



Disability Access and Inclusion Plans (DAIPs) Progress Report 2010–2011



Message from the Minister for Disability Services

Disability Access and Inclusion Plans (DAIPs) are a requirement of the Western Australian Disability Services Act 1993 to ensure State Government agencies and local governments make their services, events, information, buildings and facilities accessible to people with disability.

More than 20 per cent of West Australians have a disability and many of them still face barriers that prevent them from being fully included in community life.

DAIPs provide a systemic approach for public authorities to identify and address barriers to access and inclusion and to develop strategies that meet the service needs of people with disability. DAIPs outline how improved access and inclusion will ensure all services, events, information, buildings and facilities will be accessible by all members of the community, including people with disability.

The DAIP Progress Report 2010–11 documents the work undertaken by State and local governments during the year in implementing their access and inclusion initiatives.

It is encouraging to see the progress being made by public authorities across the State. The DAIPs have gone a long way to improving inclusion for people with disability and this continued improvement in access and inclusion will further support our Count Me In vision—where all people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.

I would like to acknowledge the continuing efforts of public authorities across Western Australia and the ongoing support provided to them through the leadership of the Disability Services Commission.



Hon. Helen Morton MLC

Minister for Disability Services



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Executive Summary

The 2010–11 financial year was the fourth year of implementation for the majority of public authorities required to develop and implement Disability Access and Inclusion Plans (DAIPs). A high degree of progress was made and the Disability Services Commission provided continued guidance and support to the 230 public authorities required to develop and progress DAIPs.

In 2010–11 there was:

- A high number of new DAIPs lodged by public authorities, following the review of previous DAIPs and the embedding of those strategies into daily practice. A significant number of public authorities are approaching the final year of their DAIP implementation and are developing or renewing their DAIPs.
- A high number of DAIP progress reports were provided by public authorities to the Commission with 100 per cent from State Government agencies and 93 per cent from local governments.*
- A high percentage of planned strategies fully or partially completed – 95 per cent for State Government agencies and 92 per cent for local governments.
- Ongoing implementation of contracting provisions to out-source activities consistent with the contracting public authority's DAIP:
 - A total of 895 State Government contractors undertook activities consistent with the contracting public authority's DAIP.
 - State Government contractors increased the breadth of their activity across all six DAIP outcome areas. This positive trend reflects how individual contractors have supported more than one outcome area.
 - A total of 913 local government contractors undertook activities consistent with the contracting local government's DAIP.
- Significant support provided by the Commission through:
 - The provision of model DAIPs and other information to help new DAIP development and practical implementation of strategies.
 - Direct liaison with inclusion and community education officers to help public authorities with access and inclusion issues.
 - DAIP information sessions conducted throughout Western Australia.
 - Interactive staff training packages for State and local government staff.

*Ninety-three per cent comes from DAIP progress reports provided by 128 of the 139 local government authorities that could report in 2010–11.

Background

The Minister for Disability Services is required under the Disability Services Act 1993 (amended 2004) to table a report in Parliament each year on the progress of Disability Access and Inclusion Plans (DAIPs) in Western Australia. The amended Act also requires public authorities to develop and implement DAIPs.

DAIPs provide a formalised approach for public authorities to meet the service needs of people with disability now, and in the future, and to identify and address access barriers. DAIPs strengthen independence, opportunities for participation and inclusion for people with disability. The whole community benefits when everyone is able to access services and participate. Accessible and inclusive services also help other people, such as parents with prams and the elderly.

This report outlines DAIP lodgment for State Government agencies and local governments and the progress in implementing DAIPs across Western Australia during 2010–11. Please see Appendix 1 for a full list of public authorities.

The report also notes training and support provided by the Disability Services Commission to help public authorities in developing and implementing their DAIPs.

Purpose of Disability Access and Inclusion Plans

In relation to their dealings with the public, the Disability Services Act requires public authorities to plan for the provision of services, buildings and information that are accessible for, and inclusive of, people with disability.

Under the Disability Services Act 1993, public authorities required to have a DAIP include:

- State Government agencies
- Entities specified in Schedule 2 of the Public Sector Management Act 1994
- Local governments
- Universities
- Fremantle Hospital, King Edward Memorial Hospital, Princess Margaret Hospital for Children, Royal Perth Hospital and Sir Charles Gairdner Hospital
- Water Corporation
- Electricity corporations.

The framework for DAIPs formalises many elements of good access planning. In summary, these legislative requirements include:

- Progressing six desired access outcomes so people with disability have the same opportunities as other people, in relation to services and events provided by public authorities:
 - Outcome 1 – services and events
 - Outcome 2 – buildings and facilities
 - Outcome 3 – information
 - Outcome 4 – quality of service, through appropriately knowledgeable staff
 - Outcome 5 – complaint processes
 - Outcome 6 – consultations.
- Consulting with the community during the development of the DAIP through either a state-wide newspaper (for State Government agencies), local newspaper (for local governments) or through a public authority's website.
- Lodging the DAIP with the Commission.
- Notifying the community in a newspaper of the DAIP's availability, making the DAIP available on a public authority's website and in alternative formats on request.
- Implementing the DAIP by a public authority's staff, officers, agents and contractors.
- Reviewing the DAIP at least every five years.

As well as providing information for this report, public authorities continue to outline DAIP activities in their annual reports.

The Commission provides ongoing support, information and resources for State and local governments to help them to develop and implement DAIPs.

Disability Access and Inclusion Plans lodged with the Commission

The amended legislation initially required DAIPs to be developed and lodged with the Disability Services Commission by 31 July 2007. Under the Act, as new public authorities are established, they have one year to develop and lodge their DAIP. The Commission has received legislatively compliant DAIPs from 100 per cent of State Government and 99.3 per cent of local government authorities. The Commission is working with the remaining public authority required to have a plan.

A large proportion of public authorities are reaching the final year of DAIP implementation. Many strategies have been or are nearing completion and are becoming embedded into daily practice. The Commission is providing continued support and information to those public authorities renewing their DAIPs and to help with the DAIP development process.

Disability Access and Inclusion Plan development process

The Act requires public authorities to consult, as a minimum, through advertising in a newspaper or on their website to support the DAIP's development. The finalised DAIP should be promoted through a newspaper and their website. Many public authorities have gone beyond the requirements of the Act during the consultation phase and promotion of their DAIP.

An assessment of DAIPs lodged with the Commission identified:

- State Government agencies were more likely to consult through their websites, while local governments were more likely to use a local newspaper to seek community views.
- Both State Government agencies and local governments used surveys and focus groups to identify issues for the DAIP, although State Government agencies were nearly twice as likely to use focus groups than local governments. These were more likely to have access committees.
- State Government agencies were more likely to seek input from disability sector organisations.
- State Government agencies were more likely to provide the DAIP to new staff as a general part of induction while local governments were more likely to provide the DAIP to stakeholders.

Resources to help access planning

In 2010–11, the Commission provided information to help agencies develop, implement and review their DAIPs including:

- Resource manuals for State and local governments to provide practical help in developing a DAIP.
- A guide for reviewing DAIPs for State and local governments.
- A local government information package for elected members of councils.
- An access resource kit to help public authorities undertake access and inclusion activities to progress their DAIPs.
- DAIP training package that can be used by public authorities for disability awareness training.
- Guidelines for contract managers and contractors in both State and local governments on the Act's requirements for agents and contractors of public authorities. The guidelines detail the application of the DAIP special condition of contract and include practical examples of activities that can be undertaken by contractors to progress the DAIP's desired outcomes.
- You're Welcome Access WA resources including a comprehensive training kit for public authorities to access awareness information sheets and the purpose-built website www.accesswa.com.au with more than 3,100 access reports.
- The State Government Access Guidelines for Information, Services and Facilities.
- The Creating Accessible Events resource, containing checklists to help public authorities design, plan and conduct accessible events.
- Resources on improving building and facility access and meeting legislative requirements.
- An accessible information training package.
- Guidelines and checklist for accessible printed information.
- Tips to make website information on websites accessible and a checklist to help with this.
- DVDs to raise staff awareness and support improved customer service for people with disability by State and local governments and for the hospitality, tourism, retail and entertainment industries.

Disability Access and Inclusion Plan information sessions

Each year, Disability Services Commission staff travel across Western Australia to present information workshops on DAIPs for State and local government officers. This year's training sessions included sharing good practice achievements, essential aspects of progress reports, agents and contractors reporting and steps for reviewing DAIPs. A number of authorities appointed new DAIP contact officers during the year and, as a priority, they were provided with additional support and an introduction to DAIPs.

The session about reviewing DAIPs received positive feedback because many agencies are currently involved in this process. The session about sharing information and initiatives was a useful vehicle for discussions on possible strategies to be included in the reviewed DAIPs. Suggestions from the 2011 sessions will be incorporated into new information sessions for 2012.

The Disability Services Commission is committed to supporting DAIP implementation across Western Australia and, in addition to two metropolitan sessions, training was also conducted in Narrogin, Kununurra, Geraldton, Toodyay, Port Hedland and Capel.

Disability Access and Inclusion Plan queries from public authorities

The Commission's Inclusion and Community Education Branch responded to numerous telephone, written, email and face-to-face queries regarding the development, implementation, reviewing and reporting on DAIPs during 2010–11.

Implementation progress of Disability Access and Inclusion Plans

To support this report, State Government agencies and local governments completed a two-page DAIP progress report. Each report detailed progress made during 2010–11 in implementing their planned DAIP strategies, progress by agents and contractors and how agents and contractors were informed of DAIP requirements.

State Government progress

Progress reports were received from 100 per cent of State Government agencies implementing DAIPs long enough for measurable progress to be given.

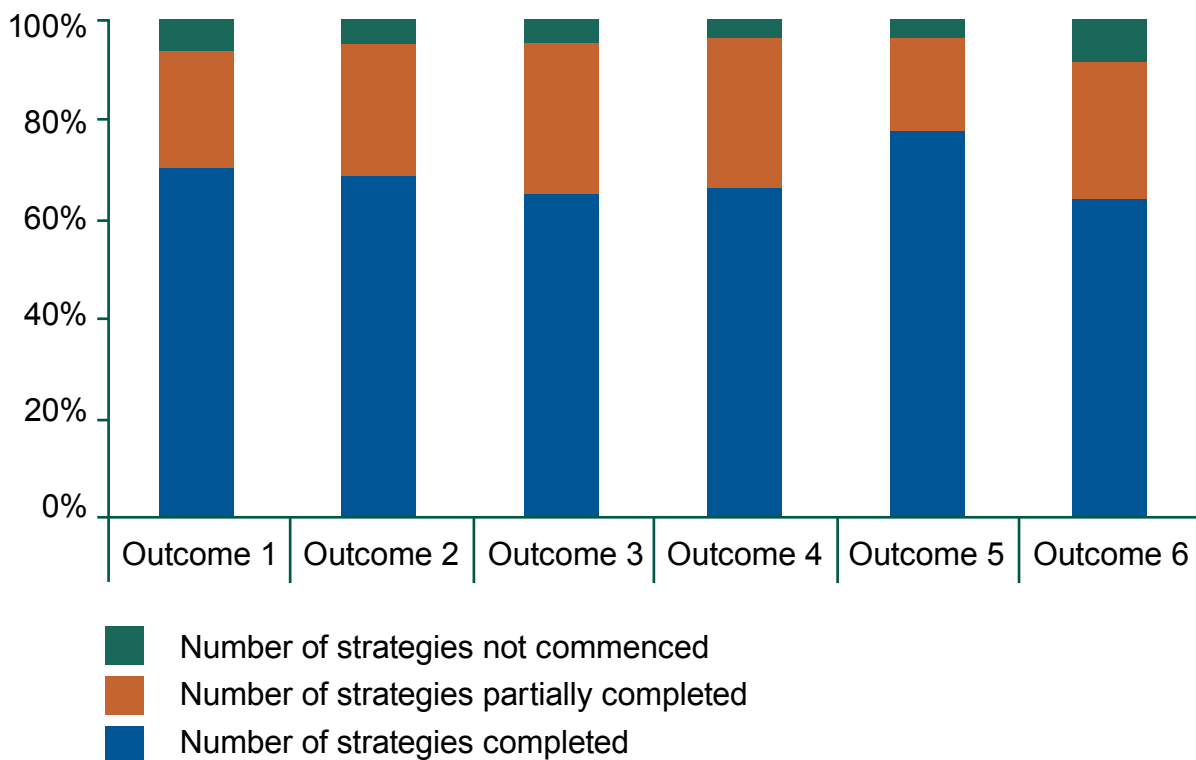
State Government agencies reported a high degree of progress in implementing planned DAIP strategies.

The following table compares the reported percentage of planned strategy completion and partial completion with strategies that did not begin.

	Percentage of planned strategies completed or partially completed	Percentage of planned strategies not commenced
Outcome 1	94%	6%
Outcome 2	96%	4%
Outcome 3	96%	4%
Outcome 4	97%	3%
Outcome 5	97%	3%
Outcome 6	92%	8%

The chart on page 8 further breaks down these figures and shows the percentage of planned DAIP strategies by State Government agencies completed, partially completed or not commenced in each of the six outcome areas. The chart demonstrates, on average, 68 per cent of planned strategies were completed and 27 per cent of planned strategies were partially completed per DAIP outcome area.

DAIP strategy implementation by State Government



In comparison to last year's results for State Government, the rate of planned strategies:

- completed decreased by three per cent
- partially completed increased by two per cent,
- not commenced increased by one per cent.

These results are not statistically significantly different from the trends of previous years with high levels of strategy completion and partial completion evident.

Examples of Disability Access and Inclusion Plan activities by State Government

The following activities are a small sample of the types of DAIP outcome strategies presented by State Government authorities to the Commission and through their 2010–2011 annual reports.

DAIP Outcome 1 — people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Voting support for people with vision impairment

The Western Australian Electoral Commission (WAEC) supported the development of an automated telephone voting standard as part of its contribution to the Electoral Council of Australia and harmonisation of electoral systems. The standard has been designed to help specific electors, including those who are blind or have a vision impairment, where legislation permits. The WAEC started developing of an automated voting system for use in selected polling places at the next State general election to support electors with vision impairment casting secret ballot.

Connecting people with sport

The Department of Sport and Recreation's support for Sports CONNECT saw the establishment of working parties between sporting associations and the Commission to develop communication and engagement models. This was to increase the participation of people with disability in community sport and recreation. The Organisational Sustainability Program provided consultancy to disability sector organisations supported by the Department of Sport and Recreation. These include Wheelchair Sports WA, Inclusion WA and the Western Australian Disabled Sports Association.

Improving a theatre experience

The Perth Theatre Trust ensures information on its services and events is written in clear and concise language and is available in alternative formats. Information is also provided through BOCS Ticketing and Marketing Services and specific facilities available at each venue. These include infrared hearing loops to help people who are deaf or hard of hearing and seating and parking. Audio descriptions of live theatre performances for people with vision impairment is also available for selected performances.

DAIP Outcome 2 — people with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Better bus stops

The Public Transport Authority (PTA) launched its Bus Stop Accessibility Works Program in 2010–11. The 14-year program aims to progressively upgrade bus stops across Western Australia to meet the requirements of the Disability Standards for Accessible Public Transport and Disability Discrimination Act. To ensure compliance, the PTA published the Public Transport Bus Stop Site Layout Guideline.

The PTA's Transperth Education manages the Get on Board—Station Tour program that provides hands-on, onsite practical experience to Transperth services and stations. Participants meet key staff members, experience ticketing and boarding and discover station facilities and features. The program allows participants to see what accessible features are provided, what rights people with disability have on Transperth and how everyone can make Transperth work best for them. The personal approach in explaining and demonstrating the system makes a difference in ensuring people with disability can access public transport with the same confidence as anyone else.

Improved access at Kings Park

The Botanic Gardens and Parks Authority undertook a number of initiatives in Kings Park to allow for better access to lawns, intimate garden settings and the Marlee Pavillion with new accessible pathways through the Botanic Garden. Works on Fraser Avenue delivered safe pedestrian access with wide new pathways from the car park to the State War Memorial. New, easy access parking bays were provided to ensure accessible parking opposite Frasers Restaurant and in close proximity to memorials.



DAIP Outcome 3 — people with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

University improves online experience

Curtin University commissioned Vision Australia to complete an audit against international web standards (specifically, the W3C's WCAG 2.0 to Level AA) across eight public Curtin websites. The audit identified a moderate level of accessibility and an action plan to address gaps and ensure readiness for WCAG 2.0 by 2013. Curtin's online web accessibility standards have been made available to Curtin staff and students. An internal communications strategy (the Accessible Information Implementation Plan) is currently being developed and will build upon the Disability Services Commission's accessible information training package resources. Curtin University is also developing an online disability awareness module.

Enhancing the SMS Assist facility

The Western Australian Police formed an SMS Assist working group to enhance the current facility. The group, consisting of representatives from State Government and disability sector organisations, developed an interactive survey to enhance the effectiveness of the SMS Assist facility for people with disability. Results supported continuing the facility with 92 per cent of respondents stating SMS Assist was a good way for them to contact police. WA Police also reviewed and updated its Disability Services Policy to ensure it was in line with contemporary standards and to incorporate the new WA Police language services policy.

Library online services

The State Library of Western Australia provides details of services and facilities available electronically on their website and on the You're Welcome AccessWA website. The State Library's website complies with the State Government Access Guidelines for Information, Services and Facilities. Staff who provide written information to the public completed an access information training course. This increased their understanding and awareness of people with disability. It also helped them develop printed and online information that is accessible, specifically for people with disability, but also for children, the elderly and people with English as their second language.

DAIP Outcome 4 — people with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Improved customer service for power

Western Power aimed at improving the quality of service and engagement with its customers. In late 2010, a team was established to minimise the impact of planned service interruptions to sensitive customers, where possible. In 2011, new customer management software was implemented, allowing Western Power to record their customer's preferred method of communication.

Disability aware at Landgate

As part of its induction program, Landgate provides its customer service staff with awareness training about providing services to customers with disability. Landgate incorporates its DAIP and diversity plans into its Staff Consultancy Committee so training and awareness in these areas are directed to relevant staff delivering Landgate services. The Staff Consultancy Committee includes representatives with disability to ensure a focus is maintained in this area.

DAIP Outcome 5 — people with disability have the same opportunities as other people to make complaints to a public authority.

Princess Margaret Hospital improves processes

The Princess Margaret Hospital for Children's Child and Adolescent Health Service (CAHS) customer liaison service updated its complaint management form to identify people with disability and carers of people with disability. Once identified, the option of consultation with the Liaising, Informing and Networking for Carers Coordinator is considered to provide help carers and families of children with disability. The complaint management checklist was revised to identify whether the complainant is a carer of a patient with disability and if they had been informed of support options. The Customer Liaison Service poster advertising the feedback and complaints process now includes information on the National Relay Service. The font size has been increased and the colour contrast improved for people with vision impairment.

DAIP Outcome 6 — people with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Kimberley housing engagement.

The Kimberley Development Commission worked closely with community residents, the Department of Housing and other stakeholders to progress three housing-related initiatives:

- the Mardiwah Loop Community Housing project
- the Kimberley Aboriginal Community Housing project
- the re-establishment of Warmun Community, after the March 2011 floods.

As an integral component of these projects, the Kimberley Development Commission ensured effective consideration, consultation and inclusion of people with disability in housing planning, construction and/or refurbishment. In association with the chief executive's role as chairperson of the Warmun Community Re-establishment Taskforce, the Kimberley Development Commission worked with disability service providers to ensure temporary and permanent accommodation for people with disability was accessible and tailored, where appropriate, to suit individual needs.

Regional museum asks Albany Residents

The Western Australian Museum Albany has a focus group for children's programs. The focus group's membership includes two parents of children with disability, who have also attended the Young Naturalists' Club planning meetings. The Western Australian Museum Albany site has two long-term volunteers with disability and staff members have worked closely with these volunteers to ensure their views, concerns and feedback are incorporated into site strategies for access. The Western Australian Museum Geraldton notifies its stakeholders' group of consultation opportunities, including representation from people with disability.

Local government progress

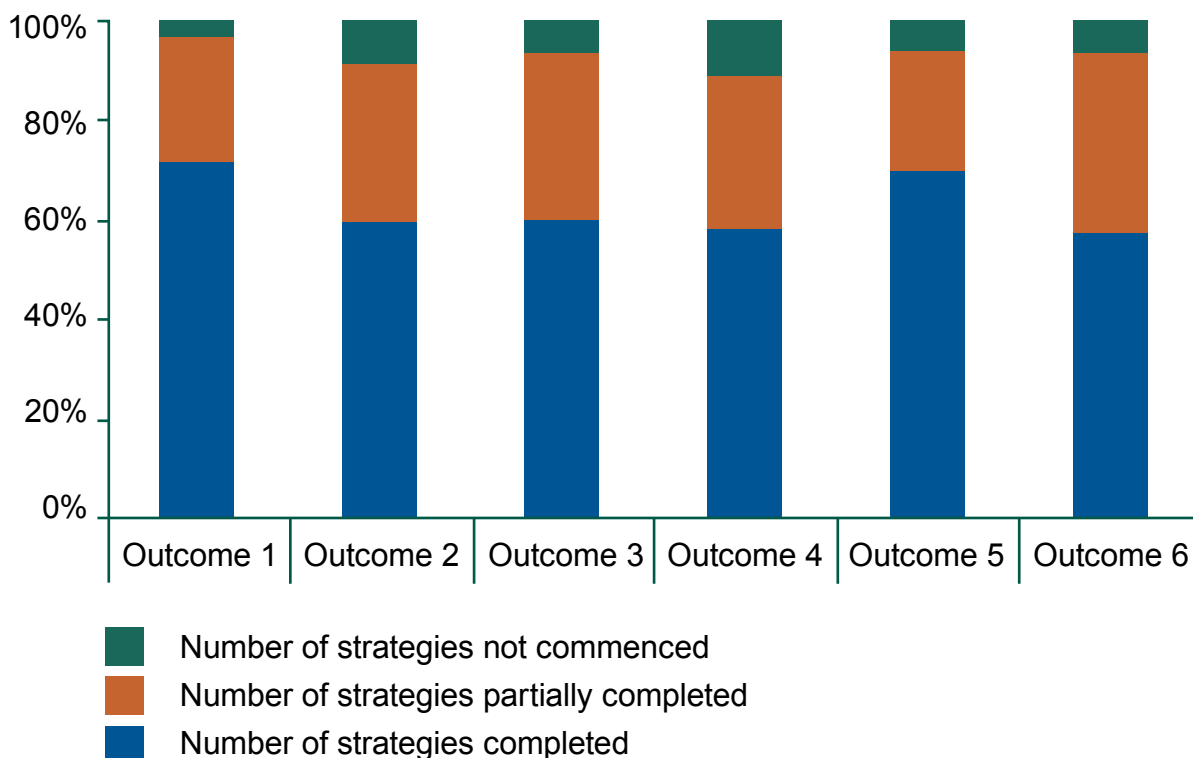
Progress reports were received from 93 per cent of local governments implementing a DAIP long enough for measurable progress to be reported. Only 11 local government authorities did not submit progress reports by the required deadline.

Local governments also reported a high degree of strategy completion across the six desired DAIP outcomes. For each outcome, the following implementation progress was reported:

	Percentage of planned strategies completed or partially completed	Percentage of planned strategies not commenced
Outcome 1	96%	4%
Outcome 2	91%	9%
Outcome 3	92%	8%
Outcome 4	88%	12%
Outcome 5	94%	6%
Outcome 6	93%	7%

The following chart shows the percentage of planned DAIP strategies by local governments that were completed, partially completed or not commenced. The chart demonstrates, on average, 62 per cent of planned strategies were completed and 30 per cent of planned strategies were partially completed per DAIP outcome area.

DAIP strategy implementation by local government



In comparison to last year's results for local governments the rate of planned strategies:

- completed, decreased by two per cent
- partially completed was the same
- not commenced decreased by three per cent.

These results indicate local government authorities have implemented planned strategies more strongly than in the previous year.

Examples of Disability Access and Inclusion Plan activities by local government

The following is a small sample of some of the DAIP outcome strategies presented by local governments to the Commission in their 2010–2011 annual reports.

DAIP Outcome 1 — people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Fun on the Foreshore

The City of Mandurah held its Fun on the Foreshore event as part of the International Day of People with Disabilities and Disability Awareness Week. The event was an opportunity to celebrate Mandurah's diverse community by promoting access and inclusion, physical activity, services and programs available within the locality. The event received a higher-than-anticipated attendance of about 1200 people who enjoyed art display, information and a chill-out-tent with acoustic performers, complimentary massages for carers, a roaming magician, free sausage sizzle and demonstrations during the event. The event was a new initiative from the City's Disability Access Advisory Group after it identified a need within the community and disability sector to bring everyone together to celebrate the continuous work occurring every day. High levels of consultation occurred within the disability sector with many meetings and workshops ensuring the event reflected community needs and involvement. The council has since made the initiative an annual event.

Accessible events in Kwinana

The Town of Kwinana monitored its Access and Inclusion Policy to ensure it supported equitable access to services. All events were planned using the accessible events checklist that is available on the town's website and intranet. Additional opportunities to access the special needs aquatic program at Recquatic were increased through the employment of additional swim teachers.

Action in Mundaring

The Shire of Mundaring's rubbish collection includes a put-out/put-in service for people with disability. The shire also held an awareness-raising campaign for the community in relation to people parking their wheelie bins and cars on footpaths. The campaign asked people to 'think before you park' because if vehicles or bins are on the pavement, then people using wheelchairs and children are forced on to the road. The free use of aquatic wheelchairs is provided by the shire at the Bilgoman Aquatic and Mt Helena Aquatic Centres with employees' support. The shire's event funding guidelines include consideration of access and inclusion by recipients of funding.

DAIP Outcome 2 — people with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Halls Creek on the right path

The Shire of Halls Creek built new footpaths in areas previously inaccessible. Areas of high traffic were modified to include ramps from the roadside kerb, down to the road, for ease of use by people using wheelchairs and families with prams. Previously, the footpaths ended at the roadside kerb and were not mountable, creating access issues. A small pathway was created opposite the shops in the main street so people can cross the road within close vicinity to the shops. Previously, the only accessible crossing was located well away from the main shops and created a burden for those who need easy access to the shopping areas.

Beach access in Busselton

The Shire of Busselton bought two beach wheelchairs in 2010–2011 to provide better access to beach areas for people with disability. One of the wheelchairs is located at the Equinox Cafe on Busselton Foreshore and the other is at the Naturaliste Community Centre in Dunsborough. Both wheelchairs have been used considerably by individuals, families and service providers.

Shire of Murray in the swim

The Shire of Murray completed a new heated aquatic facility at the Murray Leisure Centre, which involves an eight-lane lap pool, leisure pool with beach entry and a state-of-the-art hydrotherapy pool with ramp entry. Planning started to deliver a range of programs in the facility catering for the shire's diverse community. The project also included improved centre access with additional ACROD car bays, a revamped ramp-entry to the front reception area and a lowered reception desk. Funding was also obtained to buy and install a pool hoist, providing access to the lane lap pool for people with disability.

Skate park for all

The Shire of Plantagenet has recently built two new skate parks in Mount Barker and Kendenup. These skate parks have been designed for people of all abilities. The upgrade to Wilson Park Playground also began. The playground has been designed with a Nature Play theme that maximises learning experiences encountered through play and provides an effective strategy to improve childhood development opportunities. The interactive playground incorporates conventional playground equipment with some nature-based equipment and plantings with various textures, scents and colours. A tractor structure is also part of the playground equipment, designed to allow access for people using wheelchairs.



DAIP Outcome 3 — people with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Harvey online

The Shire of Harvey's website was enhanced and provisions were made to increase the accessibility of information to the public. Improvements to the website included:

- The standard font is larger and a function to allow users to alter the font size to suit their vision is now included.
- Information is included on the home page on how people can communicate with the shire using alternative methods.
- The Contact Us page now includes details on how people with hearing or speech impairments can contact the shire through the National Relay Service.

In consultation with the Disability Access and Inclusion Advisory Committee, the Shire of Harvey aims to continue to improve website accessibility.

Library access for Fremantle

The Town of East Fremantle and City of Fremantle's joint library obtained funding for digital playback devices available for loan to people with print disability. The Department of Families, Housing, Community Services and Indigenous Affairs' (FaHCSIA) Local Government Increasing Accessibility Library Initiative launch was hosted at Fremantle City Library.

The City of Fremantle has improved access to its rates notices, which can be provided in alternative formats. The standard rates notice now has larger print and a symbol of access, highlighting text offering other formats. The city has facilities for its rates and other charges to be paid online and the city's Meeting Place newsletter is also accessible on the internet. Specific information needs of individuals are taken into consideration on request.

DAIP Outcome 4 — people with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Perth training success

The City of Perth undertook a DAIP training project 2010/11 resulting in:

- A total of 228 employees and volunteers attending some form of disability awareness training.
- Thirty per cent of established staff participating in the program.
- Eighty-eight per cent of all new employees participating in the disability awareness induction program.
- Nineteen per cent of the workforce attending an access workshop.
- Thirty-eight per cent of registered volunteers attending the access workshop on customer service.

Cockburn staff support

The City of Cockburn delivers disability awareness training for all council staff over a three-year period. Already 60 per cent of staff have received the training. The city was highly commended in the 2010 Count Me in Awards for Local Government for its staff disability awareness training. The city also delivers an induction to all new staff, including an outline of the city's commitment to improving services for people with disability through its DAIP 2007-2011. Cockburn's building services staff attended a number of training courses on the Access to Premises Standards and changes to the Building Code of Australia.

DAIP Outcome 5 — people with disability have the same opportunities as other people to make complaints to a public authority.

Customer service training in Mosman Park

Town of Mosman Park staff received training in customer service that incorporated receiving complaints in relation to access and inclusion. The council's complaints system is open to all residents and ratepayers and can be undertaken through a number of mediums such as email, telephone and in-person.

Customer complaints important

The City of Cockburn's customer request system requires officers to respond to complaints within a designated time. Complaints can be directed to the customer contact centre or emailed. The city provides the National Relay Service (NRS) for people with hearing or speech impairments upon request and prior arrangement. The city's customer contact centre has NRS-trained staff familiar with communication procedures with customers via a relay officer. Auslan signing interpreters can be provided by the city to help people with hearing impairment. A disability access and inclusion officer is available to provide further information to support people with disability, their families and carers in making complaints.

DAIP Outcome 6 — people with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Melville consults online

The City of Melville used online community forums as a new method of engagement to support consultations being more accessible to a wider variety of people in a safe discussion space. City of Melville employees regularly meet people with disability and advocates on-site to address any access concerns and make improvements where possible. The Heathcote Park upgrade was a result of an expressed concern that a child with a visual impairment could not use her local park without support. The Disability Services Commission's Local Area Coordinator (LAC) connected the family with the city's community development officer who facilitated an on-site consultation with relevant stakeholders. Action to ensure access for people with visual impairment was rapid and all modifications discussed with the family were completed. Improvements included installing visual markers on all steps and limestone borders to create a greater colour contrast.

Ongoing commitment in Nedlands

The City of Nedlands ensures all consultation meetings are held in accessible venues by using the accessible events checklist. The city maintains an access working group to provide ongoing advice on access issues and build direct relationships with local people with expertise in disability access. Meetings are held quarterly. The city has developed and maintains an access contacts list, including email addresses, so individuals and groups interested in access issues can be informed and consulted in a timely manner.

Agents and contractors

Public authorities are required to ensure any works undertaken by agents and contractors comply with the Disability Services Act 1993's requirement that public money be used to provide goods and services all members of the community are able to access.

A special condition of contract was developed by the State Solicitor's Office for use in contracts after 1 August 2007, under the Department of Treasury and Finance framework and State Supply Commission's Funding and Purchasing Community Services Policy.

The special condition:

- Applies to new and varied contracts for providing services to the public.
- Is compulsory for State Government agencies and recommended for use by local governments.
- Outlines the Act's requirements for contractors, stating they:
 - Undertake services to the public in a manner consistent with the contracting public authority's DAIP.
 - Report once a year to the public authority in relation to which DAIP outcome areas they have progressed.

Following consultation with the Western Australian Local Government Association, this special condition was provided to local governments as a suggested approach to ensuring contracted services are also accessible to people with disability.

The contracting arrangements were applied from 1 August 2007 when the DAIP special condition of contract became embedded in Department of Treasury and Finance tender templates and State Supply Commission policies.

The Disability Services Commission has developed guidelines for State and local government contract managers and their contractors. They outline the application of the DAIP special condition of contract, practical strategies contractors can undertake to support DAIP outcomes and how to report on DAIP progress. Contracting processes are also a key component of Commission training sessions undertaken each year to support public authorities in implementing their DAIP.

Examples of the wide array of activities that might be undertaken by a public authority's agents and contractors, relevant to the DAIP, include:

- Providing of services directly to the community—ranging from drug rehabilitation and counselling services for young people to wheelie bin pickup to help people with disability experiencing difficulty moving wheelie bins to the kerb.
- Design and update of websites—as key information delivery mechanisms websites need to be accessible to all community members. This ensures people using assistive technology can easily use websites to access the information they seek.
- Public consultations—when consultants are engaged to seek community views they need to consider consultation methodologies accommodating the needs of people with disability. This will support them in providing their opinions, along with other members of the community.

These contract examples, and many like them, focus on interaction with the community. At the heart of the Disability Services Act's requirements is the notion that, in their dealings with the public the contractors of public authorities must take into account the needs of people with disability and their capacity to access and participate in activities.

Agents and contractors progress

Progress reports from public authorities indicate 895 State Government contractors and 913 local government contractors undertook activities supporting a range of DAIP outcome areas in 2010–11. In comparison to last year, the number has decreased by 57 per cent for State Government and increased by five per cent for local governments.

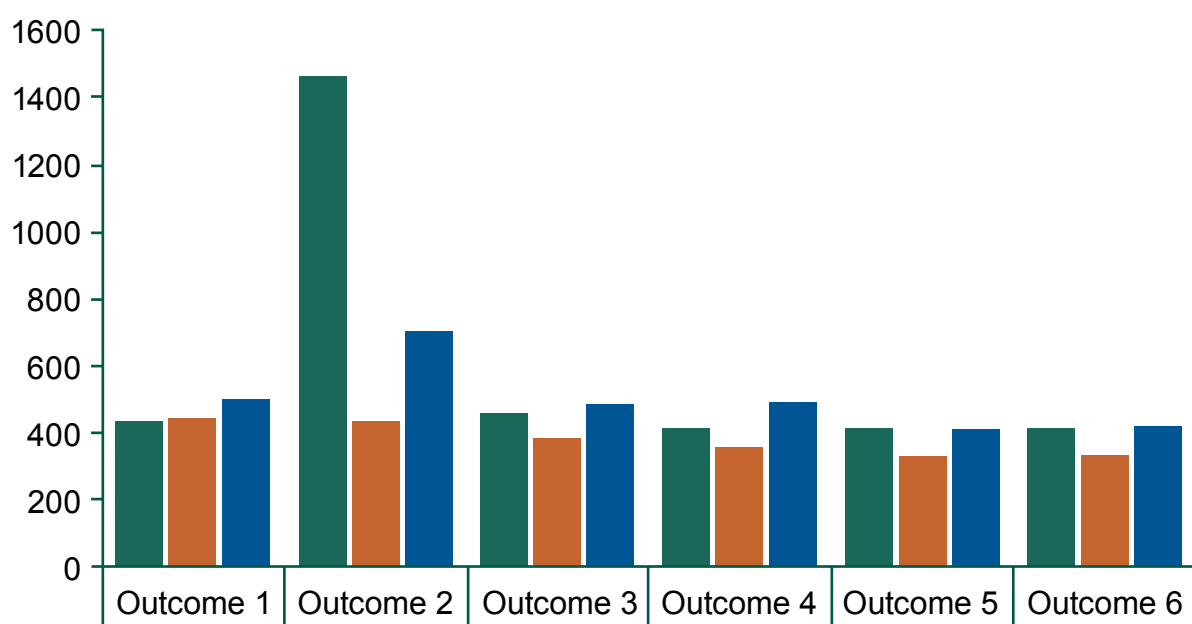
Progress reports also indicated the total number of contractors providing a service to the public (whether consistent with the DAIP or not). As a percentage:

- The total number of State Government contractors in 2010–11 decreased by 38 per cent compared to last year.
- Forty-nine per cent of the total number of State Government contractors reported providing a service to the public consistent with the DAIP. Compared to last year, 71 per cent of the total number of contractors reported.
- The total number of local government contractors in 2010–11 increased by 40 per cent, compared to last year.
- Forty-three per cent of the total number of local government contractors reported providing a service to the public consistent with the DAIP. Compared to last year, 58 per cent of the total number of contractors reported.

The lower percentages of contractors providing a service to the public consistent with the DAIP highlights a need for additional effort in ensuring contractors support the outcomes of public authority DAIPs.

The chart on page 20 compares the number of State Government agency contractors supporting specific DAIP outcomes in 2008–09, 2009–10 and 2010–11.

Comparison of DAIP outcomes supported by State Government contractors, 2008–09 to 2010–11



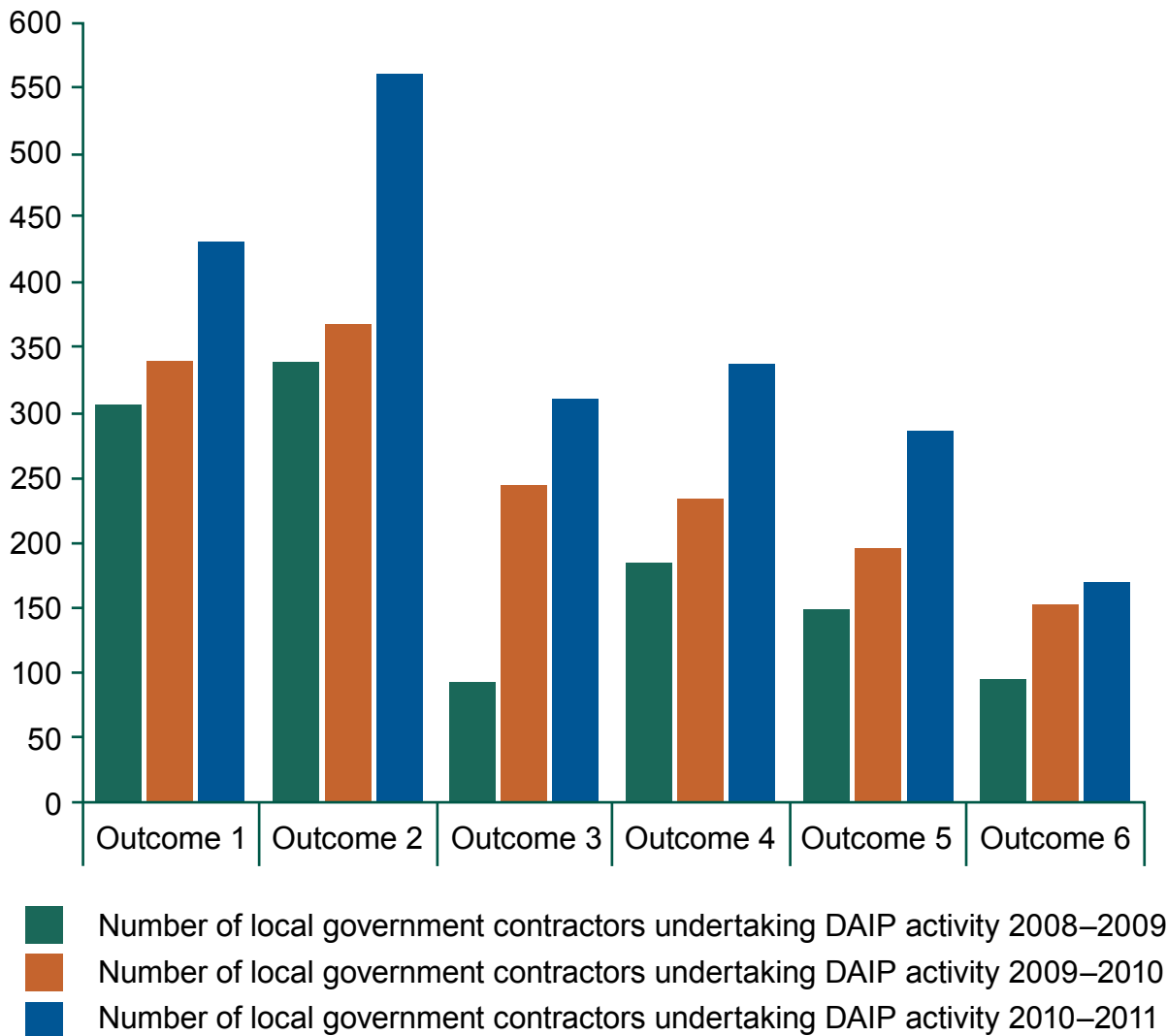
- Number of State Government contractors undertaking DAIP activity 2008–2009
- Number of State Government contractors undertaking DAIP activity 2009–2010
- Number of State Government contractors undertaking DAIP activity 2010–2011

Please note: some individual contractors have supported more than one DAIP outcome area.

Across all six outcome areas, the number of State Government contractors undertaking DAIP activity during 2010–11 has increased from the previous year. While there were less DAIP contractors in 2010–11 compared to the previous year, the chart above indicates the spread of those contracted activities across the six DAIP outcomes has experienced a more even distribution.

The chart on page 21 compares the number of local government contractors supporting specific DAIP outcomes from 2008–09 to 2010–11.

Comparison of DAIP outcomes supported by Local Government contractors, 2008–09 to 2010–11



Please note: some individual contractors have supported more than one DAIP outcome area.

Across all six outcome areas, the number of local government contractors involved in providing services to the public has continued to increase over 2008–09 to 2010–11.

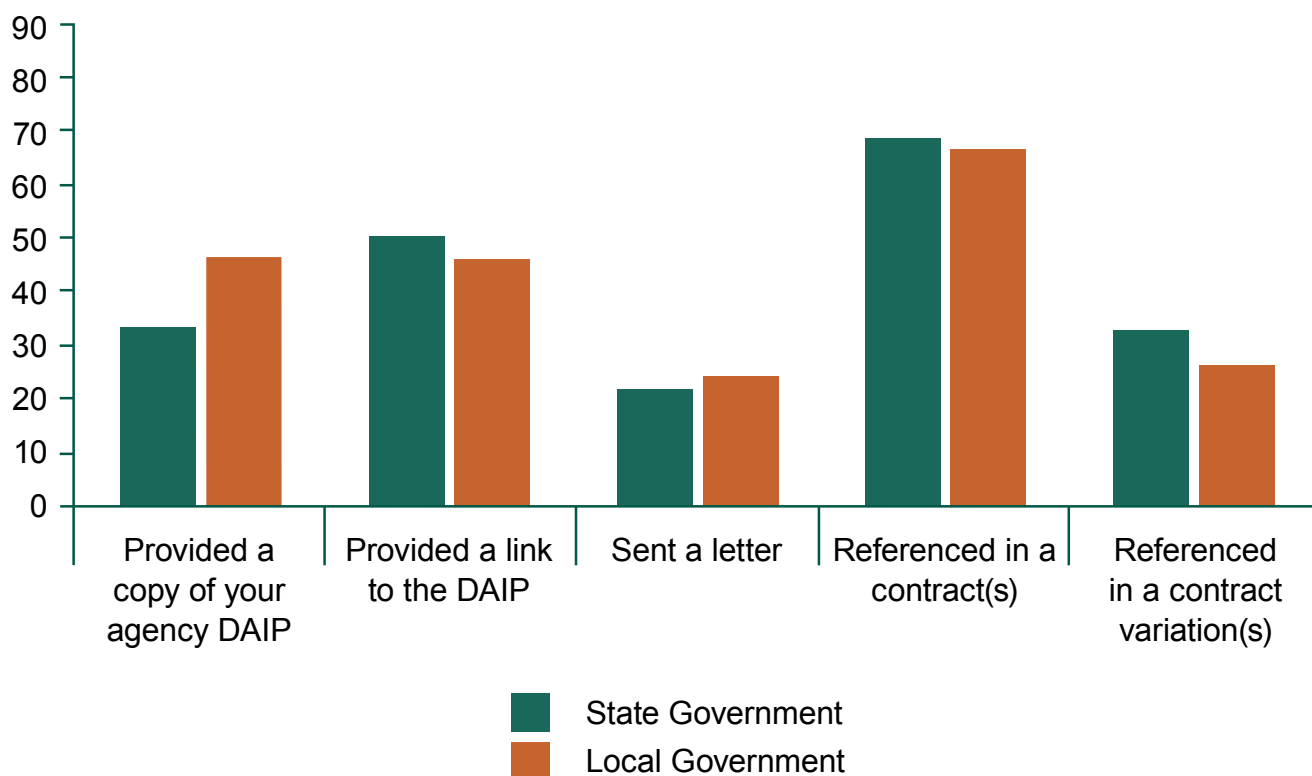
The table on page 22 demonstrates the overall proportion of activities by State and local government contractors focused on each DAIP outcome. The nature of activities contracted influenced outcomes contractors were likely to support. For example, building a new local community sports centre would be undertaken in accordance with Outcome 2 (buildings and facilities). However, establishing accessible grievance mechanisms (Outcome 5) might not be pertinent to building a new sports centre. Therefore, it would be less likely to be a relevant activity for those contractors.

	Percentage of State Government contractor focus	Percentage of local government contractor focus
Outcome 1	16%	21%
Outcome 2	25%	27%
Outcome 3	15%	15%
Outcome 4	17%	16%
Outcome 5	14%	14%
Outcome 6	13%	8%

For both State and local governments, Outcome 2 — Access to buildings and other facilities represented the single largest focus of their contracted activities, relevant to the public. Notwithstanding this trend, there was a proportionally more even spread of State Government contract focus across the remaining five outcome areas. In comparison, local government contracts appeared to have a greater proportional focus on Outcomes 1 and 2.

Public authorities also reported on how they informed their agents and contractors on the requirements of the Act in undertaking activities for the public, in a manner consistent with the DAIP. The following chart shows how public authorities used different types of strategies to inform their contractors of DAIP requirements.

How public authorities informed contractors about the DAIP



Both State and local government authorities informed more agents and contractors of the DAIP by referencing it in their contracts. Providing agents and contractors with a link to the DAIP was the other preferred method.

Conclusion

Through the development and implementation of DAIPs, West Australian public authorities are providing and facilitating better access and inclusion for people with disability.

In 2010–11, 95 per cent of planned DAIP strategies by State Government and 92 per cent of planned DAIP strategies by local governments were completed or partially completed. This is similar to last year's rate and represents the ongoing commitment public authorities have for the inclusion of people with disability in providing a range of public services and functions in Western Australia.

In particular, local governments should be acknowledged for their improvement in the number of completed and partially completed strategies throughout 2010–11. The State Government should also be acknowledged for 100 per cent DAIP progress report lodgment from its agencies.

Both State and local government agents and contractors have continued providing services to the public while progressing DAIP outcomes. Improvements in the breadth of contractor activity across all six outcome areas were reported. Compared to last year, these DAIP-progressing activities were undertaken by a lower percentage of the total number of contractors. This highlighted a need for additional effort to ensure agents and contractors support public authority DAIP outcomes.

In total, the overall trend from DAIP progress reports from State and local governments indicates they have recognised and responded to their access and inclusion responsibilities under the Disability Services Act. As many of these public authorities enter a development phase for their new DAIPs, the increased inclusion of people with disability in their service provision bodes well.

Appendix 1: List of all public authorities required to develop and implement Disability Access and Inclusion Plans in 2010–2011

State Government

Art Gallery of Western Australia	Department of State Development
Botanic Gardens and Parks Authority	Department of the Attorney General
CY O'Connor Institute	Department of the Premier and Cabinet
Central Institute of Technology	Department of the Registrar WA Industrial Relations Commission
Challenger Institute of Technology	Department of Training and Workforce Development
ChemCentre	Department of Water
Child and Adolescent Health Service (Princess Margaret Hospital)	Disability Services Commission
Country High School Hostels Authority	Drug and Alcohol Office
Curriculum Council of Western Australia	Durack Institute of Technology
Curtin University of Technology	East Perth Redevelopment Authority
Department for Child Protection	Economic Regulation Authority
Department for Communities	Edith Cowan University
Department of Agriculture and Food	Fire and Emergency Services Authority of Western Australia
Department of Commerce	Fremantle Hospital and Health Service
Department of Corrective Services	Gascoyne Development Commission
Department of Culture and the Arts	Goldfields-Esperance Development Commission
Department of Education	Great Southern Development Commission
Department of Education Services	Great Southern Institute of Technology
Department of Environment and Conservation	Horizon Power
Department of Fisheries	Insurance Commission of Western Australia
Department of Health	Kimberley Development Commission
Department of Housing	Kimberley TAFE
Department of Indigenous Affairs	King Edward Memorial Hospital
Department of Local Government	Landgate
Department of Mines and Petroleum	Lotterywest
Department of Racing, Gaming and Liquor	Main Roads Western Australia
Department of Sport and Recreation	

Metropolitan Cemeteries Board	Small Business Development Corporation
Mid West Development Commission	South West Development Commission
Midland Redevelopment Authority	South West Institute of Technology
Murdoch University	State Library of Western Australia
Office of Energy	Subiaco Redevelopment Authority
Office of the Auditor General	Synergy
Office of the Director of Public Prosecutions	Tourism Western Australia
Office of the Inspector of Custodial Services	University of Western Australia
Peel Development Commission	Water Corporation
Perth Theatre Trust	West Coast Institute of Training
Pilbara Development Commission	Western Australia Police
Pilbara TAFE	Western Australian Electoral Commission
Polytechnic West	Western Australian Museum
Public Sector Commission	Western Power
Public Transport Authority	Wheatbelt Development Commission
Rottne Island Authority	WorkCover WA
Royal Perth Hospital	Zoological Parks Authority
Sir Charles Gairdner Hospital	

Local governments

City of Albany	Shire of Cranbrook
City of Armadale	Shire of Cuballing
Shire of Ashburton	Shire of Cue
Shire of Augusta-Margaret River	Shire of Cunderdin
Town of Bassendean	Shire of Dalwallinu
City of Bayswater	Shire of Dandaragan
City of Belmont	Shire of Dardanup
Shire of Beverley	Shire of Denmark
Shire of Boddington	Shire of Derby/West Kimberley
Shire of Boyup Brook	Shire of Donnybrook-Balingup
Shire of Bridgetown-Greenbushes	Shire of Dowerin
Shire of Brookton	Shire of Dumbleyung
Shire of Broome	Shire of Dundas
Shire of Broomehill-Tambellup	Town of East Fremantle
Shire of Bruce Rock	Shire of East Pilbara
City of Bunbury	Eastern Metropolitan Regional Council
Shire of Busselton	Shire of Esperance
Town of Cambridge	Shire of Exmouth
City of Canning	City of Fremantle
Shire of Capel	Shire of Gingin
Shire of Carnamah	Shire of Gnowangerup
Shire of Carnarvon	Shire of Goomalling
Shire of Chapman Valley	City of Gosnells
Shire of Chittering	Shire of Halls Creek
Town of Claremont	Shire of Harvey
City of Cockburn	Shire of Irwin
Shire of Collie	Shire of Jerramungup
Shire of Coolgardie	City of Joondalup
Shire of Coorow	Shire of Kalamunda
Shire of Corrigin	City of Kalgoorlie-Boulder
Town of Cottesloe	Shire of Katanning

Shire of Kellerberrin	City of Nedlands
Shire of Kent	Shire of Ngaanyatjaraku
Shire of Kojonup	Shire of Northam
Shire of Kondinin	Shire of Northampton
Shire of Koorda	Shire of Nungarin
Shire of Kulin	Shire of Peppermint Grove
Town of Kwinana	Shire of Perenjori
Shire of Lake Grace	City of Perth
Shire of Laverton	Shire of Pingelly
Shire of Leonora	Shire of Plantagenet
City of Mandurah	Town of Port Hedland
Shire of Manjimup	Shire of Quairading
Shire of Meekatharra	Shire of Ravensthorpe
City of Melville	City of Rockingham
Shire of Menzies	Shire of Roebourne
Shire of Merredin	Shire of Sandstone
Shire of Mingenew	Shire of Serpentine Jarrahdale
Shire of Moora	Shire of Shark Bay
Shire of Morawa	City of South Perth
Town of Mosman Park	City of Stirling
Shire of Mount Magnet	City of Subiaco
Shire of Mt Marshall	City of Swan
Shire of Mukinbudin	Shire of Tammin
Shire of Mundaring	Shire of Three Springs
Shire of Murchison	Shire of Toodyay
Shire of Murray	Shire of Trayning
Shire of Nannup	Shire of Upper Gascoyne
Shire of Narembeen	Town of Victoria Park
Town of Narrogin	Shire of Victoria Plains
Shire of Narrogin	City of Vincent

Shire of Wagin
Shire of Wandering
City of Wannon
Shire of Waroona
Shire of West Arthur
Shire of Westonia
Shire of Wickpin
Shire of Williams
Shire of Wiluna
Shire of Wongan-Ballidu
Shire of Woodanilling
Shire of Wyalkatchem
Shire of Wyndham-East Kimberley
Shire of Yalgoo
Shire of Yilgarn
Shire of York

Appendix 2: Desired outcomes of Disability Access and Inclusion Plans

Outcome 1

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

Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Outcome 3

People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Outcome 4

People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Outcome 5

People with disability have the same opportunities as other people to make complaints to a public authority.

Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

[illegible]

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