Creating Inclusive and Thriving Communities

Disability Access and Inclusion Plan
Progress Report 2017-18
# Table of contents

Message from the Minister for Disability Services .......................................................... 1

Introduction ......................................................................................................................... 3

The access and inclusion landscape in 2017-18 .................................................................. 4

Report format ......................................................................................................................... 5

Disability Access and Inclusion Plan Outcomes at a glance ................................................. 6

Featured achievements ........................................................................................................ 7

City of Bunbury .................................................................................................................... 7

MACWA awards .................................................................................................................. 8

Changing Places .................................................................................................................. 8

Lighthouse Project .............................................................................................................. 9

Outcome 1 achievements – Services .................................................................................. 12

Perth Zoo ............................................................................................................................... 12

University of Western Australia .......................................................................................... 13

City of Perth ......................................................................................................................... 14

Town of Cottesloe ................................................................................................................. 15

Shire of Augusta-Margaret River ......................................................................................... 16

Town of Port Hedland .......................................................................................................... 18

Central Regional TAFE .................................................................................................... 19

Town of Cambridge ........................................................................................................... 19

Outcome 2 achievements – Facilities .................................................................................. 22

Shire of Cue .......................................................................................................................... 22

Shire of York ......................................................................................................................... 23

Shire of Coolgardie .............................................................................................................. 24

Department of Education .................................................................................................. 24

WA Country Health Service ............................................................................................... 25

City of Kalamunda .............................................................................................................. 26

Shire of Dardanup ................................................................................................................ 27

Outcome 3 achievements – Information .............................................................................. 30
Main Roads...................................................................................................................................................30
Department of Fire and Emergency Services .................................................................................................31
Department of Biodiversity, Conservation and Attractions ..............................................................................32
City of South Perth ..........................................................................................................................................32

Outcome 4 achievements – Service quality .....................................................................................................35
Curtin University ................................................................................................................................................35
City of Greater Geraldton ..................................................................................................................................36
Department of Mines, Industry Regulation and Safety .......................................................................................37
Department of Primary Industries and Regional Development Authority ........................................................38
City of Fremantle ..............................................................................................................................................38

Outcome 5 – Complaints ....................................................................................................................................41
City of Melville ..................................................................................................................................................42
Department of Justice .........................................................................................................................................42
Department of Communities .............................................................................................................................43
Shire of Wagin ..................................................................................................................................................44
City of Armadale .............................................................................................................................................44

Outcome 6 achievements – Consultation .............................................................................................................46
City of Belmont ..................................................................................................................................................46
City of Joondalup ...............................................................................................................................................47
City of Wanneroo ............................................................................................................................................47
Department of Health .......................................................................................................................................47
Western Australian Museum ................................................................................................................................48

Outcome 7 achievements – Employment ............................................................................................................50
City of Canning ..................................................................................................................................................50
Shire of Mundaring ...........................................................................................................................................51
City of Stirling ..................................................................................................................................................52
Public Sector Commission .................................................................................................................................54
Government Employees Superannuation Board ...............................................................................................54
Department of Finance ......................................................................................................................................54
City of Cockburn ............................................................................................................................................55
Department of Communities .............................................................................................................................56
Agents and contractors ............................................................................. 56
Western Australian Disability Enterprise initiative ....................................................... 58
Department of Transport ................................................................................................. 59
City of Gosnells ............................................................................................................... 60

Analysis of public authority DAIP Progress Reports ........................................... 62
Key statistics .................................................................................................................... 62
Challenges experienced by public authorities .............................................................. 64
Budget constraints ............................................................................................................. 64
Difficulties in coordinating strategies .................................................................................. 65
Lack of support/feedback from the community ................................................................. 65
Support from the Department of Communities ................................................................. 66

Appendix One: Public authority submissions ...................................................... 67
Message from the Minister for Disability Services

Reducing social and economic exclusion has been a priority for Western Australia (WA) since the establishment of the Disability Services Act in 1993. The State has become a more welcoming and inclusive place in the past 25 years, and the Government remains committed to ensuring the inclusion of people with disability in all aspects of community life.

I regularly see first-hand the resolve of people with disability, their families and carers in overcoming the challenges they face in everyday life. While WA’s transition to the National Disability Insurance Scheme (NDIS) will help by guaranteeing funding for around 47,000 individuals by 2023, there is work to be done outside of the NDIS parameters to ensure people with disability reach their goals and potential.

The 2015 Australian Bureau of Statistics survey of Disability, Ageing and Carers estimates that there are 362,700 people with disability living in WA representing, 14.6 per cent of the total population. Of these, approximately 101,600 people have profound or severe core activity limitation. There are an estimated 201,700 carers for people with disability in WA, with 68,000 of these being primary carers, people providing informal assistance, often around the clock, for people with disability. Improving inclusion for almost a quarter of WA’s population has an ongoing impact on the diversity, cohesion and economy of the State.

People with disability and their carers face many challenges, including economic participation, due to the additional restrictions they face each day. The challenges faced by people with disability can be overcome to some extent by addressing and changing the often-unconscious bias of community attitudes, which can sell short their capacity and talents. Inclusion is a driver to decrease disadvantage across the community. It affects everyone, and it is everyone’s responsibility.

The importance of inclusion in creating thriving communities means everyone has a role in ensuring people with disability are welcomed, valued and included in all aspects of civic life. Improving participation of people with disability in the co-design of policies and services, which affect their quality of life, will increase not only their quality and responsiveness, but also allow people with disability to have their voice heard and increase their skills and capacity to advocate for their needs.

Effective Disability Access and Inclusion Plans (DAIPs) are a powerful mechanism for identifying and addressing the restrictions faced by people with disability, their families and carers. DAIPs provide a legislative tool for the public sector to embrace inclusion for all people. They also offer a framework to measure continuous improvement in designing and managing facilities, serving customers, businesses or residents.
I am pleased to present this year’s DAIP Progress Report, as an opportunity to highlight the ongoing achievements, challenges and opportunities in disability access and inclusion. The report shares the real stories of families, friends and neighbours championing and influencing social change in partnership with public authorities. These stories demonstrate that positive change is often driven by localised solutions.

I would like to take the opportunity to thank the Western Australian public sector for its ongoing commitment to safeguarding the rights of people with disability. I commend our public authorities and their partners for responding to and recognising the benefits of inclusion.

Hon Stephen Dawson MLC
Minister for Disability Services
Introduction

Disability Access and Inclusion Plans (DAIPs) are the formal levers to identifying and address barriers to access, protecting the rights and strengthening the independence, opportunities for participation and inclusion of people with disability. They are supported by a range of other legislative mechanisms including the Commonwealth Disability Discrimination Act 1992, the Access to Premises Standards 2010 and the WA Equal Opportunity Act 1984. DAIPs effectively drive Western Australia’s commitment to national agreements to support people with disability and maximise their potential as equal citizens under the National Disability Strategy 2010-20.

The Disability Services Act 1993 (the Act) requires Western Australian public authorities to implement and report on DAIPs that must be reviewed at least every five years.

Public authorities that are required to have a DAIP include:

- government departments established under the Public Sector Management Act 1994
- local governments
- universities
- public health services established under the Health Services Act 2016
- the Water Corporation
- corporations supplying electricity.

The process for developing a DAIP is set out in the Act and the Disability Services Regulations 2004 and includes:

- notifying and consulting with the community
- publishing the finished DAIP, and lodgement with the Department of Communities
- public authorities outlining their DAIP activities in their own annual reports
- public authorities providing an annual progress report to the Department of Communities, including activities by agents and contractors who provide services to the public.

The annual progress report is designed to self-evaluate DAIP initiatives against the DAIP outcome areas, designed to support people with disability to undertake valued roles in the community.

The Outcomes are:

Outcome 1

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

Following a review of the information provided by the individual public authorities, this DAIP Progress Report is prepared by the Department of Communities and tabled in both houses of Parliament in Western Australia by the Minister for Disability Services.

The access and inclusion landscape in 2017-18
There were several significant contextual factors to note across 2017-18. Following the March 2017 State elections, the newly elected Government announced a major public sector reform with the intention of creating more collaborative departments focused on whole-of-Government objectives and delivering services in a more efficient way.

As part of the changes, known as the Machinery of Government reforms, 11 new departments were created. This included the creation of the Department of Communities, bringing together services and supports for some of the most vulnerable and disadvantaged Western Australians by amalgamating:

- the Department for Child Protection and Family Support
- the Department of Housing (including Housing Authority)
- the Disability Services Commission
- the communities component of the Department of Local Government and Communities
- Regional Services Reform Unit
- the regional coordination and engagement component of the former Department of Aboriginal Affairs
- Some parts of Youth Justice Services.
The creation of the Department of Communities is an opportunity to better integrate services that meet individual, family and community needs, and foster a broader approach to strengthening access and inclusion across all our community.

During 2017-18, the 11 new authorities also progressed the establishment of their new DAIPs. It is anticipated that bringing together access and inclusion expertise throughout the new authorities will deliver even stronger, more cohesive approaches in years to come.

Several local government authorities continue to determine how disability access and inclusion can complement and enhance other community planning mechanisms as part of their required Strategic Community Plans. Like the creation of the Department of Communities, local governments are seeking better synergies and outcomes not just for people with disability, but across multiple community groups who may be more at risk of vulnerability or exclusion.

Transition of the delivery of disability services to the National Disability Insurance Scheme (NDIS) for to up to 47,000 Western Australians continues. Many of the goals participants in the NDIS will strive to achieve will rely on how well access and inclusion throughout the community is achieved. This reinforces the importance of the ongoing efforts of public authorities working with their communities and clients for access and inclusion outcomes.

**Report format**

This report format has been updated to focus on the achievements and impacts of public authorities throughout 2017-18 across each DAIP outcome areas. The report features highlights which are shaping the way public authorities are approaching access and inclusion.

Comparison with previous reports helps inform the ongoing challenges experienced by public authorities, and the supports available to assist them. Appendix One contains a full list of public authorities that reported on their DAIP progress for 2017-18.

While the report is focused on access and inclusion from a disability perspective, it should be recognised that planning for inclusion benefits the whole community, including:

- parents with prams
- seniors with mobility or sensory impairment
- people who have a temporary disability through accident or illness
- younger children who may have difficulty safely navigating the built environment or understanding signage
- tourists and people from culturally and linguistically diverse backgrounds who may find it difficult to read signs or understand information.
Disability Access and Inclusion Plan Outcomes at a glance

**Outcome 1: Services**
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: Facilities**
People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

**Outcome 3: Information**
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: Service quality**
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: Complaints**
People with disability have the same opportunities as other people to make complaints to a public authority.

**Outcome 6: Consultation**
People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

**Outcome 7: Employment**
People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.
Featured achievements

The following three feature achievements recognise significant influencers on the access and inclusion environment across Western Australia.

City of Bunbury

The City of Bunbury endorsed the Most Accessible Regional City in Australia (MARCIA) report in June 2018. Its main purpose was to create a culture in Bunbury that went beyond the minimum standards for accessibility and inclusion. This would involve constantly aiming for best practice and involving people with disability at every step of its development.

The report was a landmark project for access and inclusion in Western Australia, both in terms of its academic approach and its consultative and co-design approaches. The City partnered with Edith Cowan University and co-funded a Doctorate (PhD) project, with recommendations to inform the progress of the MARCIA aspiration. A committee that oversaw the project included people with lived experience of disability, academics, City staff, elected members and community representatives.

As part of the project, intensive research was carried out on the barriers and facilitators to access and inclusion in Bunbury,

A pivotal theme of the report was the importance of designing for accessibility, and how establishing inclusive design principles could transform a community and city in a relatively short period of time.

Nick Ingham and Amanda Blunsdon from the City of Bunbury conducting an access audit as part of the MARCIA project.
The report’s key recommendations included:

- the development of a Community Engagement Strategy supporting true co-design with people with disability to achieve their full participation in community life
- ongoing support and championing of the employment of people with disability, through a community of best practice and industry awards.

As part of the project, the City has developed a Toolkit for ‘Inclusive Design’ to influence a wide range of local government activities. The report can form a blueprint for other public authorities in best practice: it reflects contemporary challenges and opportunities in this space and offers practical benefits for all members of the community.

**MACWA awards**

Local government authorities were recognised for their contributions to access and inclusion through the inaugural Most Accessible Region in Western Australia (MACWA) awards.

The MACWA awards are an important development in driving and recognising best practice in access and inclusion. The advocacy behind the concept started with the City of Bunbury in 2014, with the Western Australian Local Government Association (WALGA) endorsing the concept and eventually requesting the Regional Alliance Capitals Western Australia (RCAWA) to consider stewardship of the awards. RCAWA subsequently adopted the awards as part of its values and commitment to champion regional communities as great places to spend time, live and invest in.

The judging panel, who included a person with disability, considered nominations that met the following criteria:

- improving the accessibility of council infrastructure and public open space
- promoting inclusive communication technology and information initiatives
- undertaking accessible and inclusive council services, programs and events
- exercising leadership and influencing community attitudes and perceptions.

The local governments fully supported the awards. The winners were:

- Most accessible metropolitan council: City of Cockburn
- Most accessible regional City / capital: City of Mandurah
- Most accessible regional Shire / town: Shire of Augusta Margaret River
- Overall winner: City of Cockburn.

**Changing Places**

Changing Places are secure, clean facilities for people with disability who need space and assistance to use the bathroom when out and about in the community. Changing Places play a vital role in breaking down barriers by ensuring everyone in the community can easily access appropriate facilities such as public bathrooms, so their quality and
enjoyment of life is improved. Changing Places make a significant difference to everyday life for not only users of the facility but also others such as family, friends and carers.

Changing Places are not standard accessible toilets – they include a hoist, adult changing table, automatic door and space for two people to assist the user with their needs.

The State Government investment into the development of a Changing Places Network (the Network) in WA is continuing to improve community access, and is being complemented by investment by local governments and the private sector. In 2018, the State Government funded a free Master Locksmith Access key (MLAK) program through National Disability Services (NDS) to support the rollout of Changing Places.

During 2017-18, the Network expanded to 24 locations, with 10 other facilities in development and 11 more currently planned. The partnership with NDS and the WA Local Government Association (WALGA) has provided technical and planning information advice and resources to ensure the success of the Network.

The foundations are in place to increase the consistency of including a Changing Place at significant public facilities, particularly in the design of new infrastructure. Local and State Government authorities, as well as shopping centre managers and other facility owners have all expressed commitments to continue to develop the Network.

Minister Stephen Dawson, Marissa Fiorlas and Lakeside Joondalup centre manager Gemma Hannigan at WA’s first Changing Place facility in a shopping centre.

**Lighthouse Project**

The Lighthouse Project commenced in 2015 as a partnership between the Disability Services Commission (now the Department of Communities) and Local Government Professionals Australia WA to increase the employment of people with disability in local government. A grant program was implemented over the next two years to support local
governments, providing access to advice and practical support so staff can build confidence and understanding about the needs of workmates with disability. Other initiatives focus on continuous improvement in the way people with disability are engaged with, and employed by, local government.

In 2017-18, Local Government Professionals WA promoted the benefits and learnings of the program following evaluation and the end of the grant program. This included a range of case studies, research, resources and workshops to influence other local government activities. An awards ceremony was held in August 2017, with some of these winning initiatives noted in this report’s Outcome achievements.
Outcome 1: Services
Outcome 1 achievements – Services

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

Engagement with public events and services is a fundamental part of life for everyone. Unintentional discrimination can be caused by not providing appropriate access to a cinema or an event such as a concert. Challenges may include:

- signage lacking contrast on sign posts, or text size being too small
- lack of tactile ground surface indicators on footpaths
- no ramp access to entrances or exits
- lack of adequate and appropriate restrooms.

Using services such as attending an appointment or being able to pay bills because of mobility or other access issues could also cause people with disability and other members of the community unnecessary angst.

The Disability Discrimination Act 1992 makes it unlawful to discriminate against a person because of disability, in many areas of public life, including employment, education, getting or using services, renting or buying a house and accessing public places.

Public authorities have continued to focus on both specific measures to increase disability participation in community life as well as broader inclusion across events and services. This has helped highlight where unintended barriers exist, and to promote equitable community engagement.

Perth Zoo

“I have to thank all involved. It was the most amazing time our family has had in three years together. We drove four hours to come to this event and you guys did amazing. All the staff were beyond beautiful, and the zoo is amazing. We can't thank you enough for the amazing memories you have given to our family. So, the biggest thank you to you all. You guys should be so proud of the smiles that we left with tonight.”

This letter was amongst a large amount of feedback that Perth Zoo received for its Dreamnight initiative, which continues to grow and evolve. Dreamnight is a magical evening focused on embracing inclusion and accessibility for children with disability and their families. An international initiative that started in the Netherlands, this twilight event has since been embraced by zoo agencies around the world and is a private occasion that welcomes children with serious disability and healthcare needs, their families and carers.

Other comments received included:

“On behalf of Ronald McDonald House Perth, I just want to thank you for inviting our families to Dreamnight. We've had nothing but positive feedback about the event and we still have families talking about it!”
“I just wanted to touch base and give you some feedback on the night at the Perth Zoo. It was our first year attending (I’m not even sure if it’s something you do annually?) and we had an absolute ball! It was so exciting and there was so much to do. The interactions between the kids and the zoo staff, as well as all the entertainers was amazing. The whole vibe to the night was one of excitement and my daughters will never forget it. It was so nice to see them having so much fun and be around so many positive people. You and your staff have outdone yourselves and created a night which was magical! Thank you so much!!”

“Thank you once again for creating special memories for our families.”

Perth Zoo’s Dreamnight 2018 hosted 1,518 guests, almost a four-fold increase since 2016. Children who attended were invited through Kalparrin, Princess Margaret Hospital / Perth Children’s Hospital and Ronald McDonald House. All zoo staff and contributors, in partnership with corporate sponsorship, volunteered their time and effort to ensure the event was a success.

Families at Perth Zoo’s Dreamnight enjoy a hands-on experience with one of the locals.

**University of Western Australia**

In 2017, the University of Western Australia held its inaugural Inclusive Arts Week, which included talks, tours, performances and art. The event was co-designed by people with disability and in collaboration with partner organisations including DADAA and VisAbility. Inclusive Arts Week highlighted accessibility and inclusion in art galleries and museums, forging connections and fostering communication with the wider West Australian community through forums, workshops, presentations and art performances presented at the Lawrence Wilson Art Gallery.

The UWA Cultural Precinct also initiated the formation of the Arts and Cultural Access Consortium. This initiative aims to bring together the various arts organisations across WA
with disability sector organisations, and develop a code to determine and improve the access offering of each cultural institute.

Exploring the senses at the UWA Inclusive Arts Week.

The university’s Inclusive Arts Week included:

- Lawrence Wilson Art Gallery (LWAG) Signs: An exhibition tour series in Australian sign language
- Let’s Meet at LWAG: A quarterly program of art viewing and making for visitors living with Alzheimer’s and their families, friends or carers. One of the events in the program featured two artists living with autism and was presented by DADAA as part of the Mixed Reality program
- Can Touch This: A tactile exhibition tour for visitors with vision impairment that was co-designed and co-presented by WA artist Elizabeth Bills and Grace King, an arts advocate who is vision impaired
- Large print catalogues
- Videos that were accompanied by captions.

For this year’s program, a leading disability inclusion consultant co-designed the event.

City of Perth

“This was an awesome event. I enjoyed it thoroughly. For the first time, I was able to just sit down, and happily enjoy the fireworks being described to me while my family could relax and concentrate on enjoying watching the firework display themselves without trying to concentrate more on how to describe everything for me. I would love for this to be done again next year.”

This letter to the City of Perth reinforced the City’s efforts to improve the inclusiveness of the annual Skyworks event in January. After receiving feedback from individuals and
families regarding previous Skyworks events, the City sought to make the 2018 event more inclusive.

A prime location was reserved at the Swan River foreshore for people with disability and special needs attending the event. The City received 118 bookings and had 82 attendees. The City engaged DADAA to provide audio descriptions and Auslan Interpreters throughout the Skyworks display. The secure area ensured attendees with vision impairment and families who have children with autism could safely enjoy the night.

Perth Skyworks initiatives included reserved audio descriptor areas and a quiet and secure zone as an option for families with children with autism.

The letter below was one of many to the City from grateful families:

"Just a note to thank you and your wonderful organisation for our invitation to attend the Australia Day Fireworks in a secure area (my son is a runner and has no sense of danger). As you can imagine, we've never been able to attend events due to my both my children having autism (four-year-old boy and six-year-old girl), so we were extremely grateful and appreciative for this opportunity. Furthermore, the provision of a secure area was vital, so we could finally relax in peace and enjoy the event with families in a similar position (not having people staring at us was another additional bonus and a lovely change when you live in our world). Its people like yourselves that make a world of difference in this world. Thank you once again and bless you all for the wonderful work you do."

**Town of Cottesloe**

The Town of Cottesloe developed an access and inclusion program for its Lotterywest-sponsored 2018 Sculptures by the Sea event. The program ensured that people with disability, their families and carers were able to enjoy all aspects of the event.
The Town received positive feedback for its efforts, exemplified through the following comments: “It’s wonderful to see the exhibition. I am in a wheelchair and I can get close to the sculpture on the beach and touch the fish in the fish dome sculpture. Thank you. I found out about the matting on Facebook and then on the Sculpture by the Sea, Cottesloe website.”

“We visit every year, but this year I am in a wheelchair and living in a home. I especially enjoyed the matting. It made it so much easier for me.”

“I have been here three times and heard about the Beach Access Days online. Fabulous being able to get down to the beach in my wheelchair and not have to book. Keep up the good work.”

Tactile tours attracted a crowd at the Sculpture by the Sea. Credit Jacqueline Homer, Sculpture by the Sea Cottesloe 2017.

In partnership with DADAA, a program of Tactile Tours was offered. More than 1,000 people enjoyed new ways of experiencing and enjoying contemporary sculpture through informed discussion and touch with experienced DADAA guides. Verbal descriptions of the sculptures visited during the tours were offered to participants who were blind or vision-impaired.

The Town also provided matting and beach wheelchairs, and staff and volunteers received customised access training for staff and volunteers. The Town also provided a large print version of the exhibition catalogue.

Shire of Augusta-Margaret River
The Shire of Augusta-Margaret River’s Recreation Centres are proactive in ensuring their services and programs are accessible and inclusive to everyone. In 2017 local resident Monika Volpi joined the Margaret River Recreation Centre with her seeing eye dog, Junior.
The centre manager met with Monika to determine what assistance could be provided. The centre installed signage for the gym and about Monika’s dog, thus creating community awareness and promoting their efforts via the centre’s Facebook page. Recent discussions with Monika resulted in new pool lane signage to alert other users that a vision-impaired person was using the lane.

New signage has extended disability awareness as well as ensured safety for patrons at the Margaret River Recreation Centre.

“In my past swimming experience, other swimmers are unaware that I am vision impaired so if I am at the other end of the pool I do not know if they have jumped in my lane and unfortunately, I end up in a head-on collision. Now with the help of the vision-impaired sign that the Recreation Centre has provided, my swimming experiences are a lot more peaceful. With all my heart, Junior and I thank you all for the wonderful help and support you have given us,” Monika told the centre.

All current programs are reviewed annually to ensure best outcomes for the community. Staff regularly work with individuals and carers to promote the availability of as many programs and memberships as possible. Most members who were only joining accessible programs are now entering mainstream classes.

The centre runs weekly Count Me In Moveability classes and has regular pool bookings for participants to participate in their own Aquability sessions.

Both the Margaret River and Augusta recreation centres continue to offer Living Longer Living Stronger classes. In partnership with the WA Disabled Sports Association (WADSA), the Margaret River Recreation Centre also participates in the Living Life Program, which involves a kit of sporting games.
Town of Port Hedland
The Town of Port Hedland is aware of the challenges faced by families who have children with autism when visiting public places. In some cases, active behaviour or the effects of noise, light and crowds can severely restrict the capacity and enjoyment these families experience in going out together.

For Autism Awareness Week, the Matt Dann Theatre and Cinema continued its previous initiative to support families and held a second sensory-friendly screening, this time for the Paddington 2 movie. The idea for this initiative was born during the consultation process of the Town’s Disability Access and Inclusion Plan (2017-22). Staff at the Cassia Education Support Centre showed the many sensory activities they utilised and described how many families at the school desired more opportunities to attend the Matt Dann theatre in a sensory-friendly setting. The screening of Paddington 2 was extremely popular, with 64 people attending.

A special sensory friendly cinema screening (left) complete with a range of sensory activities made for a great day out.

At the session, children were free to move around the theatre, lighting was dimmed, and sound lowered. In addition, Cassia staff provided several “sensory activities” in the foyer, which established a welcoming environment for the children and provided a sensory break from sitting in the cinema. The initiative received positive feedback, including from parents who previously had never felt able to take their child to the cinema, now excited about future sessions. A couple of parents who suspected their child might have a disability also consulted with Cassia staff on ways to move forward with supporting their child.

The Town recognised that the session’s success was based on the partnership with Cassia, and it plans to build on and strengthen this relationship. This initiative has also motivated the Town to partner with other disability service providers to deliver programs that add value to the community and contribute to a more inclusive and accessible community.
**Central Regional TAFE**

Improving inclusion and understanding of sensory disability involves greater awareness of the sometimes less obvious barriers. Central Regional TAFE took the opportunity to strengthen staff, student and community understanding of sensory disabilities. Inclusive Spaces, an event highlighting strategies, resources and technologies to help students with sensory processing issues, was held at the Northam campus to celebrate International Day of People with Disability.

The event strengthened the confidence of students and their families about practical strategies to support students, for example how some ordinary items including bull clips and containers with scents could help focus and calm students. Lecturers were subsequently keen to incorporate some of the items into their classrooms, for example, thus now using visual timers, fidget cubes and scent bottles in the Living Well Class (Certificate 1 Retail Services), and weighted lap/shoulder blankets and grounding techniques in the Diploma of Nursing. Some classes now ensure a ‘quiet space’ in their rooms, away from the main learning area, where students with anxiety or sensory overload can go to recover when they start to feel overwhelmed.

Students from the Living Well Class ran a stall in conjunction with the Inclusive Spaces event, selling products they had made throughout the year. This proved both fun and successful, with money raised donated to the Riding for the Disabled Association.

To highlight International Day of People with Disability, the Geraldton campus provided a visual education awareness program for local students and campus visitors, with a slide show highlighting classroom creativity that was viewed in main pedestrian contact areas including Student Services, the Library Hub and canteen.

Visitors applied a hands-on approach at the Central Regional TAFE’s Inclusive Spaces event.

**Town of Cambridge**

Over 20 people with mobility disability who previously were unable to take up golf can now do so through the Town of Cambridge’s partnership with Empower Golf Australia. The first Empower Golf Program in WA at the Wembley Golf Course includes the Paragolfer mobility device and other adaptive equipment, along with training clinics. This free golf
program teaches new skills, benefits the participant's mental wellbeing and promotes an active, healthy lifestyle.

The goal of the program is to empower participants, so they can sustain continued enjoyment of the sport once the clinics are finished. They will have the ability to hire the Paragolfer and play a full game on the greens with their family and friends or should they wish, join existing clubs currently operating at the Wembley Golf Course.

The Empower Golf Program is helping people stay active and connect with the golfing community.
Outcome 2: Facilities
Outcome 2 achievements – Facilities

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

This outcome area is focused on improving and ensuring that built infrastructure is accessible for everyone. More consistently, this has involved consultation with potential facility users and technical support to ensure an inclusive design process.

The Commonwealth Access to Premises Standards 2010 supports disability access and complements public authorities’ commitments to not only ensure that their own facilities are accessible, but also influence the accessibility of the broader built environment across communities.

For people with mobility needs, equitable access to built infrastructure across our community remains a significant barrier. Of note are older or heritage buildings which hold great value to communities, but often do not meet contemporary community expectations about access. The costs and technical challenges in retrofitting these buildings are often prohibitive, both for public authorities as well as businesses and community groups.

Best practice demonstrated by public authorities in this outcome involves capital investment wherever possible, “building in” access and inclusion to new infrastructure and demonstrating agility in relocating or re-envisioning services to ensure equitability.

As our built environment evolves over time, many public authorities also prioritise regular access audits, including walkability or wayfaring, to monitor changes in accessibilities and identify priorities to improve upon.

Shire of Cue

People who use library services in the Shire of Cue now benefit from improved access after the relocation of the existing library.

For many towns across WA, local services are delivered at buildings that hold significant historic value. However, ensuring access for everyone to such facilities can often be a complex process and in some cases, the facilities themselves may not be suitable for renovation.

Recognising the value of the library as a key community service, the Shire decided to relocate library services to the Cue Community and Visitor Centre, formerly the Post Office. As a result, residents and visitors can now enjoy shared services at this facility, improved access pathways and accessible toilet facilities.

The WA Heritage Council has acknowledged the Cue Community and Visitor Centre as the winner of the Gerry Gauntlett Award for excellence in Conservation or Adaptive Reuse. The centre provides an inviting and accessible place and has helped revitalise the town centre. The Shire is taking a community wide approach by liaising with local businesses to improve accessibility in their redevelopment plans.
Shire of York

The Shire of York has partnered with Alzheimer’s WA to pilot the Dementia Friendly Community program, which facilitates greater awareness across the Shire and its community of the impacts of sensory and cognitive disability.

The inclusion benefits from the program are expected to be significant, and as part of the project:

- toilet facilities in York’s Avon Park will be upgraded using dementia-friendly hardware, design and colours
- training will be offered to local businesses on dementia
- a monthly ‘forget-me-not’ cafe will be established at the Balladong Lodge, York’s residential aged care facility, with a café in the main street holding a second such event later this year
- the Shire will explore ‘no rush lanes in supermarkets which will allow people to take a little more time without feeling any pressure to rush through the shopping process, and which would also benefit people with other types of impairment
- the Shire will strive to improve wayfinding throughout the area, where a well-designed environment can help people living with dementia by providing essential prompts to help them find their way within their own home or in the community. A poorly designed environment can be confusing, disorienting and at worst, disabling and even dangerous for those with dementia.

The Shire of Manjimup has also become a pilot site, with several other local communities anticipated to follow.
Shire of Coolgardie

Visitors to the Coolgardie Visitors Centre can now enjoy improved access to its historic collections.

The town of Coolgardie is a major tourist destination, has a rich and unique history, and is known as The Mother of the Goldfields.

The visitors centre is a treasured heritage building that was built in 1898. However, it lacks accessibility features and is very difficult to retrofit.

The Shire of Coolgardie has been aware of the need to improve accessibility to ensure all visitors can enjoy the building and its unique but fragile collections. In 2017-18, the Shire invested in a moveable transportable ramp that allows visitors to have easy access into the building over the two front steps, and visitors have voiced their appreciation about this.

Shire staff at the Coolgardie Visitors Centre testing its moveable, transportable ramp.

The visitors centre also offers user-friendly iPads at no charge that show clear photos and video footage of the collections housed on the second storey. Visitors who are not able to access that floor can thus relax in armchairs on the ground and view the collections on the iPads at their leisure.

Department of Education

The Department of Education’s Capital Works and Maintenance Branch works closely with the Schools of Special Education Needs to identify and deliver modifications to existing schools to address specific needs of students.
Students at the Aveley Secondary College Education Support Centre are benefitting from new accessible facilities.

State-of-the-art inclusive education facilities for students with disability and diverse learning needs that were recently completed include:

- upgrades to building entry ways at three general learning areas and specialised classrooms at the Swan View Senior High School. The upgrades, completed in January this year, were carried out the home economics, art and STEM (science, technology, enterprise and maths) rooms

- Aveley Secondary College Education Support Centre, also completed in January this year, which includes accessible administration facilities, a staff room, therapy room, teaching areas, a low stimulus room, life skills room, staff and student toilets, undercover area, physio-gym and a pool area.

WA Country Health Service

The Kimberley Mental Health and Drug Services Derby Clinic main access ramp has been re-designed to not only ensure accessibility, but also offer an opportunity for aesthetics, creativity and local flair. Local youth were invited to design and create a culturally inviting and inclusive artwork that was then drawn on the ramp and finished with non-slip sand-based paint.
Young people from Derby beautifying the clinic's ramp.

City of Kalamunda

Public authorities play an important role in working with their communities to extend access and inclusion. For example, the City of Kalamunda worked in partnership with the local Chamber of Commerce to deliver two information sessions to raise awareness of the benefits of accessible business practice.

An accessible business toolkit was developed to assist local businesses to assess the accessibility of their business. Information on how small and sometimes inexpensive changes could be implemented to remove barriers or improve access was included.

As a part of Disability Awareness Week, the City engaged three young people from Youth Disability Advocacy Network to undertake an experiential audit of the area used by monthly craft markets and weekly Farmers Markets. The organisation identified access barriers and provided some solutions. The City has started implementing their recommendations and will liaise with market stall holders to improve access in and around their stalls.
A screen shot of part of the City of Kalamunda’s Accessible Business Checklist that was included in its toolkit for local businesses.

**Shire of Dardanup**

Changing demographics play a role in driving accessible infrastructure. Whether it is an ageing population or an increase in young families, planning for access benefits everyone. The Shire of Dardanup, in developing its playground for the new $6.6 million Glen Huon Reserve redevelopment, was committed to ensuring that the facility was inclusive for all children.

The Shire sought feedback from the community during the project’s design phase and comments received highlighted several aspects of the design that could be improved in areas relating to inclusion and accessibility. Following this, the Lotterywest-sponsored project boasted the following features:

- accessible barbeques, picnic seating and drink fountains
- inclusive layout of play equipment
- all-abilities carousel
- all-abilities pendulum swing
- all-abilities swing set
- accessible pathways and links throughout the playground.
The playground is now a popular hub for the community and is now an important meeting place for play dates and social activities.

Inclusive playspace at the Glen Huon Reserve.
Outcome 3: Information
Outcome 3 achievements – Information

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.

People with disability may have difficulties accessing public information. The types of disability that frequently impact on a person's ability to access information include hearing loss or deafness, impaired vision or blindness, or intellectual, psychiatric, cognitive or neurological impairment that substantially reduces the capacity to learn or communicate.

Many communication difficulties can be avoided with informed planning and procedures including:

- using clear and concise language
- using appropriate font style and size
- providing information in alternative formats
- providing audio loops
- using Auslan sign language interpreters
- captioning videos
- designing accessible websites
- displaying information in an accessible location.

The whole community can also benefit from these considerations. Public authorities are taking a continuous improvement approach to monitoring the way they are communicating with all people, while building capacity and awareness of best practice on accessible information.

Main Roads

Improving the ability of people with disability, their families and carers to access tourism and travel across WA is a focus of Main Roads' review of guidelines around the provision of amenities within rest areas.

Main Roads currently maintains 1,679 road stop areas which include information, parking, truck and bus bays, roadhouses, scenic lookouts and rest areas. Rest areas are roadside stopping places that offer additional facilities that aren't typically provided in short-term parking spots or rest bays, and some are designed for 24-hour access.

Of these parking bays and rest areas, 66 per cent have disabled access toilets and approximately 30 per cent of tables can be used by people with disability. Within the 24-hour rest areas, approximately 70 per cent have disabled access toilets and tables.

The review of the guidelines will help inform the further installation of disabled access amenities including toilets and tables are appropriate and required. It will also consider how best to inform the community of the facilities available, including working with the Changing Places organisation to help cross promote their initiative in the Road Stopping Place brochure and online mapping.
Accessible travel facilities such as the recently completed shelter and chairs in the Goldfields-Esperance region help boost inclusive travel opportunities.

**Department of Fire and Emergency Services**

Accessible information can save lives. The Department of Fire and Emergency Services (DFES) has recently reviewed its At Risk Communities program, working closely with service providers in the disability and aged sector. As part of this review, DFES worked in partnership with Chamber of Commerce and Industry to develop business continuity information and templates that support organisations during an emergency, incorporating issues around service delivery to their clients and safety of their direct care providers when travelling into high bushfire risk areas.

DFES applied behavioural insights in the development of these tools, to ensure that they were in simple English, used appropriate symbols and easy to follow steps. These resources have been received positively by the service providers and their clients with disability.
A screen shot of the DFES guidelines that apply to disability and aged care service providers.

**Department of Biodiversity, Conservation and Attractions**

There has been a marked increase in the number of students with special needs attending the Kings Park Education programs. The Department of Biodiversity, Conservation and Attractions’ Botanic Gardens and Parks Authority’s Kings Park Education staff are experienced teachers who provide excellent hands-on learning programs about the environment and Aboriginal cultural heritage.

Kings Park held a new training course for volunteer guides in 2017 and 2018. This 14-week intensive course prepared new volunteers to be able to interact effectively with the community and share their knowledge and love of Kings Park. People were chosen from all walks of life to participate in this course, and they were required to have a good level of fitness and cognitive ability to organise the walks for the public. These volunteer guides will offer free walks to people with different needs and will offer personalised tours, including joining people in their mini-van or personal vehicle if required. The guides can provide a wheelchair free of charge if it is required.

**City of South Perth**

The City of South Perth has continued its commitment to provide information in various formats and explore and implement better ways for people with disability to access
information. For example, the City has a free beach wheelchair service, and there is information in Braille on permanent signage.

City of South Perth signage now has information in Braille.
Outcome 4: Service quality
Outcome 4 achievements – Service quality

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.

This outcome area refines the focus on the quality and equitability of service arrangements themselves. It is built on the value that an individual should not be disadvantaged in the level of service they receive due to their disability.

Public authorities have approached this outcome in several ways. Some have focused initiatives and monitoring on customer services processes and procedures. Best practice customer service involves understanding and responding to everyone, and this should include staff training on how to communicate effectively with people with disability.

Other authorities have the view that what is needed is capacity, knowledge and technical expertise and they have focused on improving disability awareness through their organisation and community. Some have developed training packages that illustrate the appropriate way of assisting people with disability to access services provided by them.

Curtin University

Curtin continues to prioritise removing barriers for students with disability to complete and excel in their studies. Curtin Access Plans define what ‘reasonable adjustments’ will be necessary to accommodate their disability, for students to successfully undertake their studies, with a total of 680 plans created in 2017 and a further 305 updated and 525 reviewed.

Curtin University’s use of technology as well as personalised supports are designed to broaden accessibility and maximise student success.
Students with disability at the university are further assured of equitable and inclusive information through the development of the Accessible Enrolments Strategy. The strategy includes e-application, e-enrolment and physical attendance options (for example enrolment forms are available via the webpage, quick forms and student email requests for a hardcopy). In the event any prospective or current student is not able, or requires assistance to access these processes, alternative access options are available. Formal communication to specifically target students with disability is promoted via the Disability Services newsletter, and updates are provided via Twitter and the university’s Facebook pages.

The Curtin Universal Design website went live at the end of 2017 and provides information on how to embed universal design into university activities, with further expansion of content planned for the 2018-19 DAIP reporting year.

**City of Greater Geraldton**

The City of Greater Geraldton included a disability awareness campaign as an implementation strategy within their DAIP. The City created an awareness campaign, which comprised a series of posters sharing the message of Geraldton as an inclusive community.

These were displayed throughout the City, in offices and venue foyers, and by disability service providers, employment and health services. The City provided framed A2 posters that are still widely displayed today.

The campaign celebrates the human condition as diverse and which recognises we are all part of a community. It welcomes, supports, values and celebrates diversity and our individual differences. The City liaised with local service providers and engaged a professional photographer to devise various scenarios and slogans. It also arranged photoshoots with suitable participants to produce a set of six posters which broadly promotes Geraldton as an inclusive community where all are valued and accepted.

All participants enjoyed their photoshoots and were provided with an album of their photos, which the City Mayor presented at a celebration launch. Each of the participants remain well recognised and connected to the City, as their photographs continue to be used in City reports, web media information and promotions.
Four City of Greater Geraldton posters that raise awareness and promote an inclusive community.

Department of Mines, Industry Regulation and Safety
Each year, many public authorities conduct disability awareness training to build the capacity to provide quality service to clients or residents, and support well informed decision-making.

The Department of Mines, Industry Regulation and Safety is committed to providing disability awareness training and encourages new and existing staff to attend. A facilitator with disability holds staff awareness sessions and staff are informed of various disability awareness events throughout the year.
Department of Mines, Industry Regulation and Safety staff found fun ways to raise disability awareness, with some help from a guide dog.

This year, Guide Dogs WA Corporate Street Appeal awarded the department second place for raising funds for the International Guide Dog Day. An employee who is visually impaired, accompanied by his guide dog and a team of staff, drove this fund-raising project. As part of Casual Dress Day, staff donated to various charity organisations and fund-raising project was promoted via the staff intranet. The department continues to provide disability awareness and inclusion information to new employees as part of their induction.

Department of Primary Industries and Regional Development Authority

The Department of Primary Industries and Regional Development Authority continued its efforts to improve staff awareness of disability and access issues to improve the quality of service to people with disability, by celebrating Disability Awareness Week and International Day of People with Disability. A Disability Awareness Week celebration morning tea was held with guest speaker Fishability Vice-Chairman Michael Donnelly. Regional locations also hosted a range of activities.

Stakeholders were invited to have input into its new DAIP 2018-23. Fishability – Fishers with Disabilities, was invited to its DAIP consultation day, along with representatives from peak bodies and people with disability.

City of Fremantle

The City of Fremantle was awarded the Lighthouse Best Project Award – Round 2 for the broad scope of training undertaken from November 2016 to May 2017. The training laid the foundation for an inclusive organisational culture and accessible friendly workplace. Specialised awareness training for staff included:
• disability awareness with Disability Consulting’s Ben Sgherza
• deafness awareness with WA Deaf Society
• vision awareness with DADAA
• mental health awareness with Brain Ambulance
• digital accessibility audit and training with digital access specialist Dr Scott Hollier
• the introduction of mandatory online disability awareness training as part of the staff induction package.

A total of 179 staff attended 14 different awareness training sessions.

The Lighthouse funding also supported the recruitment of new City employees with disability. Elise Norcott had a childhood illness that resulted in her having a disability. She was offered a 12-month traineeship in Community Development in 2017 with the City, and now is still part of the City's workforce.

“I am happy the City gave me a chance and employed me. I feel people with a disability have a lot to offer these organisations despite their disability. Society should focus on what people can do rather then what they can’t do,” she said.

Cr Jon Strachan accepting the City of Fremantle’s Lighthouse Project Award from Ms Janine Freeman MLA.
Outcome 5: Complaints
Outcome 5 – Complaints

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

Complaints systems play a fundamental role in ensuring that services meet the needs of the intended consumers and are also an important mechanism for continuous improvement. The community has the right to let a public authority know if they are unhappy with the services provided. Equitable complaints mechanisms can effectively receive and address complaints from all members of the community.

It can be more difficult for people with disability to make complaints. Information about how to make a complaint may be in a format that is inaccessible, and the processes themselves may create barriers, for example requiring all complaints to be in writing. Alternative ways of handling complaints other than paper-based could include via the internet or offering a face-to-face service that assists not just people with disability but people from a non-English speaking background and older people.

This outcome reinforces the importance of accessible complaints mechanisms. Feedback from public authorities indicates that procedures and policies to ensure fair and equitable treatment are widespread, that complaints are valued as a source of information which influence improved access and inclusion, and that a variety of formats and mechanisms constitute best practice in ensuring all people can voice their concerns in a way which suits them.
City of Melville

The City has introduced a Live Chat program via the City of Melville website, enabling people to provide complaints and feedback online. The program has received positive feedback from customers who are Deaf and hard of hearing.

The initiative complements a suite of available options for feedback and complaints. A complaint to the City may be lodged in writing, in person, online (website, Melville Talks and social media), by email and phone (national TTY/speech relay/translation services are available).

Staff are provided with training and support to respond to complaints and feedback on access and inclusion through Customer Service Level Three training (which includes access and inclusion in customer service, dementia awareness and how to use the National Relay Service).

The City’s Social Justice Advocate (access and inclusion) provided support to staff across the organisation on access and inclusion feedback and complaints (for example damaged footpaths, swimming pool access and the replacement of tactile paving).

The City’s Marketing Coordinator and Digital Communications Advisor also attended digital accessibility training, increasing the capacity to respond to complaints and feedback provided via the City’s webpage.

A screenshot of the City of Melville’s new Live Chat program.

Department of Justice

The Public Advocate continues to provide a feedback banner advertisement on their home webpage to direct users to service standards for feedback through the Customer Feedback Management System.
To ensure that service users are aware of their rights to make complaints, the Department of Justice’s new website includes two points from which to access the system’s feedback mechanism from the department’s main web page. The Contact Us link and a banner on the bottom of the main page with a link for feedback, inform people how to provide feedback including via different formats.

The department continues to track data of feedback logged through the system involving people or issues that disclose disability criteria, with a view to using the data to improve services. For example, in response to customer feedback provided to the Magistrates Court, a new webpage was created that provides information on accessible courtrooms, toilets, parking, assistance animals and other requirements. This page includes a form titled “Requesting court assistance for people with a disability” and offers people the opportunity to identify supports they need before attending court.

**Department of Communities**

The Department of Communities has a dedicated Consumer Liaison Service to assist people with disability, their families, carers and/or advocates to address concerns they may have about disability services.

The service is flexible and allows for people to bring a family member, carer, advocate or friend to meetings to discuss complaints, as well providing for funded language or Auslan interpreters if required. The service also promotes independent advocacy services to help people make a complaint. The service provides complaints process training for Local Coordinators. Information about the complaints process is also explained at orientation sessions for new staff.

The Department of Communities has several avenues available for the community to provide feedback.

These include a free-call 1800 number, a website enquiry form, social media and an enquiries email address. Information about how to make a complaint can be found on the website and in written materials.

During 2017-18, a grant was initiated targeted at expanding understanding of complaints management and handling practice among direct support staff. Effective strategies to support people with disability and their families were introduced, as well as strategies about how to report, effect action and provide support in the case of serious events, and how to monitor these through to resolution. Training was delivered to direct support staff via forums, train-the-trainer workshops and the provision of training resources and tools.

Tailored complaints processes are being developed as part of an ongoing review of all policies and procedures in place at the Bennett Brook Disability Justice Centre. In the interim, residents at the Centre are supported to make complaints should they wish to, in accordance with existing policies and operational procedures. Additionally, the legislation which governs the centre includes provision for advocacy services for residents, delivered by the Mental Health Advocacy Service. Advocates are allocated to act on behalf of
residents in a variety of ways (subject to the resident’s and/or their appointed guardian’s consent), including to safeguard the residents’ health and safety and foster their development, raising complaints on their behalf, and to assist them to protect and enforce their rights.

A complaints procedure will be developed in line with accessibility requirements, and presented in a format appropriate for residents, families, friends, guardians and advocates. It will be included in the information booklet that new residents and their key stakeholders receive when they arrive at the centre.

**Shire of Wagin**

The Shire of Wagin is one of many authorities noting that social media is proving a very effective tool for community members to voice any concerns. It provides a much wider forum for discussion and appears to be both practical and accessible for many people with disability. The Shire has a social media officer follows up all concerns raised through this mechanism.

One such comment that has appeared on the Shire’s online forum said: “I also want to congratulate Wagin Shire on how proactive they are about community activities etc. I live in Wagin but work elsewhere and people always comment on how Wagin has so much stuff on. It's why I really love living here.”

People with disability have benefitted in many ways. Firstly, recent road upgrades in the town centre, which were designed to improve accessibility and safety, had resulted in questions and in some cases misinformation. The Shire clarified the issues and raised awareness of the accessibility benefits from the upgrades.

Secondly, broadcasting community events via social media has helped reach people who often miss out on these events. Lastly, the Shire’s Home and Community Care branch was looking for staff, and via social media, managed to recruit a suitable applicant to support the needs of all clients.

**City of Armadale**

The City of Armadale promotes an equitable and accessible complaints feedback mechanism that includes:

- information on access and inclusion included within the customer feedback protocol
- multiple avenues to provide feedback, such as written, verbal, in person, electronic lodgement, translation services and hearing loop services, which are covered in the City’s Guide to making complaints in a variety of formats booklet
- a clear commitment outlined in the City’s Charter regarding the service and response provided to customers
- all complaints assessed, investigated and resolved in a clearly communicated manner, clearly outlined in the City’s feedback protocol.
Outcome 6: Consultation
Outcome 6 achievements – Consultation

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

Consultation with residents, clients or service users brings benefits to all parties, including increased trust, transparency, a better understanding of experiences and technical expertise which can lead to better quality services and/or facilities.

This outcome area is aimed at driving and safeguarding the ability of people with disability to participate in the decision-making processes of a public authority. Some people with disability find it more difficult to communicate their opinions and experiences or may lack confidence. Conversely, many people without disability may lack sufficient understanding of disability experiences, and without consultation a less effective or efficient result is more likely. Co-design involving a consultation group throughout all stages of a project has become increasingly popular.

Many public authorities, particularly local governments, have continued various forms of advisory groups to influence access and inclusion decisions. Some of the State authorities that were subjected to Machinery of Government changes over 2017-18 also consulted widely in establishing their new DAIPs.

The commitment to ensure quality access and inclusion across major infrastructure projects is a notable feature in the 2017-18 landscape. From the new Perth Museum, to Perth Stadium and Perth Airport, organisations have actively engaged with people with disability, families and carers to help shape access and inclusion considerations for the years ahead. For example, the City of Perth and its longstanding Access and Inclusion Advisory Group (AIAG) work closely with City projects, often in partnership with the Metropolitan Redevelopment Authority.

City of Belmont

The City of Belmont continues to strive for best practice inclusion of people with disability across its community and explore ways to increase the involvement of people with disability in City events, planning and practices.

People with Disabilities WA implemented the Connect with me: building a sustainable co-design network of people with disability project. Through the project, a group comprising people with disability worked with City staff and the City’s Disability Access and Inclusion Focus Group (consisting of service provider representatives and community members) to workshop better approaches to co-design.

Through the co-design group’s sharing of different models and approaches, the City has increased its awareness about how co-design – supported by the right policies, people’s lived experience, technical expertise and professionalism – can improve the quality, value and accessibility of services and facilities.
The Connect Me Project is releasing a co-design toolkit as a resource to support other organisations.

**City of Joondalup**
A highlight for the City of Joondalup during 2017-18 was the Community Consultation for the City’s 2018-21 Access and Inclusion Plan. The City received feedback from 175 people through a survey. The City also held three community workshops and one staff workshop, where 28 people provided feedback. The moderately high level of engagement for the 2018-21 Access and Inclusion Plan has provided the City with quality and meaningful actions and outcomes to guide it over the next three years.

**City of Wanneroo**
The City of Wanneroo has been developing its new Access and Inclusion Plan and adopted a range of methods for feedback, including online surveys and engagement activities at major City events such as the Dogs Breakfast and Wanneroo Presents Birds of Tokyo.

As a result, 453 responses were received through two online surveys and 171 people participated in the jar polls at events. Using different approaches allowed a range of community members to provide feedback in different ways.

A new Disability Access and Inclusion Reference Group was formed, and new terms of reference established. This group provides advice to the City on access and inclusion issues and has given a lot of feedback which has been incorporated into the new Access and Inclusion Plan.

Access and Inclusion initiatives are now included in the City’s new Community Engagement Policy. All City staff need to complete an engagement plan prior to commencing engagement, which includes consideration for access and inclusion requirements.

**Department of Health**
The Department of Health has met Outcome 6 requirements in various ways including:

- online consultations using the department’s Citizen Space Platform, which is designed to meet the Worldwide Web Consortium’s Web Accessibility Initiative Web Content Accessibility Guidelines 1.0 and 2.0 Level AA, which makes it compatible with recent versions of accessibility tools
- ongoing surveys to determine the health and wellbeing of the WA population and patient satisfaction after attending a Department of Health facility. The surveys are administered using computer-assisted telephone interviewing by a contracted data collection agency which dedicates additional resources to allow people with disability to complete the surveys where possible. The department is also investigating an online option for survey completion
• engaging people with disability, their families and carers, the non-government and government sectors via the Disability Health Network website and stakeholder database to promote extensive engagement
• collaborating with disability peak organisations to assist with adapting consultation methods to make sure they are accessible.

**Western Australian Museum**

To support Outcome 6, the WA Museum actively consulted with a representative panel of people with disability, advocates and carers, to ensure universal access requirements are central to the development of the New Museum, located in the Perth Cultural Centre and due to open to the public in 2020.

The Access and Inclusion panel have met on four occasions, providing input into the content development and visitor experiences for the New Museum including the proposed exhibition themes, ways of presenting information for diverse audiences and providing advice around accessible tours and information for the proposed site interpretation. The Museum has also developed its new Disability Access and Inclusion Plan 2018-22 during the year.

DADAA was engaged by the Department of Culture and the Arts to review the DAIPs across the department and its portfolio agencies, including the WA Museum, and to consult with the disability sector. The Museum incorporated some of the findings from DADAA’s report, Embedding Access: An Opportunity for the Arts Sector, into the new DAIP. An advertisement was placed in The West Australian newspaper inviting the public to provide feedback on the draft for the DAIP 2018-22.
Outcome 7: Employment
Outcome 7 achievements – Employment

Meaningful employment is essential to an individual’s economic security and is important to achieving social inclusion and independence.

Employment contributes to physical and mental health, personal wellbeing and a sense of identity. People with disability or mental illness can experience restrictions in their daily lives when taking part in family, community, recreation and work activities. For them, a job means much more than an income. It is a doorway to engagement in community life and enhanced feelings of self-worth.

Finding employment is something many Western Australians take for granted. For people with disability, finding, securing and retaining employment can be challenging. People with disability are often overlooked by employers for a variety of reasons and are only half as likely to be employed as people with no disability.

Some public authorities have incorporated Outcome 7 in the DAIP and improved employment opportunities by using inclusive recruitment practices, such as advertising job opportunities in accessible formats, including an Equal Opportunity statement in the advertisement, and conducting interviews in accessible venues.

To promote and retain inclusive employment, many authorities have progressed practical approaches including flexible job descriptions, breaking down the skills and tasks required, and offering flexibility such as working from home or flexible working hours.

City of Canning

In August 2017 the City of Canning’s efforts to increase the employment of people with disability was recognised at the WA Disability Enterprises (WADE) annual celebration.
City of Canning has initiated procurement partnerships which advantage contractors who employ people with disability, for example Workpower Fire and Electrical Services.

The City strives to be a Welcoming and Thriving City and considers sustainable and social procurement outcomes and integrating these outcomes into its supply chain. The City has demonstrated its commitment to influencing community to increase employing people with disability through its Procurement of Goods and Services Policy. Businesses are now required to obtain at least one job quote from a WADE, Aboriginal-owned business or local supplier, where available.

The policy also allows for corporate social responsibility weighted criteria of up to 20 per cent to be applied, which factors in considerations such as an organisation’s level of employment of people with disability. The outcome to date has not only increased the number of contracts flowing to WADE but also has raised awareness about the City’s values to potential contractors and the community.

WALGA has since articulated the value of such provisions in its Guide to Sustainable Procurement.

**Shire of Mundaring**

The Shire of Mundaring has boosted a young woman’s confidence, language skills and capability, by giving her the role as the Shire’s Inclusion and Disability Access Advisory
Group Chairperson. After chairing four meetings, Lena Snook now handles her role with aplomb, guiding the group in their discussions on access and inclusion issues, and celebrating successes with them.

Chair Lena Snook and Eddie Szczepanik prepare for the Shire of Mundaring's Inclusion and Disability Access Advisory Group meeting.

The group is an influential voice on Shire matters – it has examined all Shire buildings and created a priority list for future access upgrades. Through the discussion, the group came up with several unleased facilities and are now engaging an Access Consultant to provide reports that give Australian Standard and above best practice upgrades. When the reports are completed, the group will revisit the facilities with a complete view of what needs to be done and approximate costing of each site. The Shire will then make a final decision on building priorities.

City of Stirling

The City of Stirling successfully applied for a Lighthouse Project Grant to produce a video featuring City employees and well-known people in the disability sector, sharing their real-life stories on the challenges and benefits of employment for people with disability.

The video, titled Rethink Employment, provided information on advertising and recruitment, disclosure of disability, reasonable adjustments and flexible working arrangements. It was released in 2017 with the aim of raising awareness and dispelling some common misconceptions, therefore encouraging both City staff and recruitment agencies to support employment opportunities for people with disability. The video is on the City’s SharePoint site as an educational tool for staff.

The City also plays a role in encouraging local businesses to support employment opportunities for people with disability so a link to the video was distributed via the City’s business e-news and promoted on the City’s website.
A screenshot of The City of Stirling's Rethink Employment website.

Workpower Employment Services client Stacee Parkinson recently completed her Certificate 4 in Disability. Stacee was seeking to further her practical experience, which led Workpower to ask the City whether they could engage her on work experience or as a volunteer for a three-month placement. The City’s Senior Coordinator of Community Day Clubs identified a role at one of the Day Clubs.

Stacee commenced work experience undertaking duties that ranged from office assistant, where she indulged her passion for developing concert and events flyers, to direct client support, assisting individuals to participate in activities on offer at the centre or in the community. During the three months, Stacee became a valued team member and at the end of her placement, she decided to volunteer at the Day Club one day a week. She has since found part-time work with an organisation that provides direct care.

Stacee Parkinson, whose work experience at the City’s Day Clubs has resulted in ongoing paid employment.
Public Sector Commission

The Public Sector Commission is committed to building a public sector workforce that reflects our diverse community. In 2017-18, it has produced a training video for prospective selection panel members aimed at raising awareness of unconscious bias and managing its effects on recruitment and selection decision-making processes.

The Commission acknowledges that people have unconscious biases that shape their attitudes, and this is constantly reinforced by their experiences and environment. Being aware of unconscious bias and managing its effects on recruitment and selection decisions is a significant factor towards ensuring diverse and inclusive workplaces.

Unconscious bias in recruitment and selection decisions may result in highly suitable and talented applicants being overlooked during the selection process. Selection panel members need to be aware that they have unconscious and conscious biases, and that these play a significant role in the overall decision-making process.

The Commission’s video is part of a wide range of resources available publicly to assist in managing unconscious bias and building inclusive workplaces.

Government Employees Superannuation Board

The Government Employees Superannuation Board (GESB) has continued to develop its employment partnership with Good Samaritan Industries. The program provides opportunities for young people with disability to participate in a work experience setting for one day per week over three to six months, where they carry out activities that suit their skills. A mentor who provides support and guidance throughout the placement accompanies each client. Since the project’s inception, GESB have provided this opportunity to two participants.

Results have been positive and beneficial to both the client and GESB. A range of activities and tasks are provided to the participant depending on their specific skills and abilities and identified comfort levels. Social interaction with GESB staff forms a large part of their placement and they are encouraged to attend external and internal activities, events and workshops as they become available. Feedback from Good Samaritan Industries to date has been excellent. GESB hopes to continue with this program into the 2018-19 financial year, and will also explore traineeship options.

Department of Finance

The Department of Finance is progressing initiatives to develop new ways to recruit and integrate staff with disability. Its Diversity in Finance Employment Plan 2017-22 paper will assist to drive strategies to improve diversity and access and inclusion within the workplace.

In 2017, in consultation with the Public Sector Commission, the department employed three trainees with disability – one who is still in school. They have remained with the department in 2018 and have been provided with training and development to assimilate
them well into the workforce. For example, a vision-impaired trainee has been given the appropriate software to enable her to access and read documents on her computer. The hearing-impaired trainee has been given the opportunity to develop his written skills through a tailored TAFE course. The department is currently sourcing software to assist him in the workplace.

The department has also embedded a voluntary short diversity questionnaire within its recruitment platform that will provide valuable statistical information on the attraction rate of people with disability applying for positions within the department. Through the Government Procurement business unit, the department drives the WA Disability Enterprises initiative, which supports businesses and employers of people with disability through favourable tendering and contracting arrangements. This initiative promotes developing the skills and capabilities of people with disability in the workplace and raises awareness within the department and with client agencies.

**City of Cockburn**

A family cruise from Sydney to Fremantle and toys for beloved family pets – including a Western Stimson’s Python called Maggie Stimson – are things that Adam Coore and Nathan Searle can now save up for.

The pair are responsible for keeping up to 90 City of Cockburn and City of Mandurah barbecues clean every week as part of their employment with Intelife, a WA Disability Enterprise (WADE), that provides a range of services, including supported employment opportunities for people with disability.

The City of Cockburn’s Finance and Corporate Services Division has embraced social procurement to build and sustain stronger sustainable communities, promote social inclusion and break cycles of disadvantage. By awarding contracts to WADEs, the City has opened employment opportunities for more than 90 people with disability or mental illness with roles in parks and reserves maintenance, cleaning, fire equipment servicing, printing and the three-bin roll-out program.

The City’s efforts have been officially recognised with a Certificate of Appreciation by WADE – an alliance of eight WA organisations including Intelife, which provide supported employment for more than 2,000 Western Australians.

City of Cockburn Chief Executive Officer Stephen Cain received the Lighthouse Project’s metropolitan local government CEO leadership award in August 2017. Since his arrival as chief executive in 2004, employment levels of people with disability at the City has risen 20 per cent.

The City also partners Bizlink and employs 17 people with disability in its supported work crews.
Adam Coore and Nathan Searle at work for the City of Cockburn.

Department of Communities

The Department remains committed to working locally and with other jurisdictions on the National Disability Strategy 2010-20, in which employment outcomes are a priority.

Earlier this year, the State Government provided a grant of $400,000 to Leadership WA to deliver its specially designed LeadAbility courses to provide scholarships for people with disability to participate in other programs over the next two years. A further $178,000 in State and Commonwealth funding under the Information, Linkages and Capacity Building (ILC) grants will enable the delivery of two LeadAbility programs in regional WA.

Additionally, ILC grants have been provided to National Disability Services WA to support young people to plan and select supports and services that strengthen the achievement of their employment-related NDIS goals. Microenterprises such as Valued Lives also provide an important avenue for employment for people with disability and it has received an ILC grant to support people with disability in gaining employment through the development of microenterprises.

Agents and contractors

This section is included to highlight the role agents and contractors play in supporting and enhancing a public authority’s DAIP values. The objective is to help ensure contractors operate with shared values towards access and inclusion, and to stimulate greater disability awareness and innovation across the private and community sector.

Under the Disability Services Act 1993, public authorities are required to take all practicable measures to ensure that their DAIP is implemented by the public authority and its officers, employees, agents or 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 funds are accessible to everyone.

Most public authorities have implemented this approach through contractual processes. There is a growing awareness of the benefits of accessible and inclusive agent and contractor processes in reducing the risk to reputation of poor inclusion practices, as well as the community benefits of extending initiatives beyond the public authority.

For state government authorities, a special condition of contract applies 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.
Western Australian Disability Enterprise initiative

The Western Australian Disability Enterprise (WADE) initiative is leading the way in supporting people with disability and mental illness to find fulfilling and secure work.

Changes to the Local Government (Functions and General) Regulations in 2015 allows local government authorities to engage a WADE contractor directly, without undertaking a competitive tender process. This also applies to state government agencies and the State Supply Commission’s Open and Effective Competition Policy that allows state government to engage directly with a WADE contractor.

WADEs have an all-encompassing commitment to quality and adopt national and international standards of best practice. They are independently audited and certified and many are ISO9001 (Quality Management Systems) accredited.

Engaging a WADE contractor gives access to quality work while contributing to positive social outcomes to the community, creating a win-win situation and improving the employment prospects of people with disability. The businesses provide meaningful, supported employment for more than 2,100 people. Many more could be employed if work was available.

In WA, there are eight disability enterprise contractors under the WADE umbrella operating from more than 50 business locations. They offer a wide range of quality products and services across WA. These include:

- catering for office functions and conferences that include menus for lunch, morning or afternoon tea
- commercial cleaning services to clean buildings or mobile teams who can clean and detail vehicles, through to work crews who specialise in cleaning barbecues in parks and grounds
- electrical and electronic equipment that is tested and tagged onsite. Assembly of electrical and electronic components including sub-boards and component kits is also available
- environmental and rehabilitation services offering everything environmental from consultancy to rehabilitation and planning to planting
- fire equipment supplies and management working across WA, from mining in the north to country fire brigades in the south
- light engineering and metal fabrication offering services in the commercial, construction and resource industries with laser and plasma cutting, robotic and general welding
- packing, collation and distribution that includes sorting, packing and re-packing, labelling, collating, bagging, shrink wrapping, heat sealing and mail-outs. Light assembly and bench work of medical and pharmaceutical kits, mechanical parts, electrical or hardware component kits to electrical sub-assembly
• a wholesale nursery that specialises in WA natives, especially plants in the Swan Coastal Plain region which is fully accredited by the Nursery Industry Accreditation Scheme Australia

• offset and digital printing offering print management and design services for short or long run printing, from simple to complex publications

• recycling and re-using service of a range of materials

• parks, grounds, gardens and roadsides maintenance

• picture framing of creative designs for both off-the-shelf and customised picture framing services

• three-bin system replacement program assisting local government authorities to roll out the new household bin programs

• the manufacture of safety garments including vests, singlets and caps and the supply of workwear, footwear and accessories

• sand sifting and sand replenishment at various parks and reserves within the Perth metropolitan area

• warehousing and inventory management solutions offering long or short-term storage with stock receipting and an inventory management system with plenty of secure warehouse storage space for plant, equipment and furniture

• wood, paper and textile products that includes the manufacture and supply of a range of products and services from the creative to industrial.

Department of Transport

The Department is committed to promoting inclusive activity for everyone across its services, and those of its agents and contractors.

In preparation for Bike Week 2018 – an annual weeklong celebration of riding a bicycle for transport, fun and/or a healthier lifestyle which receives administered grant funding by the department – the following clause was included in the grant guidelines: “Demonstrate how the event takes into account and provides for the needs of people with a disability.”

This helps ensure inclusion is forefront for all funded events, but also fosters innovation in inclusion.

Run by Rebound WA, one of the events that successfully gained funding was Beyond the Wheelchair, a free community Adaptive Mountain Biking Come-n-Try workshop in Albany for both people with or no disability to trial varying adaptive cycles on a nearby bush trail. Trained coach, motivational speaker and athlete with disability Andrew Liddawi ran the workshop. Topics included his personal story of disability, adversity, bike safety and ability through adaptive equipment and programs and the power of volunteering.

Cycling Without Age WA whose mission is to connect elderly people with the community and outdoors by taking them out on specially built trishaw e-bikes, piloted by volunteer cyclists, also received funding. The organisation celebrated its establishment by demonstrating two trishaw e-bikes on the bike route along Canning River.
Cycling Without Age worked with local residential aged care provider RAAFA, which was recognised as the first nursing home in WA to purchase a trishaw and give residents “the right to wind in their hair”.

People trying out adaptive mountain biking in Albany (left). Trishaw cycling around the Canning River, photo by Louise Stockden.

City of Gosnells
The City of Gosnells, like most public authorities, elicit important information about access and inclusion through their DAIP contractor reports. This has resulted in considerations and assurances such as the statements below:

“We recognise that the City of Gosnells has instigated and continues to make great progress in the implementation of their Disability Access and Inclusion Plan. (We) pledge to support the City of Gosnells’ Disability Access and Inclusion Plan throughout the duration of any works carried out within the City of Gosnells. Where pedestrians, including people with disabilities or visual impairment, must move through, past or around a work site or to cross the road within a work site, they shall be provided with and directed to suitably constructed and protected temporary footpaths and crossing points, or formal pedestrian crossings, or refuges if warranted.”

“Assured job is suitable to employee’s capabilities.”

“Just to let you know I am a paraplegic so we are aware of the challenges faced day-to-day by disabled people and we always try our best to make sure our works do not affect any members of the public.”

“As mowing contractors, we have no interaction with any disabled person or group and cannot see a situation where that would arise. In so saying both myself and my staff would afford them every consideration should we encounter them in our work process.”
“Our teams carefully mark out the areas where they are working and allow public to move around these areas. As our offices are on Level 1 of the building, we have an elevator available to use.”
Analysis of public authority DAIP Progress Reports

From April 2018 to July 2018 the Department of Communities invited public authorities to complete DAIP Progress Report templates online or using the Word document template.

Key statistics

- The Department of Communities received 201 of a possible 218 DAIP Progress Reports from public authorities, a return rate of 92 per cent.

- As at 30 June 2018, the Department recorded compliant DAIPs for 180 public authorities (83 per cent). Some of the outstanding DAIPs occurred due to delays in developing DAIPs for those agencies subject to Machinery of Government reforms.

- Public authorities reported a total of 6,003 initiatives. While the distribution of initiatives was evenly spread, Outcomes 1 and 2 were the most common. This reflects the number of opportunities and identified needs to enhance access and inclusion to services and built infrastructure.
The statistics below show the total number of initiatives received:

<table>
<thead>
<tr>
<th></th>
<th>State Government</th>
<th>Local Government</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outcome 1</td>
<td>443</td>
<td>882</td>
<td>1325</td>
</tr>
<tr>
<td>Outcome 2</td>
<td>361</td>
<td>908</td>
<td>1269</td>
</tr>
<tr>
<td>Outcome 3</td>
<td>363</td>
<td>570</td>
<td>933</td>
</tr>
<tr>
<td>Outcome 4</td>
<td>302</td>
<td>381</td>
<td>683</td>
</tr>
<tr>
<td>Outcome 5</td>
<td>198</td>
<td>272</td>
<td>470</td>
</tr>
<tr>
<td>Outcome 6</td>
<td>203</td>
<td>374</td>
<td>577</td>
</tr>
<tr>
<td>Outcome 7</td>
<td>290</td>
<td>456</td>
<td>746</td>
</tr>
<tr>
<td>Total</td>
<td>2160</td>
<td>3843</td>
<td>6003</td>
</tr>
</tbody>
</table>

- The average percentage of planned strategies completed was 88 per cent across all authorities. This figure is consistent with the previous year.
- Authorities are asked to self-assess the effectiveness of implemented initiatives. It is noted that the methods authorities adopt to determine effectiveness vary, and in many cases no evaluation strategy is assigned to an initiative. Effectiveness remains an important indicator however and supports an evaluative and outcome driven approach to implementation. Both sectors reported similar percentages of strategies deemed highly effective, at 58 per cent for state government authorities and 61 per cent for local government authorities. State government authorities reported 10 per cent of strategies were planned but not implemented, compared with 12 per cent for local governments.
- Authorities reported a range of common strategies to influence agents and contractors to adopt DAIP values. There are some noted differentials between local and state government authorities in the table on the next page:
### Challenges experienced by public authorities

The main challenges associated with implementing DAIP initiatives as reported by public authorities remain consistent with previous years. There are noted differentials between state government and local government authorities:

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Percentage state government authority</th>
<th>Percentage local government authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget constraints</td>
<td>25%</td>
<td>62%</td>
</tr>
<tr>
<td>Difficulties in coordinating strategies</td>
<td>17%</td>
<td>29%</td>
</tr>
<tr>
<td>Lack of support / feedback from the community</td>
<td>30%</td>
<td>26%</td>
</tr>
</tbody>
</table>

### Budget constraints

These challenges are found to predominantly relate to improving the accessibility of built infrastructure. Local government authorities point to a limited revenue base and significant costs associated with retrofitting existing infrastructure. As a result, even though the scope of improvements is often identifiable, there is significant time lag in funding these initiatives.

The issue of accessible infrastructure is reflected across the community, for example one large regional authority has estimated up to 70 per cent of all buildings in its town centre are not fully accessible. The costs and complexity as referred to earlier in the report are exacerbated where older or heritage buildings are concerned.

While this outcome is likely to improve over time as infrastructure is renovated or replaced, currently people with mobility restrictions continue to face considerable challenges across...
equal and equitable access to infrastructure. Public authorities’ best practice to address these challenges include:

- ensuring inclusive infrastructure in the costing, design and planning stage to mitigate future costs and poor accessibility
- ensuring expertise in assessing social and economic return on investment into accessible infrastructure to support funding decisions
- relocating services to more accessible buildings and facilities, or reconfiguring services to improve access
- working with people with disability, commercial sector and community to use co-design and innovation to ensure initiatives are effective and minimise cost
- dedicating an ongoing budget towards improving built infrastructure priorities.

It is also notable that budgetary constraints are associated with limited staff resources, particularly across small organisations. Sometimes this limits the ability to develop and drive initiatives and maximise the awareness of community needs. However, as the initiatives demonstrate connection with community or clients is still achievable. As a response to limited staffing, some local government authorities are thinking regionally to develop shared initiatives and resources to increase effectiveness and reduce duplication.

**Difficulties in coordinating strategies**

Public authorities may experience these challenges for a range of reasons, often internal to the way each organisation is resourced and supported. The impact for people with disability is to limit the effective completion of planned initiatives.

Best practice demonstrated by public authorities in this regard includes:

- ensuring buy-in from decision makers to all DAIP initiatives to support resourcing and funding decisions
- ensuring clear roles and responsibilities when working with partners
- working to agreed governance and project management models
- agility to manage barriers as they occur.

**Lack of support/feedback from the community**

Public authorities continue to report difficulties in building a comprehensive picture of community access and inclusion needs. While many have established highly effective consultation methods, others report momentum for driving DAIP initiatives can be stymied by a lack of community input and advocacy. While in some cases this may be a sign that people with disability who are customers or residents are comfortable with current arrangements, it should be noted that many people with disability find it difficult to communicate their experiences, they may experience social isolation and lack of direct contact with an authority, or they may lack confidence.

Best practice demonstrated by public authorities in this regard includes:

- identifying disability representatives in formal or informal consultation mechanisms
• value and seek the input of carers, friends and family to help identify community or customer issues
• providing support and development opportunities to improve the quality of feedback
• value and promote complaints mechanisms, including anonymity as a means of understanding issues. Where a complaint is made, engage with the complainant as a potential source of broader disability feedback
• offer a variety of options including social media to make it as easy as possible to provide feedback
• communicate with other public authorities to share engagement strategies and learn from each other.

Support from the Department of Communities
The Department supported public authorities to develop and implement their DAIPs and build inclusive communities during 2017-18. Activities included:

• maintaining a suite of resources online to assist public authorities to develop and implement DAIPs, including guidelines on agent and contractors
• providing disability awareness presentations for public authorities to build staff knowledge and confidence
• providing one-on-one support to officers across the public sector to help them improve accessibility
• participating in consultation and advisory groups on significant projects including the Perth Stadium, Perth Airport and several local government advisory groups
• liaising with public authorities to assist with the extension and expansion of the NDIS in WA
• providing regular workshops and training opportunities, including focus on regional authorities as well as agencies impacted by Machinery of Government reforms
• leadership and support to WA local government access and inclusion group forums, and state government access and inclusion network meetings
• providing a “DAIP Development” workshop aimed at assisting public authorities who were reviewing DAIPs
• providing a dedicated access and inclusion enquiry service to authorities and the public
• ensuring public access and inclusion concerns and queries are effectively addressed through team knowledge and in liaison with DAIP contacts in public authorities.

The Department also asked public authorities were asked to consider their level of satisfaction with its DAIP-related services. Out of 164 responses to this question, 84 indicated that they were very satisfied and 80 were satisfied.
Appendix One: Public authority submissions

The following State Government authorities provided progress reports to the Department of Communities:

Art Gallery of Western Australia
Botanic Gardens and Parks Authority
Central Regional TAFE
ChemCentre
Curtin University of Technology
Department of Biodiversity, Conservation and Attractions
Department of Communities
Department of Education
Department of Finance
Department of Fire and Emergency Services
Department of Health
Department of Jobs, Tourism, Science and Innovation
Department of Justice
Department of Local Government, Sport and Cultural Industries
Department of Mines, Industry Regulation and Safety
Department of Planning, Lands and Heritage
Department of the Premier and Cabinet
Department of Primary Industries and Regional Development
Department of the Registrar, Western Australian Industrial Relations Commission
Department of Training and Workforce Development
Department of Transport
Department of Treasury
Department of Water and Environmental Regulation
Economic Regulation Authority
Edith Cowan University
Forest Products Commission
GESB
Gold Corporation
Goldfields-Esperance Development Commission
Great Southern Development Commission
Horizon Power
Housing Authority
Insurance Commission of Western Australia
Kimberley Development Commission
Landgate
Legal Aid Commission of Western Australia
Lotterywest
Main Roads Western Australia
Mental Health Commission
Metropolitan Cemeteries Board
Metropolitan Redevelopment Authority
Mid West Development Commission
Murdoch University
North Metropolitan Health Service
North Metropolitan TAFE
North Regional TAFE
Office of the Auditor General
Office of the Director of Public Prosecutions
Office of the Information Commissioner
Office of the Inspector of Custodial Services
Ombudsman Western Australia
Peel Development Commission
Perth Theatre Trust
Pilbara Development Commission
Public Sector Commission
Public Transport Authority
School Curriculum and Standards Authority
Small Business Development Corporation
South Metropolitan Health Service
The following Local Government authorities provided progress reports to the Department of Communities:

City of Albany
City of Armadale
City of Bayswater
City of Belmont
City of Bunbury
City of Busselton
City of Canning
City of Cockburn
City of Fremantle
City of Gosnells
City of Greater Geraldton
City of Joondalup
City of Kalamunda
City of Kalgoorlie-Boulder
City of Karratha
City of Kwinana
City of Mandurah
City of Melville
City of Nedlands
City of Perth
City of Rockingham
City of South Perth
City of Stirling
City of Subiaco
City of Swan
City of Vincent
City of Wanneroo
Shire of Ashburton
Shire of Augusta-Margaret River
Shire of Beverley
Shire of Boddington
Shire of Boyup Brook
Shire of Bridgetown-Greenbushes
Shire of Broomehill-Tambellup
Shire of Brookton
Shire of Broome
Shire of Bruce Rock
Shire of Capel
Shire of Carnarvon
Shire of Chapman Valley
Shire of Collie
Shire of Coolgardie
Shire of Coorow
Shire of Corrigin
Shire of Cranbrook
Shire of Cuballing
Shire of Cue
Shire of Cunderdin
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
Shire of East Pilbara
Shire of Esperance
Shire of Exmouth
Shire of Gingin
Shire of Gnowangerup
Shire of Goomalling
Shire of Halls Creek
Shire of Harvey
Shire of Jerramungup
Shire of Katanning
Shire of Kellerberrin
Shire of Kent
Shire of Kondinin
Shire of Koorda
Shire of Kulin
Shire of Lake Grace
Shire of Laverton
Shire of Leonora
Shire of Manjimup
Shire of Meekatharra
Shire of Meekatharra
Shire of Menzies
Shire of Merredin
Shire of Mingenew
Shire of Moora
Shire of Morawa
Shire of Mount Marshall
Shire of Mukinbudin
Shire of Mundaring
Shire of Murray
Shire of Murchison
Shire of Nannup
Shire of Narembeen
Shire of Narrogin
Shire of Northam
Shire of Northampton
Shire of Nungarin
Shire of Peppermint Grove
Shire of Perenjori
Shire of Pingelly
Shire of Plantagenet
Shire of Quairading
Shire of Ravensthorpe
Shire of Sandstone
Shire of Serpentine-Jarrahdale
Shire of Shark Bay
Shire of Tammin
Shire of Three Springs
Shire of Toodyay
Shire of Trayning
Shire of Upper Gascoyne
Shire of Victoria Plains
Shire of Wagin
Shire of West Arthur
Shire of Westonia
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 Yilgarn
Shire of York
Town of Bassendean
Town of Cambridge
Town of Claremont
Town of Cottesloe
Town of East Fremantle
Town of Mosman Park
Town of Port Hedland
Town of Victoria Park
Eastern Metropolitan Regional Council
Mindarie Regional Council
Western Metropolitan Regional Council