

Access and Inclusion Plan 2024-2029



Owned by the
people of WA

Think climate change
Be waterwise





Acknowledgement of Country

In the spirit of reconciliation, Water Corporation acknowledges the Traditional Custodians of Country throughout WA and their enduring connections to land, sea and community. We pay our respects to Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Contact us

If you have any comments, feedback or suggestions on how we can improve access and inclusion you can contact the Diversity, Equity and Inclusion Team using the following methods:

Phone

13 13 85

Email

AIP@watercorporation.com.au

Mail

Diversity, Equity and Inclusion Team
Organisational Development
PO Box 100
Leederville WA 6902

Assisted phone services

Translating and Interpreter Service

13 14 50

Please call the Translating and Interpreter Service (TIS) and ask for: **13 13 85** (account and general enquiries), **13 13 75** (faults, emergencies and security) or **13 13 95** (building services).

National Relay Service

13 36 77

Please call the National Relay Service (NRS) ask for: **13 13 85** (account and general enquiries), **13 13 75** (faults, emergencies and security) or **13 13 95** (building services).

Accessing this document

This document can be made available in alternative formats on request, including electronically, hard copy, large print, audio format and Braille.

Contents

Acknowledgement of Country	2
Contact us	3
Assisted phone services	3
Accessing this document	3
Message from our CEO	5
Who we are	6
Our commitment to access and inclusion	7
Developing our Access and Inclusion Plan 2024–29	10
Our Access and Inclusion Plan 2024–29 outcomes	12
Implementing, reporting and review	18



Message from our CEO



I am pleased to present our Access and Inclusion Plan 2024-2029.

As the principal provider of water services in Western Australia, it's critical we are connected to all members of our community, and are a workplace that reflects the diversity of the community that we serve.

We are committed to improving access and inclusion for our customers, employees and stakeholders. This means removing barriers and ensuring our information, services and facilities are inclusive and accessible for all throughout the state.

It also means fostering a culture of belonging among our diverse workforce, and this is something we are eagerly progressing through our Great Place to Work Strategy.

Ultimately, working together to overcome access and inclusion barriers is integral to the delivery of our vision for our people, communities and state to thrive.

To guide us on this journey, we've developed our fifth Access and Inclusion Plan, and I'm pleased to share that we've made some great progress along the way.

Some recent key highlights include:

- Meeting or exceeding the accessibility requirements of current Australian building codes across all our new builds and facility upgrades.
- Launching five Employee Reference Groups, focusing on disability and access, cultural diversity, gender balance, LGBTQIA+ and employees in their early careers.

- Achieving Disability Confident Recruiter accreditation in 2023, after a thorough audit on all hiring steps.

This plan builds on those successes, and to continue the momentum, we've introduced an eighth outcome area to empower our people to take action to improve access and inclusion. This takes us beyond our legislative requirements, and commits us all to fostering a workplace culture at Water Corporation that is welcoming for everyone - with the confidence, knowledge, and support behind us to do so.

Notably, we have also removed the word disability from the title of this plan, as we recognise that people of all backgrounds and at different stages of their lives may face access and inclusion barriers. This recognition is essential in affecting real change, and reflects our commitment to better understand the barriers that limit some from accessing opportunities within our community.

We welcome your feedback on the plan by contacting our Diversity, Equity and Inclusion Team. Full contact details, together with instructions on how to access this document in alternative formats, are contained in this document.

A handwritten signature in blue ink that reads "Pat Donovan". The signature is fluid and cursive.

Pat Donovan, CEO

Who we are

Water Corporation is the principal supplier of water, wastewater, drainage and bulk irrigation services in Western Australia to hundreds of thousands of homes, businesses and farms. Directly employing more than 4,000 people across the state, we provide a high level of expertise and strong commitment to our customers, community and state.

We manage \$50 billion (replacement value) of assets to deliver water, wastewater and drainage services across more than 2.6 million square kilometres.

Water Corporation is owned by the Western Australian Government and accountable to the Minister for Water.





Our purpose and vision

Our purpose is to manage water services sustainably to make WA a great place to live and invest.

Our vision is for our people, communities and state to thrive.

Our values

Guided by our values, it is our people who enable us to deliver on our purpose and vision.

Working as one	Delivering on our promises	Finding better solutions	Leading with care
<p>We make a bigger impact together, working towards a shared purpose to benefit all of WA.</p> 	<p>We achieve our goals efficiently, delivering on what we say we will do.</p> 	<p>We are curious to learn, with courage we challenge the status quo.</p> 	<p>We care for our communities and each other.</p> 

Our commitment to access and inclusion



Our challenge

Many people will have a disability at some point during their lives. For some people, their disability may be experienced from birth. For other people, their disability may occur later in life and be temporary or permanent.

People with disability often experience difficulty accessing information, facilities, services and employment. This is not due to the nature of their disability. It is due to physical or social barriers which limit their opportunities to be an active member of the community.

Research has shown that access and inclusion barriers are not exclusive to people with disability. They can also be attributed to factors such as:

- English as an additional language
- Living in rural or remote areas
- Low literacy levels
- Low socio-economic status
- Age
- Discrimination in relation to gender, sexuality, race and culture.

Our aim is to minimise the effect of disability and disadvantage by ensuring that our business is accessible and inclusive to the needs of all members of our community.

Our commitment

Everyone has the right to participate in community life.

Our Access and Inclusion Plan (AIP) outlines how we will identify access and inclusion barriers for our customers and people. It also outlines how we will implement strategies to overcome these barriers.

We are committed to ensuring:

- Everyone in the community can access our services, information, feedback and complaint processes, facilities and events.
- Everyone in the community can seek the necessary supports to apply for and maintain employment with us.
- People who may face barriers in the

community are regularly consulted so we can identify and remove any barriers within our business.

- Our people are inspired and empowered to take action to improve access and inclusion across the business.

Our AIP has been developed to meet our obligations under the *Disability Services Act 1993 (WA)*, aligns with the *Equal Opportunity Act 1984 (WA)* and *Disability Discrimination Act 1992 (Cth)*, and supports the implementation of the WA State Disability Strategy 2020-2030.

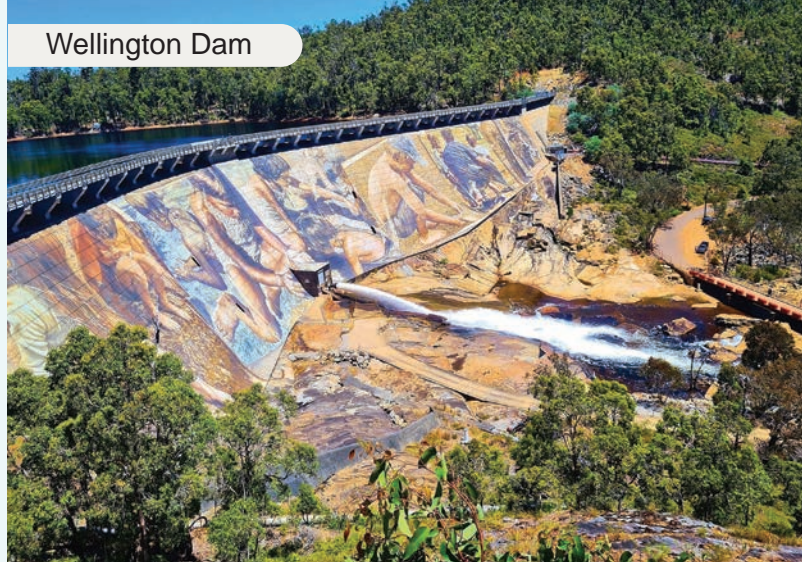
Our Plan incorporates strategies that address both disability and disadvantage more broadly.



Our executive team

Our progress

Guided by our Disability Access and Inclusion Plan (DAIP) 2019-24, we have made considerable progress towards our commitment to improving access and inclusion for our customers, people and other stakeholders over the last five years.



For example:

- Our Community Engagement Team has delivered localised and accessible engagement activities. Additionally, they conducted individual visits and calls to customers impacted by works.
- We built new software into our website to conduct automated accessibility checks.
- Vision Australia conducted an independent user test of our 'My Account' online portal enabling us to increase accessibility.
- We embarked on a dedicated expansion of our Customer Reference Group to include greater representation of people with disability. Our Customer Reference Group incorporates customers from across the state who have signed up to provide their views and feedback to us.
- Our Waterwise School Program and Aboriginal Culture Program have both been designed with inclusivity in mind. We have also developed new video resources, taken from the perspective of students, to ensure students of all abilities can enjoy our Waterwise experiences.
- Our new builds and facility upgrades meet or exceed the accessibility requirements of current Australian building codes.
- We created wellbeing and quiet rooms with comfortable seating and ambient lighting in a number of our offices for employees to access at any time.
- We launched five Employee Reference Groups, focusing on disability and access, cultural diversity, gender balance, LGBTQIA+ and employees in their early careers. Our groups provide advice on policies and procedures, build communities and deliver awareness raising initiatives across the business.
- We successfully achieved Disability Confident Recruiter accreditation in 2023, after a thorough audit on all hiring steps. Our job advertisements and recruitment processes are inclusive to people with disability, and our recruitment staff are trained in providing support throughout.
- We partnered with Edge Employment Solutions and local schools to increase employment of people with disabilities through school-based traineeships.

Developing our Access and Inclusion Plan (AIP) 2024-2029

Our review

In developing our AIP, we conducted a comprehensive review to understand our progress to date, and identify areas of opportunity. This included:

1. A review of our Diversity and Inclusion Plan (DAIP) 2019-24.
2. A review of our internal processes, guidelines, procedures and other materials relating to:
 - Accessibility of our events
 - Provision of information
 - Customer service
 - Lodging complaints
 - Participating in public consultations
 - Employment
3. Consultation with internal and external stakeholders to understand their experiences with us and gain suggestions for improvement.

During our consultation period, our customers and people could have their say by:

- Completing an online or hard copy survey.
- Providing feedback in person, by phone, text message or email.
- Attending an employee forum for our people.

We promoted the consultation through the following channels:

- An article on our website.
- Social media posts.
- A public notice in the West Australian newspaper.
- Direct communications to our Customer Reference Group.
- Direct communications to our people and contractors.
- Direct communications to disability service providers.



One of our Splash of Colour programs



Our outcome areas

Our AIP provides a framework for how we will meet our commitment to overcoming access and inclusion barriers.

Informed by our review, we have adopted the seven outcomes mandated by the *Disability Services Act 1993 (WA)*, as well as an eighth outcome area:

1. Our services and events are accessible to all members of our community.
2. Our buildings and facilities are accessible to all members of our community.
3. Our information is accessible to all of our customers.
4. A high standard of service is provided to all of our customers.
5. Our complaint processes are accessible and fairly handled for all members of our community.
6. Our public consultation processes are accessible and encourage participation from all members of our community.
7. All members of the community can seek and maintain employment with us.
8. Our people are empowered to improve access and inclusion while working with us.



Our Access and Inclusion Plan 2024-29 outcomes

Outcome one

Our services and events are accessible to all members of our community.

Code	Strategies	Timeframe
1.1	Continue to raise awareness among our employees of the requirements to organise public meetings and events in accordance with our Accessibility Guidelines.	Ongoing
1.2	Further develop self-service options for all customers in relation to requesting reasonable adjustments.	June 2026
1.3	Regularly engage people with disability and their support networks to improve the provision of appropriate services.	Annually
1.4	Allocate appropriate resources to promote and support diversity, equity, and inclusion initiatives.	Annually
1.5	Commit to using Water Corporation’s Access and Inclusion Plan review process to develop actionable items within the current AIP.	Ongoing

Outcome two

Our buildings and facilities are accessible to all members of our community.

Code	Strategies	Timeframe
2.1	Continue to improve the accessibility of our existing buildings and facilities.	Ongoing
2.2	Ensure redevelopment and new building works comply with the minimum accessibility standards.	Ongoing
2.3	Explore further opportunities to enhance our work environments beyond compliance.	Ongoing
2.4	Ensure personal emergency evacuation plans are in place for people requiring support in an emergency.	Ongoing
2.5	Review and improve parking accessibility at all sites.	June 2026
2.6	Improve accessibility information across all sites e.g. parking, room accessibility, and features.	June 2026

Outcome three

Our information is accessible to all of our customers.

Code	Strategies	Timeframe
3.1	Demonstrate leadership in providing public information and customer communications in accessible formats.	June 2028
3.2	Ensure that upgrades to the website and other digital channels are accessible for people with disability.	Ongoing
3.3	Commit to using plain English in public-facing documents.	Ongoing



Our CEO Pat Donovan (left) and Minister for Water, Hon Simone McGurk MLA (right) with members of the Mowanjumu community

Outcome four

A high standard of service is provided to all of our customers.

Code	Strategies	Timeframe
4.1	Continue to provide relevant access and inclusion training to employees involved in frontline customer service roles.	Ongoing
4.2	Improve engagement in access and inclusion training opportunities for regional and operational employees.	Ongoing
4.3	Consult with the Disability and Access Employee Reference Group on actions related to the AIP 2024-29 and seek advice on best practice initiatives.	Ongoing
4.4	Continue to engage with disability service providers, to seek advice on how we can improve our service.	Ongoing

Outcome five

Our complaint processes are accessible and fairly handled for all members of our community.

Code	Strategies	Timeframe
5.1	Enhance feedback mechanisms for customers on the accessibility of our buildings, services, and facilities to ensure we meet the needs of the community.	June 2027
5.2	Regularly review our complaints processes and services to ensure equitable opportunity to provide feedback.	June 2026
5.3	Improve employees' awareness of inclusive processes for complaint investigation and close-out.	Ongoing
5.4	Enhance customer awareness of accessible and inclusive feedback mechanisms through our public website and other communication channels.	June 2026

Outcome six

Our public consultation processes are accessible and encourage participation from all members of our community.

Code	Strategies	Timeframe
6.1	Engage with relevant organisations to identify ways in which we can improve our processes for public consultation process.	Ongoing
6.2	Enhance our customer research programs to provide more opportunities for the community to have input.	June 2027
6.3	Continue to promote opportunities for consultation through internal and external channels.	Ongoing

Outcome seven

All members of the community can seek and maintain employment with us.

Code	Strategies	Timeframe
7.1	Continue to ensure recruitment practices are inclusive and accessible for all community members.	Ongoing
7.2	Continue to raise awareness among employees about access and inclusion resources and supports.	Ongoing
7.3	Continue to adhere to legislative obligations.	Ongoing
7.4	Develop and deliver initiatives to accurately record our workforce diversity results e.g. disclosure campaign.	June 2026
7.5	Coordinate the implementation of strategies to achieve our diversity and inclusion employment targets.	June 2028
7.6	Develop and deliver initiatives to improve retention and career development outcomes for all employees.	December 2026



Key note speaker delivering a diversity education session



Outcome eight

Our people are empowered to improve access and inclusion while working with us.

Code	Strategies	Timeframe
8.1	Continue to raise awareness among our employees of their responsibilities under our AIP.	Ongoing
8.2	Continue to offer access and inclusion training to all new employees as part of their induction.	Ongoing
8.3	Deliver an annual suite of diversity, equity, and inclusion education sessions for employees.	Ongoing
8.4	Maintain employee reference groups to advise on disability and access, cultural diversity, gender balance, LGBTIQ+ and the needs of employees in their early and late careers.	Ongoing
8.5	Continue to raise awareness about access and inclusion resources and supports available for employees.	Ongoing
8.6	Enhance the visibility of human diversity in our communication and marketing materials.	June 2026
8.7	Respond to ongoing feedback about access and inclusion issues from employees, customers, and the community.	Ongoing



Implementing, reporting and annual reviewing

Our AIP will be overseen by our internal Access and Inclusion Plan (AIP) Committee. Our AIP Committee includes representatives from across the business who together drive initiatives to improve access and inclusion in their business areas.

The Committee will be guided by an internal action plan and meet quarterly to monitor progress. The action plan will align with the agreed strategies contained within our AIP and will be updated annually. This will ensure we are responding to any emerging access and inclusion areas.

Our AIP Committee will also monitor a dedicated mailbox for internal and external stakeholders to ask questions, provide feedback or make suggestions relating to access and inclusion.

Each year we will provide an annual report of our performance against our agreed strategies and actions to the Department of Communities. Additionally, we will provide an annual update to our executive on how our performance has helped us progress towards achieving our eight adopted outcomes.

At the end of the five-year period, we will carry out a comprehensive review of our AIP, including consultation with our customers, people and other stakeholders. Following the review, an updated or new Access and Inclusion Plan will be submitted to the Department of Communities. This will be published on our website and made available in alternative formats on request.



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