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Department of Biodiversity,  
Conservation and Attractions



Biodiversity and  
Conservation  
Science



BOTANIC GARDENS  
& PARKS AUTHORITY



PARKS AND  
WILDLIFE  
SERVICE



Perth Zoo  
SAVING WILDLIFE

ROTTNEST IS

# Disability Access and Inclusion Plan

2026-2030

DRAFT FOR CONSULTATION



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October 2025

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The recommended reference for this publication is:  
Department Biodiversity, Conservation and Attractions, 2025, *Disability Access and Inclusion Plan 2026-2030*, Department of Biodiversity, Conservation and Attractions, Perth.

This document is available in alternative formats on request.

## Acknowledgement of Country

The Department of Biodiversity, Conservation and Attractions respectfully acknowledges all Aboriginal people as the Traditional Owners of the land and waters it manages, and recognises their continuing connection to land, water and community.

## Alternative Formats

This plan is available in alternative formats on request. If you require an alternative format, please email [enquiries@dbca.wa.gov.au](mailto:enquiries@dbca.wa.gov.au)

## Language Assistance

Interpreting and translating services are available via the Translating and Interpreting Service (TIS). The service provides language interpreting in 160 languages. To use this service, please phone TIS on 13 14 50.

## The National Relay Service (NRS)

If you are deaf or have difficulty hearing or speaking on the phone, you can contact us through the National Relay Service:

- TTY or a computer with modem users, phone 13 36 77
- Speak and listen users, phone 1300 555 727
- SMS relay, phone 0423 677 767.

These services ensure that all members of the community can access our information and services.

## Feedback

The Department of Biodiversity, Conservation and Attractions welcomes feedback on this plan, or any other aspect of our services, from people with disability, their carers or organisations that represent people with disability.

### Feedback can be sent in writing to:

Workforce and Diversity Consultant  
Department of Biodiversity, Conservation and Attractions  
Locked Bag 104  
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Alternatively, you can provide feedback:

- Email: [diversityandplanning@dbca.wa.gov.au](mailto:diversityandplanning@dbca.wa.gov.au)
- Telephone: 08 9219 9825 (Monday to Friday)
- National Relay Service: 13 36 77

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## Introduction

The purpose of this Disability Access and Inclusion Plan (DAIP) is to ensure that people with disability have equitable and accessible opportunities to engage with the information, services, facilities, and workplaces offered by the Department of Biodiversity, Conservation and Attractions (the department).

Following consultation, the DAIP will be reviewed and updated, aiming to build on our successes and address any identified barriers.

## About us

The Department of Biodiversity, Conservation and Attractions, encompasses the Parks and Wildlife Service and three statutory authorities (Botanic Gardens and Parks Authority, Rottnest Island Authority and Zoological Parks Authority).

- We conserve Western Australia's biodiversity, cultural and natural values
- We provide world-recognised nature-based tourism and recreation experiences for the community
- We connect with the community to increase peoples' appreciation, knowledge and enjoyment of WA's biodiversity, parks and conservation areas
- We protect the community from bushfire and other risks
- We are guided by leading-edge science and supported by innovative corporate services

### Our vision

To work with the community to ensure that Western Australia's environment is valued, protected and conserved, for its intrinsic value, and for the appreciation and benefit of present and future generations.

### Our purpose

Conserve, Attract and Connect.

### Our values

Integrity, Collaboration, Accountability, Respect and Excellence.

For more information, please visit the [department's website](#).

## Planning for better access and inclusion

According to the Australian Bureau of Statistics Survey of Disability, Ageing and Carers (2022), there are 5.5 million Australians with disability, representing 21.4 per cent of the population, this is an increase from 17.7 per cent in 2018.

Ensuring our department is welcoming and inclusive to all people, reflects who we are and the values we uphold. By working collaboratively and striving for excellence, we create environments where everyone feels respected and valued, whether visiting our parks, engaging with our programs, or working in our offices.

Our Disability Access and Inclusion Plan 2026–2030 (DAIP) continues this commitment to access and inclusion for people with disability, replacing the 2021–2025 plan and building on our progress to deliver greater accessibility and participation.

It continues to meet our obligations under the Western Australian *Disability Services Act 1993* and is aligned to the WA *Equal Opportunity Act 1984* and the Commonwealth *Disability Discrimination Act 1992*.

## Our commitment to access and inclusion

As of February 2025, the department manages more than 34 million hectares of land and water across Western Australia, including 122 national parks, 12 regional parks, 21 marine parks and destinations such as Perth Zoo, Kings Park and Rottnest Island.

We are committed to ensuring people with disability have the same opportunities as others to access our services, facilities and information, and to participate fully in the social, cultural and economic life of the State. This commitment extends across how we plan, design, deliver and manage our natural places and workplaces.

Through the application of universal and inclusive design principles, the provision of accessible facilities and information, and ongoing consultation with people with disability, carers and the community, we are working to identify and remove barriers to access and participation. We are equally committed to inclusive employment practices that support people with disability to seek, obtain and maintain meaningful employment within our workforces.

By embedding accessibility and inclusion into decision-making, service delivery and workforce practices, we are creating welcoming environments and inclusive workplaces where people of all abilities can access, enjoy, connect with and work in Western Australia's natural and cultural landscapes.

## Progress

Under the DAIP 2021-2025 we:

- maintained our Disability Confident Recruiter accreditation, demonstrating our long-term commitment to inclusive employment
- partnered with Nature Play WA to deliver *Every Kid in a Park*, connecting more children and young people with disability to our great outdoors
- provided training on discrimination and harassment, psychological safety, inclusion, neurodiversity, disability, and diversity awareness to support a more respectful and inclusive workplace culture
- introduced improved disability access information on the Explore Parks WA website, offering visitors guidance on accessible parks and attractions via the “Know Before You Go – Access Friendly Places” initiative
- reimagined access to parks through immersive technology, including a Virtual Reality experience at Purnululu National Park and an interactive eBook for



Kalgulup Regional Park. Creating more inclusive and engaging ways for everyone to connect with nature

- held events, including our popular annual International Day of People with Disability BBQ to recognise and highlight the valuable contributions people with disability bring to our department.
- enhanced staff resources by developing dedicated intranet pages on Employing People with Disability, Language Services, and Neurodiversity at Work—making information more accessible and supporting inclusive workplace practices
- installed a new Changing Places facility near the main lawn in the heart of Perth Zoo, providing a comfortable, safe and dignified space to meets the needs of visitors with disability.
- engaged a consultant to review our education programs and assess the Perth Hills Discovery Centre as an all-abilities nature education site. As part of this work, the consultant delivered in-house training for Nearer to Nature staff on supporting diverse learners and provided practical tools and strategies to make our teaching methods and programs more inclusive
- maintained partnerships with Western Australian Disability Enterprises, including Intelife and Workpower, to employ people with disability on fee-for-service contracts—providing meaningful work opportunities, building skills, and supporting economic independence.

The department continued to ensure that designs for new and upgraded recreation sites provide access for people with disability wherever possible. There were notable achievements in the progress and completion of several accessible infrastructure projects, including:

- the award-winning Maidens Reserve project, in Kalgulup Regional Park where the new path system allows increased accessibility while safeguarding the site's natural character and minimising ecological disturbance
- 800m of accessible pathway at Barna Mia in Dryandra National Park
- the new accessible Rabbit Hill lookout in Leeuwin Naturaliste National Park
- visitor infrastructure at Weano Gorge and Knox Gorge in Karijini National Park, including accessible toilets, accessible paths and a new lookout; and
- accessible paths through the Ancient Empire in the Valley of the Giants.

The department acknowledges the importance of the DAIP and has ensured that any outsourced services fulfill the requirements of the DAIP. Prior to a contract being awarded, all agents and contractors must acknowledge if they will be implementing DAIP outcomes. This information is contained in the tender documents and the evaluation reports for 'Works' and the data is collected annually for DAIP reporting requirements.

## Implementation and reporting on the DAIP

Implementation of the DAIP is the responsibility of all divisions and entities of the department. Relevant staff, managers and Executive Directors will be responsible for implementing strategies identified in the plan, whilst the Diversity, Access and

Inclusion Committee (DAIC) is responsible for overseeing the implementation and monitoring progress.

The DAIP will be reviewed at least every five years, in accordance with *WA Disability Services Act 1993*, with progress reports to be submitted annually to the Department of Communities.

An internal implementation plan will detail actions, timeframes and responsibilities to achieve the outcomes of this DAIP. With progress reporting in our annual plans and quarterly DAIC meetings.

This DAIP will be published on the department's internal and external websites.

## Publication of finalised DAIP

Once the consultation period has closed and we have considered all provided feedback, we anticipate that the new DAIP will be finalised and published on our website in January 2026. The finalised DAIP will be provided in alternative formats for accessibility upon request.

## Proposed strategies to improve access and inclusion

The following strategies will provide guidance for tasks that the department will undertake from 2026-2030 to improve access and inclusion for people with disability.

### Outcome 1

Our events and services are accessible to all community members.

To achieve this, we will:

- 1.1 Ensure that events organised are accessible to people with disability by updating and promoting guidelines that set out the access and inclusion requirements for events hosted by the department.
- 1.2 Engage a diversity of stakeholders, including people with disability and their carers when creating events, strategies or services.
- 1.3 Review, monitor and address visitor feedback or complaints relating to disability access and inclusion.
- 1.4 Collaborate with a diversity of stakeholders, including people with disability and their carers to review and update event planning templates to embed accessibility principles.
- 1.5 Support staff and volunteer participation in diversity and access training opportunities to ensure people with disability receive a high standard of service and have positive interactions with the department.



## Outcome 2

Our buildings and other facilities are accessible to all community members.

To achieve this, we will:

- 2.1 Ensure plans and designs for new and upgraded department services, sites and facilities meet accessibility requirements and provide access and improve the experience for visitors and staff with disability, where practicable.
- 2.2 Identify tools, services, and strategies which support the department in conducting workplace access audits.
- 2.3 Publish accessibility information where available for department buildings, facilities, and meeting rooms on the department's websites.
- 2.4 Ensure that external parties contracted with the department work towards and manage their operations in accordance with the department's DAIP.

## Outcome 3

Our information will be accessible to all community members.

To achieve this, we will:

- 3.1 Use Plain English wherever possible in all written material.
- 3.2 Undertake routine web accessibility audits to ensure that the department's websites continue to comply with the Web Content Accessibility Guidelines.
- 3.3 Conduct an audit on alternative format requests and identify opportunities to improve the accessibility of our information, including easy read, plain language, closed captions and audio options.
- 3.4 Promote translation and interpretation services and the National Relay Service at our public counters and visitor centres.
- 3.5 Ensure signage is accessible.

## Outcome 4

All community members will receive the same level and quality of service from our employees.

To achieve this, we will:

- 4.1 Incorporate Disability awareness training into the department's induction program and identify further training needs to ensure staff are disability confident.
- 4.2 Review and promote information and resources available to staff to equip them with the skills and knowledge to serve our diverse community.

## Outcome 5

All community members will have the same opportunities to provide feedback or make complaints to the us.

To achieve this, we will:

- 5.1 Undertake a review of the Department's complaints processes to ensure that they are easy to find, use and understand.
- 5.2 Ensure complaints, feedback and comments can be raised in multiple formats.
- 5.3 Support staff to ensure they know how and when to respond to requests for assistance.
- 5.4 Promote Language Services options to staff to ensure language is not a barrier to equitable access to information and services, including complaints processes for visitors.

## Outcome 6

All community members can participate in any public consultation by us.

To achieve this, we will:

- 6.1 Ensure our community engagement and consultation processes are accessible to all.
- 6.2 Engage people with disability in consultation and co-design processes when developing strategies and planning events, services and facilities for the public.
- 6.3 Learn from the skills and knowledge of people with lived experience, including people with disability, seniors, carers and diverse groups.

## Outcome 7

All community members are encouraged to pursue employment opportunities with us.

To achieve this, we will:

- 7.1 Develop a department-wide campaign targeting all managers and recruitment panel members to build awareness and capability in identifying positions and employment opportunities for people with disability.
- 7.2 Maintain our Disability Confident Recruiter accreditation, ensuring our recruitment processes are best practice and inclusive.
- 7.3 Support staff with disability (both visible and invisible) through flexible working arrangements, appropriate resources and reasonable workplace adjustments.
- 7.4 Provide training and resources that build staff understanding of invisible disabilities, neurodiversity, and mental health, helping them challenge

assumptions and encourage recognition that people experience the workplace differently.

- 7.5 Ensure the department's adjustment policies and practices are communicated to support managers and supervisors in facilitating workplace adjustments as required.
- 7.6 Through regular and ongoing culture building initiatives, foster a workplace that welcomes people of all backgrounds and abilities and reflects Western Australia's diverse community.
- 7.7 Establish a staff with disability working group(s) to ensure their voices are heard and they are consulted about decisions and policies that affect them.
- 7.8 Continue to develop and identify partnership opportunities and funding sources to provide additional services and experiences for people with disability.