



2014 – 2016

Disability Action Plan

October 2014

Foreword

Disability affects 4.7 per cent of the total Barwon South West region population. More than half of the people in our region needing disability-related assistance are aged 65 years and over. In order to carry out day to day activities we need to ensure our information, services and facilities are inclusive and accessible for all throughout our region. The Barwon Water 2014-2016 Disability Action Plan outlines how the organisation will achieve this.

Barwon Water is committed to working with our employees and customers to raise awareness of access and inclusion issues, to strengthen customer and employee relationships and meet the needs of our community.

Joe Adamski
Managing Director

About Barwon Water

Barwon Water (Barwon Region Water Corporation) is Victoria's largest regional urban water corporation. We provide world class water, recycled water and sewerage services.

Our service area is approximately 8,100 square kilometres and stretches from Little River and the Bellarine Peninsula in the east, to Colac in the west, and from Meredith and Cressy in the north, to Apollo Bay on Victoria's south-west coast.

Barwon Water's head office is in Geelong, Victoria and we have customer service offices in Geelong, Colac, and Lorne.

About Disability

The Disability Discrimination Act (1992) defines 'disability' as any condition that restricts a person's mental, sensory, or mobility functions. It could be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible. The Barwon Water 2014-2016 Disability Action Plan seeks to eliminate disability discrimination in accordance with the Act.

Consultation and Champions

Each role responsible for the implementation of an action identified in this plan is referred to as a champion. Each action is referred to as a commitment.

The champions form Barwon Water's Disability Action Consultative Committee (DACC). The DACC commits to meet twice a year to monitor and report on the implementation of this plan and to consider relevant issues that may arise. This plan expires on the 30th of June 2016 and it will be the DACCs responsibility to create and implement a new Disability Action Plan for the future.

The four outcome areas of our disability action plan

1. Reducing barriers to persons with a disability accessing Barwon Water goods, services and facilities.

Commitment	Champion	Performance Measure	Timeline	Outcome Measure
1.1 Access for customers to Customer Service Centres is reviewed annually.	Manager Customer Support	Review undertaken by external provider of each of the four Customer Service Centres.	31/12/2015	Reviews completed and actioned upon recommendation according to a priority listing.
1.2 Awareness of specific requirements for events and tours.	Executive Manager Media and Communication	Booking form updated to include question - "any specific requirements?"	31/12/2015	Form updated to include appropriate question and communicated to business.
1.3 Customer correspondence and bills are in a readable format.	Manager Customer Support Executive Manager Media and Communications	Seek advice on readable formats and any proposed improvements.	31/12/2015	Review completed and recommended actions implemented.
1.4 Consideration of feedback about access issues and how barriers can be overcome.	Customer Liaison Co-ordinator Manager People and Capability	Feedback about issues with access to information or services will be reviewed and channelled to the appropriate department for resolution.	Ongoing	Feedback is reviewed and, where appropriate actions implemented.
1.5 Consider accessibility when reviewing existing products and services, and when designing new products, services and marketing.	Manager People and Capability Manager Customer Support	Relevant staff are aware of considerations.	30/06/2016	Review and include these considerations in new design processes.
1.6 Continue to promote resources and information to customer service staff to embed awareness of support available for customers with a disability.	Manager People and Capability Manager Customer Support	Continued implementation of tools and resources.	Ongoing	Staff are aware of and are prepared to use resources and information as required.

2. Reducing barriers to persons with a disability obtaining and maintaining employment with Barwon Water.

Commitment	Champion	Performance Measure	Timeline	Outcome Measure
2.1 Personal Emergency Evacuation Plans for building occupants and visitors who may have specific requirements and assistance in the event of an evacuation.	Manager Risk and Resilience	Introduction of Personal Emergency Evacuation Plans for staff and visitors.	31/12/2015	Any disabled staff and visitors in Barwon Water buildings have authorised plans.
2.2 Continue to review the recruitment process and practices to ensure inclusion of people with a disability.	Manager People and Capability	Continuous review of recruitment process as well as internal and external advertisements.	Ongoing	Barwon Water does not directly or indirectly discriminate against people with a disability.
2.3 Better collection and use of disabled employee workforce data.	Manager People and Capability	Adapt exit survey process to gain feedback from employees with a disability to improve Barwon Water as a safe and inclusive workplace.	30/12/2014	Feedback is reviewed and where appropriate actions implemented.

3. Promoting inclusion and participation in the community of persons with a disability.

Commitment	Champion	Performance Measure	Timeline	Outcome Measure
3.1 Opportunities to include a person with a disability on Barwon Water's customer consultative committee or other such groups are investigated.	Customer Liaison Co-ordinator	Investigate the potential for a community representative with a disability to join Barwon Water's Customer Consultative Committee as vacancies arise.	31/12/2015	Opportunities reviewed, and where possible actioned.
3.2 Research ways Barwon Water can contribute to remove barriers to inclusion and participation of people with a disability in the Barwon region.	Executive Manager Media and Communications General Manager Customers & People	Seek feedback from community representatives following interaction with Barwon Water, events or access to facilities.	30/06/2016	Feedback collection methods in place and resolutions to issues are considered.
3.3 Details are available to the community for amenities at Barwon Water sites that are open to the public.	General Manager Infrastructure Services	Update the current webpage that lists our sites open to the public, with details of community amenities.	31/12/2015	Information published on the Barwon Water's website.
3.4 Ensure all venues for public meetings held outside of Barwon Water are fully accessible to people with a disability.	Executive Manager Media and Communications	Review access with venue (Disabled parking, wheelchair access etc).	Ongoing	All people with a disability are able to attend public meetings.
3.5 Continue to investigate ways to produce Barwon Water public information in accessible formats.	Executive Manager Media and Communications	Maintain relationships with Scope Victoria. Seek advice on updates available.	Ongoing	Staff are aware of and are prepared to provide information in various formats as required.

4. Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

Commitment	Champion	Performance Measure	Timeline	Outcome Measure
4.1 Disability Action Consultative Committee meet regularly for the purpose of administration and management of the DAP.	Manager People and Capability	Disability Action Consultative Committee meets twice a year.	31/12/2014 30/06/2015 31/12/2015 30/06/2016	Disability Action Consultative Committee has minuted meetings and report on implementation of Disability Action Plan.
4.2 Key position(s) recognise and accept responsibility for the development; monitoring and reporting of Barwon Water's Disability Action Plan.	Manager People and Capability	Look for ways to positively influence the business to ensure potential barriers referenced in the Disability Discrimination Act (Vic) 2006 are identified and managed.	30/06/2015	Responsibility noted and discussed in annual Performance Plan and Review.
4.3 Reasonable adjustment policy/process is in place to create visibility for potential candidates and ensure a consistent approach.	HSW Co-ordinator	Review the reasonable adjustment process to ensure it addresses access issues and has resolution pathways.	30/06/2016	Process reviewed and published on Barwon Water's intranet.
4.4 Senior management commit to Barwon Water's Disability Action Plan.	Executive Leadership Team	Barwon Water's Disability Action Plan is endorsed by the Executive Leadership Team.	31/12/2014	Outcomes of Barwon Water's Disability Action Plan is reported on in Annual Report.
4.5 Increase employee awareness and understanding of Barwon Water's 2014-2016 Disability Action Plan and its relationship with our customers and people.	Manager People and Capability Executive Manager Media and Communications	Disability Action Plan is published on Barwon Water's intranet as well as public website to raise awareness to employees and the community.	Ongoing	Barwon Water employees demonstrate increased awareness of the Disability Action Plan and accessibility in general.

Further Information

As part of Barwon Water's commitment to promoting positive outcomes for people with disability, Barwon Water welcomes comments and feedback on this Disability Action Plan.

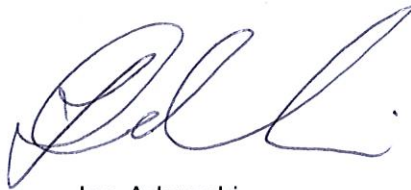
Comments and requests for information can be made to:

Barwon Water
People and Capability
Ph: 03 5226 2533
Email: info@barwonwater.vic.gov.au

Copies of this Disability Action Plan are available from our website www.barwonwater.vic.gov.au in both PDF and Rich Text format.

Endorsement

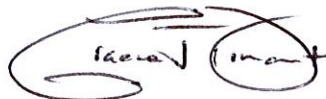
Barwon Water's Executive Leadership Team undertakes to support and resource this Disability Action Plan, to review it and to ensure it is effective as it can be.



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Melissa Stephens
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Customers & People



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