



Department of Planning,
Lands and Heritage



HERITAGE
COUNCIL

Disability Access and Inclusion Plan

This Plan was prepared and is correct as at June 2018.

Disclaimer

This document has been produced by the Department of Planning, Lands and Heritage on behalf of the Western Australian Planning Commission, Heritage Council, Aboriginal Lands Trust and Pastoral Lands Board. Any representation, statement, opinion or advice expressed or implied in this publication is made in good faith and on the basis that the Government, its employees and agents are not liable for any damage or loss whatsoever which may occur as a result of action taken or not taken, as the case may be, in respect of any representation, statement, opinion or advice referred to herein. Professional advice should be obtained before applying the information contained in this document to particular circumstances.

© State of Western Australia

Published by the
Western Australian Planning Commission
Gordon Stephenson House
140 William Street
Perth WA 6000

Locked Bag 2506
Perth WA 6001

Published June 2018

website: www.dplh.wa.gov.au
email: info@dplh.wa.gov.au

tel: 08 6551 8002
fax: 08 6551 9001
National Relay Service: 13 36 77

The Department of Planning, Lands and Heritage owns all photography in this document unless otherwise stated.

This document is available in alternative formats on application to Communication Services.

Disability Access and Inclusion Plan

Contents

Click heading to find page

Background – Overview of the Department of Planning, Lands and Heritage	1
Functions, facilities and services provided by the Department	3
Overview of the Western Australian Planning Commission	5
Heritage Council	6
Planning for better access	7
Access and inclusion policy statement for people with disability, their families and carers	7
Development of the DAIP – Responsibility for the planning process	8
Community consultation process	9
Implementation	10
Summary of access barriers	10
Communicating the plan to staff and people with disability	11
Monitoring, evaluation and reporting	12
Progress reports to Disability Services, Department of Communities	12
Annual report	12
Resources and tools available to Departmental staff	13
Review of the DAIP	13
Strategies to improve access and inclusion	14

Disability Access and Inclusion Plan

[back to contents](#)



Background

Overview of the Department of Planning, Lands and Heritage

The Department of Planning, Lands and Heritage (the Department) is responsible for planning Western Australia's communities and managing our land and heritage assets. The Department is an amalgamation of the former Department of Planning, Department of Lands, the State Heritage Office, Office of the Government Architect and the land and heritage functions of the Department of Aboriginal Affairs, and was formed as a result of changes to the public sector announced by the State Government in April 2017.

The Department is responsible for planning Western Australia's communities and managing our land and heritage assets. The Department facilitates and manages Western Australia's State land assets for strategic State projects which will benefit current and future generations. The Department also supports the following statutory authorities:

- Heritage Council - the Heritage Council has statutory functions under the *Heritage of Western Australia Act 1990* and the Department undertakes most of the Heritage Council's day-to-day operations, projects and service delivery, under an agreed delegation framework.
- Western Australian Planning Commission (WAPC) – the WAPC has state-wide responsibility in planning for future community development. The WAPC operates with the support of the Department, which provides professional and technical expertise, administrative services and corporate resources to assist its decision-making.
- Pastoral Lands Boards – this statutory authority is established under section 94 of the Land Administration Act 1997. It has joint responsibility with the Minister for Lands for administering Western Australia's pastoral leases in accordance with Part 7 of the *Land Administration Act 1997*.
- Aboriginal Lands Trust – this is a statutory board convened under the *Aboriginal Affairs Planning Authority Act 1972*.

The Department's vision, purpose and values determine how it carries out its work.

Disability Access and Inclusion Plan

[back to contents](#) 

OUR VISION

To respect our past
To create opportunities today
To plan our future

OUR PURPOSE

Planning and managing land and heritage for all Western Australians

OUR VALUES

#integrity
#respect
#collaboration
#professionalism
#innovation

#Integrity

For every piece of land, site and opportunity we act with integrity to deliver great outcomes for Western Australia.

#Respect

We understand our work is personal to our stakeholders and that every piece of land and site has a story.

#Collaboration

We strive to build prosperous places and connected communities by bringing people, groups and organisations together to share ideas, solve problems and plan for the future.

#Professionalism

We use our specialised knowledge and skills to deliver best practice planning, land management and heritage services in WA.

#Innovation

We will adopt new thinking and approaches to address the economic, demographic and environmental challenges facing our State.

Disability Access and Inclusion Plan

Functions, facilities and services provided by the Department

The Department provides the following services:

- advice and assistance on land use planning;
- processing of statutory approval of subdivision, strata title and development applications;
- assessment of local planning schemes and scheme amendments;
- custody of reserved land held under the region schemes;
- reviewing the region schemes;
- leadership and independent advice to the State Government on the design of public buildings and spaces through the Government Architect;
- management of State Crown land and pastoral leases and for the delivery of primary land tenure for strategic infrastructure projects;
- providing assistance and advice on a range of matters related to State land (Crown Land) throughout Western Australia and administering the State's pastoral leases ensuring that pastoral leases are managed on an ecologically sustainable basis;
- offers strategic management, technical expertise and advice in accordance with the *Land Administration Act 1997*;
- offering technical and administrative support to other government agencies including advice and assistance to the Commonwealth in the administration of Crown land on Christmas and Cocos (Keeling) Islands;
- ensuring effective use of Crown land including the creations of Leases, Reserves and Conservation Estates;
- enforcement of the *Land Administration Act 1997* including the authority to impose fines, default notices and forfeiture of pastoral leases;
- implementing Rangeland Reform to develop alternative forms of land tenure to provide current and future leaseholders greater flexibility, security and incentives to invest;

Disability Access and Inclusion Plan



- establishing and maintaining the State Register of Heritage Places, a comprehensive statutory list of places that have heritage value to the State;
- ensuring any development of heritage places is sensitive to its cultural heritage values;
- promoting awareness and knowledge of Western Australian's cultural heritage;
- ensures places under Heritage Council management are conserved and managed to their full potential;
- ensuring a sustainable future for Fremantle Prison while conserving its heritage values;
- revitalises selected disused and neglected publically owned heritage places;
- administering the Aboriginal Lands Trust;
- administering the *Aboriginal Heritage Act 1972* to make provision for the preservation of Aboriginal places and objects on behalf of the Western Australia community;
- ensuring that any development on Aboriginal sites has the required statutory approvals;
- enforcement of potential breaches of the *Aboriginal Heritage Act 1972* (site disturbance);
- provision of support to the Aboriginal Cultural Material Committee;
- establishing and maintain a register of Aboriginal Heritage sites in Western Australia; and
- promoting awareness and knowledge of Western Australia's Aboriginal heritage.

Disability Access and Inclusion Plan

Overview of the Western Australian Planning Commission

The WAPC is a statutory authority under the *Planning and Development Act 2005* and responds to the strategic direction of government on urban, rural and regional land use planning and land development throughout Western Australia. The WAPC comprises a Chair and 15 members representing industry, government and the community. Responsibilities of the WAPC include:

- advising the Minister for Planning on strategic land use planning and land development, legislation reform and local planning schemes;
- making statutory decisions on a range of planning application types;
- preparing, implementing and keeping under review the State Planning Strategy to provide a vision for the future development of Western Australia;
- preparing and amending State planning policies;
- approving integrated land use planning strategies for the coordinated provision of transport and infrastructure for land development;
- preparing and reviewing region schemes to cater for anticipated growth;
- monitoring and forecasting land supply throughout the State and developing strategies to ensure the timely supply of affordable residential land;
- researching and developing planning methods and models relating to land use planning, land development and associated matters; and
- acquiring land for public purpose reservations in region planning schemes and negotiating compensation for affected landowners.

Disability Access and Inclusion Plan

Heritage Council

The Heritage Council is a statutory authority established by the *Heritage of Western Australia Act 1990*. The Council is a body corporate and accountable for the finances and performance of the organisation under the *Financial Management Act 2006*. The Council comprises nine persons appointed by the Governor of Western Australia on the advice of the Minister for Heritage.

The Heritage Council is responsible for fulfilling a range of functions under section 7 of the *Heritage of Western Australia Act 1990*, including:

- advising the Minister for Heritage on heritage-related matters;
- maintaining the State Register of Heritage Places;
- providing heritage advice to referring parties and agencies;
- providing or facilitating financial or technical assistance;
- preventing the destruction, deterioration of or damage to heritage places;
- undertaking the recording, conservation and presentation of heritage places;
- encouraging public interest in and understanding of the cultural heritage of the State; and
- promoting or providing education or training.

The Heritage Council determines heritage-related strategy and policy, and makes key decisions on places to be entered into the State Register. It is also the State Government heritage advisor on planning-related strategies and policies.

Aboriginal Lands Trust

The Aboriginal Lands Trust (ALT) is a statutory board convened under the *Aboriginal Affairs Planning Authority Act 1972*. The ALT estate covers approximately 24 million hectares of land in Western Australia, which is about 9.65 per cent of the State. ALT Members are appointed based on their knowledge, skills and experience in Aboriginal housing service provision; business and economic development; and/or planning and land management. The ALT manages 312 parcels of land including 249 crown reserves, 50 Freehold, 7 general purpose leases and 6 pastoral leases.

Disability Access and Inclusion Plan

[back to contents](#)



Planning for better access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2015) almost one in five Australians reported living with disability (18.3%).

It is a requirement of the *Disability Services Act 1993* (the Act) that all public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the agency will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the *Equal Opportunity Act 1984 (WA)* and the *Disability Discrimination Act 1992 (Cth)*.

Access and inclusion policy statement for people with disability, their families and carers

The Department and all its associated boards and committees are committed to ensuring that people with disability and their families and carers are able to fully access agencies' services and facilities.

In line with the framework provided by the DAIP for the identification of barriers to access and inclusion, and for the development of strategies to improve access and inclusion, the Department and the WAPC are committed to achieving the seven desired outcomes of the DAIP which are defined in the Act.

These are:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
3. People with disability receive information from the relevant public authority in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and quality of service from the staff of the relevant public authority.

Disability Access and Inclusion Plan

[back to contents](#)



5. People with disability have the same opportunities as other people to make complaints to the relevant public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by the relevant public authority.
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Development of the DAIP

Responsibility for the planning process

The DAIP provides a framework for identifying areas where access and inclusion can be improved and for developing strategies to improve access and inclusion. These strategies work towards the seven access and inclusion outcomes, defined in the Act and outlined above as the minimum standard for DAIPs.

Disability Access and Inclusion Plan

Community consultation process

The Department undertook to develop its DAIP, consulting with key stakeholders, to guide improvements to access and inclusion. The process included:

- examination of relevant departmental documents, processes and strategies;
- consultation with key stakeholders; and
- receiving feedback from various stakeholders on the draft DAIP.

Departmental officers and the members of associated boards and committees will be consulted through the following processes:

- the Governance and Corporate Planning directorate will consult with key areas including the WAPC, Heritage Council, Fremantle Prison, Communications, Whiteman Park and People, Innovation and Capability division to discuss significant implementation issues; and
- invite all Departmental officers, as well as the members of associated boards and committees, via Newsflash, email and the Department's DAIP page on the intranet to review and provide feedback on the DAIP.

Members of the community will similarly be invited to comment on this DAIP through various methods such as:

- an advertisement placed in The West Australian newspaper;
- directly providing disability groups with the Department's draft DAIP and inviting comment;
- an advertisement placed on the Department website; and
- draft DAIP advertised on the Department's Social Media.

It is a requirement of the Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Disability Access and Inclusion Plan

Implementation

The DAIP will be implemented over five years. In line with legislative requirements, the Department and the WAPC will take all practical measures to ensure that their officers, members and contractors implement the DAIP.

Accordingly, implementation is the responsibility of all areas of the Department. Some strategies in the DAIP apply to all areas of the Department while others apply to specific divisions. The Implementation Plan sets out who is responsible for each individual action under each broad strategy. The Department will ensure that agents and contractors engaged to provide services to the general public are informed of the DAIP and that these agents and contractors are required to conduct their business in a manner consistent with the DAIP.

Summary of access barriers

While consultation noted the achievement in improving access to date, it also identified a range of barriers that require further attention. These access and inclusion barriers include:

- events and public consultations may not be held in a location that best facilitates the participation of people with disability;
- emergency evacuation procedures may be out-of-date and require a review to ensure that people with disability are adequately accounted for;
- the public may not be aware of available ACROD parking when accessing the Department's and WAPC's buildings;
- the Department websites may require improvement to best meet the needs of people with a disability;
- Departmental officers may not be aware that information can be provided in alternative formats; and
- people with disability may be unintentionally excluded from applying for positions within the Department.

Disability Access and Inclusion Plan

Communicating the plan to staff and people with disability

Raising awareness and understanding of the DAIP among the Department's officers and the WAPC members is vital to achieve the two agencies' desired outcomes. To ensure effective communication, the Department and the WAPC will continue to, implement the following strategies:

Internally

- promote the DAIP using internal mechanisms such as the intranet, Newsflash and email;
- encourage Disability Awareness Training for employees and volunteers; and
- report on progress of the DAIP in the Department's Annual Report.

Externally

- distribute the DAIP to the Disability Services, Department of Communities and agencies representing people with disability, their families and carers;
- publish the DAIP on a dedicated Access and Inclusion internet page on the Department's website;
- promote the DAIP's availability and purpose by notice in The West Australian newspaper as required by the Act; and
- on request, provide the DAIP in:
 - electronic format;
 - braille;
 - hard copy format in both standard and large print; and
 - audio format on cassette or compact disc.

Disability Access and Inclusion Plan



Monitoring, evaluation and reporting

Monitoring the progress of the DAIP on an annual basis will ensure it remains consistent with the Department's and the WAPC's priorities and adapts to emerging access and inclusion issues. Actions undertaken by the business area responsible for that action's implementation will be monitored, assessed and reported on by the Governance and Corporate Planning directorate.

Progress reports to Disability Services, Department of Communities

Legislation requires that the Department reports by 31 July each year on:

- the progress made by the Department in achieving the seven desired outcomes;
- progress made by any agents and contractors of the authority in achieving the seven desired outcomes; and
- the strategies used by the Department and the WAPC to inform its members and contractors about the DAIP.

The report will be provided to the Department's Corporate Executive for endorsement prior to being lodged with the Department of Communities.

Annual Report

As required by legislation, the Department will report on the progress of achieving the seven desired outcomes each year.

The Public Sector Commission's Annual Reporting Framework states that public authorities must report in the Annual Report on the implementation of their DAIP by outlining current initiatives to address each of the seven outcomes.

Disability Access and Inclusion Plan



Resources and tools available to Departmental staff

The following resources will continue to be available to the Department's officers:

- a dedicated DAIP intranet page that contains information including key contacts, useful links and hints and tips to improve access and inclusion;
- regular Newsflashes about progress on the implementation and achievement of strategies outlined in the DAIP; and
- appropriate training opportunities for frontline staff.

Review of the DAIP

The DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan 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, Department of Communities. If the DAIP is amended, both staff and the community will be advised of the availability of updated plans using the same methods (following consultation processes).

Disability Access and Inclusion Plan

Strategies to improve access and inclusion

As a result of the consultation process, the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the Department will undertake from 2018–2023 to improve access to its services, buildings and information. The seven desired outcomes provide a framework for improving access and inclusion for people with disability.

The Implementation Plan itemises what the Department will do to improve access to its services, information and facilities for people with disability.

The Implementation Plan is presented using a table to outline:

- the broad strategy that the individual tasks are supporting;
- individual tasks being undertaken;
- a timeline for completion of the individual tasks; and
- the officer position or part of the Department with responsibility for completing the individual tasks.

Broad strategies that will not be achieved or are ongoing will be supported by tasks outlined in future Implementation Plans.

Disability Access and Inclusion Plan

Outcome 1

People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Strategy	Responsibility	Timeline
1.1 Ensure that any events are organised so that they are accessible to people with disability.	Communications	Ongoing
1.2 Raise staff awareness about the need for the forum and consultation invitations to include special access or inclusion requirements option.	Communications	Ongoing
1.3 Consider that all events organised, are planned in accordance with the Department of Communities Creating Accessible Events Checklist	Communications	Ongoing
1.4 Establish a Working Group to guide the implementation of the DAIP and other diversity and inclusion initiatives.	Governance	Dec 2019

Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Strategy	Responsibility	Timeline
2.1 Review emergency evacuation procedures for the Department's buildings to ensure people with disability are accounted for.	Accommodation Services	Ongoing
2.2 Publish information on available ACROD parking on the Department's/WAPC's, Whiteman Park and Fremantle Prison websites.	Accommodation Services Whiteman Park Fremantle Prison	Ongoing
2.3 Raise staff awareness of the emergency evacuation procedures.	Accommodation Services	Ongoing
2.4 Ensure all buildings and facilities are physically accessible to people with disability.	Accommodation Services	Ongoing
2.5 Any feedback about access from employees or visitors with disability is acted on in a timely and appropriate manner.	Accommodation Services	Ongoing
2.6 Provide access to two loan wheelchairs, in addition to two emergency use wheelchairs.	Fremantle Prison	Ongoing

Disability Access and Inclusion Plan

Outcome 3

People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Responsibility	Timeline
3.1 Continue to provide departmental and WAPC information in alternative formats upon request.	Communications, Governance, Commission Support	Ongoing
3.2 Continue to upgrade the Department's/WAPC's website and the electronic application processing service (ePlan), with a view to improving usability and user experience, to meet Accessibility Standards for customers with disability.	Communications	Ongoing

Outcome 4

People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Strategy	Responsibility	Timeline
4.1 Develop a DAIP page on the Department's new website.	Governance, Communications	2018/19
4.2 Develop a dedicated DAIP page on the Department's new intranet site.	Governance, Communications	2018/19
4.3 Raise staff awareness of the availability of resources such as access checklists and key disability contacts.	Governance, Communications	Ongoing
4.4 Ensure the Department's corporate induction process includes information on the Disability Access and Inclusion Plan.	People, Capability and Innovation	Ongoing

Disability Access and Inclusion Plan

Outcome 5

People with disability have the same opportunities as other people to make complaints to a public authority.

Strategy	Responsibility	Timeline
5.1 Develop a Language Services Policy and Procedure in line with the Western Australian Language Services Policy 2014 to ensure the provision of accessible, professional and responsive service to meet the needs of customers who are Deaf or hard of hearing.	Governance	Dec 2019
5.2 Evaluate current complaints mechanisms to make sure they are accessible for people with disability.	Business Information Services	Ongoing

Outcome 6

People with disability have the same opportunities as other people to participate in public consultation by a public authority.

Strategy	Responsibility	Timeline
6.1 Ensure that consultation processes include people with disability and key disability groups.	Governance	Ongoing

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategy	Responsibility	Timeline
7.1 Ensure that employment advertisements and all supporting documentation are available in alternative formats upon request.	People, Capability and Innovation	Ongoing
7.2 Ensure that staff with disability are provided with appropriate support and tools to undertake their employment responsibilities as specified in their position description.	People, Capability and Innovation	Ongoing
7.3 Ensure that staff with disability, as well as staff who are a carer for people with disability, are supported appropriately so they can undertake their employment responsibilities.	People, Capability and Innovation	Ongoing