



DISABILITY ACCESS AND INCLUSION PLAN 2026-30



Department of **Biodiversity,
Conservation and Attractions**





Front cover images:
Top: Kalbarri National Park
Photo - Tourism Western Australia
Bottom: The Gap, Torndirrup National Park
This page: Walpole-Nornalup National Park



Monkey Mia's resident dolphins
delight visitors. Photo – DBCA

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ALTERNATIVE FORMATS

This plan is available in alternative formats on request. If you require an alternative format, please email 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

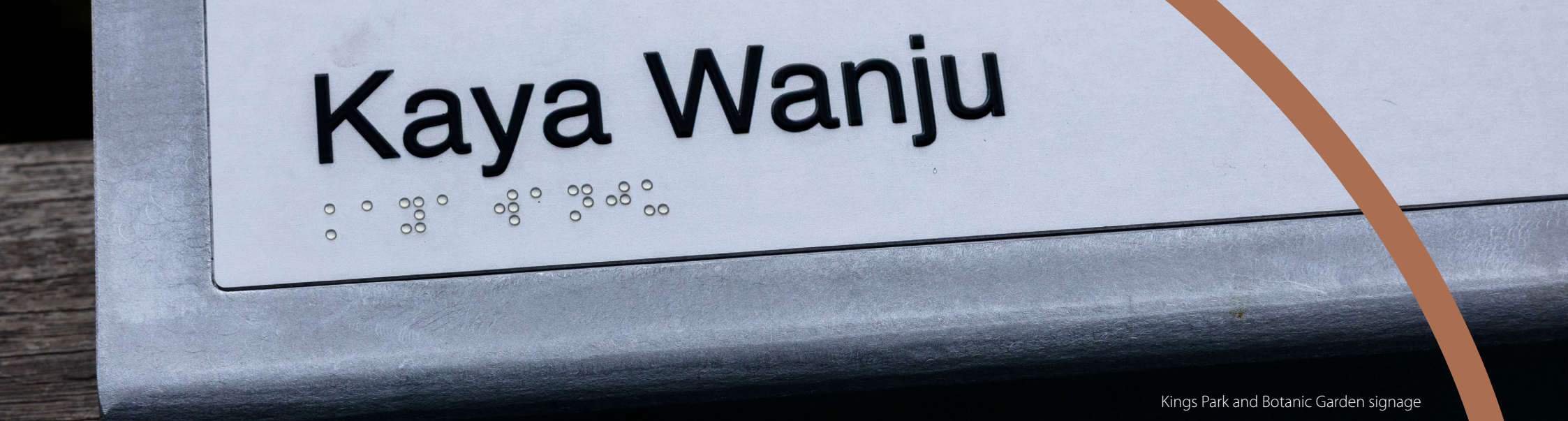
The Department of Biodiversity, Conservation and Attractions welcomes feedback on this plan, or any other aspect of our services, from people with disability, their carers or organisations that represent people with disability.

Feedback can be sent in writing to:

Workforce and Diversity Consultant
Department of Biodiversity, Conservation and Attractions
Locked Bag 104
Bentley Delivery Centre WA 6983

Alternatively, you can provide feedback via:

Email: diversityandplanning@dbca.wa.gov.au
Telephone: 08 9219 9825 (Monday to Friday)



Kings Park and Botanic Garden signage



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MESSAGE FROM THE DIRECTOR GENERAL AND CEO

ACKNOWLEDGEMENTS

DBCA 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.

I am pleased to present the Department of Biodiversity, Conservation and Attractions (DBCA) Disability Access and Inclusion Plan 2026–30.

This plan builds on the work of earlier Disability Access and Inclusion Plans. It reflects the combined efforts of the Botanic Gardens and Parks Authority, Rottneſt Island Authority, Zoological Parks Authority, and the Parks and Wildlife Service. Together, these organisations continue to strengthen DBCA's commitment to providing accessible and inclusive experiences across Western Australia's natural and cultural environments.

Since DBCA was formed in 2017, we have continued to improve how we support access and inclusion. We show this commitment through actions that improve visitor access, support inclusive employment, apply universal design principles, and ensure our services and information are accessible to everyone.

The Disability Access and Inclusion Plan 2026–30 renews our focus on making sure people with disability have fair and equal opportunities. This includes access to our parks, attractions, facilities, programs, workplaces, and services. The plan also supports our goal of building a diverse and inclusive workforce that reflects the community we serve.

While specific staff and committees are responsible for leading and monitoring this plan, creating an inclusive and accessible department is everyone's responsibility. Every staff member has a role to play. Through our daily work, and by living our values of integrity, collaboration, accountability, respect, and excellence, we help create a culture that welcomes and supports people of all abilities.

This plan has been developed in line with the *Western Australian Disability Services Act 1993*. It also aligns with the *Equal Opportunity Act 1984* and the *Commonwealth Disability Discrimination Act 1992*. The plan will be reviewed each year to track progress and make sure we continue to meet the needs of people with disability, their families and carers, and the wider community.

Stuart Smith



Kalbarri National Park

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 living with disability, representing 21.4 per cent of the population, this is an increase from 17.7 per cent in 2018.

Over the same period, representation of people with disability within the department's workforce has remained steady at 2.8 per cent. While this is slightly above the public sector average, it remains below the department's 5 per cent workforce target and significantly lower than the proportion of Australians living with disability. This reinforces the need for continued action to strengthen inclusive employment practices.

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.

The **Disability Access and Inclusion Plan 2026–30 (DAIP)** builds on this commitment, replacing the 2021–25 plan and supporting continued progress toward greater accessibility, participation and inclusion.



Arklow forest provides opportunities for a variety of users.
Photo – DBCA

OUR COMMITMENT TO ACCESS AND INCLUSION

As of February 2025, the department manages more than 34 million hectares of land and waters 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.



- installed a new Changing Places facility near the main lawn in the heart of Perth Zoo, providing a comfortable, safe and dignified space to meet 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 Perth Hills Discovery Centre provides a range of camping opportunities.
Photo – DBCA



- 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.
- consulted with the City of Perth Access and Inclusion Advisory Group to improve accessibility of the Lightscape trails at Kings Park and Botanic Garden, helping to create a more welcoming, inclusive and accessible experience for people with disability.



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 access and inclusion and has ensured that any outsourced services fulfil 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.



Houtman Abrolhos Islands National Park
Photo - DBCA

DEVELOPMENT OF THE DAIP 2026-30

The department's Diversity, Access and Inclusion Committee (DAIC) is responsible for the development, implementation, and review of the DAIP. The committee was established in 1999 and is comprised of representatives from the department's various divisions and entities.



To develop this DAIP, consultation was conducted internally, with employees and key stakeholders, and externally, with the community and targeted organisations.

The process included:

- Reviewing the department's current DAIP to identify achievements and strategies that are still in progress.
- Reviewing other relevant departmental documents and strategies.
- Researching contemporary trends and best practice examples of access and inclusion.
- Consultation with staff and senior leadership.
- Review of DAIPs developed by other agencies.
- Consultation with the community.

The following consultation and communication strategies were used:

- Publication of the draft DAIP 2026-30 on the department's public website – inviting the community to "Have your say" via an online survey. Feedback was also invited via email or phone.
- Online survey, broadcasts and emails to staff.
- Promotion on the department's social media accounts including LinkedIn and Facebook.
- Disability sector organisations invited to provide feedback.
- Publication of the DAIP on the department's public website.
- DAIP promoted via department broadcast and social media.

Following consultation, the DAIP was submitted to the Department of Communities (DoC).

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 details actions, timeframes and responsibilities to achieve the outcomes of this DAIP. Progress reporting will be outlined in our annual plans and quarterly DAIC meetings.



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



Tuart Forest Boardwalk, Kings Park
Photo - WA Botanic Garden

PROPOSED STRATEGIES TO IMPROVE ACCESS AND INCLUSION

The following strategies will provide guidance for tasks that the department will undertake from 2026-30 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 department-hosted events are accessible to people with disability by updating and promoting access and inclusion guidelines.
- 1.2 Engage a diversity of stakeholders, including people with disability and their carers, as appropriate, when creating events, strategies or services.
- 1.3 Review, monitor and address staff and visitor feedback or complaints relating to disability access and inclusion.
- 1.4 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 improve the experience for visitors and staff with disability, where practicable.
- 2.2 Identify and implement tools, services and approaches to support consistent workplace access audits and identify facilities requiring upgrades or improvements.
- 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 for staff and the community, 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.



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 disability, access and inclusion information and resources to equip staff 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 us.

To achieve this, we will:

- 5.1 Undertake reviews of the department's internal and external 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.
- 6.3 Learn from the skills and knowledge of people with lived experience, including people with disability, seniors, carers, staff and diverse groups.



OUTCOME 7

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

To achieve this, we will:

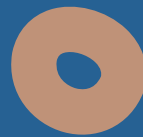
- 7.1 Increase the percentage of people with disability in our workforce.
- 7.2 Develop a department-wide campaign for all managers and recruitment panel members to build awareness and capability in identifying positions and employment opportunities for people with disability.
- 7.3 Equip leaders and managers with the skills and knowledge to confidently support, develop and retain employees with disability.
- 7.4 Maintain our Disability Confident Recruiter accreditation, ensuring our recruitment processes are best practice and inclusive.
- 7.5 Support staff with disability (both visible and invisible) through flexible working arrangements, appropriate resources, reasonable workplace adjustments and development opportunities.
- 7.6 Provide training and resources that build staff understanding of invisible disabilities, helping them challenge assumptions and encourage recognition that people experience the workplace differently.
- 7.7 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.
- 7.8 Establish a disability working group(s) representing staff with disability to ensure their voices are heard and they are consulted about decisions and policies that affect them.
- 7.9 Continue to develop and identify partnership opportunities and funding sources to provide additional employment supports for people with disability.



Cape Naturaliste Lighthouse carpark



Department of Biodiversity,
Conservation and Attractions



Boranup Forest, Margaret River Region
Photo - Tourism Western Australia