

Accessibility Policy

Purpose

At Greater Western Water (GWW) we embrace diversity and inclusion in everything we do. We strive to reflect the community we serve, regardless of:

- ethnicity;
- background;
- life experiences;
- socio-economic status;
- stage of life;
- faith;
- disability;
- sexual orientation; and
- gender identity.

We are committed to achieving:

- a diverse workforce;
- an inclusive workplace; and
- the delivery of inclusive products and services.

We will foster an environment where people with disabilities and/or impairments (visible or invisible, permanent, temporary or situational):

- face no barriers;
- are empowered to be themselves; and
- have access to information, support, and adjustments they need to thrive.

We recognise the benefits of, and commit to, providing an accessible space (physical and digital) for our people, our community, and our business, so we can all achieve our full potential.

We will help people with disability through creating a culture of belonging, psychological safety and respect, while designing accessible products and services to support inclusion.

Scope

The scope of this policy extends to the accessibility of goods, services, information, facilities, premises and experience for all:

- Our People - current and prospective employees;
- Our customers;
- Our partners; and
- Our contractors and visitors.

Legislative Requirements and Standards

We aim to comply with state and federal legislation, international and Australian accessibility standards, and internal policies, including but not limited to the:

- [Disability Act 2006 \(Vic\)](#)
- [Disability Discrimination Act 1992 \(Commonwealth\)](#)
- [Equal Opportunity Act 2010 \(Vic\)](#)
- [Charter of Human Rights and Responsibilities Act 2006 \(Vic\)](#)
- [Disability \(Access to Premises – Buildings\) Standard 2010 \(APS\)](#)
- [Building Code of Australia \(2019\) \(BCA\)](#)
- The World Wide Web Consortium (W3C)
 - [Web Content Accessibility Guidelines \(WCAG\)](#)
 - [Authoring Tool Accessibility Guidelines \(ATAG\)](#)
 - [User Agent Accessibility Guidelines \(UAAG\)](#)
- The Australian Accessible ICT Standard [AS EN 301 549:2016](#).
- Other relevant Australian Standards.

Objectives

We commit to eliminating discrimination for people with a disability and foster attitudes and behaviours that support equal opportunity and inclusion. This commitment spans across two areas of focus, being People and Digital.

Accessibility Focus 1: People

Facilitate inclusive attitudes and behaviours to eliminate discrimination

- Leaders will role model inclusive behaviours and demonstrate a commitment to diversity, awareness of bias and discrimination prevention, to ensure fair and equitable recruitment and retention of people with a disability.
- GWW will provide engagement and education to ensure that all employees are trained in equal opportunity and inclusion for people with diverse abilities, including meeting accessibility requirements for products and services.

Facilitate access to adjustments

- GWW will provide an inclusive and accessible workplace and will make reasonable adjustments to support employees with a disability.
- Adjustments are defined as a change to a work process, practice, procedure, or environment including flexible work practices, that enables a candidate or employee with disability and/or impairments, to perform the essential requirements of the job.
- Adjustments may include but are not limited to recruitment processes, performance of duties, access to equipment or technology, physical access to facilities.

- Support will be provided to employees, including advice on how to meet accessibility requirements and facilitate reasonable adjustments.

Plan in Accessibility – Physical Accessibility

- GWW will deliberately 'plan in' accessibility across our workspaces, offices, plants and depots as we upgrade, renovate or build new work locations.

Accessibility Focus: Digital

Compliance with Web Content Accessibility Guidelines (WCAG)

- The [Web Content Accessibility Guidelines \(WCAG\)](#) are designed to make websites universally accessible. They also improve the experience of users without disability.
- The WCAG guidelines are globally accepted as best practice for web development. Accessibility requirements for websites are mandated under government policy, legislation, and through whole-of-government commitments. At a minimum, all Victorian Government websites are required to conform with the WACG Level AA standard.

Produce and/or procure accessible digital assets

- GWW commits to facilitating accessible digital environments, whereby the creation or procurement of internal and/or customer facing assets/content (static or dynamic) are created to pass accessibility guidelines and standards. Assets and content can include such things as:
 - website, intranet, applications (including web forms and web applications), portals;
 - video;
 - phone Interactive Voice Recording (IVR);
 - documents (Portable Document Format (PDF), Microsoft Word, PowerPoint, Excel etc); and
 - internally used web and non-web-based systems/software etc.

In working with Third-Party vendors

- We commit to engaging third-party vendors, supplying web or non-web-based-software/systems (internal or customer-facing), or static or dynamic design collateral who are aware of:
 - a. our Accessibility Policy; and
 - b. our preference for partners and providers who can demonstrate accessibility conformance, such as:
 - i. documentation detailing the level of accessibility of their product (against applicable framework/s);

- ii. the products future roadmap detailing accessibility considerations and improvements; and
- iii. compliance with any of the relevant standards outlined earlier.

Strategy/implementation

This policy is implemented through:

- establishing specific responsibilities between key departments – People, Culture and Safety (PC&S), Strategy and Partnerships (S&P), Transformation & Integration (T&I), and Information, Technology & Digital (IT&D);
- ongoing assessment and development of our policies and procedures to achieve a more accessible and inclusive environment;
- provision of ongoing training and resources in disability confidence, the implementation of referenced legislation and standards;
- promoting organisational awareness and accessibility milestones; and
- monitoring against GWW targets for diversity and inclusion, and legislation.

Review process

The policy was drafted in consultation with the Australian Network on Disability and will be reviewed annually.

Approved by the ELT on 17 March 2022

Next due for review by the ELT in March 2024

Version control table

Version Number	Document Owner's Position Title	Purpose/Change	Date
<i>Vx-0</i>	<i>Insert Document Owner's Position Title</i>	<i>Outline purpose of the change or summary of changes in 1-2 lines. You can also mention section names or numbers that have changed</i>	<i>DD/MM/YYYY</i>
V1.0	D&I Strategic Advisor	New Policy for Greater Western Water	17.03.22