



Government of **Western Australia**  
Department of **Mines, Industry Regulation and Safety**

# Disability Access and Inclusion Plan 2019–2023



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Front cover images: DMIRS staff actively promoting, educating & sharing information about access and inclusion.

Departmental information is available in alternative formats upon request, in electronic format, in hard copy format in both standard and large print, in audio format on cassette or compact disc, on request by email and on the department's websites.

## Acknowledgement

The Department of Mines, Industry Regulation and Safety (DMIRS) Diversity and Inclusion Corporate Executive Sub-Committee acknowledges the contribution by the DMIRS DAIP Committee and employees, and the individuals and groups whose contribution has been invaluable for the development of this plan.

We also thank the Disability Services Team at the Department of Communities for the guidance and support they have provided.

National Relay Service (NRS) for the hearing impaired: 13 36 77

Phone: 1300 136 237

Postal Address: Locked Bag 14, Cloisters Square WA 6850

## Metropolitan offices

Mineral House, 110 Plain Street, East Perth

Gordon Stephenson House, 140 William Street, Perth

1 Adelaide Terrace, East Perth

Mason Bird Building, 303 Sevenoaks Street, Cannington

## Regional offices

|                   |  |
|-------------------|--|
| <b>Albany</b>     | Unit 2, 129 Aberdeen Street, 6330                    |
| <b>Broome</b>     | Woody's Arcade Unit 6, 15 Dampier Terrace, 6725      |
| <b>Bunbury</b>    | Bunbury Tower Level 8 & 10, 61 Victoria Street, 6230 |
| <b>Collie</b>     | 66 Wittenoom Street, 6225                            |
| <b>Geraldton</b>  | PO Plaza 50-52 Durlacher Street, 6530                |
| <b>Kalgoorlie</b> | Cnr Hunter and Broadwood Street, 6430                |

|                       |   |
|-----------------------|---|
| <b>Karratha</b>       | The Quarter HQ Level 2, 20 Sharpe Ave, 6430 |
| <b>Leonora</b>        | 13 Rochester Street, 6438                   |
| <b>Marble Bar</b>     | 31 General Street, 6760                     |
| <b>Meekatharra</b>    | 80 Savage Street, 6642                      |
| <b>Mount Magnet</b>   | Cnr Richardson and Hepburn Street, 6638     |
| <b>Southern Cross</b> | 75 Canopus Street, 6426                     |

Email: [accessibility@dmirs.wa.gov.au](mailto:accessibility@dmirs.wa.gov.au) | Website: [www.dmirs.wa.gov.au](http://www.dmirs.wa.gov.au)

# Director General's Message



The Department of Mines, Industry Regulation and Safety is committed to ensuring our workplace and services are accessible and inclusive to all Western Australians.

To achieve this commitment, I am pleased to present DMIRS inaugural Disability Access and Inclusion Plan (DAIP), which outlines key strategies to progress and improve our organisational accessibility and inclusivity for people with disability.

This plan will guide the department's dedicated efforts to provide people with disability the same opportunities to access the department's information, facilities, events, employment and services.

This DAIP re-establishes this important work and builds on the efforts of the former departments of Mines and Petroleum and Commerce. The DAIP will continue to deliver key outcomes under the *Disability Services Act 1993* and regulations.

This is a dynamic document and I encourage you to provide the department with feedback to help improve the DAIP and incorporate it into our everyday business.

A handwritten signature in black ink, appearing to read 'DSM', located below the main text block.

**David Smith**

*Director General, Department of Mines, Industry Regulation and Safety*

## About the Department of Mines, Industry Regulation and Safety (DMIRS)

DMIRS works to support a safe, fair and responsible future for the Western Australian community, industry and resources sector. The department is structured into six groups.



## Stakeholders

DMIRS partners and consults with a broad range of individuals, service providers and organised groups including advocates, unions, business and consumers to deliver our work.

## DMIRS statement of commitment

DMIRS commits to:

- work with people with disability who visit, seek services, interact or are employed by DMIRS, to provide the same opportunities, rights and responsibilities enjoyed by all people in the community;
- guide agents and contractors delivering services on our behalf towards achieving access and inclusion outcomes;
- consult with people with disability, their families and carers and support organisations, to further remove barriers restricting access and inclusion;
- adhere to the *Disability Services Act 1993* (the Act) and the seven access and inclusion outcome areas, specified in Schedule 3 of the Act; and
- take all reasonable measures to ensure this plan is implemented by the department and its officers, employees, agents and contractors.



### Achievements since DMIRS' establishment

Since DMIRS was established on 1 July 2017, the department has focused on increasing staff awareness; developing our ability to attract, recruit and retain people with disability; creating partnerships with disability employment support services; and generating opportunities for inclusion and accessibility through our Strategic Accommodation Plan.

### Key achievements

#### Services and events - Outcome 1

- Formed the DMIRS DAIP Committee with members from each of the six groups, three staff with disability and two representatives from the Diversity and Inclusion Corporate Executive Sub-Committee
- Building access information was published online
- Completed a DMIRS manual and checklist for accessibility and inclusion at all DMIRS events

#### Buildings and facilities - Outcome 2

- Reviewed current physical accessibility features of all office buildings and facilities
- Completed accessible refurbishments of customer counters, emergency exits, entrance and access pathways and office layout of two regional offices: Kalgoorlie West and the Southern Cross
- Lift upgrades at Mineral House, East Perth included modifications to assist people with visual disability
- Personal Emergency Evacuation Plans were further developed in consultation with a fire services provider and staff with disability and their 'buddies' were trained on emergency evacuation procedures

#### Information - Outcome 3

- Continued towards compliance with the Web Content Accessibility Guidelines (WCAG 2.0) and alignment with the Government Chief Information Officer's Digital Services Policy
- Continued to promote and offer departmental information in alternative formats

#### Quality of service - Outcome 4

- Disability awareness and inclusion training was delivered for staff by a facilitator with disability
- Staff Casual Dress Days, raised donations for organisations supporting people with disability
- Continued building staff awareness through training and promotion events for International Day of People with Disability, World Autism Day, World Sight Day and National Week of Deaf People

#### Feedback and complaints - Outcome 5

- Established an email address for people with disability to provide specific feedback and complaints

#### Consultation - Outcome 6

- The DAIP Committee sought public consultation to include people with disability recognising the value of engaging people of varied backgrounds, skills, talents and perspectives
- The DAIP Committee met quarterly to discuss and monitor the effectiveness of previous DAIPs
- Worked to provide accessible venues for public consultation events and make information available in alternative formats if required, eg Australian Sign Language (Auslan) interpreters

#### Employment - Outcome 7

- Established the Diversity and Inclusion Taskforce to help build a diverse workforce and inclusive workplace
- Partnered with JobAccess to update attraction, recruitment and retention strategies
- Established the Reasonable Adjustment and Workplace Modification procedure
- Hosted two trainees via the Public Sector Commission's People with disability traineeship program

### Consultation and feedback

The DAIP is developed in consultation with DMIRS' customers, stakeholders, the community and staff.

#### Internal consultation

The draft DAIP 2019–2022 was released for staff consultation and feedback.

The final DAIP will be approved by the Director General and Corporate Executive and the Diversity and Inclusion Corporate Executive Sub-Committee.

#### External consultation

DMIRS actively sought feedback from customers, stakeholders, disability organisations, and the community in the following ways:

- the draft was published on the Intranet and promoted on the Internet;
- an advertisement inviting feedback from the public was placed in The West Australian newspaper;
- key disability service organisations and stakeholders were requested to provide feedback through targeted correspondence; and
- a range of feedback options were provided during consultation. Feedback could be provided over the telephone, in writing, by filling out a form or face-to-face.

### Actions to implement plan

DMIRS takes all practical measures to meet the seven outcomes by identifying barriers affecting people with disability and then working to reduce or eliminate the barriers.

#### Agents and contractors

Agents and contractors working on behalf of DMIRS will be guided to conduct business in step with the DAIP. Through the DMIRS contract management process, agents and contractors are required to make sure the outcomes relating to access and inclusion are undertaken in the course of the work.

#### Communicating and implementing DMIRS plan

This DAIP covers a four year period and provides the opportunity to respond to emerging access and inclusion barriers. In accordance with the regulations, if amendments to the DAIP are necessary, the changes will be communicated to the Department of Communities, DMIRS staff and the public will be advised via the DMIRS websites and by advertising in The West Australian.

An implementation guide, updated annually, will ensure the DAIP remains relevant, is measurable and meets the needs of the people with disability. The guide will contain specific activities to achieve each outcome and communication strategies to promote awareness.

#### Evaluation, reporting and review

Evaluation of each implementation activity enables DMIRS to monitor, adapt, manage and report on progress on the seven outcomes over the period of the plan.

Every six months, the Committee will report against the activities contained in the implementation guide, providing a mid-year and end of year update. This information will be used to report on the department's plan every six months to its Corporate Executive and annually in its annual report to Parliament.

The department reports annually to the Department of Communities outlining: progress towards the seven outcomes; challenges experienced; unimplemented, yet planned strategies; progress of agents and contractors towards meeting the outcomes; strategies used to inform agents and contractors of the plan.

| Outcome 1   |           |
|---|-----------|
| People with disability have the same opportunities as other people to access the services of, and any event by DMIRS  | Timeline* |
| The Disability Access and Inclusion Committee develops the strategies, and monitors the implementation of these seven outcomes to strengthen access and inclusion | Ongoing   |
| The intent of this DAIP are incorporated in the development and review of DMIRS plans, codes, policies, processes and procedures                                  | Ongoing   |
| Staff learning, induction and training strategies align with this DAIP  | Ongoing   |
| DMIRS organises events that are inclusive and accessible to people with disability and their carers   | Ongoing   |
| Opportunities are provided for people with disability to comment about access to DMIRS services   | Ongoing   |
| Awareness is raised of DMIRS contractors, service providers and agents about the requirements under the DAIP  | Ongoing   |

| Outcome 2  |             |
|--|-------------|
| People with disability have the same opportunities as other people to access the buildings and other facilities of DMIRS                 | Timeline*   |
| All DMIRS buildings, facilities and hired premises are physically accessible to people with disability                                   | Ongoing     |
| Staff with disability are provided with reasonable adjustments so they may perform, participate and advance professionally               | As required |
| Planning for future premises, renovations and upgrades consider accessible design for people with disability                             | Ongoing     |
| Critical incident and evacuation procedures are in place and regularly reviewed for the safety of employees and visitors with disability | Six monthly |

| Outcome 3  |           |
|--|-----------|
| People with disability receive information from DMIRS in a format that will enable them to access the information as readily as other people are able to access it | Timeline* |
| All DMIRS information is available, on request, in a format to assist a person with disability understand the information  | Ongoing   |
| DMIRS will meet the Web Content Accessibility Guidelines - WCAG 2.0 and continue to make improvement in the way information is delivered online                    | Ongoing   |
| Information about disability access and inclusion at DMIRS is accessible for staff and other internal stakeholders on the Intranet                                 | Ongoing   |
| DMIRS has clear, visible and accessible information complying with required standards for people with disability   | Ongoing   |

| Outcome 4   |             |
|---|-------------|
| 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 DMIRS   | Timeline*   |
| Staff learning, induction and training strategies align with DAIP   | Ongoing     |
| DMIRS considers the individual rights, participation, inclusion and the needs of the person with disability whether they are staff, stakeholders or customers   | Ongoing     |
| DMIRS recognises, acknowledges, and celebrates quality service achievements from staff towards people with disability to raise awareness and promote the objectives of the DAIP   | As required |
| Outcome 5   |             |
| People with disability have the same opportunities as other people to make complaints to DMIRS  | Timeline*   |
| Receipt of complaints from people with disability is handled with respect, utmost consideration to privacy, facilitated with due process and the complainant is contacted with an outcome   | Ongoing     |
| Complaints processes are promoted to engage and raise awareness of staff  | Annually    |
| DMIRS complaints policies and procedures, grievance mechanisms and forms are in formats that are easily accessible for people with disability   | Ongoing     |
| DMIRS monitors complaints about access and inclusion to adjust strategies for improved results  | Ongoing     |
| Outcome 6   |             |
| People with disability have the same opportunities as other people to participate in any public consultation by DMIRS   | Timeline*   |
| Promote DMIRS consultation processes to improve awareness of people with disability, carers, advocates and the community  | Ongoing     |
| During consultation a broad range of stakeholders are approached and their views sought on disability and access issues from the community and DMIRS stakeholders   | Ongoing     |
| DMIRS consultations are accessible and inclusive  | Ongoing     |
| Outcome 7   |             |
| People with disability have the same opportunities as other people to obtain and maintain employment with DMIRS   | Timeline*   |
| The Disability Access and Inclusion Plan Committee contributes to and supports the inclusive employment initiatives outlined in the DMIRS Diversity and Inclusion Plan 2019-2023 for improving employment outcomes for people with disability | Ongoing     |

\* Ongoing – matters are actioned throughout the term of this DMIRS DAIP

As required – actioned on a case by case basis

Annually and six monthly – processes are in place



### DMIRS employment targets for people with disability

People with disability currently represent 2.5 per cent of the department's workforce. DMIRS Diversity and Inclusion Plan 2019–2023 outlines a number of initiatives and measures to assist DMIRS to achieve equality and increased workforce participation. These initiatives are supported by the DMIRS DAIP Committee.

Table 1 provides DMIRS employment targets for people with disability.

**Table 1.**

| Diversity group                  | 1 July 2017 Actual | 30 June 2018 Actual | 30 June 2019 Target | 30 June 2020 Target | 30 June 2021 Target | 30 June 2022 Target |
|----------------------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| % people with disability         | 3.0%               | 2.5 %               | 2.6 %               | 2.8%                | 3.0%                | 3.1%                |
| Number of people with disability | 45                 | 37                  | 39                  | 41                  | 43                  | 45                  |
| Increase in headcount            | N/A                | N/A                 | 2                   | 2                   | 2                   | 2                   |



*Interested staff member engages with technology to access the information about DMIRS diversity, access and inclusion.*



*Thanks to generous staff fundraising, 'Chaitaly', a Guide Dogs WA - Pup Art auction dog, now works promoting diversity at DMIRS.*

## Your feedback on DMIRS accessibility and inclusion is important

Your feedback directly helps to improve DMIRS services and facilities for people living and working with a disability. Your views and observations are valued and can make a positive difference. We will listen to your views, and respect your observations using the strictest confidence.

We welcome your feedback any way you wish to provide it. You may call, email, write or visit the department. If you choose to visit, please request an appointment time with a Disability Access and Inclusion Plan Committee member.

### Have you experienced access barriers to DMIRS services that are not addressed in the DAIP?

☐ No ☐ Yes, describe access or inclusion barriers experienced

Describe the reason for the difficulty

### Is there any initiative you would like to compliment DMIRS on?

☐ No ☐ Yes, describe the initiative

Why do think it is a good initiative?

Do you have any other comments or suggestions to help DMIRS improve access to our services, events, employment, information, consultation or buildings for people with disabilities?

☐ No ☐ Yes, please make comments and offer suggestions

### Which category best describes you – you may select more than one

☐ I am a person with disability ☐ Customer ☐ Carer/Family  
☐ Disability Service Provider ☐ DMIRS Stakeholder ☐ DMIRS Staff  
☐ Contractor ☐ Other

If you agree with the statements below please tick the appropriate box and then complete your details so we may contact you.

☐ Yes, I would like DMIRS to respond to me about my feedback directly.  
☐ Yes, I would like to be on a mailing list for updates about DMIRS Disability Access and Inclusion.

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

**National Relay Service (NRS) for the hearing impaired:** 13 36 77

**Phone:** 1300 136 237

**Post:** Locked Bag 14 Cloisters Square WA 6850

Our city and regional addresses are available on the inside front cover of this plan.

**Email:** [accessibility@dmirs.wa.gov.au](mailto:accessibility@dmirs.wa.gov.au) | **Website:** [www.dmirs.wa.gov.au](http://www.dmirs.wa.gov.au)

This feedback form is available in alternative formats.

