with disabilities are able to access and meaningfully participate in public meetings and decision making processes. 	<p>January 1997 and ongoing thereafter</p> <p>January 1997 and ongoing thereafter</p> <p>January 1997 and ongoing thereafter</p>	<p>Manager, Planning and Visitor Services</p> <p>Manager, Human Resources</p> <p>Manager, Planning and Visitor Services</p>

The following documents have relevance to the implementation of the strategies:

* Policy Statement 15 Community Involvement May 1991

Administrative Instruction 31 Operational Guidelines for Public Participation in Planning, and the Management of Advisory Bodies May 1991

Policy Statement 26 Equal Employment Opportunity June 1995

Policy Statement 30 Harassment in the Workplace June 1995

Administrative Instruction 36 Guidelines for Resolving Harassment Grievances June 1995

Administrative Instruction 54 Fair Management Policy and Procedures September 1993

Policy Statement 48 Freedom of Information in CALM September 1993

Interim Customer Service Charter January 1995

Employment Opportunities and Strategies

OUTCOME 6

Employment opportunities and strategies

OBJECTIVE

Provide and maintain equal employment opportunities for people with disabilities

<i>Functions, Facilities and Services</i>	<i>Barriers</i>	<i>Strategies</i> (Note: link with Departmental EEO Plan)	<i>Time line</i>	<i>Responsibility</i>
Employment	<ol style="list-style-type: none"> Jobs are not designed for people with disabilities. Physical work environment doesn't provide for the needs of people with disabilities. Conditions of employment not sufficiently flexible. Lack of timely knowledge of vacancies. Recruitment interviews not supportive of people with disabilities. The standard and consistency of on-the-job support insufficient for people with disabilities. 	<ol style="list-style-type: none"> Managers to ensure functional disabilities are considered in the design of all jobs, eliminating artificial barriers and redesigning jobs as required. Ancillary equipment to be provided for where required. Ensure workplace provides for the particular needs of people with disabilities. <i>See Outcome 2</i> Provide flexible working arrangements and conditions of employment. Inform prospective employees of employment opportunities. 1 Include a person who has empathy and knowledge relating to people with disabilities on selection panels 2 Provide work experience opportunities for people with disabilities. Managers and co-workers to be given skills to facilitate the full productivity of people with disabilities. 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Manager Human Resources, Regional/District/Branch Managers</p> <p>Manager Human Resources, Regional/District/Branch Managers</p> <p>Manager Human Resources, Regional/District/Branch Managers and workplace supervisors</p> <p>Manager Human Resources</p> <p>Manager Human Resources, Regional/District/Branch Managers</p> <p>Director Corporate Services, Regional/District/Branch Managers</p>

Plan Implementation

Financial and Staff Resources

Where a new building or facility is constructed by CALM, the resources required to ensure access by people with disabilities will be included in the budget for the project.

Modification to existing buildings and facilities will be made progressively, where practicable and where resources permit.

Personnel Training

Staff involved in implementing this plan will receive any necessary training. CALM's policy for needs-based training will apply to this plan, and training will be conducted by 'identified workplace trainers'.

Community Liaison

As previously indicated, several disability groups as well as various people with disabilities and carers were consulted in the preparation of this plan. The Department is also represented on ACROD's Access and Mobility and Parking Sub-committees, and has established effective communication links with individuals and groups working in the disability field in recent years.

Using this network, CALM will continue to actively seek opinion from the community as to the Department's effectiveness in eliminating existing barriers and developing new facilities, programs and services that meet the needs of everyone in the community including people with disabilities. This will involve both formal and informal consultation mechanisms.

Plan Review and Monitoring

The Department will establish a Disability Service Planning Committee to review and monitor progress on the implementation of strategies identified in this plan. The Committee will meet as required and will assume responsibility for ensuring the plan reflects community opinion and is updated annually and submitted to the Disability Services Commission.