Disability Access and Inclusion Plan

2025 - 2030

Owned by the people of WA

HORIZON POWER

Acknowledgment of Country

We acknowledge and pay our respect to Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia.

We are privileged to share their lands, throughout 2.3 million square kilometres of regional and remote Western Australia (WA) and Perth, where our corporate office is based, and we honour and pay our respect to the past, present and emerging Traditional Owners and Custodians of these lands.

We acknowledge Aboriginal and Torres Strait Islander peoples' continued cultural and spiritual connection to the seas and the lands on which we operate.

We acknowledge their ancestors who have walked this land and travelled the seas and their unique place in our nation's historical, cultural and linguistic history.

Roebourne, Pilbara

Contact us

Horizon Power welcomes your feedback.

If you wish to comment on our Disability Access and Inclusion Plan, offer advice on how we can improve access or comment on one of our initiatives, contact us by one of the following methods.

Website: https://www.horizonpower.com.au/utilities/contact-us/

Phone: (08) 6310 1000 – please ask for the Disability Access and Inclusion Plan Coordinator

Mail:
Disability Access and Inclusion Plan Coordinator
Horizon Power
PO Box 1066
Bentley DC WA 6983

Email: daip@horizonpower.com.au

Alternative formats

This document can be made available in alternative formats on request.

National Relay Service (TTY): 133 677 (for customers with hearing or speech difficulties)

TIS: 131 450 (translating service for customers who do not speak English)

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Message from the Hon. Reece Whitby MLA

As the Minister for Energy, I commend the delivery of Horizon's Power's Disability Access and Inclusion Plan (DAIP) 2025-2030. This plan represents Horizon Power's commitment to the State Government's vision to protect, uphold and advance the rights of people living with disability in Western Australia.

As a State Government-owned Government Trading Enterprise, Horizon Power has a significant role to play. Through its DAIP, the enterprise embraces the principles of the State Disability Strategy 2020-2030, which aims to empower people living with disability to participate and contribute to society in a truly meaningful way.

The strategies outlined in this plan reflect a dedication to providing equitable access to information, services, public facilities, and employment and supports the provision of equal opportunities to people living with disability.

I would like to thank all those who contributed to the development of this plan, both internally at Horizon Power and during the important public consultation period.

By continuing to work together and embrace diversity we can remove barriers to opportunity and move toward a fairer, more respectful, equitable and inclusive Western Australia.

Together, we can create positive change and ensure that no one is left behind.

The Hon. Reece Whitby MLA
Minister for Energy; Environment; Climate Action

Message from our CEO

I am pleased to present our Disability Access and Inclusion Plan (DAIP) for 2025 – 2030.

As WA's regional and remote energy provider, we're committed to delivering cleaner energy solutions for regional growth and vibrant communities.

We value diversity, equity, and inclusion, and know that by making our services inclusive and accessible to all Western Australians, everyone benefits.

We're dedicated to creating a workplace that celebrates and respects the unique qualities of every individual – the more diverse we are, the better. That includes diversity of thought, and a diversity of lived experiences and perspectives which increases the potential for increased productivity.

We are passionate about energy equity at Horizon Power and believe that transitioning to renewable sources should be accessible to all customers, regardless of circumstances.

I acknowledge the valuable contribution from the various community groups and individuals during the development of our new DAIP and would like to thank everyone who collaborated and contributed to its development.

Over the next five years, Horizon Power will continue work to improve access, inclusion, and opportunities for people with disability as we connect and collaborate to make meaningful change across WA.

Krystal Skinner

Krystal Skinner
Chief Executive Officer

Who we are

Horizon Power is Western Australia's regional and remote energy provider. We are a vertically integrated electricity utility, operating across the full energy supply chain with generation, transmission, distribution and retail services.

We have the largest geographical catchment of any Australian power provider with a service area which spans 2.3 million square kilometres. Across this expanse of land, we strive to ensure our customers receive safe, reliable and affordable power.

We currently operate 38 systems, including the North West Interconnected System (NWIS) in the Pilbara; the connected network covering three systems in Kununurra, Wyndham and Lake Argyle; and 34 microgrids tailored to meet the unique needs of some of the most isolated and remote communities in the world. We're also responsible for the delivery of power services for 117 remote Aboriginal communities.

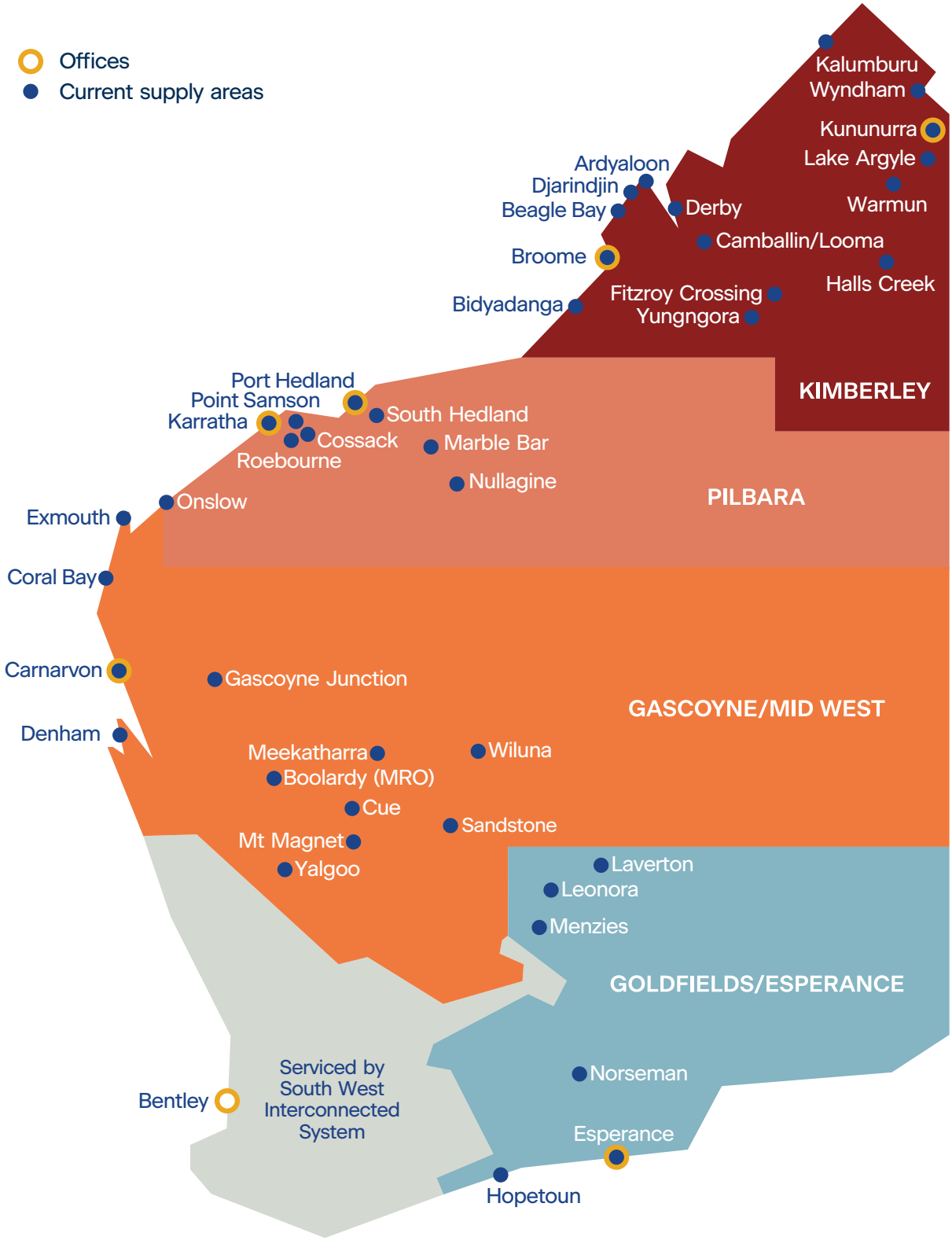
In serving these diverse customers and communities, we focus on supporting our local economies, fostering a culture that inspires and unites people, and maintaining our commitment to Aboriginal and Torres Strait Islander peoples. We aim to be a trusted partner in delivering new infrastructure, ensuring reliable supply, integrating renewables and accelerating new technology.

We're working towards a target of 80% emissions by 2030. To achieve this, we're developing our renewable energy capability and making significant investment in technical trials. We're exploring new energy innovations, more opportunities for household and businesses to access renewable energy and enjoy lower costs, and more choices related to sustainable transport such as electric vehicles.

Our strategic purpose is to deliver clean energy solutions for regional growth and vibrant communities. As a Government Trading Enterprise (GTE), we have a commercial mandate and a commitment to contribute to the development of WA's economy and communities. We operate under the *Government Trading Enterprises Act 2023* (WA) and are governed by a Board of Directors who are accountable to the Minister for Energy.

We recognise that promoting equity and diversity within our company and fostering an inclusive environment not only enables a high performing workforce but also drives innovation, enhances employee satisfaction and retention, and cultivates a culture of creativity and collaboration.

Service area



Access and inclusion statement

Horizon Power is committed to providing services to WA's diverse community in a fair and non-discriminatory manner, a commitment that is reflected in our Equal Employment Opportunity Management Plan.

This Disability Access and Inclusion Plan (DAIP) outlines the strategies we apply to ensure our workplaces, information, and services (including employment) are inclusive and accessible to all people.

Through implementing this plan, we also support the WA Government's State Disability Strategy 2020-2030 vision for a community where everyone belongs.

In developing this DAIP, we spoke with and listened to people with disability and relevant support networks to ensure the strategies in the plan reflect the needs of our employees, stakeholders and communities.

Under each outcome area within this plan, strategies have been identified where there is potential for improved access and inclusion. The strategies provide flexibility to respond to emerging access and inclusion needs and acknowledge that access and inclusion mean different things to different people and is affected by several factors. These strategies have been used to guide the identification of actions within each business unit's DAIP implementation plans.

Our commitment

- Ensure that people with disability, their families and carers can fully access the range of Horizon Power services and facilities.
- Ensure that people with disability are given the opportunity to participate in shaping the development of their community through consultative processes with local communities.
- Consult with people with disability, their families and carers and, where required, disability organisations, to ensure that barriers to access and inclusion are addressed appropriately.
- Ensure that our employees and contractors work towards the desired access and inclusion outcomes detailed in this DAIP.
- Energy equity, and the ability to transition to renewable sources should be accessible to all of our customers, regardless of circumstances.
- Achieve the seven desired outcomes of our DAIP (listed under strategies to improve access and inclusion).
- Provide access for employees living with disability as reflected in our Equal Employment Opportunity Management Plan.

Strategic context

The *Disability Services Act 1993* (WA), amended in 2024, requires local and state government authorities to develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines how people with disability, their carers and families will have equal access to the organisation's information, services, and facilities.

Essential to the development of a plan is providing people with disability accessibility to services provided by WA Government authorities. It is intended these services will facilitate increased independence, opportunities and inclusion for people with disability in the community

To comply with the amended Act, a State Government authority is required to:

- take all practicable measures to ensure the plan is implemented by the authority, its officers, employees, and relevant suppliers and contractors
- review its plan no less than every five years
- undertake public consultation, as specified in the regulations, when preparing, reviewing or amending its plan
- lodge review reports, amended plans or new plans with the Disability Services Commission
- report to the Commission each year outlining the following:
  - strategies planned and completed to meet the desired outcomes specified in Schedule 3
  - how effective the strategies were
  - if using suppliers and contractors to achieve any strategies then how they are informed of the DAIP
  - how suppliers and contractors report to the authority
- report in its annual report about the implementation of its plan.

Definitions

The *Disability Services Act 1993* (WA) defines a disability as:

a. which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments; and

b. which is permanent or likely to be permanent; and

c. which may or may not be of a chronic or episodic nature; and

d. which results in:

   i. a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and

   ii. a need for continuing support services. For more information on disability types and descriptions, visit nds.org.au/disability-types-and-descriptions.

Accessibility ensures that, from beginning to end, environments, information, services and events can be accessed (reached, entered, and understood) by all individuals.

Inclusion ensures that, where possible, people can fully participate in every aspect.

Snapshot on disability in Australia

4.4 million Australians have a disability, representing 17.7% of the population

Of this 4.4 million, 44.5% of people with disability are aged 65 or over

2.1 Million

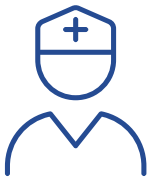
Australians of working age (15 – 64 years) have a disability. Just over one-quarter (28.3%) of these are employed full time

10.8%

One in nine (10.8%) Australians provide unpaid care to people with disability and older Australians

35.9%

of Australia's 8.9 million households include a person with disability



68,000

Western Australians are the primary carer for a friend or family member with a disability

~411,500

One in five (~411,5000) people in Western Australia have a disability

Sources: Australian Bureau of Statistics, State Disability Strategy 2020-2030.

Review of our progress

We are committed to developing an accessible and inclusive community by providing information, services and public facilities that are easy for all community members to access.

This commitment was formalised in our inaugural DAIP, developed and registered with the Disability Services Commission in 2008.

During our 2019-2024 DAIP, we implemented several strategies and initiatives to facilitate equitable access and inclusion for our customers and employees.

Key initiatives

- An extensive refurbishment project across our regional depots to improve accessibility for employees, contractors, customers, and the public.
- Ongoing work with our accessibility partner Web Key IT (now known as GrackleDocs) to optimise our public website to meet World Wide Web Consortium (W3C) accessibility requirements.
- Building employee awareness and understanding of disability, including recognising and celebrating events such as International Day of People with Disability.
- Continued production of accessible external facing communications and marketing material. An example of this is during the January 2023 Kimberley floods, we worked closely with the Department of Fire and Emergency Services to make our community messaging accessible and easy to understand.
- The creation of a new stakeholder manager role to help customers in Esperance who had to transition from reticulated gas to alternative energy sources. The Stakeholder Manager supported customers facing either vulnerable circumstances or those with disability, delivering the same level of service to all impacted customers.

Updated entrance and customer area, Kununurra Depot

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For home
For business
Contractors & installers
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Your community
Here's a thought...
What is energy and where does it come from? To find the answers to these questions and more, visit our Energy Hub.
Find out more
Pay your bill
Check for outages
Try the new MyAccount
Moving home or business?
Concessions and Rebates
If you hold a valid concession card, you could be eligible for a number of rebates and subsidies which could help to reduce the cost of your energy bills.
Learn about concessions
Decarbonisation Pathway
We're excited to launch the inaugural Decarbonisation Pathway Index and share important insights - to uncover the level of energy transition maturity businesses operating in regional WA exhibit.
Find out more
Powering new business solutions
From economics to the environment there are plenty of reasons for wanting to invest in renewable energy. Find out if it could be right for your business and what you need to consider when starting the journey.
Switching to renewables
Empowering regional WA
Regional WA's uniqueness is why we're investing in energy innovation to create regional jobs and greener, future-ready communities.
Goldfields Esperance
View projects
Gascoyne Mid West
View projects
Kimberley
View projects
Pilbara
View projects

Case study

A commitment to online accessibility

Online accessibility was a key design principle in our project redesigning our public facing website (www.horizonpower.com.au) and renewable energy systems connection request form (RESA) in 2022.

All Australian Government websites are required to comply with the Web Content Accessibility Guidelines version 2.1 AA (WCAG 2.1) standards. These guidelines define how to make web content more accessible to people with a wide range of disabilities.

As part of the design and development phase of our website project, we engaged Web Key IT (now known as GrackleDocs) to provide accessibility testing and training for our teams on the World Wide Web Consortium's (W3C) Accessibility Guidelines.

Accessibility training

The accessibility training provided practical resources to help us better understand what changes are needed to improve the digital experience for all customers when designing online experiences, writing code, or creating content.

Our team gained insights into the different experiences and requirements that people living with disability may need. This led to a variety of accessibility checks being implemented during testing, such as using a screen reader on key pages to identify any site navigation issues for vision impaired customers.

Accessibility testing

During development of both the website and RESA form, Web Key IT conducted audits on key pages and provided detailed recommendations to improve accessibility.

These recommendations continue to be actioned and continue to inform ongoing development and testing of new features in our digital space. For example, when testing the front-end development for our new MyAccount portal in 2024, accessibility checks were done early in the project to identify issues before development was finalised.

Accessibility testing is an ongoing practice and one of our customer experience principles, integral to delivering a good online customer experience. We're committed to ensuring our digital presence is accessible to all our stakeholders and customers.

HORIZON
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Development of the DAIP

This DAIP 2025-2030 was developed with assistance from a cross-divisional working group representing areas of the business responsible for the seven outcomes.

The working group's role is to ensure that we continue to plan and implement access and inclusion improvements as well as encourage employees to consider and identify ways to improve access and inclusivity.

Consultation process

We are committed to continuously improving the accessibility of our services. Consultation with people within and outside the organisation is a critical part of establishing whether our information and services are inclusive and easy to access.

Feedback received from employees, customers, stakeholders, and members of the public helped identify potential strategies to be incorporated in this DAIP 2025-2030.

This proposed DAIP 2025-2030 was advertised and promoted for public consultation using the following methods:

- in the regional newspapers that cover our service area
- on our public website
- on our social media channels, including Facebook, Instagram, and LinkedIn
- on our intranet and various internal channels, including emails, meetings, and digital signage.

A dedicated email address was used to encourage contributions with alternative formats of the document available on request.

The DAIP was finalised after the external consultation process. Feedback was discussed by the cross-divisional working group before the DAIP was confirmed and approved by our executive team.

Responsibility for implementation

It is a requirement of the *Disability Services Act 1993* (WA) that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, suppliers, and contractors.

Horizon Power has established a cross-divisional working group representing the areas of the business responsible for the seven outcomes of the DAIP. Each member of the working group holds responsibilities for ensuring specific strategies outlined in this document are executed.

The DAIP forms part of our broader Equal Employment Opportunity Management Plan.

Communicating the plan

Horizon Power sent copies of the draft plan to all those who contributed to the planning process, including employees, external stakeholders, and community members.

The finalised DAIP 2025-2030 will be endorsed by Horizon Power and registered with the Department of Communities.

We have advertised the availability of the DAIP, including alternative formats on our public website and employee intranet.

Employees and members of the community will be advised of any future amendments of the DAIP using similar methods.

The finalised DAIP will be advertised on our public website as per the legislation.

We work with suppliers who also embrace inclusive workplace principles. As such, our suppliers and contractors will be provided with a copy of this DAIP and are required to provide services in a manner consistent with our DAIP and our Supplier Code of Conduct.

Reviewing and monitoring

We will review our DAIP at least once every five years. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Department of Communities after the appropriate consultation.

We have has established a DAIP working group to oversee the implementation of the plan, with representatives from areas of the business responsible for the outcomes.

Internal stakeholders involved in implementing the strategies identified will report progress quarterly to our DAIP working group, who will report to the Department of Communities annually as required.

We will undertake a complete review of the DAIP, incorporating employee and community consultation, and submit the revised plan to the Department of Communities by 2030.

Reporting of the DAIP

The *Disability Services Act 1993* (WA) sets out the minimum reporting requirements for public authorities in relation to DAIPs.

We will report on the implementation of our DAIP through our annual requirements to the Department of Communities by the date set by the Department of Communities each year, usually at the start of July.

In accordance with the Department of Communities reporting requirement, we will outline:

- progress towards the desired outcomes of our DAIP
- progress of our suppliers and contractors towards meeting the desired outcomes, collated in accordance with our contract management framework
- strategies we have used to inform our suppliers of the DAIP.

In addition, we will include a statement of our DAIP progress in our publicly available annual report, in accordance with requirements under the *Disability Services Act 1993* (WA).

Strategies to improve access and inclusion

As a result of our review and consultation process, the following strategies have been identified to ensure we achieve the seven desired outcomes of the DAIP. Together, these outcomes provide a framework for improving access and inclusion to services, facilities and information for people with disability.

We will implement these strategies between 2025-2030.

Outcome 1 – Events and services

People with disability have the same opportunities as other people to access the services of, and any events organised by, Horizon Power.

1	Strategy	Timeline
1.1	Ensure all events organised by Horizon Power adhere to the guidelines outlined in the Creating Accessible Events Checklist* developed by the Department of Communities. Tailor these guidelines to suit the specific requirements of each event as needed.	Ongoing
1.2	Facilitate opportunities for people with disability and their carers to provide feedback on their access experience with our events and services.	Ongoing
1.3	Ensure that all employees involved in the organisation of Horizon Power events and services are aware of their obligations under this DAIP through annual awareness campaigns, including employee and contractor onboarding and/or training.	Ongoing

*These documents are currently under review by the Department of Communities. Updated versions will be released by the end of 2024.

Outcome 2 – Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of Horizon Power.

1	Strategy	Timeline
2.1	As required, conduct access audit/reviews of the main buildings and facilities owned by Horizon Power including emergency access, using the Department of Communities Access Resource Kit Checklist*. Schedule any necessary access enhancements based on audit/review findings.	Bentley office audit to be completed by June 2025 and then ongoing
2.2	Guarantee compliance with all relevant codes, legislative requirements (*Disability Discrimination Act 1992)*, and standards (Access to Premise Standards 2010) during the planning and design phase of any facility or significant refurbishment.	Ongoing
2.3	Each building has an established and documented emergency evacuation plan and procedures, including specialised personal evacuation plans when necessary. Regular training sessions are held to ensure the safety of all individuals, including employees with disability.	Ongoing

*These documents are currently under review by the Department of Communities. Updated versions will be released by the end of 2024.

Outcome 3 – Information

People with disability receive information from Horizon Power in a format that enables them to access the information as readily as other people are able to.

3	Strategy	Timeline
3.1	All public documents include a statement indicating availability in alternative formats. If requested, alternative formats are promptly made available.	Ongoing
3.2	All digital channels, including our internal channels, adhere to the minimum Web Content Accessibility Guidelines (WCAG) 2.0 level A standards and strive to achieve AA and AAA standards.	Ongoing
3.3	Continue to review and improve our writing style and brand guidelines to ensure compliance with the WA Government's Access Guidelines for Information Service Facilities* and suitability for culturally and linguistically diverse audiences and their specific needs.	Ongoing
3.4	Training and resources are provided to relevant employees on developing accessible information requirements and how to obtain information in other formats.	Ongoing
3.5	Accessible information requirements are considered when designing and delivering internal and external marketing and communications campaigns.	Ongoing

*These documents are currently under review by the Department of Communities. Updated versions will be released by the end of 2024.

Outcome 4 – Service quality

People with disability receive the same level and quality of services from Horizon Power employees as other people receive.

4	Strategy	Timeline
4.1	Implement/deliver accessibility and inclusion training specific to our Customer Service Centre employees, to ensure they provide quality services to people with disability.	Ongoing
4.2	Build employee awareness of our DAIP 2025-2030 commitments and responsibilities, including how they can contribute to outcomes.	Ongoing
4.3	Ensure key information to support customers with disability, such as how to find or convert information into alternative formats, is readily available to customer facing employees.	Ongoing

Outcome 5 – Complaints

People with disability have the same opportunities as other people to make complaints to Horizon Power.

5	Strategy	Timeline
5.1	Confirm that documentation and information regarding our complaints management process is accessible in a variety of formats and inclusive of customers with disability.	Ongoing
5.2	Complaints and feedback on access and inclusion are regularly reviewed to identify and address any systemic issues or opportunities for improvement, and information shared with all relevant parties.	Ongoing

Outcome 6 – Consultation

People with disability have the same opportunities as other people to participate in public consultation led by Horizon Power.

6	Strategy	Timeline
6.1	All stakeholder engagement and public consultation forums organised by Horizon Power are planned, using the Creating Accessible Events Checklist* developed and published by the Department of Communities.	Ongoing
6.2	Information or documentation regarding the consultation process is available in alternative formats and promptly made available upon request.	Ongoing
6.3	Employees collaborate with customers with disability who wish to be involved in the consultation, research, and or energy design process to remove any barrier to participation and access.	Ongoing

*These documents are currently under review by the Department of Communities. Updated versions will be released by the end of 2024.

Outcome 7 – Employment

People with disability have the same employment opportunities as other people to obtain and maintain employment with Horizon Power.

7	Strategy	Timeline
7.1	Our People Strategy and plans include initiatives to improve the attraction, selection, retention, and professional development of people with disability.	Ongoing
7.2	Partner with Jobs and Skills Centres, disability employment services providers and disability networks to engage with and attract people with disability who are seeking jobs.	Ongoing
7.3	Become accredited disability confident recruiters.	June 2025
7.4	Provide appropriate training, resources and support to leaders, employees and hiring panels on how to implement inclusive recruitment processes.	Ongoing
7.5	Continue to improve and strengthen our recruitment policy, procedures, templates, and language formats ensuring they are accessible and inclusive of people with disability and alternative formats are promptly made available upon request.	Ongoing

Resources

Australian Human Rights Commission – disability rights

Disability Discrimination Act 1992

*Department of Communities Creating Accessible Events Checklist**

*Department of Communities Access Resource Kit Checklist**

*Horizon Power's Equal Employment Opportunity Management Plan***

State Disability Strategy 2020-2030

WA Disability Services Act 1993

*WA Government's Access Guidelines for Information Services Facilities**

Web Content Accessibility Guidelines (WCAG) 2.0 level A

*These documents are currently under review by the Department of Communities. Updated versions will be released by the end of 2024.

** This plan is currently under review and will be updated in the 2024/25 financial year.

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