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**DEPARTMENT OF CONSERVATION AND  
LAND MANAGEMENT**

**DISABILITY SERVICES PLAN**

**2001 - 2006**

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## **FOREWORD**

The Department of Conservation and Land Management has the lead responsibility for conserving the State's rich diversity of native plants, animals and natural ecosystems and many of its unique landscapes. On behalf of the people of Western Australia, we manage more than 22 million hectares including more than 8.5 percent of WA's land area: its national parks, marine parks, conservation parks, regional parks, State forests and timber reserves, nature reserves and marine nature reserves.

The number of Western Australians with disabilities is increasing. Surveys by the Australian Bureau of Statistics have indicated that 18% of the population has a disability. That is about one person in 6. Of the over 9 million or so visits CALM facilities each year, it is likely well over a million of these visits are made by people with disabilities.

The benefits of accessible recreation sites will not be confined to people with disabilities. Others such as the frail aged, parents with young children and people carrying luggage, as well as the families and carers of people with disabilities will also benefit from the removal of barriers to access.

CALM's second Disability Services Plan (2001 – 2006) has been developed in consultation with people with disabilities. Our new Disability Services Plan proposes new directions to strengthen the impact of initiatives already in place. CALM will endeavour to make visitor facilities as accessible as possible to people with disabilities and their families. Continuous efforts will also be made to improve accessibility in all existing CALM Offices.

CALM prides itself as an equal opportunity employer. Over the next five years, we will remain committed to improving employment opportunities for people with disabilities within CALM through a variety of initiatives which includes traineeships, community partnerships and providing the necessary support for CALM staff with disabilities. We are also committed to ensuring CALM is an inclusive workplace.

Our initial Disability Services Plan prepared in 1996 resulted in a number of initiatives in new and improved visitor service facilities made accessible to people with mobility disabilities. Some examples include the Hills Forest, Tree Top Walk, Matilda Bay, Canal Rocks and Mirima.

I am pleased to say with regard to new visitor services access for all is now the rule and not the exception.

Access has also been improved to some of our buildings. For example, CALM's Kensington Offices are now fully accessible and Crawley offices have improved access. CALM's new offices in Exmouth are also fully accessible.

In November 1999, CALM received the 1999 Action on Access Award for the category of Action on Access in State Government. CALM also received an overall award called the Dr Louisa Alessandri Award for Excellence in Action on Access.

We look forward in the next five years to achieving positive outcomes which will enable all Western Australians have access to the quality of life, an essential part of living in this beautiful state of ours.

Dr Wally Cox  
Executive Director

## **ACKNOWLEDGEMENTS**

The preparation of the Department's Disability Services Plan (2001 – 2005) was coordinated by the Disability Services Planning Committee consisting of Dr John Byrne (Chair), Cliff Gillam, Ron Kawalilak, Ric Althuisen, Wayne Schmidt, Alan Sands, Helen Ferguson, Hema Krishnan.

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 who was responsible for preparing the steering group's minutes and correspondence and Barbara Slade for typing the final plan is also gratefully acknowledged.

## **INTRODUCTION**

### **CALM Policy On Access**

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. The Department is responsible for the management of over a thousand 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.

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

- CALM managed recreation areas are accessible to people with disabilities.
- CALM Buildings are accessible to people with disabilities.
- Information and services provided by CALM are accessible to people with disabilities.
- CALM staff are competent to provide best practice customer service to people with disabilities.
- Increased involvement of people with disabilities in planning and decision making activities within CALM.
- CALM's website NatureBase is accessible to people with disabilities.
- Employment opportunities within CALM are enhanced for people with disabilities.

## **PLANNING FOR PEOPLE WITH DISABILITIES**

### **Definition of Disability**

Section 3 of the Disability Services Act (1993) defines disability as a condition

- (a) which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- (b) which is permanent or likely to be permanent;
- (c) which may or may not be of a chronic or episodic nature; and
- (d) which results in –
  - (i) a substantially reduced capacity of the person for communication, social interaction; learning or mobility; and
  - (ii) a need for continuing support services.

## **State and Commonwealth Legal Requirements**

The rights of people with disabilities have been enshrined in both Commonwealth and State legislation which make it unlawful to discriminate against an individual with a disability.

Disability legislation at both State and Commonwealth levels has affirmed the right of people with disabilities to have the same right as other members of society to services provided by public authorities.

At the State level, the Disability Services Act (No 36 of 1993) and the Equal Opportunity Amendment Act (No 40 of 1988) have provisions aimed at eliminating discrimination on the grounds of disability and improving services to people with disabilities.

The objective of the Commonwealth Disability Discrimination Act (DDA) (No 135 of 1992) is to eliminate, as far as possible, discrimination against people with disabilities in the areas of work, accommodation, education, access to premises and provisions of goods, facilities and services.

## **Planning Process**

The planning process for this Plan was guided by the Human Rights and Equal Opportunity Commission's DDA Action Plan: A Guide for State and Territory Government Departments and Agencies. The steps were as follows:

- Review of activities and identification and barriers to services
- Development of solution and strategies to overcome barriers
- Setting goals and targets for the reform process
- Devising evaluation strategies
- Devising communication strategies
- Allocating people to be responsible for the implementation of the Disability Services Plan

## **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.

### **Employee Training**

Training will be made available to all CALM staff to increase competencies and awareness with regard to providing the best possible service to people with disabilities. This outcome will also be articulated in the Department's new Customer Service Charter.

## **Community Liaison**

Since the conception of the initial Disability Services Plan, CALM has established effective communication links with individuals and groups working in the disability field.

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**

CALM's Disability Services Plan is not simply a static plan. The evaluation component is based on a strategy of monitoring and continuous improvement, resulting in amendments to the Plan in the light of experience with implementation or better awareness.

Progress in eliminating barriers to disability will be reviewed on a quarterly basis using the performance indicators of stated solutions, goals and targets. The annual review will, with direct involvement of key stakeholders, consider the effectiveness of the implemented actions.

Every five years, a comprehensive evaluation will be carried out to establish the extent to which implementation of the Disability Services Plan has impacted upon the ability of people with disabilities to access CALM managed recreation sites.

Any of these three levels of monitoring, review and evaluation will lead to improvements in the Disability Services Plan to reflect experiences, changes in external circumstances and other developments.



**ENSURING CALM MANAGED RECREATION AREAS ARE ACCESSIBLE TO PEOPLE WITH DISABILITIES.**

**OUTCOME 1 CALM managed recreation areas are accessible for people with disabilities**

*Objective 1* To make CALM managed recreation areas ie parks and visitor centres accessible to people with disabilities where practicable and appropriate.

FUNCTIONS, FACILITIES AND SERVICES	STRATEGY	TARGET DATE	RESPONSIBILITY	ACHIEVEMENTS AGAINST OUTCOMES
Parks, Recreation areas and Visitor Facilities	Develop a program with Regional, Branch and District managers to progressively update CALM managed recreation areas as funding permits.  Priorities are based on the following indicators: <ul style="list-style-type: none"> <li>• Visitor numbers</li> <li>• Costs</li> <li>• Ease of modification</li> </ul> This program will be reflected in the different Service Provision Agreements. <p style="text-align: right;">***</p>	December 2001	Director, Parks and Visitor Services  Director, Regional Services	
Parks, Recreation areas and Visitor Facilities	Compile an inventory of CALM managed recreation areas and facilities suitable for people with disabilities. This inventory should be updated as sites are made more accessible. <p style="text-align: right;">**</p>	December 2001	Program Coordinator, Division of Parks, Planning, Recreation and Tourism	
Parks, Recreation areas and Visitor Facilities	To ensure that where ever practicable new recreation facilities are accessible to people with disabilities. <p style="text-align: right;">***</p>	On-going	Director, Parks and Visitor Services	



## ENSURING THAT CALM BUILDINGS ARE ACCESSIBLE TO PEOPLE WITH DISABILITIES

### OUTCOME 2 CALM Buildings have improved access for people with disabilities

*Objective 2* To make CALM offices accessible to people with disabilities where practicable and appropriate

FUNCTIONS, FACILITIES AND SERVICES	STRATEGY	TARGET DATE	RESPONSIBILITY	ACHIEVEMENTS AGAINST OUTCOMES
Corporate, Regional and District offices which include Strategic Development and Corporate Affairs offices at Fremantle and Kensington	Develop a program with Regional, Branch and District managers to progressively upgrade access to CALM offices as funding permits.  Priorities are based on the following indicators: <ul style="list-style-type: none"> <li>• Visitor numbers</li> <li>• Costs</li> <li>• Ease of modification</li> </ul> The program will be reflected in the different Service Provision Agreements.  ***	December 2001	Director, Corporate Services  Cost Centre Managers	
Corporate, Regional and District offices	Compile an inventory of CALM offices suitable for people with disabilities. This inventory should be updated as sites are made more accessible.  **	December 2001	Director, Corporate Services	
Office Facilities	To ensure all new office facilities are accessible to people with disabilities.  *	On-going	Director, Corporate Services	

## INFORMATION AND SERVICES PROVIDED BY CALM ARE ACCESSIBLE TO PEOPLE WITH DISABILITIES

### OUTCOME 3 Existing CALM information and services are accessible to people with disabilities

*Objective 3* To ensure information and services provided by CALM are adapted to become accessible to people with disabilities.

FUNCTIONS, FACILITIES AND SERVICES	STRATEGY	TARGET DATE	RESPONSIBILITY	ACHIEVEMENTS AGAINST OUTCOMES
Provision of information regarding CALM's services and activities.	Undertake outreach work to enhance access of information regarding CALM services to people with disabilities. Use services such as Information Radio and networks with community based organisations which specifically focus on providing information to people with disabilities.  Ensure information presented is clear, visible and complies with the required standards for people with disabilities. **	On-going	Director, Strategic Development and Corporate Affairs	
Preparation and implementation of land and wildlife management plans	Review of public participation manual in view of encouraging participation from people with disabilities.  Public consultations to be held in venues which are accessible to people with disabilities.  Management plans to be made available in different formats as requested. *	June 2001  On-going  On-going	Director, Strategic Development and Corporate Affairs	
Protection of people and facilities on CALM lands from fire	Ensure information provided to the general public on emergency procedures is accessible to people with disabilities. ***	October 2001	Manager, CALMfire, Regional/District Managers	

**INFORMATION AND SERVICES PROVIDED BY CALM ARE ACCESSIBLE TO PEOPLE WITH DISABILITIES (Contd)**

FUNCTIONS, FACILITIES AND SERVICES	STRATEGY	TARGET DATE	RESPONSIBILITY	ACHIEVEMENTS AGAINST OUTCOMES
Recreation services and guided tours (by CALM and partners)	<p>Review guidelines provided to staff and tour operators. Guidelines should encourage tour operators to provide services which are accessible to people with disabilities.</p> <p>Tour operators which provide accessible facilities are highlighted in the tour finder database.</p> <p>Provide training to staff and tour operators</p>	<p>December 2001</p> <p>June 2002</p> <p>June 2002</p>	<p>}</p> <p>} Director, Parks and</p> <p>} Visitor Services</p> <p>}</p> <p>} Manager, Park Policy</p> <p>} and Tourism Branch</p> <p>}</p>	
Range of free and saleable information, interpretive and education materials, displays and talks	<p>Provide purpose built information for people with disabilities on request</p>	On-going	Director, Strategic Development and Corporate Affairs	

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**TRAINING CALM STAFF TO PROVIDE BEST PRACTICE SERVICE TO PEOPLE WITH DISABILITIES**

**OUTCOME 4 Best practice service is provided by CALM staff to people with disabilities**

*Objective 4* CALM staff are trained to be aware of and understand the needs of people with disabilities.

FUNCTIONS, FACILITIES AND SERVICES	STRATEGY	TARGET DATE	RESPONSIBILITY	ACHIEVEMENTS AGAINST OUTCOMES
<p>Increasing the competencies and awareness of CALM staff with regard to providing best practice service to people with disabilities.</p>	<p>Tap into existing conferences and seminars within CALM to raise awareness amongst staff on access and equity issues in relation to people with disabilities. Ensure staff are aware of mechanisms such as regular customer feedback and other procedures available to people with disabilities in terms of accessing advice and services.</p>	<p>On-going</p>	<p>Director, Strategic Development and Corporate Affairs  Region/District/ Branch Managers Regional Information Officers</p>	
	<p>Provide CALM staff with the necessary information of services and facilities available for people with disabilities using the CALMpeople Services homepage.</p>	<p>June 2001</p>	<p>Manager CALMpeople Services</p>	
	<p>Disseminate training material provided by the Disability Services Commission to CALM staff involved with customer service.</p>	<p>June 2001</p>	<p>Director, Strategic Development and Corporate Affairs</p>	
	<p>Explore opportunities to develop on-line training packages on understanding the needs of people with disabilities in partnership with other State agencies.</p> <p style="text-align: right;">***</p>	<p>December 2001</p>	<p>Policy/Diversity Consultant</p>	

**INCREASE INVOLVEMENT OF PEOPLE WITH DISABILITIES IN PLANNING AND DECISION MAKING ACTIVITIES WITHIN CALM**

**OUTCOME 5** Increased Opportunities for people with disabilities to participate in public consultations, grievance mechanisms and decision making processes are provided.

*Objective 5* People with disabilities to have opportunities to participate in decision making processes, public consultations and complaints mechanisms.

FUNCTIONS, FACILITIES AND SERVICES	STRATEGY	TARGET DATE	RESPONSIBILITY	ACHIEVEMENTS AGAINST OUTCOMES
Decision making processes within CALM	Increase the awareness of people with disabilities of the different mechanisms available in CALM. Increase the effectiveness of existing procedures such as regular customer feedback process, complaints process and contact with the Disability Services Planning Committee  **	On-going	Director, Corporate Services	
Grievance Resolution mechanisms within CALM	Set up a network of trained grievance officers within CALM to increase accessibility to the grievance resolution mechanisms within the organisation.  ***	May 2001	Director, Corporate Services, Director, Regional Services, Manager, CALMpeople Services	

**INCREASE THE ACCESSIBILITY OF NATURE BASE TO PEOPLE WITH DISABILITIES**

**OUTCOME 6 NatureBase is as accessible as possible to people with disabilities and compliant with current accessibility standards.**

*Objective 6:* To implement initiatives which will increase the accessibility of CALMweb to people with disabilities.

FUNCTIONS, FACILITIES AND SERVICES	STRATEGY	TARGET DATE	RESPONSIBILITY	ACHIEVEMENTS AGAINST OUTCOMES
NatureBase	Work towards ensuring that the Department's website meets Priority 1 key accessibility standards developed by the World Wide Web Consortium Accessibility Initiatives. Attach accessibility logos such as bobbi compliant, a widely used checking tool.  **	June 2002	Director, Strategic Development and Corporate Affairs	
NatureBase	Explore the feasibility of using assisting technology such as screen readers, screen magnifiers, voice recognition and other tools as appropriate to increase accessibility of people with disabilities  **	On-going	Director, Strategic Development and Corporate Affairs	

**EMPLOYMENT OPPORTUNITIES WITHIN CALM FOR PEOPLE WITH DISABILITIES**

**OUTCOME 7 Greater participation from people with disabilities within the CALM workforce.**

*Objective 7* Provide and maintain equal employment opportunities for people with disabilities

FUNCTIONS, FACILITIES AND SERVICES	STRATEGY	TARGET DATE	RESPONSIBILITY	ACHIEVEMENTS AGAINST OUTCOMES
Employment	Consider the establishment of a Disability Employment Fund.  **	December 2001	Director, Corporate Services	
Employment	On request, job requirements should be audited and assessed to determine if working arrangements and conditions of employment are sufficiently flexible to meet the specific needs of people with disabilities who are CALM employees.  ***	On-going	Director Corporate Services  Manager, CALMpeople Services  Regional/ District/Branch Managers	
Employment	Undertake an audit on the work experiences of people with disabilities in CALM. This will include collating data on the number of people with disabilities employed in CALM, their work experiences and the perceptions of managers on employing people with disabilities.  ***	June 2002	Manager, CALMpeople Services	



**EMPLOYMENT OPPORTUNITIES WITHIN CALM FOR PEOPLE WITH DISABILITIES (Contd)**

FUNCTIONS, FACILITIES AND SERVICES	STRATEGY	TARGET DATE	RESPONSIBILITY	ACHIEVEMENTS AGAINST OUTCOMES
Employment	Link with community based organisations and central agencies to publicise employment opportunities	On-going	Director, Corporate Services	
	Continue the provision of work experience for people with disabilities	On-going	Manager, CALMpeople Services	
	Encourage selection panel members to attend EEO awareness training.	On-going	Regional/District/Branch Managers	
	Continue to encourage managers, supervisors and co-workers to attend EEO/diversity training	On-going	Regional/District/Branch Managers	
	Staff training for all CALM staff should be undertaken in venues which are accessible to people with disabilities	On-going	Directors/Managers/ Supervisors	

- \*\*\* Very High Priority
- \*\* High Priority
- \* Moderate Priority