

# Melbourne Water

Accessibility Inclusion Plan  
2016 – 2018

# Message from the Managing Director

At Melbourne Water, we are committed to supporting a diverse and inclusive culture, both internally and within the broader community.

Our vision is *enhancing life and liveability*. While we do this every day through the delivery of essential water services for our customers, we recognise that our vision does not discriminate and we need to ensure that for people living with a disability, or carers of someone who has a disability, we continue to offer equality and inclusion.

We acknowledge that approximately 1 in 5 people have a disability, both visible and non-visible, and we recognise that we have an important role to play in supporting and *enhancing the life and liveability* of not just those people, but also the carers and support networks.

We recognise that disability is relevant to every aspect of our business – our customers, our employees, our communities, our suppliers and our key stakeholders – and I am proud that our latest *Accessibility Inclusion Plan* covers each of these areas of our business.

Through creating positive visibility and awareness of people with a disability, we recognise the important change that this will bring to our entire company and I look forward to reporting on the implementation of these initiatives as we progress.



Michael Wandmaker  
Managing Director

# Our vision for an accessible Melbourne Water

Melbourne Water's vision is *enhancing life and liveability*. We do this by delivering essential water services, desirable urban spaces and protecting our natural environment for future generations.

We recognise that actively supporting diversity and inclusion not only helps us to achieve our purpose, but also helps us to attract and retain the right talent, improve our agility and better understand our customer's needs.

Melbourne Water is committed to valuing and supporting individual differences and creating an environment where everyone can fully contribute to realise their full potential. We want to be an organisation as diverse as the community we serve, that embraces different perspectives and supports all our people to achieve fulfilling careers and lives.

We know that not all disabilities are visible and that some disabilities can develop over time, for example musculoskeletal conditions.

We recognise that some people will acquire a disability while working at Melbourne Water, while others may support a person with a disability. Regardless of the disability or the caring responsibilities that our people have, we are committed to ensuring that Melbourne Water is accessible and inclusive to everyone.

We know the important role that people with a disability play in our community and in our organisation. We also recognise that in order to best support people with a disability, we must continue to review and implement organisational change which enables Melbourne Water to be accessible to all.

# Our Business

Melbourne Water is owned by the Victorian Government and has provided safe, secure and affordable water services to Melbourne for over 125 years.

We treat and supply drinking and recycled water, remove and treat most of Melbourne's sewage, and manage waterways and major drainage systems in the Port Phillip and Westernport region. In doing so, we strive to deliver solutions that are financially and environmentally sustainable and achieve the best outcomes for the community.

We value strong relationships with our customers and stakeholders in the community, government and industry, and care for the health and wellbeing of our people – which includes nurturing a diverse and inclusive working environment.

# Legislative Framework

In 2006, the Victorian Parliament passed the Disability Act 2006 (as amended). This Act included a provision to make it mandatory for all government departments, statutory authorities and statutory corporations to develop Disability Action Plans.

The Victorian Government understands that people with disabilities, like all members of the community, should have access to a range of programs, services, facilities and employment opportunities that support quality of life.

While disability may be difficult to define, formal definitions such as those in legislation at State (Disability Act 2006) and Federal level (Disability Discrimination Act 1992) reveal that disability is much wider than usually thought. The definition contained in the Disability Discrimination Act 1992 covers disabilities which are physical, intellectual, psychiatric, sensory and neurological. The definition also covers physical disfigurement and the presence of disease-causing organisms, such as HIV. This definition is applicable to a disability that currently exists, may exist in the future or is otherwise imputed to exist.

This *Accessibility Inclusion Plan* will help Melbourne Water continue to identify and, where possible, remove barriers to ensure that our employees and stakeholders have an opportunity to be part of the Melbourne Water community.

Melbourne Water will report the implementation of its *Accessibility Inclusion Plan* annually as consistent with Section 38 of the Disability Act 2006.

# Implementation

Delivering the actions in our *Accessibility Inclusion Plan* is the responsibility of all Melbourne Water people, including our leadership team. The Diversity and Inclusion Manager, together with the Accessibility Working Group, will be accountable for ensuring this happens.



We envisage that through this organisational commitment, Melbourne Water will foster a culture that demonstrates an increased awareness and understanding of inclusion of people with a disability and carers of someone with a disability.

The *Accessibility Inclusion Plan* will be reviewed in the first half of 2018 to evaluate its effectiveness, with the findings used to further improve the plan.

The Diversity and Inclusion Steering Committee will monitor improvements on an ongoing basis and will report to the Melbourne Water Board of Directors on these developments.

As further demonstration of our commitment to implementing this *Accessibility Inclusion Plan*, Melbourne Water will lodge this Plan with the Human Rights and Equal Opportunity Commission.

# Outcome 1:

## Reducing barriers to people with a disability accessing Melbourne Water managed goods, services and facilities

Action	Deliverable	Timeline	Responsibility
<b>An access audit and report to be undertaken, documenting the accessibility of Melbourne Water's facilities</b>	Accessibility audit undertaken and priority areas highlighted	May 2016	Diversity and Inclusion Manager
	Full recommendations to be prioritised and top 5 issues to be addressed	December 2016	Diversity and Inclusion Manager and Facilities Management
	All new sites will meet the Building Code of Australia requirements including accessibility standards. Where we refurbish part of a site, we will make that part, affected areas and the path of travel to that place accessible	May 2016	Facilities Management
<b>Develop and ensure that all public information and brochure packs are accessible</b>	Update communication templates to ensure that when developing public information, accessibility is considered	October 2016	Community Engagement Manager
	Delivery of our marketing collateral and products information will be via appropriate digital channels and utilise accessible audio and video where possible	July 2017	Community Engagement Manager
<b>Technology which aids and assists the accessibility of Melbourne Water readily available.</b>	Improve the Melbourne Water corporate internet site to WCAG 2.0 AA compliance, and identify any WCAG 2.0 AAA requirements that could be cost effectively implemented	December 2018	Chief Technology Officer/ Digital Experience Manager
	Accessible assisting technology is available from the technology department	June 2016	Chief Technology Officer
	A clear procedure is available on the intranet for employees and managers who need to seek access to accessibility assisting technology	July 2016	Accessibility Working Group
<b>Ensure our procurement process supports and promotes accessibility.</b>	Include accessibility criteria in tenders, contract management activities and internal requirements for workplace and customer technologies	May 2018	Procurement Manager
	Create a diversity supplier action plan to ensure we either directly or indirect support disability employment	December 2016	Procurement Manager

## Outcome 2:

### Reducing barriers to people with a disability obtaining and maintaining employment with Melbourne Water

Action	Deliverable	Timeline	Responsibility
<b>Support the development of a reasonable adjustment policy and ensure reasonable workplace adjustments are supported</b>	Produce and implement a reasonable adjustment policy	July 2016	Employee Relations Manager/General Manager, Safety
	Review the induction procedure to ensure that all reasonably necessary workplace adjustments are met within 5 working days	July 2016	Learning and Development Manager
	Ensure the flexible working policy supports employees with a disability or caring for someone with a disability	May 2016	Flexible Working Group
<b>Ensure Melbourne Water has a recruitment process which is accessible for people with a disability</b>	Ensure all psychometric and / or pre-employment testing practices are accessible for people with disability	December 2016	Recruitment Manager
	Review and enhance our Equal Employment Opportunity policy, value proposition and recruitment process to promote Melbourne Water as an accessible employer for people with disability	May 2017	Employee Relations Manager
<b>Support the active engagement and recruitment of people with a disability within Melbourne Water.</b>	Survey employees to better understand the number of employees with disability in our business; their level of engagement and inclusion; and identify opportunities to improve their work experience at Melbourne Water	November 2016	Diversity and Inclusion Manager
	Through traineeships and permanent recruitment, increase employment of people with a disability to 5% of the workforce	July 2017	Recruitment Manager





## Outcome 3:

### Promoting inclusion and participation in the community of people with a disability

Action	Deliverable	Timeline	Responsibility
<b>Broaden our community feedback in relation to disability.</b>	Engage key disability stakeholder groups in line with our annual Accessibility Action Plan review	November 2016	Diversity and Inclusion Manager
	Have a representative from a disability related organisation present to the Melbourne Water Diversity and Inclusion Steering Committee	July 2016	Diversity and Inclusion Manager
<b>Ensure Melbourne Water community and stakeholder events are accessible to people with a disability</b>	Community and stakeholder events check lists developed to ensure that all events are designed, conducted and evaluated with the needs of people with a disability in mind	October 2016	Community Engagement Manager
<b>Strengthen partnerships to promote greater accessibility, disability awareness and community cohesion.</b>	Develop and include an event accessibility checklist in our partnership agreements	May 2018	Accessibility Working Group and Community Engagement Manager
	Support community events which are socially inclusive communities including people with disability	November 2017	Community Engagement Manager



## Outcome 4:

Achieve organisational cultural change in attitudes and practices which discriminate against disability

Action	Deliverable	Timeline	Responsibility
<b>Continue to build an inclusive culture by enhancing our people's level of disability awareness.</b>	Implement disability awareness training for our people	December 2016	Diversity and Inclusion Manager and Learning and Development Manager
	Participate in corporate forums with other organisations to share experiences and promote ongoing progress in removing employment barriers for people with disability	May 2017	Diversity and Inclusion Manager
	Build disability awareness by promoting success stories, events and initiatives	December 2016	Accessibility Working Group and Diversity and Inclusion Manager
<b>Technology which aids and assists the accessibility of Melbourne Water readily available</b>	Establish and promote a central intranet location for information on accessibility support and services (such as AUSLAN services, JobAccess, internal fact sheets and manager guidelines)	October 2016	Accessibility Working Group
<b>Create a Disability Employee Network</b>	A Disability Employee Network is initiated as a support for people with, or caring for, someone with a disability	March 2018	Diversity and Inclusion Manager
<b>Ensure our learning and development programs are inclusive of people with a disability</b>	Training and event invitations to include question on Accessibility requirements	March 2017	Learning and Development Manager
	All e-learning, induction and training modules to be reviewed to ensure it is accessible for all employees	December 2016	Learning and Development Manager
<b>Ensure that employees are able to engage with people with a disability through our employee volunteering program</b>	Organisations which support people with disabilities profiled as organisations of choice for employees when they are using their corporate volunteering leave	May 2018	Employee Engagement Manager

# Tracking and Progress Reporting

<b>Action</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
<b>Report annually on achievements</b>	Annual report completed and available on Melbourne Water website and intranet	September annually	Diversity and Inclusion Manager
<b>Report back to the Accessibility Working Group and Steering Committee on the achievements of our actions</b>	Bi-monthly reports provided to Accessibility Working Group and Steering Committee on achievements to date	Bi-monthly	Diversity and Inclusion Manager and Project Manager, Accessibility
<b>Develop a new AIP</b>	New AIP developed	June 2018	Accessibility Working Group, Project Manager, Accessibility and Diversity and Inclusion Manager

