

# Disability Access and Inclusion Plan

2019 - 2024



## Message from the Hon. Dave Kelly MLA

The McGowan Government is committed to making our community more inclusive and empowering Western Australians with a disability to achieve their goals.

Our Government is currently consulting on the development of a 10-year State Disability Plan. This focuses on how people with disability can participate fully in all aspects of society, as well as the shared responsibility that we all have to promote inclusive communities.

To achieve these outcomes, we are driving change within Government by improving access to services for people with disability and promoting greater inclusiveness and equality within the government workforce.

It's great to see our state-owned water utility - Water Corporation - work toward achieving these goals with the release of its fourth Disability Access and Inclusion Plan. The Plan promotes awareness and drives initiatives that increase Water Corporation's workforce participation with people with disability and its interaction with customers with disability.

Water Corporation has already achieved good outcomes through its first Disability Access Inclusion Plan, implemented in 2006 under the Carpenter Labor Government.

Where possible, Water Corporation has made sure buildings and facilities are physically accessible to people with disability, their carers and family. It has also identified and removed barriers that may exclude employees or customers with disability to have the same opportunities as others.

Water Corporation has also set up a working group to monitor and report on the Plan's initiatives, as well as identify access barriers through employee and customer feedback.

I'm particularly pleased to see Water Corporation set a target to increase employment of people with disability to three per cent by 2021. By having a workforce that reflects the community it services, Water Corporation will be more likely to deliver services that are inclusive to all.

I look forward to working with Water Corporation to deliver on the initiatives set out in this Plan.



Hon. David Kelly MLA  
**Minister for Water**



## Message from the CEO

I am pleased to present the Disability Access and Inclusion Plan 2019-2024.

As the principal provider of water services in Western Australia it's critical that we are connected to our community as well as being a workplace which reflects the diversity of the community we serve.

So we need our information, services and facilities to be inclusive and accessible for all throughout the state.

We also need to create a culture where our people are able to fully participate in the full range of opportunities we have to offer as an employer, and are included and respected for who they are.

We introduced our first Disability Access and Inclusion Plan in 2006, and we have made good progress to date.

Some highlights include:

- implementing an internal reference group to provide input and feedback on our actions to improve our accessibility and inclusiveness
- developing an important partnership with Work Focus to audit our recruitment practices so that there are no barriers for people with disability applying for jobs at Water Corporation
- creating a traineeship program in our Contact Centre targeting candidates from job access providers
- setting a new standard with all new buildings being designed and approved to Australian Building code AS1428.1

This plan builds on those strengths and successes, going beyond simply meeting our legislative requirements, committing to increase the number of people with disability we employ, and continuing our proactive approach to addressing the access and inclusion barriers faced by all members of our community.

We welcome your feedback on the Disability Access and Inclusion Plan 2019-2024 by contacting our Disability Access and Inclusion Plan Coordinator. Full contact details, together with instructions on how to access this document in alternative formats, are contained in this document.

Pat Donovan  
**Chief Executive Officer**  
July 2019



### Alternative formats

This document can be made available in alternative formats on request, such as large print, black and white, email, audio format on cassette or compact disc and Braille.

### Acknowledgments

This Disability Access and Inclusion Plan was developed with the assistance of Department of Communities, service providers, employees of Water Corporation, people with disability and customers.

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## Contact us

If you would like to comment on our Disability Access and Inclusion Plan, offer advice on how we can improve access or comment on one of our initiatives, please use the feedback form provided below.

Alternatively you are welcome to contact us by one of the following methods:

### Phone

(08) 9420 2000

Please ask for the Disability Access and Inclusion Plan Coordinator

### Mail

Disability Access and Inclusion Plan Coordinator  
Organisational Development and Performance  
PO Box 100  
LEEDERVILLE WA 6902

### Email

[daip@watercorporation.com.au](mailto:daip@watercorporation.com.au)

### Internet

[watercorporation.com.au](http://watercorporation.com.au)

### National Relay Service for the hearing impaired

13 36 77

[relayservice.gov.au](http://relayservice.gov.au)



## Feedback form

We welcome your feedback at any time. Have you experienced any barriers to access that we have not identified?

Situation	Reason for difficulty

Initiative	Why do you think it's a good initiative?

Do you have any other comments? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



To help us analyse your comments, please tick which category best describes your interest in our Disability Access and Inclusion Plan 2019-2024.

Customer with disability	<input type="checkbox"/>	Water Corporation employee	<input type="checkbox"/>
Carer	<input type="checkbox"/>	Water Corporation contractor	<input type="checkbox"/>
Disability services provider	<input type="checkbox"/>	Water Corporation agent	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>		

If you would like to be included in future consultations please provide your name and contact details.

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## Summary

### Our challenge

Disability affects one in five Western Australians.

People with disability often experience difficulty accessing information, facilities, services and employment. Research has also shown that access and inclusion barriers are not exclusive to people with disability, and can be attributed to factors such as:

- English as a second language
- living in rural or remote areas
- low literacy levels
- low socio-economic status
- age
- discrimination in relation to gender, race and culture.

Our challenge is to minimise the effect of disability and disadvantage, by ensuring that our business is accessible, and inclusive of all groups.

### Progress

Our Disability Access and Inclusion Plan (DAIP) 2019-2024 is intended to build on the work we have already done since our first plan was implemented in 2006.

As a key customer service initiative, this plan has been developed to take a proactive approach towards meeting the needs of all of our customers. It has been developed from research and consultation with staff, customers, stakeholders and disability service providers.



Our plan provides a framework for the identification of access and inclusion barriers and for the implementation of strategies to overcome these barriers.

We have adopted seven desired outcomes:

1. Our services and events are accessible to the whole community.
2. Access to buildings and facilities owned by Water Corporation is improved, with the aim of providing universal access.
3. Our information is accessible to all of our customers.
4. A high standard of service is provided to all of our customers.
5. Complaints from any person are fully investigated and the outcome is conveyed in an accessible format.
6. All people have the opportunity and are encouraged to participate in public consultations.
7. People with disability have the same opportunities as other people to access and participate in employment at Water Corporation.

#### Looking ahead

We are committed to a balanced approach to meeting our social, environmental and economic responsibilities, and will strive to meet our customers' needs by making our information, facilities, services and events more accessible.



# Background

## Overview of Water Corporation

### What we do

We are the principal supplier of water, wastewater and drainage services in Western Australia to hundreds of thousands of homes, businesses and farms, as well as providing bulk water to farms for irrigation.

### Where we are

Our services, projects and activities span over 2.5 million square kilometres. We have regional offices in Perth, Bunbury, Albany, Karratha, Geraldton, Northam and Kalgoorlie, which allow our employees to provide a high level of professional expertise to customers.

### How we operate

Water Corporation is owned by the Western Australian Government and accountable to our sole shareholder, the Minister for Water, for delivery of our services in a commercial manner. Most of our profits are returned to the Government as a dividend to contribute to the development of the state.

We draw on a history of excellent performance with over 100 years of commercial and technical experience, responsible environmental management and community partnerships.

### Our stakeholders

Our key stakeholders include relevant State and Australian Government agencies, local government and industry associations. The support and trust of our stakeholders and the broader community is critical to the achievement of our management priorities. We are proactive in ensuring that we engage our stakeholders and the community as we work to effectively manage current and future water needs.



## Our services

### Water supply

We manage 245 water supplies across Western Australia, sourced from surface water, groundwater and desalinated seawater.

We operate under a Memorandum of Understanding with Department of Health, which requires us to comply with the guidelines for health related characteristics set out in the 2011 Australian Drinking Water Guidelines.

Our 50 year plan, Water Forever, ensures we will continue to deliver sustainable water and wastewater services to Perth and surrounding areas by reducing our water use, increasing water recycling and developing new sources.

### Wastewater

We are responsible for the treatment and disposal of wastewater in Western Australia.

We operate more than 100 wastewater treatment and water resource recovery facilities around the state. Our three large metropolitan plants at Beenyup, Subiaco and Woodman Point treat approximately 80 per cent of the state's wastewater.

We operate our wastewater service to meet public health, environmental and social expectations. We are committed to the responsible use, disposal and management of the products of the wastewater treatment process (wastewater products) which consist of treated wastewater, biosolids, recycled water and gaseous emissions.

### Drainage

We are responsible for providing and maintaining the infrastructure which takes away excess surface water from declared drainage catchment areas.

Our drainage system is designed so that excess surface water flows into a network of street drains, maintained by local authorities, into our main drains, which then carry the water to a point of disposal into a strategically located drainage sump, the river or the ocean.



### Customer support

We maintain a state-wide Operations Centre which provides a 24-hour response to customer contacts relating to service faults and emergencies, such as service interruptions (no water), water quality issues, blocked sewers and sewage overflows.

We also operate a call centre from 8am to 5pm which handles customer contacts relating to bills, payments, rebates/concessions, property settlements etc. as well as technical issues such as service applications and building approvals.

We provide a 24-hour Waterwise help line for customers to obtain information about water saving tips and initiatives, allocated watering days, and to enable them to report breaches of water restrictions.





### Disability in Western Australia

One in five people in Western Australia are affected by disability, and together with their families and carers, they make up a significant part of our community. By 2021 the number of people with disabilities in Western Australia is expected to increase by more than 200,000, due to our ageing population.

Approximately five per cent of people under the age of five have a disability, but this increases to 50 per cent for people aged 60 and over. This includes problems with eyesight, hearing and mobility.

While more than 115,000 West Australians have a profound or severe core activity limitation, the simple fact is that most people living with disability are limited or restricted in some way.

Identifying and removing the barriers that exclude people from accessing information, services, facilities, employment and events will minimise the effect of disability.

### Access and inclusion

Western Australia is a multicultural society: three per cent of the population is Indigenous, 27 per cent were born overseas and 49 per cent are children of overseas-born parents. Almost one-third (30 per cent) of people born overseas speak a language other than English at home.

Many of these members of our community have difficulty dealing with Water Corporation because of a lack of knowledge about the services we provide, language barriers, financial hardship and cultural issues.

Additionally, there is a significant number of Western Australians who are disadvantaged because they live in rural or remote areas and do not have the ease of access to products and services that others take for granted, for example telephone coverage, internet access, local post offices and banks.

These problems extend to other members of our community. For example people with low literacy levels, who may have difficulty understanding their bills or explaining problems to us, and those of a lower socio-economic status, who have difficulty paying their bills, often incur a lot of additional fees and charges. They may also find it difficult, or be unable to maintain their plumbing or replace inefficient fittings and appliances.

Our aim is to create an organisation that is inclusive and accessible to the needs of all members of our community.



### Planning for access and inclusion

People with disability, their families and carers have the same rights as others to access our services. These rights are enshrined in both Commonwealth and State legislation, which make it unlawful to discriminate against a person with disability.

Amendments to the Disability Services Act in 2004, made it mandatory for all State Government agencies to have a formal plan to identify and remove the barriers that restricted people with disability from accessing information and services.

Our first DAIP was implemented in 2006 following research and consultation with disability service providers, stakeholders, other organisations, staff and customers.

In developing our DAIP, our approach was to make our information, facilities, services and events more accessible to all members of our community in the knowledge that this would ensure increased independence, opportunities and inclusion for people with disability.



## Desired state

The development and implementation of our plan for 2019-24 meets our legislative requirements, makes provision for forecast increases in the number of people with disability, and continues our proactive approach to addressing the access and inclusion barriers faced by all members of our community.

While we recognise and strive to meet the needs of people with disability, it is our aim that our information, facilities, services and events are accessible and inclusive to the whole community regardless of ability, ethnicity, gender, age or any other perceived difference.

This approach is consistent with our commitment to sustainability in all that we do for the benefit of present and future generations.

### Methodology

#### Review

The aim of the review of our DAIP 2014-19 was to ascertain the success in improving access to our services, information and facilities for people with disability.

The review found that since the adoption of our initial plan we have implemented a number of initiatives and made significant progress towards providing improved access. This includes:

- improved access to buildings and facilities
- significant improvements in the participation of people with disability in Water Corporation's workforce
- significant improvements in our consultation processes
- improvements in information being produced, with a focus on clear and concise language
- continued focus on the provision of excellent customer service.





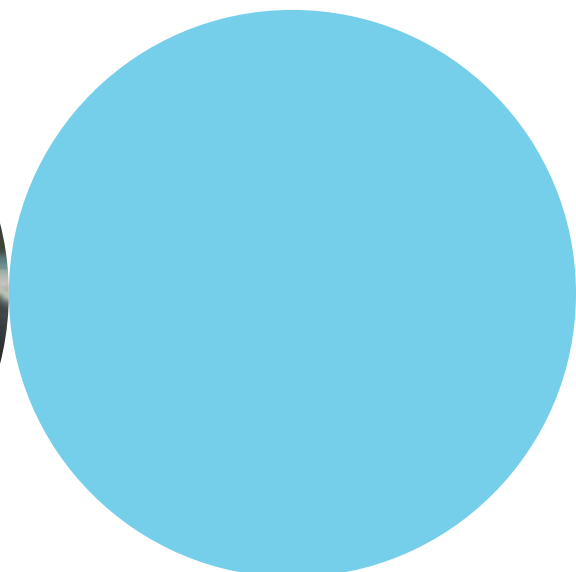
## Consultation

The Disability Services Regulations 2004 outline the minimum requirements for public consultation when developing a DAIP.

In developing our plan for 2019-24 we carried out consultation with a range of customers and stakeholders. Feedback was invited by post, fax, telephone, the National Relay Service, email and in person.

The process we went through was tailored for:

- Internal consultation
  - » A review of our DAIP for 2019-24, to confirm the improvements that have been made, and any initiatives or actions that remained outstanding
  - » Consultation undertaken with the DAIP reference group
  - » Consultation with an employee group involved with the delivery of services and products to external customers
  - » This review was advertised in our internal newsletters and all employees and contractors were invited to provide feedback.
- External consultation
  - » Personal contact, either in writing or by telephone, was made with key service providers and stakeholders, inviting them to review our DAIP and provide feedback
  - » The people of Western Australia were made aware of the review and our process for consultation through an advertisement in The West Australian newspaper and notification on our website.





## Summary of access barriers

Through our review of our DAIP for 2014-19 and our research and consultation, we have identified a range of potential access barriers:

- Events/public consultations may not be advertised, or held in a location that best facilitates the participation of all of our customers
- Established customer/stakeholder groups may not be representative of our diverse community
- Our customer intelligence methods and surveys may not elicit feedback from a diverse range of people (use of different mediums)
- Employees and contractors may be unaware of our DAIP and objectives or lacking in confidence to adequately provide the same level of service to all customers
- Customers/employees may not be aware that we can provide information (including complaint outcomes) in alternative formats
- Customers may not understand our complaint/grievance process or know how to inform us of positive experiences
- Access and inclusion barriers may be unknown
- Direct costs for employers (e.g. workplace modifications, insurance)
- Additional communication hurdles faced by culturally and linguistically diverse people
- Adjustments to work arrangements to accommodate someone who needs breaks because of pain or fatigue
- Screen reading software for employees who are blind or have low vision.



## Employing people with disability at Water Corporation

Since we implemented our first Disability Access and Inclusion Plan in 2006, we have made improvements to our facilities, developed training packages and implemented workforce improvement practices. We are committed to working with our employees and our stakeholders to raise awareness of access and inclusion issues, to strengthen customer relationships and meet the water needs of our diverse community.

### Partnership with Job Access

In 2018 we worked with Job Access, the national hub for workplace and employment information for people with disability, employers and service providers, to audit our recruitment processes and deliver awareness training to enable us to attract people with disability to our workforce. This also included the development and implementation of a Reasonable Adjustment Standard.

## Future targets

EEO and diversity group	2018 actual	2019	2020	2021
People with disability	1.0	2.0	2.5	3

## Development of our DAIP

### Access and inclusion outcomes

Our DAIP provides a framework for the identification of access barriers and for the development of strategies to overcome these barriers. In addition, it also reflects contemporary trends and practices, such as striving for inclusion.

To achieve these outcomes, we will develop and maintain an annual plan of action aligned to a number of core strategies. Progress will be measured by the mitigation or elimination of the barriers that have been identified through the consultation process.



## DAIP strategies

### Outcome one

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

Code	Strategies	Timeframe
1.1	Continue to raise the awareness amongst our employees, contractors and agents who deal directly with the public, of their responsibilities under our DAIP.	Ongoing
1.2	Continue to raise the awareness amongst our employees, contractors and agents, of the need to organise public meetings and events in accordance with our Accessibility Guidelines.	Ongoing
1.3	Analyse customer data and investigate opportunities to ensure customers with disability are receiving bills and other Water Corporation communications in an accessible format.	Ongoing

### Outcome two

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

Code	Strategies	Timeframe
2.1	Ensure our buildings and facilities are physically accessible to people with disability, their carers and family.	Ongoing
2.2	Redevelopment and new building works to be accessible, with major corporate and regional offices aspiring to meet section AS1448.3 of the National Construction Code.	Ongoing
2.3	Scan the horizon for innovative ideas that enhance the well-being and environment for people with disability above AS1448.3.	Ongoing
2.4	Ensure fire wardens are trained in evacuation procedures for people with a disability.	Ongoing



### Outcome three

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.

Code	Strategies	Timeframe
3.1	Enhance our ability to provide public information and customer communications in alternative formats on request for people with disability.	Ongoing
3.2	Increase community awareness and understanding that we can provide public information in alternative formats upon request.	Ongoing
3.3	Ensure that upgrades to the website and other digital channels are in formats suitable for people with a disability and readable with screen readers and other assistive technology.	Ongoing

### Outcome four

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.

Code	Strategies	Timeframe
4.1	Deliver disability access and inclusion training to all new employees as part of their induction ensuring they are aware of DAIP obligations.	Ongoing
4.2	Provide advanced access and inclusion training to employees and contractors involved in frontline customer service roles to meet the needs of people with disability.	Ongoing
4.3	Maintain feedback mechanisms for customers on the accessibility of our buildings, services and facilities to ensure we meet the needs of people with disability and are striving for continuous improvement.	Ongoing
4.4	Regularly engage with internal Disability Access and Inclusion Plan Reference group to follow up on identified actions related to DAIP and seek advice on best practice initiatives for continuous improvement.	Ongoing
4.5	Continue to engage with disability service providers, to seek advice on how we can improve our service.	Ongoing



### Outcome five

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

Code	Strategies	Timeframe
5.1	Regularly review the processes and services we have in place to ensure people with disability have the same opportunity to provide feedback.	Biannually
5.2	Maintain the awareness of employees, contractors and agents who deal directly with the public to ensure they understand relevant processes for complaint investigation and close-out.	Ongoing
5.3	Promote mechanisms for customers to provide feedback through our public website and other communication channels.	Ongoing
5.4	Ensure all complaints and resulting actions are being documented and reviewed regularly to continuously improve our processes and services.	Ongoing

### Outcome six

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

Code	Strategies	Timeframe
6.1	Engage with other organisations, to identify ways in which we can improve our process for public consultation.	Ongoing
6.2	Enhance our customer research program, to provide more opportunity for people with disability to have input.	Ongoing
6.3	Widely promoting opportunities for consultation through internal and external channels to encourage participation.	Ongoing



### Outcome seven

People with disability have the same opportunities as other people to obtain and maintain employment at Water Corporation.

Code	Strategies	Timeframe
7.1	Ensure recruitment practices are inclusive and assessable to people with disability.	Ongoing
7.2	Increase employment of people with disability to three per cent by 2021 of the current workforce, as per our Diversity and Inclusion Management Plan targets.	June 2021
7.3	Continue to raise awareness about the DAIP and provide relevant training for all new employees and conduct regular education/information sessions for managers to improve awareness.	Ongoing
7.4	Develop database and work experience program for people with disability interested in working at Water Corporation.	December 2019
7.5	Investigate transition to employment program for Year 11 and 12 students with disability.	June 2021
7.6	Facilitate information sessions on resourcing and support for employees who are carers of people with disability.	Annually
7.7	Continue to ensure reasonable adjustments in delivery of the Water Industry Training package (including assessments) for employees in accordance with the Standards for Registered Training Organisations (RTOs) 2015.	Ongoing



## Implement and promote

This version of our Disability Access and Inclusion Plan details our areas of focus for the period from 1 July 2019 to 30 June 2024.

Each year we will develop an internal action plan, assigning responsibility for the actions and initiatives that we intend to implement in that year. Some actions will be of a general nature, and apply organisation-wide, e.g. to provide awareness training as part of our induction of new employees, while others will relate to a specific branch or region, e.g. building works to improve access to a regional office.

We will update our internal action plan each financial year, to ensure it aligns with our agreed areas of focus, and provides an adequate response to emerging access and inclusion issues.

At the end of each five-year period, we will carry out a comprehensive review of our DAIP, which will include extensive consultation with disability service providers, stakeholders, other organisations, staff and customers.

Following each review, we will lodge an updated version of our DAIP with the Department of Communities.

We will take all practical measures to ensure that our employees, contractors and agents implement our DAIP.

### Monitor, evaluate and report

We have appointed a DAIP Coordinator, who will monitor the progress of agreed actions in conjunction with an internal DAIP Coordinating Committee and provide an annual report of our performance to the Department of Communities.

This report will include an assessment of how the completed actions have helped us progress towards achieving our seven desired outcomes.

The DAIP Coordinator will also provide information about our major achievements for our Annual Report each year.





## Communicate

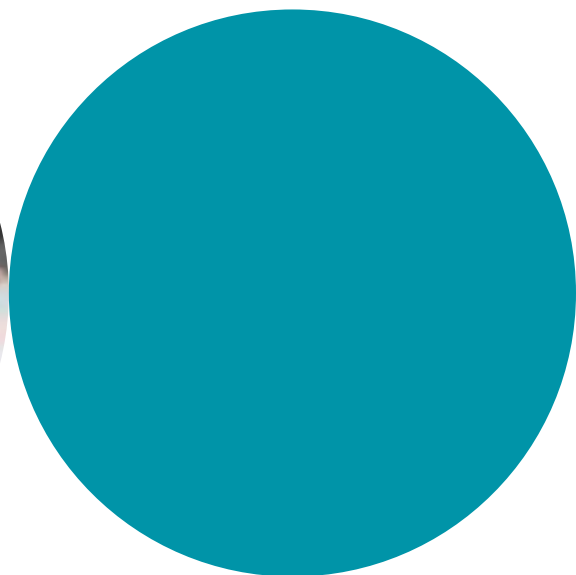
Raising awareness and understanding of this plan is vital to achieve our desired outcomes. To ensure effective communication we will implement the following strategies.

### Internally

- Locate this document on a dedicated Access and Inclusion intranet site and promote using internal mechanisms (Refresh and Flowing Forward)
- Provide Disability Awareness Training for customer contact employees and contractors
- Include Access and Inclusion Awareness Training in our employee induction package
- The DAIP Coordinator will facilitate access and inclusion outcomes and act as a centre of expertise.

### Externally

- Distribute this document to the Department of Communities and agencies representing people with disability, their families and carers
- Distribute this document to customers and employees who expressed interest in being kept informed about our DAIP
- We will locate this plan on a dedicated link on our website
- We will promote its availability and purpose by notice in *The West Australian*
- On request from customers our offices will provide this document in:
  - » email
  - » braille
  - » hard copy format in standard print, large print and black and white format
  - » audio format on cassette or compact disc.





## Appendix A

### Schedule 1 - Principles applicable to people with disability<sup>1</sup>

1. People with disability are individuals who have the inherent right to respect for their human worth and dignity without discrimination and with equality of opportunity.
2. People with disability, whatever the origin, nature, type or degree of disability, have the same human rights as other members of society and should be enabled to exercise those human rights.
3. People with disability have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual, cultural and spiritual development.
4. People with disability have the same right as other members of society to access services that will support their choices, assist them to be as independent as possible and enable them to participate in all aspects of life.
5. People with disability have the same right as other members of society to participate in, direct and implement the decisions that affect their lives.
6. People with disability have the same right as other members of society to receive services in a manner that respects and protects their rights and opportunities and is the least restrictive option in the circumstances.
7. People with disability have the right to pursue any grievance concerning services.
8. People with disability have the right to access the type of services and support that they believe is most appropriate to meet their needs.
9. People with disability who reside in country areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disability who reside in the metropolitan area.
10. People with disability have a right to an environment free from neglect, abuse, violence, intimidation and exploitation.

<sup>1</sup>Disability Services Act 1993 (WA)



## Appendix B

### Schedule 2 - Objectives for services and programs<sup>2</sup>

1. Programs and services are to focus on achieving positive outcomes for people with disability, such as increased independence, employment opportunities and inclusion and participation within the community.
2. Programs and services are to contribute to ensuring that the conditions of the everyday life of people with disability are the same as norms and patterns which are valued in the general community.
3. Programs and services are to be integrated with services generally available to members of the community.
4. Programs and services are to be flexible and responsive to the individual choices and needs of people with disability, their families, carers and significant others.
5. Programs and services are to be designed and administered so as to be sensitive and responsive to the individual and diverse needs of all people with disability taking into account their age, gender, religion, Aboriginality, cultural or linguistically diverse backgrounds or geographic location.
6. Programs and services are to be designed and administered to promote awareness of the abilities and contributions of people with disability, and foster respect for their rights and dignity.
7. Programs and services are to be designed and administered so as to promote the participation of people with disability in the life of the local community through physical, social, economic, emotional, intellectual, cultural and spiritual inclusion in that community.
8. Programs and services are to be designed and administered so as to ensure that no single organisation shall exercise control over all or most aspects of an individual's life.
9. Service provider organisations, whether disability specific or generic, shall be accountable to those people with disability who use their services, their families and carers, their advocates, the State and the community generally for the provision of information from which the quality of their services can be judged.
10. Programs and services are to be designed and administered so as to ensure that people with disability have access to advocacy support, to enable them to make choices and participate in decisions about the services they receive or are seeking.
11. Programs and services are to be designed and administered so as to ensure that avenues exist for people with disability to raise, and have resolved, any grievances about services.
12. Programs and services are to be designed and implemented in an accessible manner.
13. Programs and services are to be designed and administered so as to respect the rights of people with disability to privacy and confidentiality.



14. Programs and services are to begin as early as possible so as to prevent the occurrence of, or minimise, disability so people with disability can be as independent as possible and participate in all aspects of life.
15. Programs and services are to be designed and implemented to -
  - a) Acknowledge, recognise, respect and respond to the role of families, carers and significant others in supporting people with disability; and
  - b) Respond to the views and needs of families, carers and significant others; and
  - c) Strengthen and build the capacity of families, carers and significant others in supporting people with disability.
16. Programs and services are to provide -
  - a) People with disability and their families and carers with opportunities for participating continually in the planning and operation of services they receive; and
  - b) Opportunities for people with disability, their families and their carers to be consulted about the development of major policy, program or operational changes.

<sup>2</sup> [communities.wa.gov.au](http://communities.wa.gov.au)



## Appendix C

### What is disability?

Disability is defined as a condition which:

- is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments
- is permanent or likely to be permanent
- may or may not be of a chronic or episodic nature
- results in:
  - » a substantially reduced capacity of the person for communication, social interaction, learning or mobility
  - » a need for continuing support services.

Disability can affect a person's capacity to communicate, interact with others, learn and get about independently. Disability is usually permanent but may be episodic.

### Disabilities can be:

**Intellectual:** Affecting a person's judgement, ability to learn and communicate.

**Psychiatric:** Affecting a person's emotions, thought processes and behaviour, for example, schizophrenia or bipolar.

**Cognitive:** Affecting a person's thought processes, personality and memory resulting for example, from an injury to the brain.

**Neurological:** Affecting a person's ability to control their movements, for example, epilepsy.

**Sensory:** Affecting, for example, vision and/or hearing.

**Physical:** Affecting mobility and/or a person's ability to use their upper or lower body.



## Appendix D

### Glossary

Alternative	Information presented in formats other than formats than the standard printed form. Alternative formats include audiotape, computer disk, email, large print and Braille.
Audio loop	Magnetic field which helps prevent external sounds from interfering with intended auditory messages within a given space. Loops are set up in particular rooms or auditoriums to facilitate hearing by people who use a hearing aid.
CC	Customer Centre
CHR	Corporate Human Resources
Comms	Corporate Communications
CRE	Corporate Real Estate
DAIP	Disability Access and Inclusion Plan
DOC	Department of Communities
DSA	Disability Services Act
DSP	Disability Services Plan
Inclusion	Participating in an activity or the community Regions Regional Corporation business offices.