



Disability Access and Inclusion Plan 2016-2020

This Disability Access and Inclusion Plan is available from the Western Power website and is available in alternative formats upon request including hard copy in large and standard format, braille copies, in electronic format by email, and in audio format by compact disc.





Who we are

Western Power has had a rich history as an integral part of building Western Australia (WA). Since the introduction of electricity into the State in 1888, we have led through innovation and built one of the largest interconnected networks in Australia and one of the most isolated networks in the world.

We are committed to connecting our customers with a safe, reliable and affordable supply of electricity.

Customers' needs form the foundation of everything we do – in every business decision we make, the impact on our customers is the first consideration. We look to our customers to find ways to improve our business. This commitment to improvement and innovation ensures we continue to meet their expectations.

Our commitment to access and inclusion

Disability affects one third of the Western Australian population. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2012), 18.5 per cent of Australians, or one in five people, identify themselves as having some form of disability, while a further 12 per cent of the population are carers for people with disability.

Our network

The Western Australian State Government owns Western Power. We are a Government Trading Enterprise that builds, maintains and operates the electricity network in the South West of Western Australia, known as the SWIS (South West Interconnected System).

We are responsible for the safe and reliable delivery of electricity to more than two million homes and businesses, along with powering more than 250,000 streetlights.

Spanning over 255,064 square kilometres, our network stretches from Kalbarri in the north, to Kalgoorlie in the east and south to Albany. The SWIS is more than five times larger than Tasmania and approximately one and a half times the size of Victoria.

The actions in the Western Power Disability Access and Inclusion Plan 2016 – 2020 demonstrate our commitment to improving access and inclusion for people with disability and meeting the objectives of the Disability Services Act 1993.

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Access and inclusion policy statement

Western Power is committed to:

- ensuring that people with disability, their families and carers are able to fully access the range of Western Power information, facilities and services (both in-house and contracted), providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community
- ensuring that people with disability are given the opportunity to be involved in community consultation activities associated with the planning and development of new electrical infrastructure
- consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately
- ensuring that its staff, agents and contractors work towards the desired access and inclusion outcomes in the plan
- achieving the seven desired outcomes of its DAIP.

Our commitment to increasing workforce participation and retention of employees with disability is reflected in our Western Power Diversity and Inclusion Plan 2013 – 2018.

Review of access and inclusion

Disability affects one third of the Western Australian population. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2012), 18.5 per cent of Australians, or one in five people, identify themselves as having some form of disability, while a further 12 per cent of the population are carers for people with disability.

The Disability Services Act 1993 was amended in 2004 to require that all public authorities develop and implement a Disability Access and Inclusion Plan. These plans provide a structured framework for improving the accessibility of information, services and facilities within the community, reducing the impact of disability.

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

Review of progress so far

Western Power is committed to helping develop an accessible and inclusive community by providing information, services and public facilities that are easy for all community members to access. This commitment was formalised in our inaugural Disability Access and Inclusion Plan, developed and registered with the Disability Services Commission in 2007.

Over the past eight years, we have implemented a number of initiatives in the area of access and inclusion for people with a disability. Some of the improvements we have made through successful implementation of Western Power's DAIP 2010-2015 include:

- introducing a new mobile app, improving smart phone services and increasing accessibility on our website to optimise accessibility for all customers

- exploring new technologies that may improve accessibility for all customers in the future
- revising the look of our corporate brochures, letters and other literature to better meet the needs of people with disability
- regularly reviewing our corporate writing and style guides to ensure information is readily accessible to all customers
- implementing an accessibility checklist for community events to ensure accessibility and inclusion for all community members at Western Power events
- when designing new facilities, for both customers and staff, ensuring accessibility meets or exceeds current Australian building standards
- developing recruitment strategies to attract people who identify as having disability to suitable positions within the business
- encouraging contractors to maintain and comply with their own DAIP ensuring the same level of accessibility and inclusion across all Western Power services
- implementing an Equal Employment Opportunity / diversity statement as standard across all Western Power employment advertisements
- continuing to remove employment barriers for people with disability including engaging recruitment and resourcing agencies that specialise in these areas
- hosting cross-departmental events and forums to encourage a better understanding of how to improve accessibility and inclusion of people with disability within each team
- regular working committee meetings to discuss progress of the Western Power DAIP and to consider other ways to offer a better experience for our customers with a disability.

Consultation during DAIP development

Community consultation process

Consultation with internal / external stakeholders and the community is a key part of the development of Western Power's DAIP 2016 - 2020. The aim of the consultation was to establish whether Western Power's information and services were inclusive and easy to access, and if not, why not. The feedback received helped identify potential strategies to be incorporated into the plan.

The proposed DAIP was advertised and promoted:

- in The West Australian newspaper
- on the Western Power website
- through the Western Power intranet
- on Western Power's social media channels Twitter, Facebook and LinkedIn.

Consultation methods included:

- written responses sought directly from external stakeholders such as the Blind Citizens Australia (WA), WA Council of Social Services, Disability Services Commission's Local Area Network Coordinator and the Council on the Aging (WA).

Findings of the consultation

The findings have been incorporated into the final version of Western Power's DAIP 2016-2020.

DAIP outcomes

As a result of the DAIP committee review process, Western Power has proposed to adopt the following strategies for 2016-2020, to improve access to its services, facilities and information.

Outcome 1:

Customers with a disability have the same opportunities as other people to access the services of, and information from Western Power.

Strategies

1. Ensure that people with disability are provided with the opportunity to comment on access to services.
2. Ensure events and community forums, are accessible to people with disability, with consideration for customers who identify with specific needs.
3. Ensure employees and contractors are aware of, and comply with, their DAIP contract requirements through annual awareness campaigns and employee and contractor on-boarding training.
4. The DAIP will be monitored quarterly via a working committee to ensure it supports equitable access to services by people with disability.

Outcome 2:

Customers with disability have the same opportunities as other people to access the buildings and other facilities of Western Power.

Strategies

1. Through project scoping, ensure buildings and facilities being upgraded and refurbished to meet all current codes and legislative requirements, are accessible to, and meet the needs of people with disability including reception areas, signage and parking.
2. Ensure premises for Western Power use are compliant with codes and standards at time of lease.
3. Ensure internal human resources and facilities management systems, are timely and efficient in responding to the needs of new or existing staff that may have a disability.

Outcome 3:

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

Strategies

1. Ensure all new website and content meets minimum Web Content Accessibility Guidelines (WCAG) 2.0 Level A accessibility standards, with the aim of achieving AA.
2. Inform and educate staff on accessible information needs and how to obtain information in other formats if requested by the customer.
3. Ensure publications regarding products, services and customer feedback is available in an appropriate format including using clear and concise language according to the latest Western Power Style and Writing Guide.
4. Promote and build awareness for customers about the available resources to access information such as Telephone Interpreter Service (TIS) and National Relay Service are free of charge.

Outcome 4:

Customers with disability receive the same level and quality of service from the staff of Western Power as other people.

Strategies

1. Ensure that Western Power employees and contractors, as appropriate, are aware of disability and access issues when dealing with customers.
2. Increase skills and capability in providing customer service to people with a disability, to ensure they receive the same level of service as other people.
3. Leverage off existing technologies to facilitate the introduction of new channels and methods for providing information to customers.
4. Ensure that regular training is provided in relation to the National Relay Service, including participation in National Hearing Week.
5. Improve the accessibility of applications forms to ensure people with disability are able to complete them easily.

Outcome 5:

Customers with disability have the same opportunities as other customers to make complaints to Western Power.

Strategies

1. Ensure Western Power's complaints management system processes is accessible for customers with disability and that those systems are reviewed annually.
2. Ensure customer service employees are trained quarterly to facilitate the complaints received from customers with disability.

Outcome 6:

Customers with disability have the same opportunities as other customers to participate in any public consultation by Western Power.

Strategies

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

Outcome 7:

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

Strategies

1. Develop a disability employment strategy to improve the attraction, recruitment, retention and development of people with disability.
2. Provide appropriate support to formal leaders, staff and selection panels on how to accommodate people with disability.
3. Ensure Western Power's recruitment policies, procedures, templates and language format are accessible to people with disability.
4. Ensure all documents and information requests relating to employment at Western Power from people with disability are promptly made available in alternative formats upon request.
5. Ensure that employees with disability are provided with appropriate support to carry out their employment responsibilities, as specified in the position description.
6. Provide employees with disability access to training and career development opportunities.

Availability of the DAIP

The final version of the Western Power DAIP was advertised in the West Australian newspaper and is now available on the Western Power website or in alternate formats on request; by emailing daip@westernpower.com.au or calling 13 10 87.

If / when the plan is amended, both staff and the community will be advised of its availability using the same methods.

DAIP application

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

The DAIP 2016 - 2020 is available to all employees and contractors and communicated through the Western Power intranet and an internal event.

Western Power's Access and Inclusion Committee is accountable for implementation and annual review of the DAIP 2016 – 2020.

Each committee member was nominated by an area of the business directly related to one of the seven outcome areas of the DAIP and as such is responsible for implementation of the strategies linked to that particular outcome area.



Evaluation

The plan will be evaluated in the following ways:

- the Customer Service Manager will endorse any progress reports on the disability access and inclusion implementation annually
- a notice about the next consultation process will be placed in The West Australian newspaper, posted on Western Power's website, distributed to key disability organisations and social media channels
- in seeking feedback Western Power will also look to identify any additional barriers that were not previously identified
- Western Power staff will be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

Review

Western Power's DAIP will be reviewed at least once every five years. Whenever the plan is amended, a copy of the amended plan will be lodged with the Disability Services Commission after community consultation.

Review and monitoring

Western Power's Access and Inclusion Committee will maintain a detailed report on the implementation of the plan each year and will report to the DAIP Coordinator regularly on their progress.

The DAIP Coordinator will be responsible for monitoring overall progress and ensuring Western Power meets its annual DAIP reporting obligations. The review of Western Power's DAIP 2016 - 2020 will be included in the DAIP 2021-2025. This will be submitted to the Disability Services Commission in December 2020 after following consultation processes.

Reporting on the DAIP

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

Western Power will report on the implementation of its DAIP through its annual reporting requirements to the Disability Services Commission by 4 July each year, outlining:

- its progress towards the desired outcomes of its plan
- the progress of its agents and contractors towards meeting the desired outcomes
- the strategies it used to inform its agents and contractors of its DAIP.

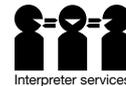
Contact us

Western Power welcomes your feedback. If you would like to comment on our Disability Access and Inclusion Plan or make a suggestion to improve access, please contact us by one of the following methods:

Phone 13 10 87

TTY 1800 13 13 51

TIS 13 14 50



Fax (08) 9225 2660

Email daip@westernpower.com.au

Mail to: Access and Inclusion Officer
Western Power Customer Service Centre
GPO Box L921
Perth WA 6842

Website: www.westernpower.com.au



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