

FOREST PRODUCTS COMMISSION

DISABILITY ACCESS AND INCLUSION PLAN

2007 – 2010

This plan is available upon request in electronic format, hard copy with small and/or large print, audio format, by email or website.

BACKGROUND

The Forest Products Commission (FPC) is the Western Australian trading enterprise responsible for the allocation and sale of forest products from State-owned and State-managed plantations and the State's native forests. The FPC was established by the *Forest Products Act 2000*.

The FPC reports to the Minister for Forestry through a seven member Commission.

The Mission of the FPC is to:

To contribute to Western Australia's economic and regional growth by:

- *developing the sustainable use of the State's native and plantation timber resources;*
- *promoting innovation and local value adding for these resources; and*
- *achieving appropriate returns to the State for the use of publicly owned and Forest Product Commission managed timber resources.*

The FPC's key objectives are to:

- Provide forest products to industry from publicly owned and managed plantations and native forests, consistent with management plans.
- Increase the areas of hardwood and softwood plantations to meet regional development opportunities and environmental objectives.
- Promote increased levels of economic return to Western Australia from the use of forest products via an increased level of value-added production and downstream manufacturing; contributing to the marketing of forest products; contributing to the research and development of new products and timber processing techniques; providing leadership; and promoting the environmentally sustainable sale and use of lower grade and residual material.

Functions, facilities and services (both in-house and contracted) provided by the Forest Products Commission

The FPC undertakes a range of functions and responsibilities which includes:

- Harvesting and selling logs and forest products from State owned native forests and plantations;
- Regenerating State owned native and plantations forests;
- Working in partnership with Western Australian farmers to manage the seeding, harvesting and marketing of tree crop farms on private land.
- Providing advisory and plantation management services to plantation investors;
- Identifying new sources of funding to encourage plantations in low to mid rainfall areas;
- Identifying new and better ways to grow and harvest forests, as well as maximising the value of all forest products;

- Providing strategic advice to Government regarding forestry in Western Australia;
- Working with industry to find high value uses for Western Australian timbers that create more jobs.

Planning for better access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6% of Australians or more than one in five people, identify themselves as having some form of disability.

It is a requirement of the *WA Disability Services Act* that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which each agency will ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the *WA Equal Opportunity Act* and the *Commonwealth Disability Discrimination Act 1992*.

Facilitation of the inclusion of people with disabilities

The FPC is committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services. The FPC's first DAIP addresses the statutory requirements under the *WA Disability Services Act (1993)* and the obligations under the *Commonwealth Disability Discrimination Act (1992)*.

Access and inclusion policy statement for people with disabilities, their families and carers

The FPC is committed to ensuring that people with disabilities, their families and carers are able to fully access the range of FPC services and facilities.

The FPC interprets an accessible and inclusive community as one in which all FPC functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The FPC is committed to consulting with people with disabilities, their families and carers and when required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

The FPC is committed to ensuring that its agents and contractors work towards the desired access and inclusion outcomes in the DAIP.

The FPC is committed to working in partnership with community groups and other public authorities to facilitate the inclusion of people with disabilities through improved access to its information, services and facilities.

The FPC is committed to achieving the six desired outcomes of its DAIP, these are:

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

Development of the Disability Access and Inclusion Plan

Responsibility for the planning process

The FPC's Human Resource Manager has overall responsibility for the development, implementation and review of the DAIP. The FPC intends to establish a Disability Access and Inclusion Planning Committee to oversee the implementation, review and evaluation of the plan.

Community Consultation

In 2007 the FPC undertook to draft its DAIP in consultation with key stakeholders to improve access and inclusion. This included the following:

- The community was informed of the draft DAIP via the FPC's website and the State Government's Citzenscape website. Feedback could be provided via written submission, email or phone by 4 July 2007.
- Key community stakeholders were advised of the draft plan and invited to provide input through written submission, email or phone by 4 July 2007.
- FPC staff were also advised through the FPC's intranet and invited to provide input through written submission, email or phone by 4 July 2007.

Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of all areas of the FPC. Some actions in the Implementation Plan will apply to all areas of the FPC while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.

Communicating the plan to staff and people with disabilities

- The Plan was finalised and formally endorsed by the Executive on 1 June 2007.
- Copies of the Plan were sent to key community stakeholders as deemed appropriate.
- Hard copies of the plan were sent to all FPC managers and to staff with responsibilities in the plan.
- The FPC advised, through its website that copies of the plan are available to the community upon request.
- As the plan is amended both staff and the community will be advised of the availability of updated plan via the FPC's external website and Intranet.

Review and evaluation mechanisms

The *Disability Services Act* sets out the minimum review requirements for public authorities in relation to DAIPs. The FPC's 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 which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Review and monitoring

Once convened, the Disability Access and Inclusion Planning Committee will meet every quarter in the first year, and as required thereafter, to review progress on the implementation of the strategies identified in the FPC's DAIP.

Evaluation

- The FPC's Executive will endorse any reports on the disability access and inclusion implementation process annually.
- FPC staff will be requested to provide feedback on a yearly basis on how well they believe the strategies are working and to make suggestions for improvement.
- The DAIP will be amended based on the feedback received and copies of the amended Implementation Plan will be available to the community in alternative formats.

Reporting on the Disability Access and Inclusion Plan

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

The FPC will report on the implementation of the DAIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 31 July each year, outlining:

- Its progress towards desired outcomes of its DAIP;
- The progress of its agents and contractors towards meeting the six desired outcomes; and
- The strategies it used to inform its agents and contractors of its DAIP.

Strategies to improve access and inclusion

The following overarching strategies will guide tasks, reflected in the Implementation Plan that the FPC will undertake from 2007 – 2010 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities.

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Forest Products Commission.

Strategy	Task Timeline
FPC staff are made aware of the DAIP and their responsibilities associated with the Plan.	August 2007
FPC events are organised so that they are accessible to people with disabilities.	December 2007
Ensure that FPC agents and contractors as appropriate are aware of the relevant requirements of the Disability Services Act.	December 2007

Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Forest Products Commission.

Strategy	Task Timeline
<p>Ensure all FPC premises are accessible to people with disabilities by progressively upgrading of existing premises</p> <p>Priorities are based on the following indicators:</p> <ul style="list-style-type: none"> • Visitor numbers • Costs • Ease of modification 	To commence by October 2007

Outcome Three: People with disabilities receive information from the Forest Products Commission in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Task Timeline
Improve community awareness that information produced by the FPC is available on request in electronic format, hard copy with small or large print, audio format, email or on the website.	December 2007
Improve staff awareness of accessible information needs and how to obtain information in other formats.	December 2007
Ensure that the FPC's website meets contemporary good practice.	Ongoing
All information presented by FPC is clear, visible and complies with required standards for people with disabilities.	December 2007
Facilitate the use of interpreters to improve the availability of FPC's services/information to people with hearing impairment.	December 2007

Outcome Four: People with disabilities receive the same level and quality of service from the staff of the Forest Products Commission as other people receive from the staff of the FPC.

Strategy	Task Timeline
Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.	Ongoing
Improve the awareness of new staff about disability and access issues.	Ongoing
Further generate and sustain staff awareness of disability and access issues.	Ongoing

Outcome Five: People with disabilities have the same opportunities as other people to make complaints to the Forest Products Commission.

Strategy	Task Timeline
Ensure that current complaints policy and procedure are accessible for people with disabilities.	December 2007
Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.	December 2007
All Grievance Officers, PID Officers and Peer Supporters have training in disability awareness.	December 2007

Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by the Forest Products Commission.

Strategy	Task Timeline
Improve community awareness about consultation processes in place within FPC.	June 2008
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	Ongoing
Seek a broad range of views on disability and access issues from the local community.	Ongoing Annually

Forest Products Commission

Disability Access and Inclusion Plan

IMPLEMENTATION PLAN

2007 - 2010

Implementation Plan

The Implementation Plan itemises what the FPC will be undertaking in 2007-2010 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented using a table to outline the:

- individual tasks being undertaken;
- timeline for completion of the individual tasks;
- officer position or part of the FPC with responsibility for completing the individual tasks; and the
- broad strategy that the individual tasks are supporting.

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Forest Products Commission.

Strategy	Task	Task Timeline	Responsibility
FPC staff are made aware of the DAIP and their responsibilities associated with the Plan.	<ul style="list-style-type: none"> • The Plan is placed on FPC's intranet. • Staff are advised about the Plan via Monday Mail, Daily News and Wood You Know. • All Managers receive a hard copy of the Plan. • Staff with responsibilities in the Plan are provided with a hard copy of the Plan. • New staff are made aware of the Plan via the induction program. 	August 2007	Manager Human Resources
FPC events are organised so that they are accessible to people with disabilities.	<ul style="list-style-type: none"> • Ensure all events are planned using the Accessible Events checklist. • Make the Accessible Events checklist available to staff on the FPC's intranet. • Develop standard wording for all information bulletins and event invitations to allow attendees to indicate the nature of any access requirements, and place on intranet. • Remind staff of checklist annually via broadcast email. 	December 2007	Manager, Corporate Communications
Ensure that FPC agents and contractors as appropriate are aware of the relevant requirements of the Disability Services Act.	<ul style="list-style-type: none"> • Include the FPC's policy and procedures regarding the Disability Services Act in RFQ documentation. 	December 2007	Manager, Business Operations Branch

Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Forest Products Commission.

Strategy	Task	Task Timeline	Responsibility
<p>Ensure all FPC premises are accessible to people with disabilities by progressively upgrading of existing premises</p> <p>Priorities are based on the following indicators:</p> <ul style="list-style-type: none"> • Visitor numbers • Costs • Ease of modification 	<ul style="list-style-type: none"> • Engage a consultant to audit and identify access barriers to FPC premises, prioritise list of works. • Make submission to the Executive to commence work on rectifying identified barriers and allocate budget • Develop a policy on leasing of premises to ensure they are accessible to people with disabilities. 	To commence by October 2007	Executive Manager, Finance and Administration

Outcome Three: People with disabilities receive information from the Forest Products Commission in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Task	Task Timeline	Responsibility
Improve community awareness on FPC information being available in alternative formats upon request.	<ul style="list-style-type: none"> • All documents that can be provided in alternative formats carry a notation regarding availability. 	December 2007	Manager Corporate Communications
Improve staff awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> • Develop accessible information guidelines and make available on FPC's intranet. • Incorporate accessible information into disability awareness training. 	December 2007	Manager Corporate Communications
Ensure that the FPC's website meets contemporary good practice.	<ul style="list-style-type: none"> • Develop FPC's website according to the W3C guidelines as outlined in the State Government Access Guidelines. • Review and update annually. 	Ongoing	Manager Corporate Communications

Strategy	Task	Task Timeline	Responsibility
All information presented by FPC is clear, visible and complies with required standards for people with disabilities.	<ul style="list-style-type: none"> Advise FPC staff of the minimum requirements, and include in the FPC Style Guide. Adopt State Government Guidelines for Information, Services and Facilities, and incorporate into general practice. 	December 2007	Manager Corporate Communications
Facilitate the use of interpreters to improve the availability of FPC's services/information to people with hearing impairment.	<ul style="list-style-type: none"> Investigate the use of interpreters in FPC community based activities. 	December 2007	Manager Corporate Communications

Outcome Four: People with disabilities receive the same level and quality of service from the staff of the Forest Products Commission as other people receive from the staff of the FPC.

Strategy	Tasks	Task Timeline	Responsibility
Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.	<ul style="list-style-type: none"> Develop training in disability awareness and access issues for Managers. Provide training twice per year. Review and revise intranet documents associated with disability. 	Ongoing	Manager Human Resources
Improve the awareness of new staff about disability and access issues.	<ul style="list-style-type: none"> Include awareness of DAIP in FPC's induction program. 	Ongoing	Manager Human Resources
Further generate and sustain staff awareness of disability and access issues.	<ul style="list-style-type: none"> Provide regular information on access and inclusion in Wood You Know, and Intranet. 	Ongoing	Manager Corporate Communications

Outcome Five: People with disabilities have the same opportunities as other people to make complaints to the Forest Products Commission.

Strategy	Tasks	Task Timeline	Responsibility
Ensure that current complaints policy and procedure are accessible for people with disabilities.	<ul style="list-style-type: none"> Review and revise current mechanisms for complaint handling. Promote accessible complaints mechanisms to the community. 	December 2007	Governance Coordinator
Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.	<ul style="list-style-type: none"> Ensure all reception staff have disability awareness training. 	December 2007	Manager Human Resources
All Grievance Officers, PID Officers and Peer Supporters have training in disability awareness.	<ul style="list-style-type: none"> Disability awareness training to be included in annual meetings. 	December 2007	Manager Human Resources

Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by the Forest Products Commission.

Strategy	Tasks	Task Timeline	Responsibility
Improve community awareness about consultation processes in place within FPC.	<ul style="list-style-type: none"> Review FPC's community consultation processes in view of encouraging participation from people with disabilities. 	June 2008	Manager Corporate Communications
	<ul style="list-style-type: none"> Provide staff involved in community consultation with disability awareness training. 	December 2008	Manager Human Resources
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	<ul style="list-style-type: none"> Manager Human Resources to regularly monitor the progress of the plan and be involved in all reviews of the plan. Place updated plan on the intranet. Advise staff of update via broadcast email. 	Ongoing	Manager Human Resources
Seek a broad range of views on disability and access issues from the local community.	<ul style="list-style-type: none"> FPC to actively pursue the views of people with disabilities on a wide range of issues. Invite local community representatives from disability groups to review the FPC's DAIP. 	Ongoing	Manager Corporate Communications
		Annually	