



HERITAGE COUNCIL
STATE HERITAGE OFFICE



Disability Access and Inclusion Plan

2014-2019

The new Disability Access and Inclusion Plan for the
Heritage Council of Western Australia and the State Heritage Office.

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The Plan is available in alternative formats upon request and includes electronic format, in standard or large print, in audio format on compact disc or by email.





Contents

Agency Overview	4
Heritage Council of Western Australia	4
State Heritage Office	5
Our vision	5
Our mission	5
Our corporate values	6
Our stakeholders	6
People with disability	7
Planning for better access	8
Our commitment	8
Achievements of the previous plan (DAIP 2009-2012)	9
Disability Access and Inclusion Plan 2014-2019 – Development	10
Responsibility for the planning process	10
Strategies to improve access and inclusion	10
Participation and consultation	10
Disability Access and Inclusion Plan 2014-2019 - Implementation	11
Responsibility for implementing the DAIP	11
Communicating the plan to staff and people with disability	11
Review and evaluation mechanisms	11
Disability Access and Inclusion Plan 2014-2019 - Reporting	12
Strategies to improve access and inclusion	12
<i>Disability Services Act 1993</i> Schedule 1 - Principles applicable to people with disabilities	15

Agency Overview

Heritage Council of Western Australia

The Heritage Council was established under the *Heritage of Western Australia Act 1990* as the State's advisory body on heritage matters.

The Council provides for and encourages the conservation of places with cultural heritage significance to Western Australia.

The State Heritage Office (SHO) supports the Council in carrying out its three main functions:

- to establish and maintain the State Register of Heritage Places
- to ensure that any development of heritage places is in harmony with cultural values and
- to promote awareness and knowledge of our cultural heritage.

The Council comprises nine persons with relevant skills and expertise appointed by the Minister for Heritage. This ensures that the Heritage Council is well equipped to deal with the identification, conservation and development of WA's significant heritage places.

The Council determines the organisation's strategy, policies and makes key decisions on places to be entered into the State Register of Heritage Places and proposals for development of registered places.

Functions fulfilled by the Council include to:

- advise the Minister for Heritage on heritage-related matters
- maintain the State Register of Heritage Places
- provide heritage advice on development proposals to referring parties and agencies
- provide or facilitate financial or technical assistance
- prevent the destruction, deterioration of or damage to heritage places
- undertake the recording, conservation and preservation of heritage places
- encourage public interest in and understanding of the cultural heritage of the state
- promote or provide education or training.

State Heritage Office

State Heritage Office (SHO) staff are employed by the Department of Local Government and Communities and support the Heritage Council in carrying out their functions.

SHO consists of seven branches:

Executive

This team has the primary role of servicing the requirements of the Heritage Council and the Minister for Heritage, as well as providing corporate leadership to the wider SHO.

Assessment and Registration

The role of the Assessment and Registration branch is to facilitate the accurate identification and assessment of places of cultural heritage significance to the State of Western Australia in accordance with the *Act*.

Development and Incentives

This team provides advice regarding applications for developments by owners of heritage places, as well as administering a range of incentive programs.

Strategic Policy and Projects

Strategic plans, research and policy development are managed in this branch.

Local Government Services

The Local Government Services team works closely with local governments around the State, helping them to manage heritage issues in their region.

Heritage Works

This branch has been established to work with State Government agencies on improving heritage property management practice and to support the establishment of a Revolving Fund.

Business Services

The Business Services team provides a wide range of services to SHO in the areas of corporate communications, heritage tourism, finance, administration, IT, legal, library and records management.

Our vision

Heritage is integral to the vibrant life and prosperity of Western Australia.

Our mission

Working with Western Australians to recognise, conserve, adapt and celebrate our State's unique cultural heritage.

Our corporate values

Professionalism: We are proficient, competent and reliable in all that we do. We value excellence and act with respect and integrity at all times.

Accountability: We practice fair and ethical decision-making. We explain things openly and take responsibility for our decisions and actions.

Ingenuity: We take the lead in developing new and innovative ways of working.

Collaboration: We work together and with our stakeholders to promote good heritage outcomes.

Helpfulness: We always seek to be helpful. We provide valued and timely service, respecting that our customers have individual needs.

Fun: We are serious about what we do, but aim to have fun on the journey. We support each other and celebrate our successes.

Our stakeholders

The agency's key stakeholders include:

- Western Australian community
- Minister for Heritage
- Heritage Council and Committees
- Local governments authorities
- Ministers and Government agencies
- Property owners and developers
- Heritage agencies and community groups
- Heritage trades and professions
- Educators
- Media

Further information

For more information view the Heritage Council of Western Australian and State Heritage Office Strategic Plan 2014-2018.

More detail regarding the Heritage Council and SHO is available on our website www.stateheritage.wa.gov.au.

People with disability

A disability is any continuing condition that restricts everyday activities. The *Disability Services Act (1993)* defines 'disability' as meaning a disability:

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

With the assistance of appropriate aids and services, the restrictions experienced by many people with a disability may be overcome.

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2009), four million people (18.5%) of Australians identify themselves as having some form of disability. In Western Australia, this figure is 17.4% of our total population.

The survey also found that approximately 12% of Australians are involved in caring for a person with a disability or an older person. In Western Australia, this figure is 11.5%.



Planning for better access

It is a requirement of the *Western Australian Disability Services Act 1993* 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 *WA Equal Opportunity Act 1984* and the *Commonwealth Disability Discrimination Act 1992* (DDA).

Our commitment

Our agency is committed to ensuring that people with disability, their families and carers are able to access the agency's services, facilities and information by providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

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 accesses and inclusion outcomes, defined in the Act as the minimum standard for DAIPs.

The seven access and inclusion outcome areas specified in the Act aim to provide a means of ensuring that people with disability:

1. have the same opportunities as other people to access the services of, and any events organised by, the agency;
2. have the same opportunities as other people to access the buildings and other facilities of the agency;
3. receive information from the agency in a format that will enable them to access the information as readily as other people are able to access it;
4. receive the same level and quality of service from the staff of the agency as other people receive from the staff of the agency;
5. have the same opportunities as other people to make complaints to the agency;
6. have the same opportunities as other people to participate in any public consultation by the agency;
7. have the same opportunities as other people to obtain and maintain employment with a public authority.

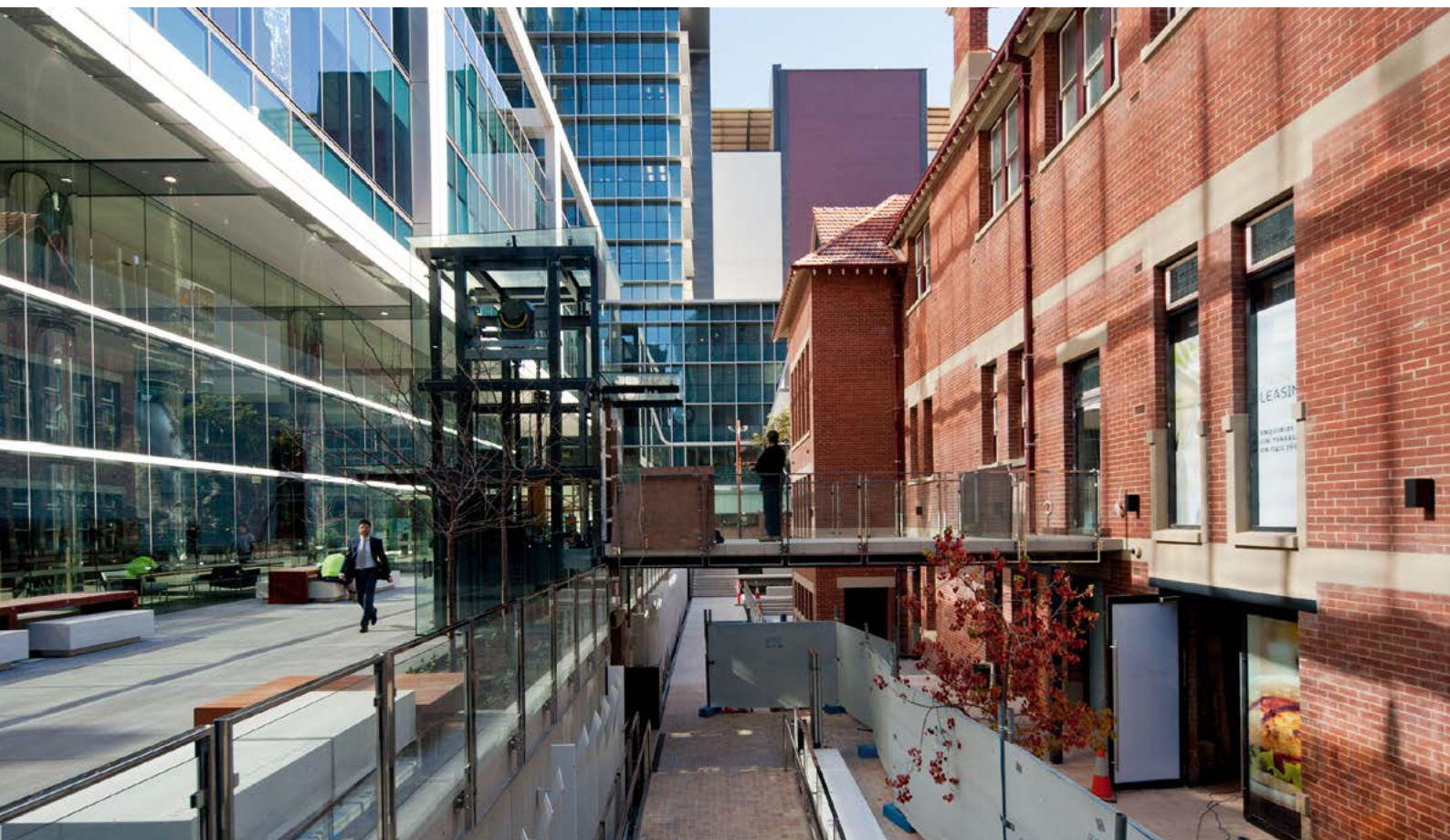
Achievements of the previous plan (DAIP 2009-2012)

The agency has previously worked to the Department of Local Government's (DLG's) Disability Access and Inclusion Plan 2007-2012, however in 2013 it was determined the agency, as the Heritage Council and State Heritage Office, should have its own DAIP.

Key initiatives which have been implemented under the previous DAIP include:

- working with Building Management (Resolve FM) to ensure access to our office, facilities and amenities meet legislative and access standards as a result of our relocation to the 140 William Street complex, Perth;
- representation on the Tenants group to address accessibility issues;
- redeveloped websites comply with W3C Web Content Accessibility Guidelines – AA level;
- the incorporation of the DAIP in the Induction and Orientation program;
- ensuring agency produced material is available in alternate formats on request;
- an initial review of our Complaints System and policy to determine its accessibility for people with disability.

Below: Exterior of Brookfield Place. Photo supplied by Brookfield



Disability Access and Inclusion Plan 2014-2019 – Development

Responsibility for the planning process

The Heritage Council oversees the development and planning of the DAIP. The State Heritage Office will implement the Plan.

Strategies to improve access and inclusion

The agency has initially identified a number of strategies within the outcome areas, where there is potential for improved access and inclusion.

These strategies are outlined on pages 12 to 14.

Participation and consultation

One of the integral requirements of the DAIP is community consultation. This consultation is to ensure that our plan is relevant and responsive to the needs of our customers.

The Disability Services Act Regulations set out the consultation requirements for public authorities in relation to DAIPs.

Between 4 April and 9 May 2014, members of the community, stakeholders and staff were asked to identify any problems they have in using the services, accessing information, making complaints, physically accessing agency facilities, and generally dealing with staff.

Invitation to comment was promoted through:

- an advertisement placed in the West Australian newspaper advising that the agency is developing a DAIP to address possible barriers to accessing agency functions, facilities and services;
- invitation for interested community members to provide input into the development of the plan via feedback form;
- publishing a notice on the State Heritage website and Intranet calling for feedback; and
- publishing an article on State Heritage e-newsletter calling for feedback.

Only two responses were received, with neither comment requesting changes to the draft DAIP.

Disability Access and Inclusion Plan 2014-2019 - Implementation

Responsibility for implementing the DAIP

It is a requirement of the *Western Australian Disability Services Act 1993* (the Act) that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of the agency. Some strategies/initiatives apply to all areas of the agency while others will apply to a specific area.

The Business Services Division coordinates the overall implementation of the plan.

Communicating the plan to staff and people with disability

This final version of the DAIP was reviewed and endorsed by the Heritage Council.

The endorsed DAIP will be submitted to the Disability Services Commission and made available on the State Heritage website. Due to the current freeze on government advertising, the notification of the final DAIP will be communicated through the Heritage Council e-newsletter instead of the Western Australian Newspaper.

Copies of the DAIP will be available in alternative formats upon request.

Review and evaluation mechanisms

The Act sets out the minimum review requirements for public authorities in relation to DAIPs. Our 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 that may arise. In instances where the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.



Disability Access and Inclusion Plan 2014-2019 - Reporting

The *Western Australian Disability Services Act 1993* sets out the minimum reporting requirements for public authorities in relation to DAIPs.

In line with these requirements, the agency will report annually (31 July each year), on the implementation of its DAIP using the prescribed pro-forma. The information provided will be used by the Disability Services Commission to aggregate information about DAIP progress into a report for the Minister for Disability Services.

The pro-forma will provide information about:

- progress towards the desired outcomes of the Agency's DAIP;
- progress of agents and contractors towards meeting the seven desired outcomes; and
- strategies used to inform agents and contractors of the DAIP.

The agency will also provide information about the progress made through the DAIP in its Annual Report.

Strategies to improve access and inclusion

The agency's strategies for each of the outcomes are listed below:

Outcome 1:

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

Strategy

Ensure that all events organised by the SHO are planned in accordance with the Disability Service Commission's 'Creating Accessible Events Checklist'.

Make available and promote the checklist to all staff to ensure events are accessible to people with disability.

Occupational Safety and Health procedures are in place to ensure the safety of employees and visitors with disability in the event of a fire, evacuation or other critical incident.

Outcome 2:

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

Strategy

Ensure fire wardens are trained in evacuation procedures for people with disability.

Ensure that SHO client contact areas are accessible to people with disability.

Ensure SHO staff are aware of our facilities and resources available to people (employees and visitors) with disability (e.g. toilets, building access, ramps, etc.)

Ensure any feedback about access from employees or visitors with disability is acted on in a timely and appropriate manner.

Ensure signage is clear, easy to understand and meets the needs of people with disability.

Outcome 3:

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

Strategy

Continue to work with DLGC's member of the WA Government Web Accessibility Reference Group.

Ensure all agency websites and on-line applications are compliant with the Website Governance Requirements as directed by central agencies.

Continue to ensure that the review and updates to the agency's website meets the needs of people with disability by complying with the WCAG Guidelines and incorporating new techniques as they become available.

Continue to actively engage and educate officers within the agency in regards to creating documents that are accessible to all members of the community.

Outcome 4:

People with disability receive the same level and quality of service from the staff of the agency as other people receive from the staff of the agency.

Strategy

Provide disability awareness information to new employees as part of the induction/orientation process.

Ensure that SHO staff participate in disability awareness training to make them aware of the needs of people with disability.

Ensure that all staff have the knowledge and skills to provide quality services for people with disability.

Outcome 5:

People with disability have the same opportunities as other people to make complaints to the agency.

Strategy

Ensure our existing complaints and feedback systems/mechanisms are accessible for people with disability, and that those systems are reviewed periodically.

Ensure our complaints management policies and procedures are made available in flexible and accessible formats.

Provide information and guidance to staff on the appropriate application in handling complaints from people with disability.

Outcome 6:

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

Strategy

Ensure that public consultations are held in an accessible manner and inclusive of people with disability.

Ensure information detailing the nature of the consultation is available in accessible formats for people with a disability.

Provide sufficient notice of meetings and an appropriate level of support to people with a disability who are directly involved in any consultation process.

Commit to ongoing monitoring of our DAIP to ensure implementation and satisfactory outcomes.

Outcome 7:

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

Strategy

Ensure that the job application process is accessible to all people.

Provide information and guidance to management and staff (including selection panels) on the appropriate approaches in communicating with people with disability.

Research and recommend strategies on alternative/flexible interview and assessment processes.

Ensure staff with disability get the support that they require in order to be successful in their job.

Disability Services Act 1993 Schedule 1 - Principles applicable to people with disabilities

1. People with disabilities have the inherent right to respect for their human worth and dignity.
2. People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
3. People with disabilities have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
4. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.
5. People with disabilities have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
6. People with disabilities have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.
7. People with disabilities have the same right as other members of society to pursue any grievance concerning services.
8. People with disabilities have the right to access the type of services and supports that they believe are most appropriate to meet their needs.
9. People with disabilities who reside in rural and regional areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disabilities who reside in the metropolitan area.
10. People with disabilities have a right to an environment free from neglect, abuse, intimidation and exploitation.



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