



Disability Access and Inclusion Plan



2023-2028



We acknowledge the Traditional Owners of the lands on which we operate and recognise their continuing connection to lands, waters and communities. Artwork: 'Boordakan' by Buffie Corunna.

Acknowledging our contributors

We appreciate the invaluable contribution from community groups and individuals in developing our Disability and Inclusion Plan (DAIP). Special thanks to the Department of Communities, Western Power employees and members of the WA community.

We acknowledge people with disability and believe in the social model of disability that highlights everyone has a responsibility to ensure that the environments, activities and programs they are developing are created accessibly and inclusively.

Access to this document

This document is available online and in alternative formats.

Online

Visit westernpower.com.au/accessibility.

Alternative formats

To obtain an alternative format of this document you can:

Phone:

13 10 87 – Please ask for the Senior Diversity and Inclusion Consultant

TTY:

1800 13 13 51

TIS:

13 14 50

Fax:

(08) 9225 2660

Post:

Senior Diversity and Inclusion Consultant, Western Power Customer Experience Centre, GPO Box L921 Perth WA 6842.

A trade show booth for Western Power. The main counter is dark wood-grain with a white illuminated top section. The top section features the Western Power logo (a stylized grid) and the text "westernpower" in a sans-serif font. In the background, there are white pillars, a large digital display showing colorful data, and a decorative planter with green plants in a white and orange box. A person is blurred in the foreground on the left, and another person is visible in the background on the right.

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Focus Ability



Foreword

I am delighted to present Western Power's Disability Access and Inclusion Plan (DAIP) 2023-2028.

The release of this DAIP builds on the initiatives and successes to date and represents a significant milestone on our journey in supporting accessibility and inclusion for all Western Australians.

At Western Power our people are our power. Our diverse workforce is made up of people from many different backgrounds and points of view, and we provide workplaces where their creativity, skill and ideas can thrive.

We are proud to be an inclusive, socially progressive business that celebrates the differences and talents that make our workforce stronger, smarter, kinder, and more creative.

We are committed to fostering diversity in all forms, including race, age, ethnicity, language, disability, religion and sexual orientation, plus diversity of thought and life experiences.

We are deliberate in creating workplaces where differences are welcomed, all perspectives are respectfully heard, and where every one of our people feels a sense of belonging.

Western Power launched its first DAIP in 2016 and we have made good progress.

As we adapt and evolve as a next generation energy supplier, so too will we adapt how we engage with our customers and employees in an inclusive way.

This plan outlines targeted initiatives for the seven DAIP outcome areas that collectively support people with disability to provide opportunities for meaningful employment and an accessible and inclusive work environment.

Progress highlights

- Creating the Employee Network Group, Focus Ability, which comprises employees with lived experience of disability and their allies. Focus Ability advocates and provides feedback on new initiatives designed to improve access and inclusion at Western Power.
- Partnership with National Disability Services (NDS) WA to create a training module for formal leaders, specifically building Disability Recruitment Confidence.
- Annual participation in Work Ability Week, providing work experience for prospective job seekers living with disability. This has often led to secure employment with Western Power in many parts of the business.
- Refurbishing and/or designing new facilities for employees and/or customers, meeting the accessibility recommendations in current Australian building standards, while modifying legacy facilities to ensure access and inclusion is at the forefront of project considerations.

Finally, we have placed emphasis on how we will increase our employee representation of people with disability, through continuous improvement on how we attract, develop and retain the best talent, while nurturing a safe, inclusive and thriving workplace.

We welcome your feedback on Western Power's Disability Access and Inclusion Plan 2023-2028 and look forward to continuing our DAIP journey together.

Sam Barbaro
Chief Executive Officer



Who we are

Delivering an essential service to the WA community

We're responsible for building, maintaining and operating an electricity network that connects 2.3 million customers to traditional and renewable energy sources. Our network spans 255,064 square kilometres from Kalbarri in the north, to Kalgoorlie in the east and south to Albany.

Our work is at the forefront of the energy sector. We're leveraging new technologies, which involves integrating microgrid and battery storage solutions. And we're also planning for the future, with a grid that'll lead the way to a cleaner, brighter and more resilient energy supply for the next generation.

For more than 70 years, we've been providing West Australians with safe, reliable and efficient energy. Our vast network and the people behind it, seamlessly connect our homes, businesses, and essential community infrastructure to an increasingly renewable energy mix, supercharging our vibrant WA lifestyle.

We're a Western Australian Government owned corporation.



Access and Inclusion Policy Statement

The Disability Services Act 1993 requires all WA public authorities to develop and implement a disability access and inclusion plan (DAIP). This plan outlines how we'll continuously improve equal accessibility of our facilities, services and information for people with disability.

We also recognise our commitment to the Public Sector Commission's people with disability action plan, as part of their Workforce Diversification and Inclusion Strategy 2020-2025. Other legislation supporting access and inclusion includes the *WA Equal Opportunity Act 1984* and the Commonwealth *Disability Discrimination Act 1992* (DDA).

We're committed to:

- ensuring people with disability, their families and carers can fully access our range of services and facilities
- ensuring people with disability are given the opportunity to participate in shaping the development of their community through consultative processes with us
- consulting with people with disability, their families and carers and, where required, disability organisations, to ensure barriers to access and inclusion are addressed appropriately
- ensuring agents and contractors work towards the desired access and inclusion outcomes in the DAIP
- achieving the seven desired outcomes in our DAIP.

Access to employment, information and services is essential for every member of our community. Building disability confidence and enhancing awareness of the barriers people with disability encounter, is the most important factor in creating accessible and inclusive services.

Consultation during DAIP development

Consultation with people with disability (internally and externally) is a critical part of establishing whether our information and services are inclusive and easy to access.

The inaugural DAIP (2016-2020) was originally advertised and promoted via:

- The West Australian newspaper
- Our website – westernpower.com.au
- The employee intranet
- Our social media channels including Twitter, Facebook and LinkedIn.

This will continue in the 2023-2028 DAIP.

We also sought advice and written responses from external stakeholders such as the Department of Communities and National Disability Services.

Consultation began with an internal review and feedback process, capturing advice and recommendations from the following key stakeholders:

External

Department of Communities – refreshing the existing DAIP (2016-2020) in line with leading practice and addressing the new employment outcome (7).

GTE and Agency feedback – peer to peer review of DAIP content and recommendations.

Public Sector Commission – workforce diversification and inclusion strategy 2020-2025: Disability action plan.

Customers and community – comments were invited during drafting via a public process to ensure that the plan is shaped and informed by lived experience of people with disability.

Internal

Consultation with previous DAIP contributors, including employee networks and business teams.



Disability: facts and stats

1.9 million

of all people with disability are aged 65 or over, representing almost half (44.5%) of all people with disability. This reflects both an ageing population and increasing life expectancy of Australians.

15%

of the world's population experience some form of disability, according to the World Bank.

4.4 million

Australians have a disability.

2.1 million

Australians of working age (15-64 years) have disability.

35.9%

of Australia's 8.9 million households include a person with disability.¹

People with disability are more likely to experience lower levels of education and employment, poorer health outcomes and higher poverty rates.

¹ **Disability statistics** – Australian Network on Disability (and.org.au/resources/disability-statistics).



Our new South Metro Depot, opened in 2023, incorporates accessibility and inclusive design throughout the site, following consultation with our disability services partners – see Outcome 1 on page 19.

DAIP outcomes 2023-2028



Reporting on the DAIP

The *Disability Services Act* sets out the minimum reporting requirements for public authorities.

We'll report on the implementation of our DAIP to the Department of Communities by July each year outlining:

- our progress on the outcomes
- the progress of our agents and contractors in meeting the desired outcomes
- the strategies used to inform our agents and contractors of the DAIP.

Our consultation process will inform the implementation plan and commitment required to be a more inclusive service provider and employer.



DAIP outcomes 2023–2028

The outcomes and actions in the Disability Access and Inclusion Plan 2023–2028 are incorporated into strategic business planning and budgeting.

As a result of the review and consultation process, we'll adopt the strategies below to help improve the accessibility of information, facilities and services.

Outcome 1 – people of all abilities have the same opportunity to access the services of, and any events we organise.

Outcome 2 – people of all abilities have the same opportunity to access our buildings and facilities.

Outcome 3 – people of all abilities have the same opportunity to receive information from us in a format that enables them to easily access the information.

Outcome 4 – people of all abilities receive the same level and quality of service.

Outcome 5 – people of all abilities have the same opportunity to make complaints to us.

Outcome 6 – people of all abilities have the same opportunity to participate in any public consultation we carry out.

Outcome 7 – reducing barriers to people with disability obtaining and maintaining employment.



Outcome 1

People of all abilities have the same opportunity to access the services of and any events we organise.

Strategies

1. Ensure people with disability have the opportunity to provide feedback on access to services and information.
2. Ensure events and community forums are accessible to people with disability, with consideration for customers and employees who have specific needs, in order to participate fully.
3. Ensure employees and contractors are aware of and comply with, their DAIP contract requirements through annual awareness campaigns including employee and contractor on-boarding and/or training.
4. Monitor the DAIP on a quarterly basis via a working committee, to ensure it supports equitable access to services for people with disability and tracks progress for the annual report.
5. Commitment to United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). As a signatory, Australia has a commitment to enable persons with disability to live independently and participate full in all aspects of life on an equal basis with others. This includes access to the physical environment, transportation, information, communications and facilities and services open to the public.
6. Implementing an accessibility check list for community events, to ensure accessibility and inclusion for all community members at our events.



Outcome 2

People of all abilities have the same opportunity to access our buildings and facilities.

Strategies

1. Ensure buildings and facilities being upgraded and refurbished meet all current codes and legislative requirements. This includes being accessible to and meeting the needs of, people with disability, for example, reception areas, signage, parking and inclusive engagement of all visitors.
2. Ensure our premises are compliant with codes and standards at time of lease.
3. Ensure human resources and facilities management systems are timely and efficient in responding to the needs of new and/or existing employees with a disability.
4. Continue to monitor and perform reviews on new and upgraded buildings and facilities, to ensure they are accessible and inclusive to employees and customers with disability.

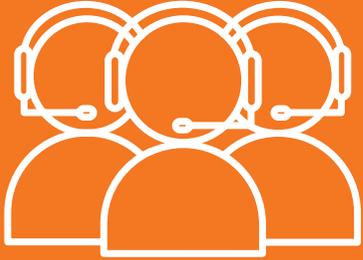


Outcome 3

People of all abilities have the same opportunity to receive information from us in a format that enables them to easily access the information.

Strategies

1. Ensure all new website content meets minimum Web Content Accessibility Guidelines (WCAG) 2.0 Level A accessibility standards and to build on existing standard AA at WCAG Level 2.1.
2. Inform and educate employees on accessible information needs and how to obtain information in other formats if requested. Current processes include user acceptance testing of new products and services to assess potential barriers for audiences.
3. Ensure publications regarding services and customer feedback are accessible and inclusive. This includes using clear and concise language as per our latest style and writing guide.
4. Promote and build awareness for customers about the available resources, to access information through free services like Translating and Interpreter Service (TIS National) and National Relay Service (NRS).
5. Leverage existing technologies to facilitate introducing new communication channels and ways to provide information to customers.



Outcome 4

People of all abilities receive the same level and quality of service from our employees.

Strategies

1. Develop employee awareness of access and inclusion principles through education programs, to ensure employees continue to provide quality customer service to people with disability.
2. Improve the accessibility of application forms to ensure people with disability can access and complete them easily.
3. Internal/external training providers and consultants will have contract engagement requirements that adhere to the principles of the *Disability Services Act 1993* and the *Equal Opportunity Act 1984* regarding workplace adjustments.

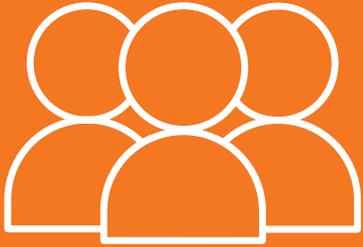


Outcome 5

People of all abilities have the same opportunity to make complaints to us.

Strategies

1. Ensure our complaints management system and processes are accessible for customers with disability and that those systems are reviewed annually.
2. Ensure customer experience teams have access to contact centre training modules, that build understanding and sensitivity to customers with disability when facilitating feedback and received complaints.
3. Through a continuous improvement process, ensure complaints and feedback regarding access and inclusion matters are identified and addressed.



Outcome 6

People of all abilities have the same opportunity to participate in any public consultation we carry out.

Strategies

1. Ensure all community and stakeholder engagement sessions comply with the access and inclusion guidelines.
2. Provide sufficient notice of meetings with the appropriate level of support to customers with disability who are directly involved in any consultation process.
3. Ensure information regarding public consultation is available in alternative formats for customers with disability upon request and in a timely manner.



Outcome 7

Reducing barriers to people with disability obtaining and maintaining employment.

Strategies

1. Our People Strategy and plans include initiatives to improve the attraction, selection, retention and development of people with disability.
2. Explore opportunities to partner with external organisations to further participation in the workforce for people with disability.
3. Provide appropriate resources and support to formal leaders, employees and hiring selection panels on how to implement inclusive recruitment processes, to support people with disability.
4. Continue to improve our recruitment policies, procedures, templates and language formats, ensuring they are accessible to and inclusive of people with disability and are promptly made available in alternative formats upon request.
5. Provide ongoing support to employees with disability, with access to learning and development programs to enhance career development opportunities.
6. Make reasonable workplace adjustments to enable people with disability to work effectively.
7. Advertising and recruitment practices are in accordance with the *Equal Opportunity Act 1984*.
8. Leverage the potential of Western Power's purchasing arrangements and supply chains to improve the employment prospects of people with disabilities.

Reviewing and monitoring

We'll review our DAIP at least once every five years. If the DAIP is amended, a copy of the amended plan will be lodged with the Department of Communities after appropriate consultation.

Our DAIP Committee maintains a detailed report on the implementation of the plan each year. The DAIP coordinator updates the Head of Human Resources regularly on any progress, to meet our annual reporting obligations.

Evaluation

The 2023–2028 plan will be evaluated in the following ways:

- the Head of Human Resources will review and recommend any adjustments required prior to the annual progress report
- the Executive Manager, People will endorse any progress reports on the DAIP annually
- a notice about the next consultation process will be placed in The West Australian newspaper, posted on our website and distributed to key disability organisations and social media channels
- in asking for feedback, we'll seek to identify and address any additional barriers not previously outlined
- we'll encourage employees to provide feedback and make suggestions for improvement.



Scooting to help save lives

Western Power has teamed up with Scooter Safety Australia to launch a new campaign to help reduce the number of scooter-related injuries and deaths. The campaign includes a range of educational materials, including brochures, posters and videos, which will be distributed to schools and community groups across Western Australia.



SUPERKIDS SUPERHEROES



betweens the lines



westernpower

WorkAbility case study

'It takes a village'

As part of the commitment to our DAIP (Disability Access and Inclusion Plan), Western Power has created several work experience and employment opportunities for people with disability, across multiple business functions, over the past three years.

One of the work experience opportunities is participation in the annual WorkAbility Day (now Week) which is designed to bring employers and job seekers together, creating opportunities to experience the power of accessible, inclusive and meaningful work.

Why should we take part in WorkAbility?

As an employer, we get to welcome enthusiastic job seekers to our business, providing mutually beneficial experiences to both job seeker and Western Power. Australian studies have shown that people with disability:

- are equally productive
- have nearly 40 per cent fewer absentee days
- have six times fewer WH&S incidents
- stay with companies for longer
- offer valuable insight into the lives of the 1 in 5 people in our community living with an illness, injury, or disability.

Case study: Introduction

Since 2019, Western Power has hosted approximately 50 job seekers during the annual WorkAbility Day in partnership with Disability Employment Services (DES) provider Forrest Personnel.

This case study outlines the experience of one such job seeker and their journey from a WorkAbility Day experience in one of our teams in 2020, to securing stable and continuous employment with us. For confidentiality and psychological safety reasons, the participant will remain anonymous and be referred to as 'Jack'.

Safety and Success

To initially set Jack up for success, specific tasks were identified by Jack's team leader, which aligned with Jack's observable capability, to ensure sufficient proactive support and guidance was available.

Prior to the WorkAbility Day, Jack was invited into Western Power to orientate himself to the building, his work location and the team he would be working with.

During WorkAbility Day, it became apparent that Jack was not only managing assigned tasks with ease and efficiency, but he also demonstrated increased confidence engaging with the assigned team members. By working closely with Forrest Personnel, we increased our understanding of Jack's specific disability, how to provide a safe team environment for him and what external support was available to Western Power as host employer.

On the back of this initial WorkAbility Day, Western Power partnered again with Forrest Personnel to secure a 12-week (unpaid) disability internship for Jack, seeing him return to his team. New tasks included detailed and complex handling of critical sources of data to collect, collate and report on.

This ensured not only continuity of the work Jack had already experienced, but also provided continuity of team engagement in which he seemed to thrive in.

Over the 12-week assignment, scheduled one-on-one support was put in place as well as continual advocacy by the Focus Ability Co-Chair. These were key elements in ensuring a safe work environment for Jack and retaining him at Western Power.



New opportunities

The Team Leader approached our Executive team, to explore the possibility of employing Jack on a fixed-term contract. Our Senior leadership team are very supportive of positive outcomes for people with disability at Western Power, and the request was approved with a fixed-term employment contract put in place.

This was the first secure and paid employment Jack had experienced.

Since 2020, Jack has extended his contract with Western Power five times, experiencing different types of work with four different business functions and teams ranging from:

- Business & Customer Services: Property and Fleet – Facilities Management
- Growth: Change and Innovation
- Asset Operations: Customer Connections
- Information and Communications Technology: BIDA – Data Operations.

In November 2022, Jack secured his first permanent, full-time position at Western Power.

This is testament to the advocacy and support from the many people involved in Jack's successful employment journey.

Insights and learnings

Based on individual lived experience, anecdotal evidence and feedback from team leaders, there are several fundamental aspects to recruiting and retaining existing and prospective employees with disability, to ensure a safe and supportive work environment at Western Power:

- personal advocacy at an individual level
- clear understanding of an individual's disability and support needs
- structured activities and tasks per contract or assigned role
- leading with compassion, inclusive behaviour and team allyship
- early engagement with available support services and provisions
- frequent wellbeing and/or adjustment check-ins.

Opportunities to improve

- secure HR support immediately and request continual support throughout the employment lifecycle
- ensure all formal leaders are upskilled in disability confidence/competence training
- ensure HR business partners and/or recruitment specialists are upskilled in disability confidence/competence
- create safe inter/intra-personal channels for employees to connect with (e.g., Employee Network Groups)
- connect any new starter with disability with the Focus Ability network where consent is given
- notify Head of Human Resources of any new starter with disability (temporary/permanent)
- ensure all considerations/adjustments are known and captured in the (confidential) employee profile.



DAIP achievements 2016-2020

Progress to date

Our commitment to providing accessible and inclusive services to the community was first formalised in our inaugural DAIP in 2016. Since 2016, we have implemented initiatives to ensure equal access and inclusion for people with disability. These include the following actions against our first DAIP outcomes.



Outcome 1

People of all abilities have the same opportunity to access the services of and any events we organise.

- Revising the look of our corporate materials to better meet the needs of people with disability, including writing and style guides.
- Offline copies of information and forms are made available upon request to our customers.
- As part of our Community Investment Strategy, Western Power attends several regional shows each year to give regional customers an opportunity for face-to-face engagement and for Western Power to have a presence at these important dates in the regional WA calendar. At Western Power disability access is at the forefront of our planning and we remain vigilant to ensure all forums are held at accessible venues with ACROD parking.

Outcome 2

People of all abilities have the same opportunity to access our buildings and facilities.

- Any refurbishments or design of new facilities will meet current Australian accessibility building standards. A recent example is increasing the timing for lift doors closing, to ensure a safe transit for people with disability and/or mobility challenges.
- Western Power's Property and Fleet function has a specialised team that review, assess and develop improvements and innovations to existing and new asset construction. Inclusive design is embedded in the project lifecycle, which ensures accessibility and inclusion are primary factors in the design and build. These adjustments and considerations have been implemented at new depots in Vasse and Pinjarra, as well as the construction of the Albany and South Metro depots.
- As part of the disability confidence training workshops for Team Leaders, employees were made aware of how to request modifications to work area/equipment to suit individual needs and to ensure new employees are offered a Personal Emergency Evacuation Plan (PEEP) while at Western Power.

Outcome 3

People of all abilities have the same opportunity to receive information from us in a format that enables them to easily access the information.

- Customers can request to receive their quotes and invoices in large print or alternate formats, such as plain text files or audio on request.
- Information is available in a variety of formats including electronic, fax or hard copy, large print, or audio, which can be provided in other languages.
- Our website meets minimum Web Content Accessibility Guidelines (WCAG) 2.1 Level AA accessibility standards where possible across the site. We continuously review and make improvements to the site to maintain this level and strive to achieve AAA accessibility standards where possible.
- We have established a project team to build foundational elements and governance that can be leveraged by Western Power's development teams. These teams help deliver scalable and just-in-time digital customer solutions to market.
- Tone of voice workshops are being continuously delivered to employees. One of the workshop goals is to educate employees on how best to create content that is accessible and inclusive.

Outcome 4

People of all abilities receive the same level and quality of service from our employees.

- Hosting cross-function events and forums to encourage a better understanding of how to improve accessibility and inclusion of people with disability within teams.
- In collaboration with our digital team, we curate next generation products and services that further the customer and employee experience regarding access and inclusion.

Outcome 5

People of all abilities have the same opportunity to make complaints to us.

- Streamlining customer feedback processes to capture contribution to our DAIP and suggestions for improving accessibility and inclusion.
- Adhering to WCAG 2.0 AA compliancy forms part of the ongoing management and continuous improvement of our website and online portals, which enhances the ability of our customers to connect to business areas for support and feedback.
- We continue to offer a number of flexible options to customers wishing to lodge a complaint. These include telephone, web form, letter and in-person, if required. Customers with hearing or speech difficulties can call the National Relay Service on 1800 13 13 51. Customers requiring language assistance, can call the Translating and Interpreter Service (TIS National) on 13 14 50.

Western Power has an account with the Translating and Interpreter Service (TIS national) which is used by call centre agents when deemed necessary or requested by a customer requiring language assistance.

Outcome 6

People of all abilities have the same opportunity to participate in any public consultation we carry out.

- Establishing our Employee Network Group, Focus Ability, enhances the introduced principle of advocacy, celebration and education (A.C.E.) in particular, recognising the challenges and barriers experienced at work and in the community.
- Consulting and collaborating with Focus Ability, to capture their lived experience within the workplace, ensuring we remain flexible and adaptable.
- We use multiple community engagement techniques to ensure people with disability have the same opportunity to participate in public consultation for major capital projects, planned works and emergency response.
- Regular consultation and feedback opportunities are encouraged when commemorating milestones for projects and programs of work.

Outcome 7

People of all abilities have the same opportunity to obtain and maintain employment with us.

- Review of recruitment processes and practices to ensure equal access to employment opportunities.
- Reducing employment barriers for people with disability by engaging recruitment partners and sector agencies that specialise in these areas, such as Disability Employment Service providers (DES).
- Implementing an Equal Employment Opportunity/Diversity statement as a standard across all our employment advertisements and ensuring advertising and recruitment practices are in accordance with the *Equal Opportunity Act 1984*.
- Participating in the National Disability Services (NDS) pilot project, 'Building the Talent Pool' (BTTP), which is funded by Department of Communities.
- Access and inclusion through commercial contracts and partnerships with service providers that employ people with disability, for example, Intelife.
- Employee participation opportunities to fundraise for and work alongside disability charities and advocates (e.g., "Team Giving" initiative).



Resources

Definitions

Disability (under the Disability Services Act 1993) means a disability:

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

For more information on disability types and descriptions, visit nds.org.au/disability-types-and-descriptions

Accessibility ensures that, from beginning to end, environments, information, services and events can be accessed (reached, entered, and understood) by all individuals.

Inclusion ensures that, where possible, people can fully participate in every aspect.



Useful information

- **Inclusive Language – Disability Sensitivity Training** – youtu.be/Gv1aDEFIXq8
- **Sharing and Monitoring Disability Information** – youtu.be/Z1-0Mzli4_k
- **Recruiting People with Disability** – youtu.be/bvNCUeP5VV0
- **Inclusive Interviewing** – youtu.be/B8CJ6G2KFYM
- **WA Government Access Inclusion Plan** – wa.gov.au/government/publications/people-disability-action-plan-improve-wa-public-sector-employment-outcomes-2020-2025
- **Job Access Support** – jobaccess.gov.au/people-with-disability/available-support/1631
- **Australian Network on Disability** – and.org.au/resources/making-accessibility-a-core-principle
- **Disability Discrimination Act** – legislation.gov.au/Details/C2018C00125
- **Equal Opportunity Act 1984** – wa.gov.au/government/publications/equal-opportunity-commission-fact-sheet-impairment
- **EEO Act Section 66R** – search.jobs.wa.gov.au/files/vacancies/670817/21070018.pdf
- **National Disability Services (NDS)** – nds.org.au
- **Social Model of Disability** – youtu.be/24KE__OCKMw
- **Grouping and definitions of disability: Appendix – disability groups at Disability, Ageing and Carers, Australia: Summary of Findings methodology** – abs.gov.au/methodologies/disability-ageing-and-carers-australia-summary-findings/2018#appendix-conceptual-framework-disability
- **Access and Inclusion is Good for Business** – vimeo.com/161720984
- **Invalid Opinions** – youtu.be/5hg2X4A_kVk



The countdown is on
Cystic Fibrosis WA
Saturday 22 October
Get your tickets before it's too late
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E-10

C

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363 Wellington Street
Perth 6000
westernpower.com.au
General enquiries 13 10 87
Emergencies 13 13 51
TTY 1800 13 13 51
TIS 13 14 50