



Disability Services Commission

Disability Access and Inclusion Plans (DAIPS) Progress Report

2013–2014



Message from the Minister for Disability Services

People with disability are an integral part of the West Australian community. Most of us know, work with or are related to a person with disability. Ensuring that our community includes those of us who have disability is a key consideration of the West Australian State Government.



The Australian Bureau of Statistics' 2009 Survey of Disability, Ageing and Carers estimates that about 389,800 people – or about 16.2 per cent of the West Australian population – report that they have a disability. About 57,000 people aged younger than 65 have severe or profound disability. Disability is even more common among the older members of the community, with more than 45 per cent of people aged 60 years or older having some form of disability that is generally associated with ageing.

Having a disability not only impacts on a person's ability to participate in day-to-day activities but also on those who provide their care. More than 236,200 people in Western Australia are carers for someone with disability and carers, along with people with disability, benefit from improved access and inclusion.

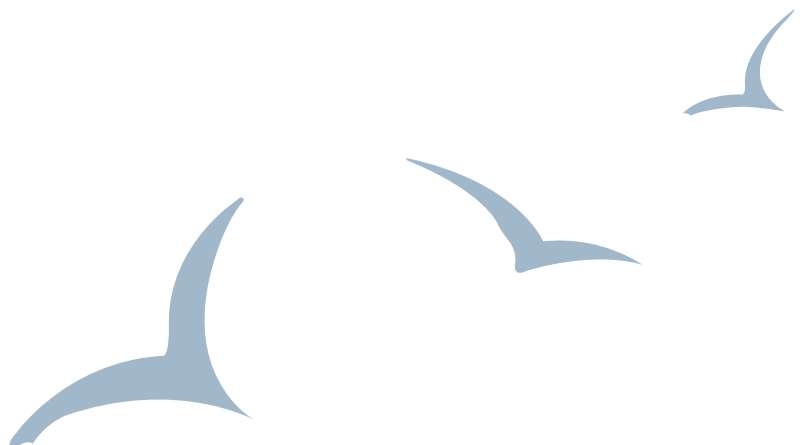
The Disability Services Act 1993 (amended 2004) requires state government agencies and local government authorities to develop and implement a Disability Access and Inclusion Plan (DAIP). DAIPs provide a significant mechanism to assist public authorities to identify and remove barriers to people with disability in their services, events, information, buildings and facilities, consultation and complaints processes and employment. As a result, DAIPs have contributed significantly to improving inclusion for people with disability. This DAIP Progress Report shows how these changes have been achieved.

It is a pleasure to read about some of the many achievements by public authorities that continue to make our community more inclusive and a better and easier place for us all to live and work in.

I would like to acknowledge the ongoing work being carried out across WA by the relevant public authorities. Your leadership and support is to be commended as you continue to work to make a difference to the lives of people with disability.

Hon Helen Morton MLC

Minister for Disability Services



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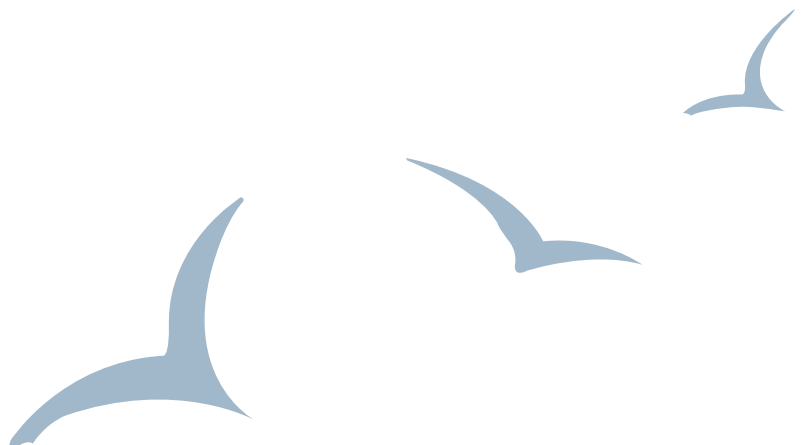
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Executive summary

Significant improvements have been made to access and inclusion for people with disability throughout WA as state government agencies and local governments implement their Disability Access and Inclusion Plans (DAIPs).

In 2013-2014, the Disability Services Commission received progress reports from 220 public authorities. The Commission continued to provide guidance and support to 231 public authorities during the 2013-14 financial year. In 2013-2014:

- a high percentage of DAIP progress reports were provided to the Commission:
 - 99 per cent of state government agencies that could report in 2013-2014 provided a progress report
 - 92 per cent, or 132 of the 140 local government authorities, submitted a progress report in 2013-2014
- a high percentage of DAIP strategies were completed (82 per cent of state government agencies and 78 per cent of local government authorities)
- there was a decrease of two per cent in the completion of planned state government agencies' DAIP strategies compared with last year
- there was a decrease of six per cent in the completion of planned local government DAIP strategies compared with last year
- significant support was provided by the Commission to public authorities, which included:
 - revision of resources to assist public authorities with the practical implementation of strategies
 - direct liaison with the Commission's Access and Inclusion Officers to help public authorities with access and inclusion issues
 - provision of interactive staff training packages for state and local government staff
 - inclusion of updated DAIP information made available on the Commission's website.



Background

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

Under the Act, those public authorities required to have a DAIP include:

- a department established under the Public Sector Management Act 1994 Section 35
- an entity specified in the Public Sector Management Act 1994 Schedule 2, column 2
- local governments
- universities
- Fremantle, King Edward Memorial, Royal Perth and Sir Charles Gairdner hospitals and Princess Margaret Hospital for Children
- the Water Corporation
- electricity corporations.

Please see Appendix 1 for a full list of public authorities.

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

- Progressing seven desired access outcomes so people with disability have the same opportunities as other people, in relation to services and events provided by public authorities. These are:
 - 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 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 staff of a public authority as other people receive from 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.
 - Outcome 7—people with disability have the same opportunities as other people to obtain and maintain employment within a public authority. (NOTE: this outcome will come into effect on 1 July 2015 and public authorities are required to include it in new DAIPs or amend existing DAIPs as advised by the Commission).
- 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) and through a public authority's website.
- Lodging the DAIP with the Commission.
- Notifying the community via 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 their DAIP activities in their annual reports.

Purpose of Disability Access and Inclusion Plans

DAIPs provide a formalised approach for public authorities to meet the service needs of people with disability now, and in the future, by identifying and addressing access barriers. DAIPs strengthen independence, opportunities for participation and inclusion of people with disability. The whole community benefits when everyone is able to access information, services and facilities. This includes parents with prams and the elderly.

This report outlines DAIP lodgement by state government agencies and local governments and their progress in implementing DAIPs across WA in 2013-2014.

The report also notes training and support provided by the Commission to help public authorities develop and implement their DAIPs.

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

Disability Access and Inclusion Plans lodged with the Commission

The Disability Services Act (amended in 2004) requires DAIPs to be developed and lodged with the Commission. Newly created public authorities have 12 months after the day they are established to lodge a DAIP with the Commission. There are six agencies that are currently developing a new DAIP for this reason.

In 2013-2014, the Commission has received legislatively-compliant DAIPs from 99 per cent of the state government agencies and from 85 per cent of the local government authorities that were required to submit. The Commission is working with the remaining public authorities.

During 2013–2014, 13 state government agencies and six local government authorities lodged reviewed DAIPs with the Commission. All of these were developed through a process that required consultation with customers, including people with disability and their carers.

The Commission's Access and Inclusion Branch responded to numerous phone, written, email and face-to-face queries regarding the development, implementation, reviewing and reporting of DAIPs during 2013-2014.

Resources to help DAIP Planning

In 2013–2014, the Commission provided information to help agencies prepare, implement and review their DAIPs, including:

- separate focus groups for educational institutions, state government and local government authorities to discuss the development of resources to support agent and contractor reporting
- workshops with public authorities to discuss the DAIP Progress Reporting process and amend the template for 2014-2015
- quarterly meetings with local and state government groups
- a presentation at the WA Local Government Association's (WALGA) Central Country Zone meeting held in the Shire of Wandering.

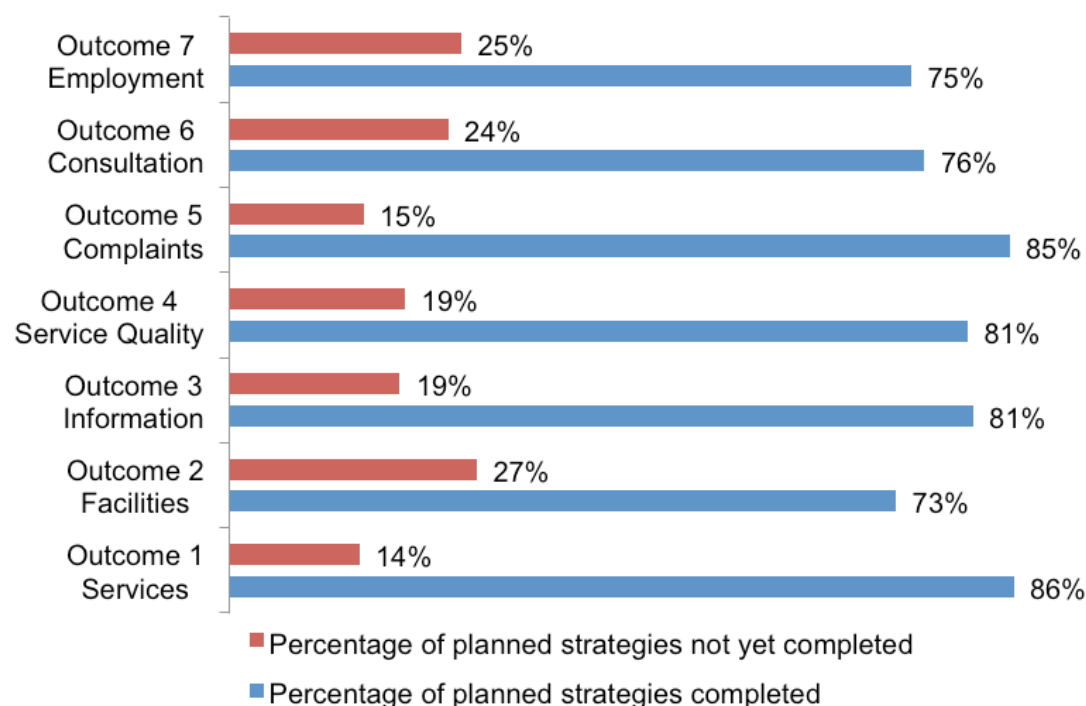
Implementation progress of Disability Access and Inclusion Plans

State Government agencies and local governments are required to submit an annual DAIP progress report to the Commission. Each report details progress made in implementing DAIP strategies in 2013–2014.

In 2013–2014, 95 per cent of public authorities provided progress reports. Eighty per cent of submitted DAIP strategies were completed, indicating the commitment by public authorities to improving access and inclusion for people with disability.

The following chart shows the percentage of planned DAIP strategies that were completed and not completed for each of the seven DAIP outcome areas.

Combined State and local government DAIP strategy implementation



There has been a reasonably consistent distribution of strategy implementation across the seven DAIP outcome areas. The greatest progress has been achieved for 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' and Outcome 5 'People with disability have the same opportunities as other people to make complaints to a public authority'. Most additional progress is required for Outcome 2 'People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority'.

The next two tables provide results for state government agencies and local government authorities.

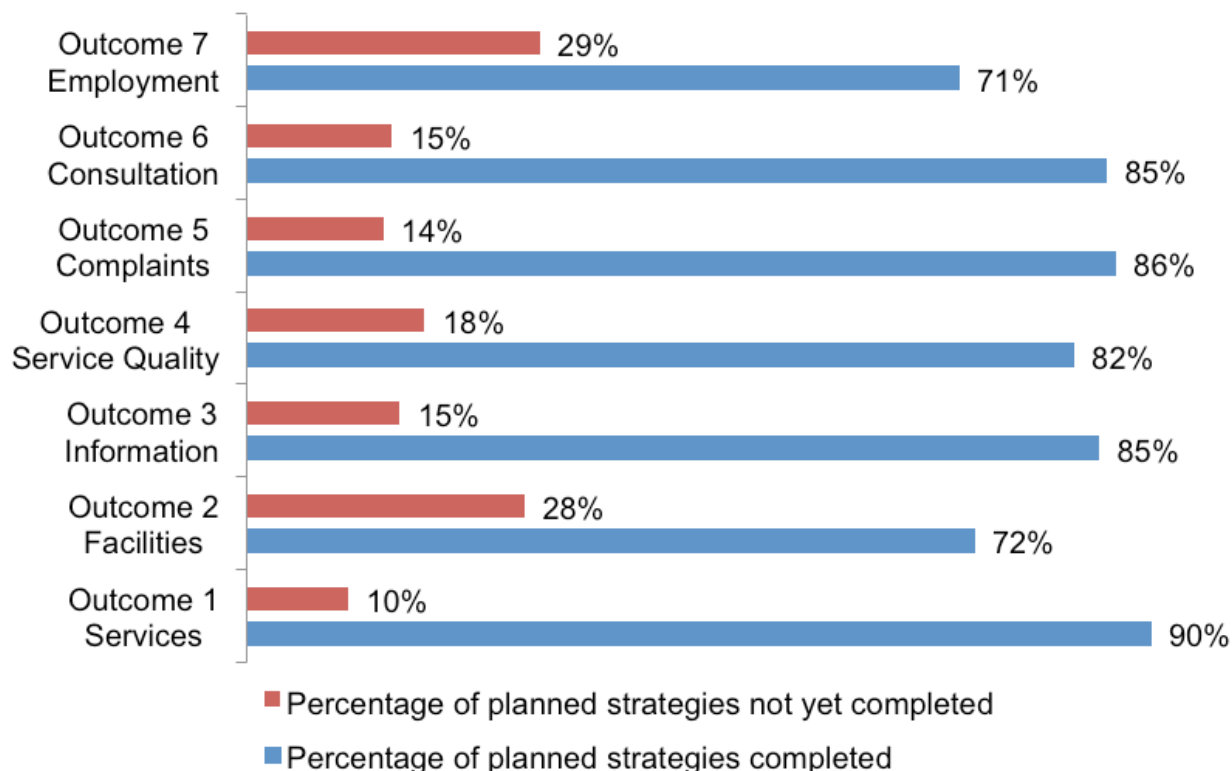
State government agency progress

All but one of the state government agencies required to submit a progress report for 2013-2014 did so.

State government agencies reported good progress in implementing their planned DAIP strategies.

The following chart shows the percentage of planned DAIP strategies that were completed, and not yet completed, in each DAIP outcome area.

DAIP strategy implementation by state government agencies

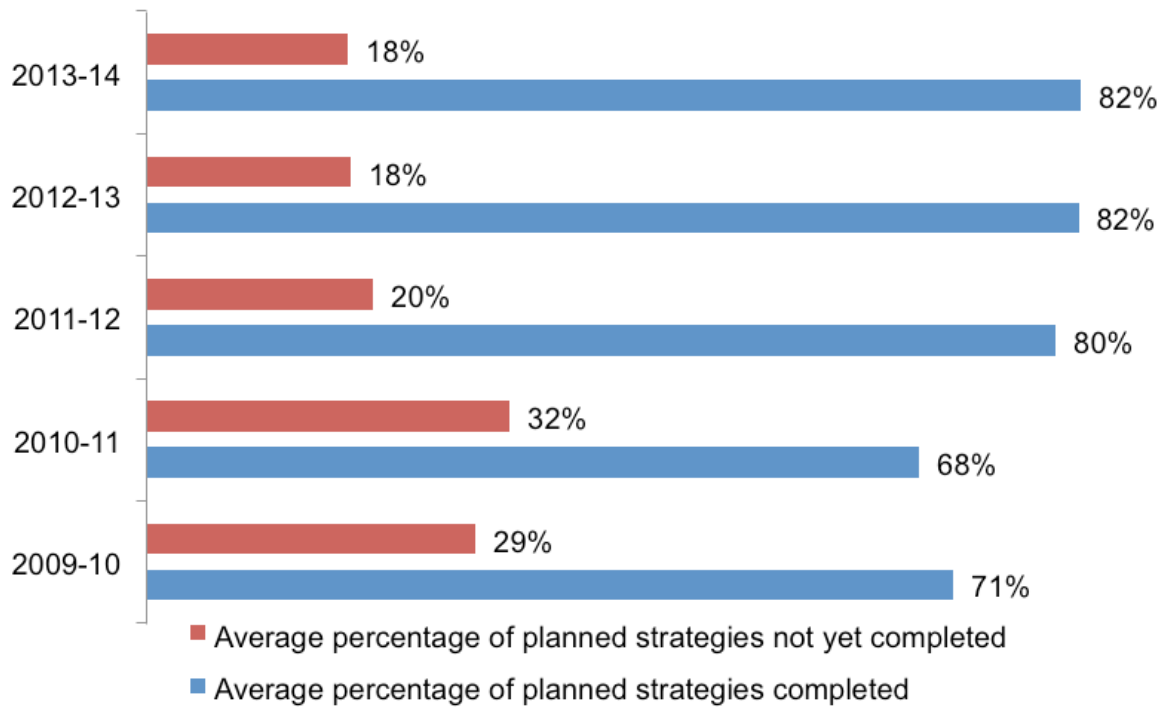


Across the seven outcomes, an average of 80 per cent of the planned strategies was completed. This is a decrease of four per cent from 2012-2013.

Most public authorities indicated that budgetary constraints and a high turnover of staff were the main reasons they were not able to implement all their planned DAIP strategies for the period. The Commission's access and inclusion staff will work with these public authorities to assist with the implementation of the outstanding strategies.

The following chart provides information about planned DAIP strategies that were completed from 2009-2010 to 2013-2014.

Comparison DAIP strategy implementation by state government agencies

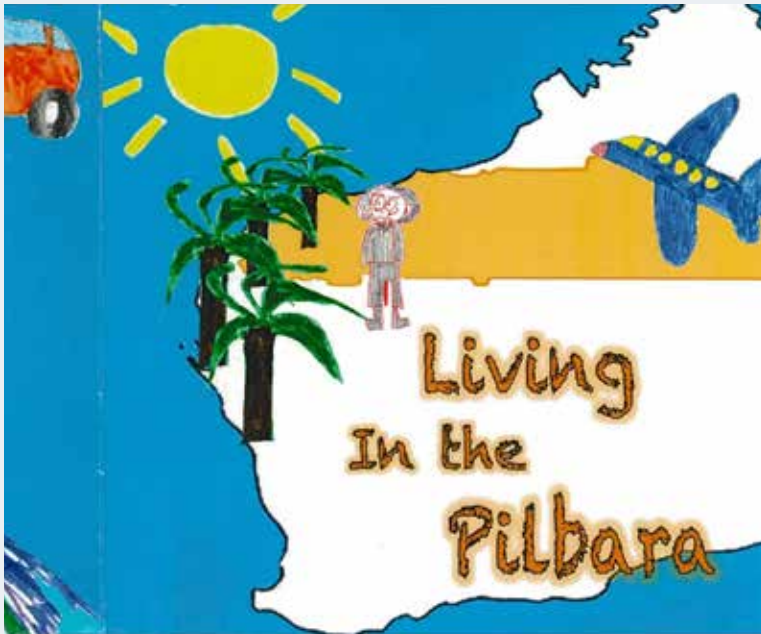


The chart indicates that after a decrease in the number of planned strategies that were completed in 2010-2011, state government agencies have been improving their implementation of DAIP strategies to meet the needs of people with disability, although there has been little change in progress over the past three years.

Examples of DAIP activities by state government agencies

The following activities are a sample of the types of DAIP strategies completed by state government agencies in 2013-2014.

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



The artwork created by the students used for the Living in the Pilbara CD..

Pilbara Institute

The Pilbara Institute liaised with the Commission and local disability service provider Empowering People in Communities (EPIC) in 2013 to develop a course; 10 students who participated had diverse abilities and worked together to create and record a CD called 'Living in the Pilbara'. All students then assisted in planning the launch of the CD. The project was nominated for the Commission's Count Me In Awards for 2013 and was highly commended in the Count Me In Award for Education.

Public Transport Authority

The Public Transport Authority has continued implementing a 12-year program to progressively replace its bus fleet with low-floor, accessible buses. Of 1,340 metropolitan buses, 1,164 are now accessible (86.8 per cent). Ninety of the 131 regional buses (68.7 per cent) are also now accessible.

WA Museum

The WA Museum organised a special tour of its 'Dinosaur Discovery' exhibition for children with sensory disability.

Perth Zoo

The Perth Zoo provided better access for wheelchair and mobility device users with a new path from the Savannah exhibition to the elephant enclosures. Opened in April 2014, the 1:20 gradient of the path improved the height of viewing but, more importantly, remediated one of the zoo's long-standing accessibility issues.



The boardwalk at Perth Zoo to make viewing of orang-utans more accessible.

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



The new accessible visitor information centre at Whiteman Park.

West Coast Institute of Training

The West Coast Institute of Training undertook several accessibility audits of its new Health and Wellness Training Centre in McLarty Street, Joondalup. As a result, there will be a number of improvements including new ramps, a sliding door for the building entrance, additional parking and modifications to the toilets.

The Department of Planning

The Department of Planning has built a new visitor information centre at Whiteman Park. The centre has ramp access, automatic opening doors and an information desk at lowered height to provide ease of access for all members of the community.

Kings Park and Botanic Garden

Kings Park and Botanic Garden implemented a number of access improvements, including:

- the upgrading of the Saw Avenue picnic area to incorporate universal access facilities, including new paths, new barbecues and picnic settings, and water fountains and adventure play areas which are accessible by wheelchair users
- improved acoustics in the education facility to provide better accessibility for those with hearing difficulty
- the font size on some signs within the Park has been increased to facilitate visibility and ease of reading.



The new facilities available at Kings Park and Botanic Garden.

South West Institute of Technology

The South West Institute of Technology completed and opened a campus at Bunbury in November 2013. All classrooms, workshops, toilets and other staff and student areas are accessible. There are also three accessible parking bays.

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

Department of Agriculture and Food Western Australia

The Department of Agriculture and Food WA developed an external website that was designed to be accessible to as many users as possible. The Department engaged a range of stakeholders to test the website for accessibility during the website's development. They also commissioned an external accessibility audit to enhance website user experience, trained about 400 staff to write for the web, and trained 48 staff to create accessible documents, to ensure that electronic documents are accessible to all staff and clients.

Tourism WA

Tourism WA migrated its website to a new content management system, SharePoint 2013, which supports a wide range of accessible features. Tourism WA say that SharePoint 2013 has the best range of solutions provided by Microsoft in this area to date.

Polytechnic West

Polytechnic West has improved the equipment and assistive technology available to students with disability. The new resources include screen-reading software, 'smart pens', text-to-speech software, a digital magnifier and augmented hearing devices. The use of these resources has assisted students with disability to increase their access and independence. Staff members have undertaken professional development in the use of mobile devices and apps to better support learning activities and outcomes.

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

The Department for Child Protection and Family Support

The Department for Child Protection and Family Support provided opportunities for its staff to increase their skills, knowledge and understanding of disability to assist them with their work with children and families with disability.

The Department of the Premier and Cabinet

The Department of the Premier and Cabinet provided training to staff who have direct contact with the public and community stakeholders, to enhance the delivery of the Department's services to people with disability.

Public Sector Commission

The Public Sector Commission provided two Mental Health First Aid training courses to employees during the 2013-2014 financial year. Participants were taught how to provide initial support to people who are developing a mental illness or experiencing a mental health crisis. Attendees received a nationally recognised certificate at the successful completion of the course. In addition, the Commission ran a one hour employee duty of care and management support session for managers.


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

Kings Park and Botanic Garden

Kings Park and Botanic Garden has upgraded its complaints process so it is available to all members of the community and can be accessed via the website, email, through the Visitor Information Centre or through the main reception area at Kings Park and Botanic Garden and Bold Park. Feedback provided via the website's home page has been used to make targeted improvements in response to user requests.

We are here to listen


As a patient, your feedback is important because it lets the Hospital know what is working well and what can be improved. The Customer Service Unit (CSU) is a service for you to tell us what you think. We welcome hearing from everyone – patients of all abilities, needs, ages and cultures as well as their families, support people and carers.



If you feel your care was well above what you expected please tell us so we can let the staff who cared for you know they did a great job.

If you have any concerns, telling the staff caring for you can usually help resolve the problem but if further help is required we can provide a patient advocate who can help you resolve issues or lodge a complaint.

Complaints are confidential and speaking out will not affect your care now or in the future.



Ways to tell us what you think

- Talk to the staff caring for you.
- Ask for the closest Suggestion Box.
- Fill in an Exceptional Service Card.
- Ask to see the Patient Advocate.
- Contact the CSU direct.

Customer Service Unit
King Edward Memorial Hospital
PO Box 134
Subiaco WA 6008


Telephone: (08) 9346 1444
Email: kemfcsu@health.wa.gov.au
www.wa.health.wa.gov.au/generalists
Office hours are Monday to Friday
8.30am to 4.30pm

If you prefer support from outside the Hospital you can contact:

- Health Consumers' Council of WA (HCC) on 9221 3422 or Freecall 1800 625 188.
- Carers WA on 1300 227 377 or Freecall 1800 342 636.
- People With Disabilities WA on 9465 8900 (Perth) or Freecall 1800 193 331 (Country).

If you are unhappy with the outcome of your complaint, you can contact the Health and Disability Services Complaints Office on 1800 613 583.

This office can investigate matters that have occurred within the past two years.



King Edward Memorial Hospital adheres to the Western Australian Public Patients' Hospital Charter which outlines your rights and responsibilities.

King Edward Memorial Hospital

King Edward Memorial Hospital is improving the visibility and accessibility of its suggestion boxes to better facilitate feedback from people with disability. The hospital is also using clearer communication methods, such as the use of symbols, in its consumer information including publications, pamphlets and posters. Its Patient Advocate Pamphlet, released in March 2014, was re-designed to be more attractive to people from diverse backgrounds and the needs of people with disability.

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

Western Australia Police

The Western Australia Police consulted the WA Deaf Society when considering signage requirements that promote the use of Auslan interpreters in its customer service areas.

Disability Services Commission

The Commission's project to transition residents from group homes managed by the Commission's Accommodation Services Directorate, to non-government providers, included a specific focus on how best to engage with people who have complex needs.

Kings Park and Botanic Garden

King Park and Botanic Garden is in the process of planning for the second stage of its Rio Tinto Naturescape Kings Park, a learning and discovery facility for families and school students. Many special interest groups, including children with disability, will be consulted through targeted community engagement and consultation. The consultation will have a particular focus on children's focus groups.

DAIP Outcome 7—People with disability have the same opportunities as other people to obtain and maintain employment with a public authority

Great Southern Institute of Technology

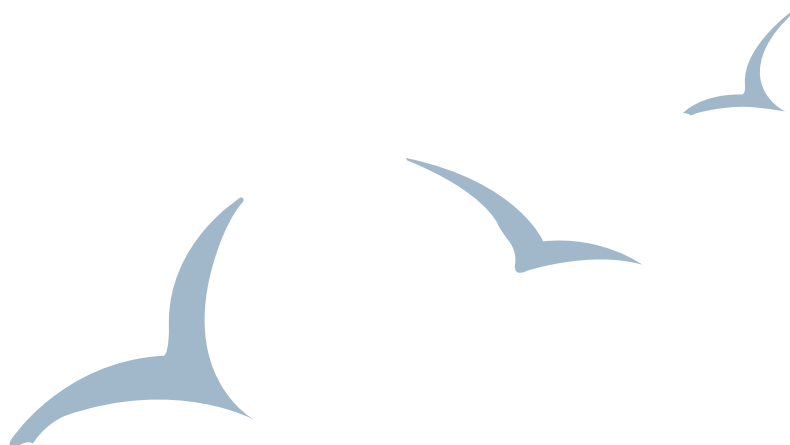
The Great Southern Institute of Technology was involved in a collaborative project to produce a DVD, 'Moving on from school,' with eight young people with disability who shared some of their training, employment, volunteer and community experiences after leaving school.

Department of Finance

The Department of Finance continues to promote and monitor equal opportunity employment for people with disability. This is addressed with staff through selection panel training and a workshop that was presented by a disability employment service to its Leadership Development Program participants. The workshop sought to educate staff on the benefits and practicalities of employing people with disability in the Department.

Department of Racing, Gaming and Liquor

The Department of Racing, Gaming and Liquor employs a number of people with disability and aims to ensure that people with disability have the same employment opportunities as others.



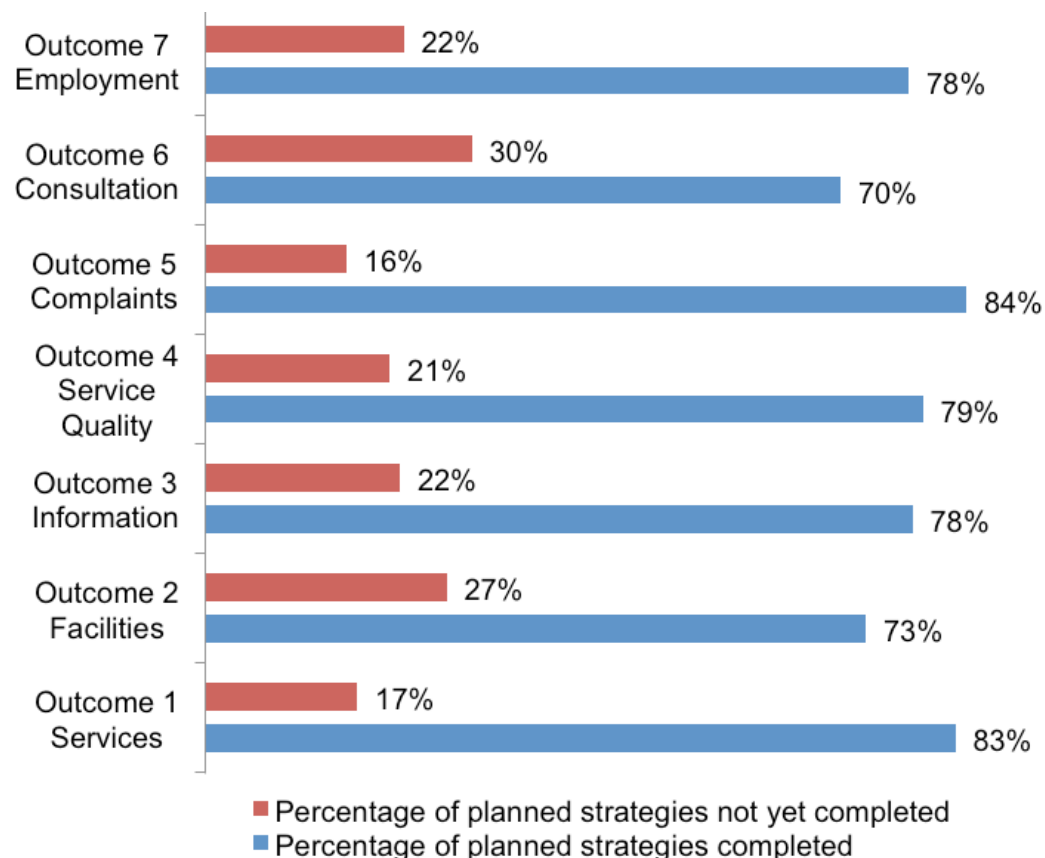
Local government progress

Progress reports were received from 92 per cent of local governments.

Local governments reported good progress in the implementation of their DAIP strategies. The following chart shows the percentage of planned DAIP strategies that were completed and not yet completed for each DAIP outcome area.

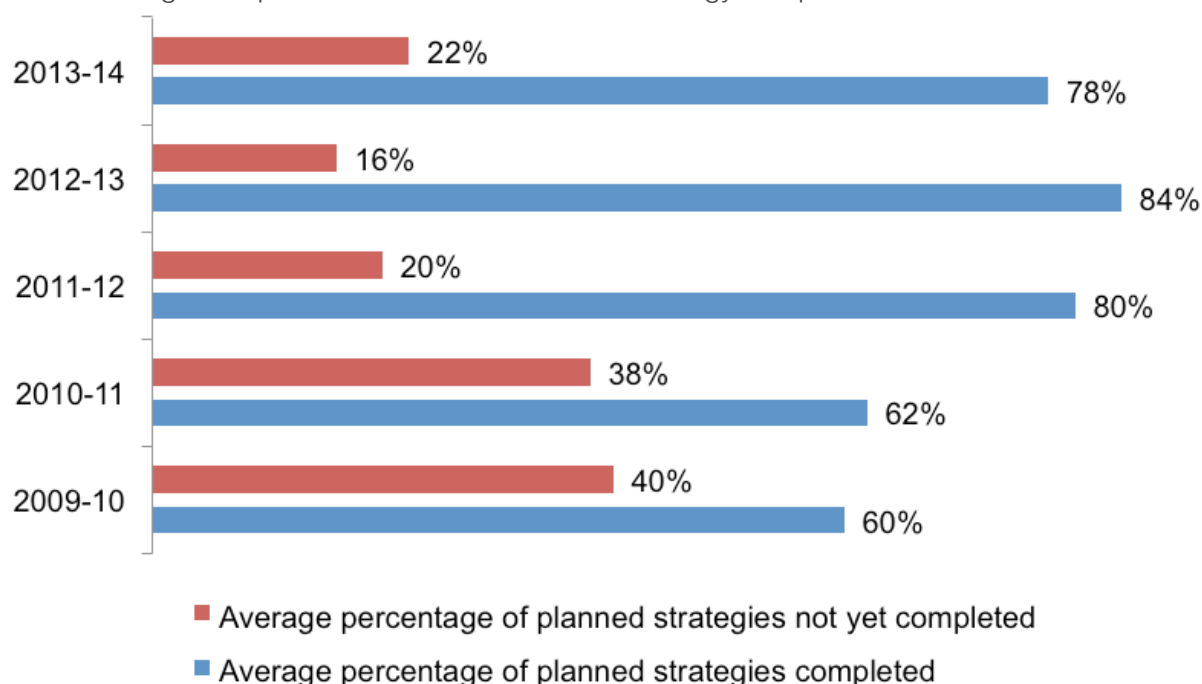
Examples of DAIP activities by local government authorities

Over the seven outcomes, an average of 78 per cent of the planned strategies were completed. This is a decrease of six per cent.



Comparison of DAIP strategy implementation by local government

The following chart provides information on DAIP strategy completion from 2009-2010 to 2013-2014.



The chart shows there has been a decrease in DAIP strategy completion rates compared with 2012-2013.

Most public authorities indicated that budgetary constraints and a high turnover of staff were the main reasons they were unable to implement all their planned DAIP strategies for the period. Commission access and inclusion staff will work with these public authorities to assist with the implementation of those outstanding strategies.

Examples of Disability Access and Inclusion Plan activities by local governments

The following is a sample of some of the DAIP strategies completed by local governments in 2013-2014.

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



Shire of Katanning community members preparing their art work.

Shire of Katanning

The Shire of Katanning undertook an art project which involved local people with disability working with a local TAFE and the Shire's Disability Inclusion Officer to create wonderful art pieces, which were put on display in the Katanning Art Gallery during Disability Awareness Week.

Shire of Dumbelyung

The Shire of Dumbelyung held a quiz night that was attended by people with disability and was fully accessible, including the provision of an audio loop for people with hearing impairment.

City of Wanneroo

The City of Wanneroo's Aquamotion centre offers two programs for participants with special needs and / or disability that run within its swimming school. These are the:

- Dolphin program – a learn-to-swim program that is designed to cater to the needs of each swimmer. Classes are conducted with student to instructor ratios of 1:1, 2:1 or 4:1.
- the Mate program – designed for adults who do not have regular access to an aquatic environment. The concept is to have one hour in the water with exercises at the participant's own pace, where participants can try new activities, assist each other and socialise, then finish with morning or afternoon tea. The program assists those with reduced mobility through ageing, MS, arthritis, injury or any other disability. The main idea is to have carers in the water with the swimmer to develop a bond and enjoy the session.

The Shire of Kalamunda

The Shire of Kalamunda celebrated International Day of People with Disability with an art exhibition 'Connecting Communities Kalamunda' at the Zig Zag Art Gallery. The exhibition featured work by local community artists including people with disability. The Shire's Disability Access and Inclusion Advisory Committee was instrumental in facilitating Shire involvement in the exhibition. The committee also participates in the annual 'Walk the Zig Zag' to raise awareness of people with disability in the community.

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

Shire of Woodanilling



Installation of the new shelter with seating and accessible toilet.

The Shire of Woodanilling upgraded the public facilities at its cemetery to include an accessible shelter with seating, an accessible toilet and bench seating around the cemetery for use during funerals and other visits. The Shire has also installed bench seating around the town and is in the process of building four 'well-aged' housing units suitable for people with disability, including those who require wheelchair access.



Installation of a change table and hoist at the Belmont Oasis.

City of Belmont

The City of Belmont has installed a change table and hoist within the accessible toilets / change room at Belmont Oasis Leisure Centre. The change table and hoist have been available since December 2013, which also coincided with International Day of People with Disability, held on 3 December annually.

Shire of Yilgarn

The Shire of Yilgarn replaced the brick paved ramp at the Southern Cross Medical Centre with a concrete ramp. It also installed a new access ramp which has a gradient of not more than 1:14 from the footpath to the entrance. People now have a choice of pathways to enter the medical centre.

City of Kwinana



City of Kwinana resident using Darius Wells Library facilities, photograph courtesy of Arran Morton / Sound Telegraph.



Medina Hall with new access ramp.

The City of Kwinana undertook a number of programs to ensure accessibility of the City's facilities including:

- the upgrade and expansion of Medina Hall, including increased audio loops and additional ablution facilities
- construction of two additional community facilities
- adoption of the Kwinana Parks for People plan, which will see the progressive upgrade of all parks to ensure disability access and the provision of accessible equipment in all playgrounds
- a wheelchair service for people wanting to access the library but who face difficulties parking in accessible parking bays or close to the building.

In addition, the City requires that infrastructure is installed in some natural areas intended as public open space, to enable community members with limited mobility to interact with the environment. This includes wheelchair compatible access points, concrete paths and compacted limestone firebreaks.

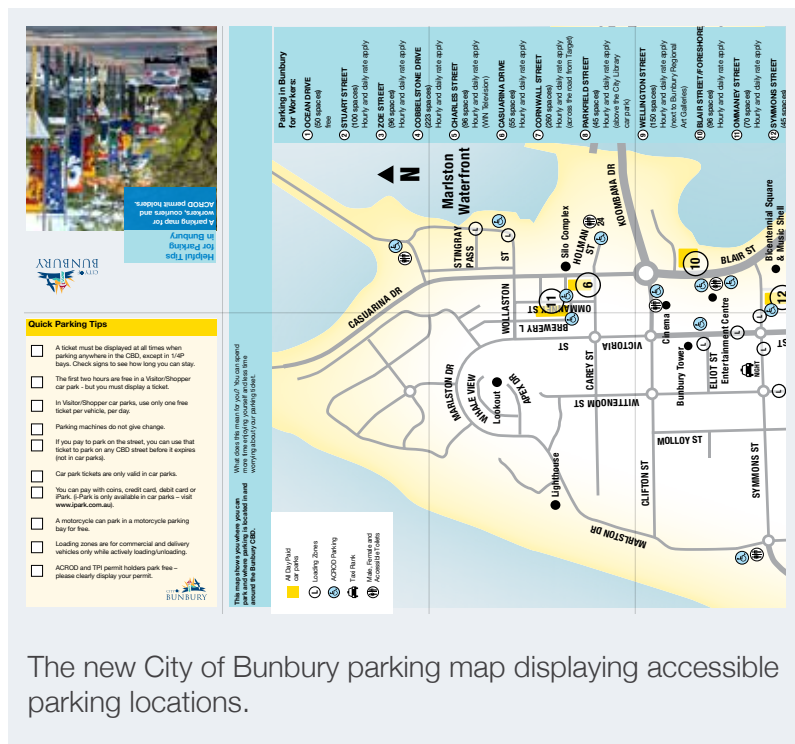
DAIP Outcome 3—people with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it

Town of Victoria Park

The Town of Victoria Park has enhanced access and inclusion in the Town by producing and publishing a 'Guide to Council Services for People with Disabilities' and 'Guide to the Town's Designated Accessible Parking Bays'.

The Town also undertook a community inclusion project called 'My Life, My Place 2014', which shared the lives of people living in Victoria Park. More than 300 community members participated and feedback was very positive. A movie trailer is available to view via YouTube.

All Town publications are available in alternative formats by request.



City of Bunbury

The City of Bunbury has developed and released a new parking map displaying locations of accessible parking bays throughout its CBD.

City of Subiaco

The City of Subiaco is in the process of launching a new style guide to ensure all communications are developed with accessibility in mind. The City's website has also been redeveloped so that it directly correlates with Strategy 3.4 of the City's DAIP: 'review the current style guide for documentation and promotional material to ensure good practice in accessible information'; and strategy 3.5: 'redevelop the City's website and intranet where required, to ensure compliance with W3C3 accessibility guidelines to ensure informational materials are appropriate for a diverse and ageing population'.

City of Melville

As part of the City of Melville's continuous improvement, it launched a new website in November 2013 with enhanced access and inclusion. A review and ongoing improvements to the site began in February 2014.

In Disability Awareness Week 2013, the City of Melville promoted its DAIP 2012-2017 and summary booklet in its residents' bulletin, Mosaic. Councillor Richard Hill contributed to DAIP improvements to increase access and inclusion to public services, facilities and information for all who live in the City, including those living with a disability.

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

Shire of Mundaring

The Shire of Mundaring provided a meeting room at lunchtime, free-of-charge, to a member of the public to teach Shire employees Auslan. Employees can now greet people who have a hearing impairment and communicate in basic sign language.

Shire of Harvey

Staff received disability awareness training in December 2013. While basic training is provided during inductions, this was a good opportunity for more in-depth training. The sessions were well attended and received positive feedback. All senior staff took part, including the Shire's Chief Executive Officer.

Town of Mosman Park

All Town of Mosman Park staff attended disability awareness training which was facilitated by a person with vision impairment. There were a number of guest speakers all of whom had a disability.

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

Shire of Williams

The Shire of Williams continually advocates for the community to provide feedback on access and inclusion issues when they arise and to address them as appropriate.

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

Town of Cambridge

The Town of Cambridge held a disability access and inclusion community forum inviting the community to make comment, suggestions or raise concerns about disability, access and inclusion in the Town.

Shire of Chittering

The Shire of Chittering actively consults with its community about access and inclusion through a monthly news column in the local newspaper. The Shire also publishes media releases on access and inclusion in social media (Facebook), on its website and on a monitor located in its reception area.

City of Stirling

The City of Stirling is undertaking ongoing community consultation for the review of its DAIP. Feedback can be submitted by email, via the City's website, in hard copy, by post, by telephone and, on request, face-to-face and using Auslan interpreters. The City also conducted focus groups for residents, disability service providers and local businesses, and provided transport to and from the focus groups where necessary.

DAIP Outcome 7—people with disability have the same opportunities as other people to obtain and maintain employment with a public authority

Shire of Manjimup

The Shire of Manjimup employed a team of five young men who were made redundant with the closure of Activ's commercial arm in the town.

City of Melville

The City of Melville published a media release that promoted the achievement of a staff member, a young person with Cerebral Palsy, which highlights the City's continued commitment to employing people with disability and promoting DAIP outcomes.

City of Albany

The City of Albany automatically emails City job vacancies to disability and other local employment agencies to increase access to vacancies by people with disability.

Agents and Contractors

The Disability Services Act requires DAIPs to be implemented by the staff of a public authority, as well as its agents and contractors. An agent or contractor is an individual or organisation that undertakes work or provides a service on behalf of a state government agency or local government authority. Services provided to the public by agents and contractors need to be consistent with the contracting public authority's DAIP. This is in line with the expectation that services or facilities provided through public money are accessible to all members of the community.

A special condition of contract was developed by the State Solicitor's Office for use in contracts made 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 WALGA, this special condition is a suggested approach for local government authorities to ensure 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 Commission has developed guidelines for state government agencies and local governments and their contractors. These outline the application of the DAIP special condition of contract, practical strategies contractors can undertake to support DAIP outcomes and DAIP progress reporting requirements. Obligations for agents and contractors are also a key component of the Commission's information sessions undertaken each year to support public authorities in implementing their DAIP.

Agents and contractors' progress

The following and other similar examples focus on the wide array of activities undertaken by public authorities' agents and contractors that were relevant to their DAIP.

At the heart of the Disability Services Act's requirements is the notion that, in their dealings with the public, the agent and contractors of public authorities must take into account the needs of people with disability and their capacity to access and participate in activities.

By informing agents and contractors of the DAIP, public authorities are supporting the expectation that public money is used to provide services and facilities that are accessible to all members of the community, including people with disability.

Examples of agent and contractors progress include:

Durack Institute of Technology

Durack Institute of Technology staff have worked closely with project designers, architects and consultants to ensure that new facilities which commenced construction in 2014, meet the relevant Australian Standards, Building Codes and the Institute's DAIP.

Main Roads Western Australia

Main Roads Western Australia contractors undertaking road works must ensure that traffic management encompasses the needs of people with disability, such as people who use wheelchairs or who are vision impaired. Measures include maintaining a footpath around the works so that people don't have to cross the road to continue their journey, providing tactile ground surface indicators and ensuring a continuous line of travel is maintained.

Public Transport Authority

The Public Transport Authority delivers 'train-the-trainer' sessions to organisations, including Intework and Activ, to ensure staff have the skills and knowledge to take clients on the Transperth network and to teach them how to become safe and confident travellers.

Kings Park and Botanic Garden

Kings Park and Botanic Garden ensures that events and services delivered by contractors are only approved if they adhere to contract agreements. For example, licence agreements require the organisers of concerts in Kings Park to accommodate carers with Companion Cards and to provide appropriate viewing areas for people with disability.

The Town of Victoria Park

The Town of Victoria Park, in partnership with Redkite, presented OuLaLa Pop-Up French Cinema in the memorial gardens, an accessible venue. The contractors also hired an accessible public toilet.

Shire of Mount Magnet

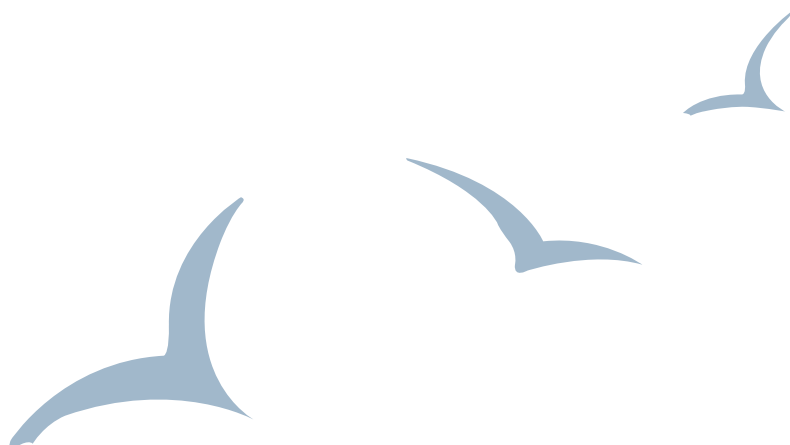
The Shire of Mount Magnet installed a new amenities block in April 2014 at the Mount Magnet Caravan Park. The architect and designer were required to ensure that Outcome 2 requirements were achieved in full, with all standards for disability access and inclusion being met.

Shire of Mundaring

The Shire of Mundaring has upgraded access at Bilgoman Aquatic Centre by providing a ramp into the main pool. This creates an exercise area for people who are frail, have a disability or are recovering from an injury, and also provides access for people who use wheelchairs. An aquatic wheelchair is provided at this site for use by the public at no charge. The contractor has been very flexible and cooperative in working towards a solution to remove a small step at the pool end of the ramp.

City of Nedlands

The City of Nedlands has worked with a disability employment service contractor to ensure employment for employees with disability is a positive and equitable experience.



Appendix 1: List of all public authorities that submitted DAIP Progress Reports in 2013–2014

State Government

Art Gallery of Western Australia	Department of the Premier and Cabinet
Botanic Gardens and Parks Authority	Department of the Registrar WA Industrial Relations Commission
C.Y. O'Connor Institute	Department of Training and Workforce Development
Central Institute of Technology	Department of Transport
Challenger Institute of Technology	Department of Water
ChemCentre	Disability Services Commission
Child and Adolescent Health Service (Princess Margaret Hospital)	Drug and Alcohol Office
Country High School Hostels Authority	Durack Institute of Technology
Curtin University of Technology	Economic Regulation Authority
Department for Child Protection	Edith Cowan University
Department for Communities	Fire and Emergency Services Authority of Western Australia
Department of Agriculture and Food	Fremantle Hospital and Health Service
Department of Commerce	Gascoyne Development Commission
Department of Corrective Services	Government Employees Superannuation Board (GESB)
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 Finance	Insurance Commission of Western Australia
Department of Fisheries	Kimberley Development Commission
Department of Health	Kimberley Training Institute
Department of Housing	King Edward Memorial Hospital
Department of Indigenous Affairs	Landgate
Department of Local Government	Lotterywest
Department of Mines and Petroleum	Main Roads Western Australia
Department of Planning	Mental Health Commission
Department of Racing, Gaming and Liquor	Metropolitan Cemeteries Board
Department of Sport and Recreation	Mid West Development Commission
Department of State Development	Murdoch University
Department of the Attorney General	Office of the Auditor General

Office of the Director of Public Prosecutions
Office of the Inspector of Custodial Services
Peel Development Commission
Perth Theatre Trust
Pilbara Development Commission
Pilbara Institute
Polytechnic West
Public Sector Commission
Public Transport Authority
Rottnest Island Authority
Royal Perth Hospital
School Curriculum and Standards Authority
Sir Charles Gairdner Hospital
Small Business Development Corporation
South West Development Commission
South West Institute of Technology
State Library of Western Australia
Synergy
Tourism Western Australia
University of Western Australia
Water Corporation
West Coast Institute of Training
Western Australia Police
Western Australian Electoral Commission
Western Australian Museum
Western Power
Wheatbelt Development Commission
Workcover Western Australia
Zoological Parks Authority

Local Government

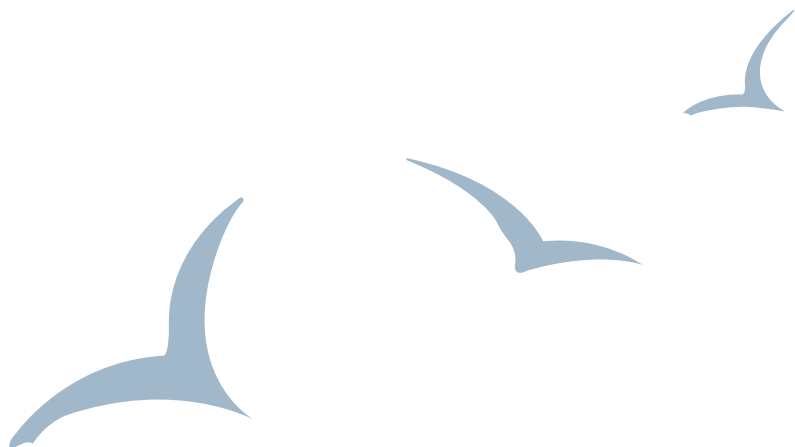
City of Albany
City of Armadale
Shire of Ashburton
Shire of Augusta-Margaret River
Town of Bassendean

City of Bayswater
City of Belmont
Shire of Beverley
Shire of Boddington
Shire of Boyup Brook
Shire of Bridgetown-Greenbushes
Shire of Broome
Shire of Broomehill-Tambellup
Shire of Bruce Rock
City of Bunbury
City of Busselton
Town of Cambridge
City of Canning
Shire of Capel
Shire of Carnamah
Shire of Carnarvon
Shire of Chapman Valley
Shire of Chittering
Town of Claremont
City of Cockburn
Shire of Collie
Shire of Coolgardie
Shire of Coorow
Shire of Corrigin
Shire of Cranbrook
Shire of Cuballing
Shire of Dalwallinu
Shire of Dandaragan
Shire of Dardanup
Shire of Denmark
Shire of Derby/West Kimberley
Shire of Donnybrook-Balingup
Shire of Dowerin
Shire of Dumbleyung
Shire of Dundas

Town of East Fremantle
Eastern Metropolitan Regional Council
Shire of Esperance
Shire of Exmouth
City of Fremantle
Shire of Gingin
Shire of Gnowangerup
Shire of Goomalling
City of Gosnells
City of Greater Geraldton
Shire of Halls Creek
Shire of Harvey
Shire of Irwin
Shire of Jerramungup
City of Joondalup
Shire of Kalamunda
City of Karratha
City of Kalgoorlie-Boulder
Shire of Katanning
Shire of Kellerberrin
Shire of Kent
Shire of Kojonup
Shire of Kondinin
Shire of Koorda
Shire of Kulin
City of Kwinana
Shire of Lake Grace
Shire of Laverton
Shire of Leonora
City of Mandurah
Shire of Manjimup
Shire of Meekatharra
City of Melville
Shire of Menzies
Shire of Merredin

Shire of Mingenew
Shire of Moora
Shire of Morawa
Town of Mosman Park
Shire of Mount Magnet
Shire of Mt Marshall
Shire of Mukinbudin
Shire of Mundaring
Shire of Murchison
Shire of Murray
Shire of Nannup
Shire of Narembeen
Shire of Narrogin
Town of Narrogin
City of Nedlands
Shire of Northam
Shire of Northampton
Shire of Nungarin
Shire of Peppermint Grove
Shire of Perenjori
City of Perth
Shire of Pingelly
Shire of Plantagenet
Town of Port Hedland
Shire of Quairading
Shire of Ravensthorpe
City of Rockingham
Shire of Shark Bay
City of South Perth
City of Stirling
City of Subiaco
City of Swan
Shire of Three Springs
Shire of Toodyay
Shire of Trayning

Shire of Upper Gascoyne
Town of Victoria Park
Shire of Victoria Plains
City of Vincent
Shire of Wagin
City of Wanneroo
Shire of Waroona
Shire of West Arthur
Shire of Wickepin
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 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.

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment within a public authority.



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