Implementation progress of Disability Access and Inclusion Plans

In 2015–2016, 99.6 per cent of public authorities provided progress reports. Public authorities reported that 85 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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

Combined State and local government DAIP strategy implementation

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Planned Strategies Completed (%)</th>
<th>Planned Strategies Not Completed (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outcome 1</td>
<td>87%</td>
<td>13%</td>
</tr>
<tr>
<td>Outcome 2</td>
<td>84%</td>
<td>16%</td>
</tr>
<tr>
<td>Outcome 3</td>
<td>86%</td>
<td>14%</td>
</tr>
<tr>
<td>Outcome 4</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Outcome 5</td>
<td>86%</td>
<td>14%</td>
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<tr>
<td>Outcome 6</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Outcome 7</td>
<td>88%</td>
<td>12%</td>
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The chart above indicates there was a consistent distribution of strategy implementation across the seven DAIP outcome areas. The greatest progress was achieved for Outcome 1 – ‘people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority’.

In addition, there has been commendable improvement on Outcome 7 – ‘people with disability have the same opportunities as other people to obtain and maintain employment with a public authority’. Eighty-four per cent of Outcome 7 strategies were completed, which was a nine per cent increase in employment of people with disability across government.
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Message from the Minister for Disability Services

The Disability Services Act 1993 requires State Government agencies and local governments to develop and implement a Disability Access and Inclusion Plan (DAIP). DAIPs ensure public authorities make ongoing improvements to accessibility. They put a spotlight on all aspects of a public authority’s business: services and events, information, buildings and facilities, consultation, complaints processes and employment.

DAIPs play a critical role in supporting the State’s commitment to the National Disability Strategy 2010–2020 and aim to ensure that people with disability have the same rights as others to participate in and contribute to all aspects of community life. Over the years DAIPs have been in place, they have improved opportunities for people with disability and contributed to a more inclusive community. DAIPs have also influenced cultural change within the public sector, leading to a greater focus on inclusion.

People with disability face significant barriers with everyday activities. These can include physical, communication, social and policy barriers which make it difficult to access facilities and services. Creating more accessible and inclusive services and facilities helps to minimise the effect of disability and enables people with disability to reach their full potential.

The roll-out of the National Disability Insurance Scheme (NDIS) across Western Australia provides people with disability with the opportunity to exercise real choice and control over the supports and services they need to achieve their goals. While these supports aim to increase social and economic participation, and develop people’s capacity to take part in the community, more needs to be done to address the challenges faced by people with disability.

This DAIP Progress Report outlines how the WA public sector has improved access and inclusion in 2016–2017 and demonstrates the great variety of innovative and inclusive projects across the seven DAIP outcome areas. I hope this report provides a source of inspiration for future achievements and acts as a starting point for discussions about how government can deliver more inclusive services for people with disability.

I thank public authorities across WA for their ongoing commitment to making facilities and services accessible and inclusive for people with disability.

Hon Stephen Dawson MLC

Minister for Disability Services
Executive summary

West Australian State Government agencies and local government authorities made substantial progress in implementing their Disability Access and Inclusion Plans (DAIPs) during 2016–2017. This work has contributed to greater access and inclusion for people with disability across WA.

In this period, the Disability Services Commission received progress reports from 231 public authorities. The following seven public authorities lodged a DAIP Progress Report with the Commission even though they are not required to provide a report until 30 June 2018:

- Central Regional TAFE
- North Metropolitan TAFE
- South Metropolitan TAFE
- South Regional TAFE
- North Regional TAFE
- South Metropolitan Health Service
- WA Country Health Service.

The reports showed that both State Government agencies and local governments completed 89 per cent of their DAIP strategies. This figure remained the same as last year for State Government agencies which completed 90 per cent of strategies during the 2016–2017 and 2015–2016 reporting periods, and a five per cent increase for local governments compared with last year which was 83 per cent.

The DAIP Progress Report 2016–2017 showcases a variety of achievements by public authorities across all outcome areas. It includes State Government agencies and local governments in metropolitan and regional areas. These achievements demonstrate the commitment of government to including people with disability and act as examples of best practice.
Implementation progress of Disability Access and Inclusion Plans

In 2015–2016, 99.6 per cent of public authorities provided progress reports. Public authorities reported that 85 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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

<table>
<thead>
<tr>
<th>Outcome</th>
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The chart above indicates there was a consistent distribution of strategy implementation across the seven DAIP outcome areas. The greatest progress was achieved for Outcome 1 – ‘people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority’.

In addition, there has been commendable improvement on Outcome 7 – ‘people with disability have the same opportunities as other people to obtain and maintain employment with a public authority’. Eighty-four per cent of Outcome 7 strategies were completed, which was a nine per cent increase in employment of people with disability across government.

Background

The Disability Services Act 1993 (the Act) requires West Australian public authorities to implement DAIPs. DAIPs provide a framework to meet the needs of people with disability by identifying and addressing barriers to access. They strengthen independence, opportunities for participation and inclusion of people with disability.

Public authorities that are required to have a DAIP include:

- government departments established under the Public Sector Management Act 1994, Section 35 or entities specified in Schedule 2, column 2
- local governments
- universities
- public health services established under the Health Services Act 2016
- Water Corporation
- corporations supplying electricity.

Appendix 1 contains a full list of public authorities that reported on their DAIP during 2015–2016.

DAIPs must progress seven outcomes that encompass all aspects of a public authority’s operations. These are:

- Outcome 1 – people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority. (Outcome measure: ‘services’.)
- Outcome 2 – people with disability have the same opportunities as other people to access the buildings and other facilities of a public authority. (Outcome measure: ‘facilities’.)
- 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 measure: ‘information’.)
- Outcome 4 – people with disability receive the same level and quality of service from staff of a public authority as other people receive from the staff of that public authority. (Outcome measure: ‘service quality’.)
- Outcome 5 – people with disability have the same opportunities as other people to make complaints to a public authority. (Outcome measure: ‘complaints’.)
- Outcome 6 – people with disability have the same opportunities as other people to participate in any public consultation by a public authority. (Outcome measure: ‘consultation’.)
- Outcome 7 – people with disability have the same opportunities as other people to obtain and maintain employment with a public authority. (Outcome measure: ‘employment’.)
The process for developing a DAIP is set out in the Act and the Disability Services Regulations 2004. It includes public notice and consultation, publication of the finished DAIP and lodgement with the Commission. DAIPs must be reviewed at least every five years. The Commission provides resources to assist authorities to develop and review their DAIP.

Public authorities must provide the Commission with annual progress reports on the implementation of their DAIP. The progress reports address each outcome area and include activities by agents and contractors who provide services to the public for the public authority. After reviewing the progress reports, the Commission develops this combined DAIPs Progress Report for public authorities across WA. The Minister for Disability Services tables the annual DAIPs Progress Report in both houses of the Parliament of WA. Public authorities must also outline their DAIP activities in their own annual reports.
Support from the Commission

The Commission supported public authorities to develop and implement their DAIPs and build inclusive communities during 2016–2017. Activities included:

- maintaining a suite of resources online to assist public authorities to develop and implement DAIPs
- 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 and the East Perth Station upgrade project
- liaising with public authorities to assist with the extension and expansion of the NDIS in WA
- providing workshops and grant funding through the Lighthouse Project, a partnership with Local Government Professionals Australia WA (formerly Local Government Managers Australia WA) to help local governments develop strategies to address Outcome 7
- providing a “DAIP Development” workshop aimed at assisting public authorities who were reviewing DAIPs
- hosting an Interagency Knowledge Sharing Group for State Government agencies to discuss strategies to increase employment for people with disability
- facilitating a networking group for State Government agencies.
Disability Access and Inclusion Plans lodged with the Commission

Under the Act, public authorities are required to lodge their DAIP with the Commission. Newly created public authorities have 12 months from establishment to lodge a DAIP. Public authorities must review their DAIP and lodge a new DAIP with the Commission at least every five years.

In 2016–2017, 29 State Government agencies and 24 local governments lodged new DAIPs with the Commission.

The Commission has received compliant DAIPs from 89 per cent of those State Government agencies required to provide one, and from 89 per cent of local governments. The Commission is working with the remaining public authorities yet to submit a legislatively-compliant DAIP.
Implementation progress of Disability Access and Inclusion Plans

In 2016–2017, 99 per cent of public authorities provided progress reports. Public authorities reported that 89 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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

Combined State and local government DAIP strategy implementation

The chart above indicates there was a consistent distribution of strategy implementation across the seven DAIP outcome areas. The greatest progress was achieved for Outcome 1 – ‘people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority’ and Outcome 2 – ‘people with disability have the same opportunities as other people to access the buildings and other facilities of, a public authority’.

Overall, the average percentage of planned strategies rose from 84 per cent during the 2015–2016 reporting period to 89 per cent in the 2016–2017 reporting period.
The following sections show the progress made by State Government agencies and local governments.

**State Government agency progress**

State Government agencies reported good progress in implementing their planned DAIP strategies. The following chart shows the percentage of planned DAIP strategies completed and not completed in each DAIP outcome area.

### DAIP strategy implementation by State Government agencies

The chart above shows there was a consistent distribution of strategy implementation across the seven DAIP outcome areas. The greatest progress was achieved for Outcome 2 – ‘people with disability have the same opportunities as other people to access the buildings and other facilities of a public authority’ and 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’. The following chart provides information about planned State Government DAIP strategies completed from 2012–2013 to 2016–2017.
In 2015–2016, 99.6 per cent of public authorities provided progress reports. Public authorities reported that 85 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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

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In addition, there has been commendable improvement on Outcome 7 – 'people with disability have the same opportunities as other people to obtain and maintain employment with a public authority'. Eighty-four per cent of Outcome 7 strategies were completed, which was a nine per cent increase employment of people with disability across government.

Comparison DAIP strategy implementation by State Government agencies

The chart above indicates that State Government agencies have maintained a consistent level of implementation of DAIP strategies during the 2016–2017 reporting period as the previous year.
Examples of DAIP activities by State Government agencies

The following is a sample of some of the DAIP strategies completed by State Government agencies in 2016–2017.

DAIP Outcome 1

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

North Metropolitan TAFE

Former North Metropolitan TAFE student Peter Coghlan has become the first man in Australia (and perhaps in history) to have broken out of Locked-in Syndrome, regaining motor control, and the ability to speak, study and work.

He recently completed his Certificate III in Allied Health Assistance at TAFE and has returned to the health system as an Assistant Therapist. Some of the supports offered to students with disability at this TAFE include study assistance, advocacy, and assignment extensions when required. The TAFE’s Disability Support Services offer scribes, dictating services and speech-to-text software to students who require them.

State Library

Better Beginnings is the State Library (the Library) of WA’s multi award-winning family literacy program that supports parents in reading to children to build early literacy skills. The Library has teamed up with VisAbility WA to develop Better Beginnings resources for families with a child or parent with blindness, vision impairment or a print disability.

This strategy provides equitable opportunities for all families to experience book sharing with their child from a young age. Better Beginnings packs for new parents include a Braille edition of Baby Ways and an accompanying CD. The packs are provided to families in partnership
with VisAbility’s network of therapy staff and will also be available to public libraries and
Child Health Nurses on request. In addition, a Baby Ways Touch and Feel kit is being
developed to allow a tactile exploration of the book based on items used in the story. The
kits provide a model for using resources from around the home to create sensory aspects to
picture books and families can borrow them from public libraries.

**Central Regional TAFE**

Central Regional TAFE celebrated International Day of People with Disability 2016 at two of its
Campuses. Geraldton TAFE held a ‘petting zoo’ day in its Animal Studies area which focused
on engaging people with disability.

The event was well-attended by current students and members of the local community. In
Northam, TAFE students with intellectual disability in the Work Skills class (Certificate I in Industrial
Skills) held a workshop where participants were taught to make key
racks or wall hangings
using reclaimed wood.
This event too, was
well-attended by staff,
students and community
stakeholders, and received
positive feedback.
Art Gallery of Western Australia

The Art Gallery of WA has incorporated a range of initiatives to ensure their events are accessible and inclusive. All visitors to the Gallery can access print materials, while audiovisual materials offer open captions and written transcripts are provided in situations where open captions are not available. Australian sign language interpreters are also provided. This service is free of charge for booked groups of five or more.

The Gallery presents touch tours for people with vision impairment, and customised programs for people with intellectual disability. During the Sculptures by the Sea Exhibition held at Cottesloe on 3–20 March 2017, the Gallery ran free touch tours conducted by trained guides. The Gallery and its members are affiliate members of the Companion Card Scheme enabling holders to gain free access to paid exhibitions at the Gallery.

A participant enjoying the touch tour at the Sculptures by the Sea exhibition.

DAIP Outcome 2

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

Curtin University

Curtin University collaborated with the Liveable Housing Project to develop a series of audiovisual materials to lift the awareness of the need for universal design in the built environment. The videos detail the practical side of implementing universal design principles and will be used as teaching resources in disciplines such as urban planning, architecture, construction management and health practices. The videos can also be used as learning materials for community groups, organisations or education classes.

These materials were developed so that students can take this knowledge into industry practice, and increase awareness and practical understanding of how to build houses that maximise accessibility for everyone.
Implementation progress of Disability Access and Inclusion Plans

In 2015–2016, 99.6 per cent of public authorities provided progress reports. Public authorities reported that 85 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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![Chart showing percentage of planned DAIP strategies completed and not completed]

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In addition, there has been commendable improvement on Outcome 7 – ‘people with disability have the same opportunities as other people to obtain and maintain employment with a public authority’. Eighty-four per cent of Outcome 7 strategies were completed, which was a nine per cent increase employment of people with disability across government.

Lotterywest

Accessibility was considered in the design of Lotterywest’s new head office in Subiaco. Design elements that improved accessibility include corridor width, circulation spaces, wheelchair-friendly reception counter, low-mounted meeting room display panels and accessible toilet and shower facilities. The new office fit-out complies with the Building Code of Australia relating to disability access.

![Image of Lotterywest's new head office]

The Lotterywest office incorporates universal design.

Department of Sport and Recreation

The Department of Sport and Recreation has conducted extensive consultation to ensure the new Perth Stadium is accessible. Of the Stadium’s capacity, 1.24 per cent has enhanced amenity seating or wheelchair platforms. These seats are distributed across all levels and categories of seating and include flexible arrangements allowing for more than one companion through flexible seating arrangements.

Two Changing Places are available at the Stadium. These include mobile hoist systems, height-adjustable adult-size changing benches plus space for a user and one or two carers. Accessible parking bays are available with specifications for rear and side loading vehicles plus close access to entry points and lifts. There is also a drop-off area with weather protection and immediate access to the Stadium. The Stadium’s Access and Inclusion User Group will continue to provide advice on increasing accessibility for all patrons during the three-year construction phase and through transition until the Stadium is operational.

The Public Transport Authority has also consulted the Access and Inclusion User Group on the development of transport-related infrastructure for the Stadium.
North Metropolitan Health Service

North Metropolitan Health Service has made a range of modifications to ensure that its buildings are accessible to all patients and visitors. It installed an automatic door at the entrance to a pharmacy to make the building more accessible to people with mobility issues. The patient call bell system has also been modified and coloured tape pathways have been increased significantly between reception and wards/therapy areas. Accessible parking is available, with an expansion of 50 ACROD bays since the 2015–2016 period.

DAIP Outcome 3

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

Western Australia Country Health Service

Western Australia Country Health Service (WACHS) has improved staff awareness of accessible information with an internal guide developed titled ‘Guide for Staff to Provide Information in Accessible and Alternative Formats’. WACHS facilitates the use of interpreters to improve the availability of WACHS meetings and access to information, with all content developed for public distribution available in alternative formats.

Examples of strategies implemented in regional hospitals:

- “Access for All” seminars were held at Albany Health Campus in December 2016, with 23 participants. The seminars raised staff awareness of practical strategies to assist patients with mobility, low vision, mental health issues and autism.
- Broome Hospital staff received training on how to communicate with people who are Deaf or hard of hearing, or if there is a language barrier. If required, they contact the WA Deaf Society or Translating Interpreting Service for access to an appropriate interpreter.
- Hearing loops were installed at the Geraldton Hospital in August 2016 and the National Relay Service was promoted throughout the region.

Office of the Environmental Protection Authority

The Office of the Environmental Protection Authority (OEPA) launched its redeveloped website in December 2016. The website has been designed to be accessible to as many users as possible, including people with disability who may use assistive technologies, those with slower internet connections, rural and regional users, and those with hand-held devices and mobile phones. All OEPA documents are produced using clear and concise language, published on the website, and provided in other formats on request.

The OEPA maintains a register of sources for alternative formats for information services, including Braille, teletypewriter phones, and translation services including Auslan.
Implementation progress of Disability Access and Inclusion Plans

In 2015–2016, 99.6 per cent of public authorities provided progress reports. Public authorities reported that 85 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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

```
Outcome 7
Employment
Outcome 6
Consultation
Outcome 5
Complaints
Outcome 4
Service Quality
Outcome 3
Information
Outcome 2
Facilities
Outcome 1
Services
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In addition, there has been commendable improvement on Outcome 7 – ‘people with disability have the same opportunities as other people to obtain and maintain employment with a public authority’.

Eighty-four per cent of Outcome 7 strategies were completed, which was a nine per cent increase of employment of people with disability across government.

Water Corporation

Water Corporation keeps customer access requirements updated to ensure their customers receive information in a suitable format. For example, the Corporation issued documents for one account in Braille and documents for another 44 accounts in large print to meet the needs of customers.

The Corporation also offers a Relay Hearing Service for people who are Deaf or hard of hearing. The Corporation develops web content aiming to comply with the Web Content Accessibility Guidelines (WCAG) 2.0 instituted by the World Wide Web Consortium (W3C). This entails all its web content to be perceivable, operable, understandable and robust.

Road Safety Commission

The Road Safety Commission has launched a new website, which meets WCAG 2.0 requirements. Content has been rewritten in plain English, with the Contact Us page including Relay and Translation Service contacts. The Commission’s website also includes all TV commercials with transcripts attached for people who are Deaf or hard of hearing. The Commission’s annual report and other publications are offered in alternative formats on request, including audio CD, large print, computer disc and Braille.

DAIP Outcome 4

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

Perth Theatre Trust

Perth Theatre Trust (PTT) staff are trained on the services offered to patrons with disability and their families and carers. This ensures patrons’ needs are met and people with disability receive the same level and quality of service from staff. PTT provides a phone number to assist people with vision impairment when purchasing tickets. For Auslan and captioned performances, easy online ticketing options are available.

On arrival, patrons are met by staff, assisted during the tactile tour and taken to their seats. Wheelchairs are also available for patrons to borrow during their time at the venue. Audio described performances and tactile tours are available for people who are vision impaired or blind. Braille programs are also provided free of charge.

A tactile tour during the Erth Prehistoric Aquarium performance.
for selected performances. Performances can be adjusted with changed lighting and sound for people with sensory processing disorders, or alternatively trigger warning information is provided to patrons pre-show. A quiet space is made available in the venue for use by patrons.

Insurance Commission of Western Australia

In August 2016, five Insurance Commission employees participated in the 2016 Community Wheelchair Challenge. The employees spent a day in wheelchairs to understand the access challenges faced by people who use mobility equipment.

The employees raised over $4,500 for Wheelchair Sports WA (now Rebound WA). Understanding the needs and challenges of people who require a wheelchair has helped the Commission provide a better service to claimants with injuries resulting from crashes. The learnings from the Wheelchair Challenge also led the Commission to change some areas in its offices and meeting rooms to improve accessibility.

Public Sector Commission

The Public Sector Commission has facilitated a number of training sessions to increase the confidence and capability of staff to serve people with disability. The training sessions included mental health first aid, Autism awareness conducted by AIM Employment, Deaf awareness training conducted by the WA Deaf Society, and Auslan communication via Deafinite.

Two employees extended their Auslan training by attending three half-day workshops facilitated by the Department of Finance. This training has allowed the employees to use basic sign language to communicate with a trainee who is Deaf, when conducting site visits. Specific disability awareness training needs of employees are also examined and included in performance development plans as required.

Department of the Attorney General

The Department of the Attorney General strives to improve DAIP awareness among its employees, contractors and any service providers who deal with members of the public. Disability awareness training is coordinated using a variety of service providers as required, and both general awareness and targeted training for customer service staff can be arranged.

The Office of the Public Advocate continues to include disability awareness in induction training for new staff, and this covers people with disability that affects decision-making.

The Public Trustee provides regular staff training run by a qualified psychologist due to the high incidents of clients presenting with disability. This training is titled ‘Understanding our clients in network case management’.
DAIP Outcome 5
People with disability have the same opportunities as other people to make complaints to a public authority

Western Power

Western Power offers a range of grievance mechanisms to ensure their complaints process is accessible and appropriate for people with disability. Complaints can be lodged online, in hardcopy, over the phone and in person.

For people requiring support with reading or writing, Western Power offers an at-home complaints process.

The agency offers a range of solutions for customers with disability, and creates suitable alternative processes in response to varying customer requirements. An example of this was when a customer with mobility issues who has a self-read meter registered a complaint about not being able to access the meter. Western Power arranged for an employee to make a one hour round trip to provide scheduled meter readings for the customer.

Department of Education

The Department of Education ensures people with disability have the same opportunities as other people to make complaints. The department is flexible in tailoring the complaint process to the individual’s needs. Complaints can be lodged using alternative methods and staff are supported to receive and respond to complaints from people with disability.

The department’s Standards and Integrity Directorate receives complaints by phone, fax, email, mail and in person. The complainant is entitled to bring along a support person, and Auslan interpreters are available upon request. A network of 142 trained Equal Opportunity Contact Officers is maintained to assist staff in resolving the full range of equity and diversity issues at the local level. The register of this network of officers is promoted to staff in schools and workplaces.

Landgate

Landgate’s Customer Service division monitors and records all complaints lodged and has a process in place to address any issues raised. In the event that any trends in complaints relating to access and inclusion are identified, the agency’s People and Culture division collaborates with relevant branches of the agency to implement actions and resolve any issues. Staff are trained to appropriately manage complaints from all customers, including people with disability, and complaints can be lodged online, by phone or email.
DAIP Outcome 6
People with disability have the same opportunities as other people to participate in any public consultation by a public authority

Western Australian Electoral Commission

The 2016 changes to the Electoral Act 1907 enabled the introduction of technology-assisted voting for the 2017 State election. The iVote system was developed in consultation with people with disability and associated advocacy groups. During the development stage, more than 20 disability advocacy groups, covering a membership base exceeding 40,000 people, were contacted and consulted by a dedicated project officer. A number of government agencies were also contacted, including the Disability Services Commission and the Australian Electoral Commission. The Western Australian Electoral Commission invited attendees to its head office and also attended the premises of various organisations.

During the consultation period, disability groups were invited to assist the WA Electoral Commission to test iVote and advise on its implementation. The iVote project was considered a success with a total of 2,288 people selecting to use iVote during the State election. The WA Electoral Commission also continued its drive-in polling place initiative, and mobile polled 266 special institutions including hospitals, aged and special care facilities. This enabled electors who, due to their physical limitations would have had difficulty attending a standard polling place, to cast their votes. Electors with disability are now also eligible to apply for registration as general early voters.

Department of Culture and the Arts

Screenwest led the WA screen industry in the development and publication of the Western Australian Screen Industry Diversity and Inclusion Roadmap. The Roadmap is a five-year strategic document based on extensive industry and public consultation and is designed to guide the screen industry to achieve screen content that more closely reflects the overall diversity of WA’s population.

To support people with disability in providing feedback, event information was provided in clear and concise language and in alternative formats. Public consultation and focus groups were also held in accessible buildings, and interpreters from WA Deaf Society were made available. Online surveys were also provided for people who may not have been able to attend the focus groups.

Western Australian Museum

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. Advisory panels were advertised in The West Australian
newspaper and on the Museum’s website, with three panels formed including the Access and Inclusion Panel. This group had four formal meetings during the year, providing input into the content development and visitor journey and experiences for the new Museum. The new Museum will be located in the Perth Cultural Centre and is due to open in 2020.

Disability Services Commission

The Disability Services Commission partnered with the Disability Coalition (a group of advocacy organisations) to co-host a ‘NDIS in WA Conversation’ event on 9–10 June 2017. The event was held at the Perth Convention and Exhibition Centre, and around 300 people with disability, family members and carers attended. The event provided an opportunity for attendees to contribute ideas and give feedback about how the NDIS should be delivered in WA. Discussions included transitioning, access and eligibility for the NDIS, planning, self-management and mental health.

A Question and Answer room was open all day, staffed with Coalition members and Commission staff to answer attendees’ questions. To assist people with disability to attend the event, the registration process included an Easy Read registration form plus online and phone registration options. Attendees’ accessibility needs were recorded and adjustments made as required. People from regional and remote areas were offered some financial assistance to help with travel and accommodation in Perth. This included, where necessary, support for an accompanying carer or support worker.

During the event Auslan interpreters were present, information was made available in alternative formats, hearing loops were installed, PowerPoints were delivered in Easy Read formats and the venue was checked for accessibility. Attendees completed a feedback survey and feedback was positive overall.

DAIP Outcome 7

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

Child Protection and Family Support

The Department of Child Protection and Family Support participated in the Public Sector Commission’s School-based traineeship program, and specifically requested referrals from the diversity streams. One of the trainees selected was a young person who has been Deaf since birth. Prior to her starting in the workplace, a pre-commencement plan was developed to make sure she felt welcome, included and able to perform at her best. Department staff
met with the trainee and her support network before the planning process started to find out what specific adjustments or supports could be implemented before her first day.

The department increased staff awareness by circulating information, and providing practical links and resources about deafness. Staff were also required to attend a formal Deafness Awareness Training workshop facilitated by the WA Deaf Society. Following this training, two staff became interested in learning Auslan and completed beginner and intermediate courses, enabling them to communicate with the trainee through sign language. The trainee is on track to complete a Certificate II in Government and graduate from Year 12 later in 2017.

**WorkCover**

WorkCover WA conducted a review of its recruitment practices and ensured that the needs of people with disability were taken into account. This enabled a seventh person with disability to be employed, bringing WorkCover WA’s representation of people with disability as employees to 6.7 per cent. A staff member with disability also secured a promotion, with the new role involving providing front-line information and assistance to customers in response to enquiries on entitlements under the *Workers’ Compensation and Injury Management Act 1981*.

To enable equal access in performing this role, workplace modifications were provided, including adaptive computer software. WorkCover regularly purchases office supplies from providers whose practices include employing people with disability. Paraquad Industries also undertake the ongoing maintenance of WorkCover WA’s premises.

**Department of Agriculture and Food**

The Department of Agriculture and Food hosted a trainee with disability through the Public Sector Commission’s School-based traineeship program. The trainee will complete a Certificate II in Government, while completing work experience in the organisational development and training unit. The role involves participating in administrative tasks in equity and diversity, and online and face-to-face training coordination. The department also continues to support employment for people with disability by contracting Western Australian Disability Enterprises, with Intellife undertaking commercial cleaning services at the department’s South Perth site and Activ maintaining the gardens and grounds at the South Perth, Bunbury, Esperance and Geraldton sites.

**The Gold Corporation**

The Gold Corporation has employed a person with disability as a Finance Analyst, and made a range of modifications to its internal processes and office buildings to meet the individual’s requirements. The employee uses a wheelchair and his job interview was held off-site at an accessible location. Since then, the agency has made building modifications that include changes to the security gate and inside doors to allow for wheelchair access, an accessible keypad at the building’s entry, and widening the toilet facilities. A new emergency evacuation plan has also been established to include staff who use wheelchairs.
Challenges experienced by some State Government agencies

The Disability Services Commission analysed the challenges public authorities faced in implementing their DAIPs as they did in the previous reporting period.

Not all State Government agencies reported facing challenges but those that did said the most common challenges were:

- budgetary constraints
- some difficulties coordinating strategies and/or initiatives like scheduling works because agencies were open seven days a week or supporting people whose disability is not immediately recognisable.

Proportion of State Government agencies facing various implementation challenges
Local government progress

Progress reports were received from 99 per cent of local governments.

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

DAIP strategy implementation by local government authorities

![Chart showing the percentage of planned strategies completed and not yet completed for each DAIP outcome area.](chart_image)

- **Outcome 1 Services**: 91% completed, 9% not yet completed
- **Outcome 2 Facilities**: 91% completed, 0% not yet completed
- **Outcome 3 Information**: 85% completed, 15% not yet completed
- **Outcome 4 Service Quality**: 84% completed, 16% not yet completed
- **Outcome 5 Complaints**: 88% completed, 12% not yet completed
- **Outcome 6 Consultation**: 87% completed, 13% not yet completed
- **Outcome 7 Employment**: 87% completed, 13% not yet completed

- **Percentage of planned strategies completed**
- **Percentage of planned strategies not yet completed**
Implementation progress of Disability Access and Inclusion Plans

In 2015–2016, 99.6 per cent of public authorities provided progress reports. Public authorities reported that 85 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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

The chart above indicates there was a consistent distribution of strategy implementation across the seven DAIP outcome areas. The greatest progress was achieved for Outcome 1 – 'people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority'.

In addition, there has been commendable improvement on Outcome 7 – 'people with disability have the same opportunities as other people to obtain and maintain employment with a public authority'. Eighty-four per cent of Outcome 7 strategies were completed, which was a nine per cent increase in employment of people with disability across government.

Comparison DAIP strategy implementation by local government

This chart provides information about DAIP strategy completion from 2012–2013 to 2016–2017.

The chart shows that local governments have increased the number of strategies completed by five per cent from the 2015–2016 reporting period and made steady progress during the last four years.
Examples of DAIP activities by local governments

The following is a sample of some of the DAIP strategies completed by local governments in 2016–2017.

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

Shire of Harvey
The Shire of Harvey held a “Disability Access and Inclusion Poster” competition that was designed to coincide with Disability Awareness Week where completed posters were used to promote access and inclusion. The competition was promoted through schools and in local media. The Shire received 43 entries, which were judged by two people with disability.

The winning entries were printed into A3 posters and displayed in the Shire. An afternoon tea was held at the Harvey library to present prizes to the winners and runners-up. This was attended by 40 people and prizes were purchased from Guide Dogs Australia and Assistance Dogs Australia.
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City of Vincent

People with disability who live in the City of Vincent and are unable to attend council meetings in person, can now be involved in the decision-making process.

From March 2017, the City Council made the decision to live-stream Council briefings and meetings.

The City has reported each meeting has had 60–70 views and transcripts are available for people who are Deaf or hard of hearing.

Live-streaming of a council meeting at the City of Vincent.
Shire of Upper Gascoyne

The Shire of Upper Gascoyne held a workshop for people who face obstacles in their day-to-day life. People with disability were among those who attended. People were encouraged to discuss options to assist those struggling with particular tasks. A group of unemployed young people volunteered to clean up yards and gardens, and some residents offered to do some cooking or spend time with others.

The event was held in the Community Resource Centre, which has a ramp, double doors for wheelchair access, and accessible parking bays. The Shire reported the outcome as “terrific” and that it was a rewarding day for all attendees.

City of Melville

The City of Melville continues to ensure that public events are accessible and inclusive to people with disability.

The City’s Access Advisory Panel was consulted during the organisation of the Point Walter Concert in March 2017. Accessible parking and drop-off locations, accessible toilets and areas to view the stage (including a large screen) were made available. The City also provided Auslan interpreters for people who are Deaf or hard of hearing.

During Disability Awareness Week in December 2016, the City hosted an Accessible Inclusive Melville Expo at the Garden City Shopping Centre. This event was open to service providers and the local community, and aimed to provide information and promote awareness about people with disability. This was held in collaboration with Interchange, the Disability Services Commission, the City’s Age-Friendly Accessible Business program and Alzheimer’s Australia. Entertainment was provided by a number of organisations including Dance Inclusion, Music Rocks, and Spirit of the Streets Choir. When organising the event, public transport and accessible parking were considered, and mobility hire equipment was made available on the day. The event was a successful celebration of this important day, and well received by the community.
DAIP Outcome 2

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

Shire of Wongan-Ballidu

The newly-constructed nature playground in the Shire of Wongan-Ballidu has been designed and built to meet the needs of children with disability and their families. The nature playground includes a wheelchair path, sensory play equipment with sensory musical instruments and water play features.

Sensory play equipment at the Shire of Wongan-Ballidu nature playground.

Shire of Meekatharra

The Shire of Meekatharra improved access to its gym by installing a new pathway. A water fountain has also been installed for patrons using the sports complex, and accessible toilets were built at the sports complex and the cemetery. The additions have improved access to these facilities for people with disability and the broader community.

The accessible toilet at the sports complex.
City of Wanneroo

After being approached by a local resident and parent of a child with vision impairment, the City of Wanneroo showed its commitment to improving access at its parks and facilities by upgrading access to the Dinosaur Park at the Kingsway Regional Sporting Complex.

The City worked with Senses Australia to update the play space to make it more accessible for children with vision impairment and ensure it is a unique nature play space that offers experiences for all ages. The park features a dinosaur, buried bones that can be dug up, musical play spaces, hammock swing and other nature play elements.

The upgrades include:

- tactile surface indicators and directional pavers on the pathways and across the bridge
- painting of tree logs in bold, primary colours to assist people with vision impairment to identify change of height and surface
- addition of lines and patterns on the wooden docks to add a break between the monotonic environment
- improvements to the toilet to ensure universal access.

More upgrades for this training site are scheduled for the near future, with planned Alphabet Braille signage being installed along the limestone wall. The park has become a training site for children with vision impairment and is a first for the City as well as local governments in Perth.

Nancy Wilkes (back left), Wanneroo Mayor Tracey Roberts, Mia Wilkes (front left) and Paul Garwood from Senses WA at the Dinosaur Park.
Shire of Halls Creek

The Shire of Halls Creek carried out a number of works to improve access for people with disability in the community, which included installing a ramp and accessible parking at the Yarliyil Art Centre. The Travel and Tourism Centre and Café were also renovated with a new internal accessible pathway between the centre and the café. A new post office was opened last year and the site was specifically chosen because it is on flat ground.

The post office has accessible pathways and parking, as well as wide doors. The Shire widened the door to the library to allow better access between the main reception area and the library itself. Footpaths around the town have also been upgraded and include an extension of the footpath and streetlights down to Mardiwah Loop.

Shire of Nannup

The recreation centre in the Shire of Nannup has been upgraded. Access has been improved and the community meeting room is now used by organisations for meetings. An automatic door has replaced the front door at the Shire offices, which has improved access for people with disability and the wider community, and the front ramp has also been modified to comply with Australian Standards.
DAIP Outcome 3
People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it

City of Albany

The City of Albany has developed a mobility ‘App’ to assist people with mobility impairment to find their way around Albany. It is currently in a testing phase by the City’s Access and Inclusion Working Group.

The key features of the App include using a traffic light system to indicate pathway and street gradient, where green is ‘easy access’, amber represents ‘challenging access’, and red is ‘difficult access’. Users can tap or click on the coloured lines to bring up more specific information about the gradient.

The website also shows other features such as accessible parking, seating, drinking fountains, public toilets, bus stops and other relevant information. Seating and accessible parking icons can be clicked on to display more information such as seating materials and parking time limits.

The App can be used on computers or hand-held devices such as mobile phone or tablet. The App will be most relevant for people who use mobility devices such as wheelchairs or walking frames, but will also benefit people with prams, and visitors to the City who may be unfamiliar with the terrain or location of accessible amenities.

Shire of Augusta-Margaret River

The Shire of Augusta-Margaret River’s Library Services launched Cloud Library on 1 May 2017, which is a second e-book resource for library patrons and allows people with vision impairment to adjust the font size and brightness when reading. The Library Services also offers a similar e-book resource called OverDrive eBooks. OneClick digital and Borrow Box downloadable audio books are also available for people who are unable to visit the Library or manage a physical book.

The Shire reports this strategy as being ‘highly effective’. The Library Services continues to identify ways to increase its alternative format resources. The physical collections at Margaret River and Augusta libraries also maintain access to large print books, as well as a range of audio books in both CD form and Playaway devices, which are small, lightweight standalone devices that can be carried in a pocket.
Shire of Gingin

In 2016, the Shire of Gingin undertook a complete review and redesign of its website in order to improve appearance, functionality, navigation and accessibility for all users.

Production of the new website was undertaken by Market Creations, a preferred technology and media supplier for the WA Local Government Authority, which constructed the site to meet WCAG 2.0 Level AA. The Shire’s new website has improved accessibility and incorporated many key areas, such as agendas and minutes, media releases, newsletters, ‘your say’, employment and tenders under its ‘quick links’ tab.

Shire of Gingin welcome page on its website.

Town of Cambridge

The Town of Cambridge raised awareness of disability access issues by publishing access and inclusion tips in the Community Newspaper and on the Town’s website. The article gave suggestions of how to plan an outing for a person with disability. This included information about using the ‘public toilet map’ mobile telephone app and where to locate accessible parking. The Town has also published an internal guide for staff on how to provide accessible information to customers in alternative formats.
DAIP Outcome 4

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

Shire of Dumbleyung

The Shire of Dumbleyung carries out a bi-annual community survey to check if disability access and inclusion services meet the expectations of the community. The survey is made available online or in hard copy. In order to make sure that all community members have their say, a Shire Officer conducts house visits to assist people with access difficulties to complete the survey.

City of Swan

In 2016, six City of Swan Community Care Service (SCCS) staff members who work directly with people with disability were given the opportunity to complete a TAFE Certificate III in Disability. This qualification aims to assist staff to provide an improved quality of service to people with disability.

The City recognises that supporting people with disability to maintain skills and independence throughout their life is an important aspect of service delivery into the future. The development of staff skills and knowledge from their learning has enabled the following processes to be put into place:

- relevant qualifications are required in recruitment criteria for all SCCS staff to maintain continuous improvement and quality of service
- services have a minimum of one qualified staff member in attendance for all service provision to people with disability
- meaningful, relevant and appropriate group activities support people with disability in integration, inclusion and socialisation opportunities while providing opportunity for informal consequential learning.

City of Mandurah

In 2017, 20 volunteers and 10 City of Mandurah staff participated in sight guided and disability awareness training run by (Disability Arts Disadvantaged Arts Australia) DADAA to assist people with disability who attended the Wearable Art Mandurah Showcase.

The Wearable Art Mandurah Showcase presented the finest wearable art from across Australia and beyond through a highly entertaining stage performance. People with disability with vision impairment or who are blind were able to receive a special audio
description and a tactile tour to accompany the performance. The volunteers and staff were able to develop a deeper understanding of the barriers people with disability encounter and assisted in providing a smoother travel, booking and welcoming process.

Feedback from patrons about volunteers and staff was very positive.

City of Bunbury

The City of Bunbury has partnered with Edith Cowan University and co-funded a PhD scholarship. The aim is to engage people with disability to research how the City can reach its aspiration of becoming the ‘Most Accessible Regional City in Australia’. Recently, 11 staff completed a three-day course on access auditing of building facilities and open spaces, delivered by the Institute of Access Training Australia.

In addition, the City has developed a video on disability and inclusion that forms part of its induction process for all new and existing staff, and introduced mandatory disability, access and inclusion training that includes Equal Employment Opportunity training.

DAIP Outcome 5

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

City of Stirling

The City of Stirling receives feedback through its website and via email, in person, over the phone and in languages other than English.

In May 2017, the Customer Service team received a phone call from a resident with disability who enjoys walking with friends on a pathway at a local reserve. She requested additional accessible parking bays as she was often unable to find a vacant accessible parking bay due to the park’s popularity, and it was unsafe for her to traverse the grassed verges.
The request was recorded, acknowledged and forwarded to the City’s Engineering Design business unit, which conducted an assessment of the location and approved the request. Installation was completed within 30 days. The resident was contacted within the timelines as per the Customer Service Charter, advised of the outcome and given the relevant officer’s contact details for any future queries.

**Shire of Murray**

The Shire of Murray Access and Inclusion Group members are able to act as champions for people who have lodged complaints, and the members provide feedback directly to the Shire. The community can also lodge complaints in person at the Shire or via email or telephone. A member recently made a complaint about the inaccessibility of the Shire’s website to the Access and Inclusion Group. The Shire will rectify this issue by engaging website accessibility consultants to conduct an audit.

**City of Subiaco**

Members of the community can lodge a complaint with the City of Subiaco either by telephone, email, by visiting the City’s offices or completing an online feedback form. Forms are available in alternative formats upon request.

A parent of a person with disability living in the City registered a complaint regarding accessibility outside their apartment complex. The City evaluated options and solutions. This included hosting a meeting with relevant City staff, the parents and Foundation Housing to resolve the issue, and the action was implemented. Feedback from the parent and Foundation Housing was very positive.

**DAIP Outcome 6**

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

**Shire of Ashburton**

The Shire of Ashburton has carried out a significant amount of community consultation and opportunities for feedback around the construction of a range of new facilities.

In 2016, community feedback was sought on the final plan for the new Onslow swimming pool, which had followed extensive consultation that started in 2010. Feedback showed the community supports a design that will provide access, particularly to people with disability and older residents.
Implementation progress of Disability Access and Inclusion Plans

In 2015–2016, 99.6 per cent of public authorities provided progress reports. Public authorities reported that 85 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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

Combined State and local government DAIP strategy implementation

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Town of East Fremantle

As part of its review of the DAIP, the Town of East Fremantle carried out extensive consultation within the community. The feedback from this consultation allowed the Town to gauge the strategies that could be added to DAIP Outcome 6.

The strategies included improving access to the consultative processes of the council and being receptive to the broad range of views and disability access issues from the community.

Over 50 per cent of the respondents reported having a disability, and more than 71 per cent rated the Town's level of access as either excellent or very good. Consultation has also helped the Town with strategies for DAIP Outcome 2 as respondents identified footpaths, retail premises, beaches and the foreshore as improvements for the future.

Shire of Wongan-Ballidu

The Shire of Wongan-Ballidu carried out extensive community consultation to incorporate access requirements in the construction and redevelopment of the Recreation Precinct.

The redevelopment is due to start at the end of 2017. The redevelopment has been designed to be completely accessible and includes ramps and walkways with handles, accessible viewing areas, function and meeting rooms and accessible bathroom facilities, as well as ample accessible parking for people with disability.
DAIP Outcome 7
People with disability have the same opportunities as other people to obtain and maintain employment with a public authority

City of Stirling

The City of Stirling’s Balcatta recycling operation had been managed by a private contractor for many years. When that contract expired, the City wanted to explore other options that would offer greater overall benefit to the City and its residents.

The City requested Expressions of Interest from not-for-profit organisations to with the aim of providing employment opportunities for people with disability and to develop an integrated business model. In August 2016, Workpower and the City invested in the site to transform it into a safe shopping area and accessible workplace. The site was reopened in October 2016.

The Balcatta Recycling Centre is a great example of an integrated social enterprise and is self-sustaining with no funding received other than through sales of household goods and other recyclables. Currently, around 16,000 people visit the centre every month, of which around 5,000 people visit the re-sellable goods areas. The centre is open seven days a week, 362 days a year and the staff roster involves eight people per day. People with disability make up 50 per cent of the full-time equivalent workforce.

The opening of the Balcatta Recycling Centre at the City of Stirling.
Implementation progress of Disability Access and Inclusion Plans

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Since the centre opened, 14 people with disability have been employed there. All roles at the centre pay the full award rate for the industry type, and there is no wage subsidisation or wage reduction. As many of the workforce were previously unemployed, personal outcomes can be measured by the boost in self-esteem, confidence, a sense of value and belonging and the development of skills from meaningful employment.

Shire of Manjimup

The Shire of Manjimup became a registered Western Australian Disability Enterprise (WADE) following the closure of a supported employment organisation in Manjimup. This registration has enabled the Shire to offer ongoing employment for people with disability through the Property Care Team. The Shire also provided a work experience opportunity at the Shire’s libraries to a high school student with disability.

Balcatta Recycling Centre employees can pick up a beverage from Daryl Leaman at the centre’s coffee shop.
City of South Perth

The City of South Perth secured a Lighthouse Grant through the Disability Services Commission and the WA Local Government Association. This enabled the City to host a “Disability Employment Sundowner” at the Community Centre. A number of representatives from Disability Employment Services, disability service providers and people with disability attended the event. Speakers included Count Me In Ambassador Sarah Wardle, who has secured employment with Fiona Stanley Hospital, and Crown Casino Group Disability Employment Manager, Ian Tsolakis, who talked about the CROWNability Employment Program the casino offers to people with disability.

Shire of Katanning

Each year, the Shire of Katanning hosts high school students for workplace experience throughout different departments within the Shire. In 2016–2017, the Shire had an enthusiastic and motivated student who has physical and neurological disability. In order to give the student the opportunity to experience all aspects of work life, the library invested in a desk-mounted sit/stand workstation to modify what is normally a standing workstation so that it could be dropped down to a seated height. This made it possible for the student to take part in customer service tasks such as issues and returns. By having the workplace learning student at the library, staff identified opportunities to increase accessibility at the library.

Town of Cottesloe

In 2017, the Town of Cottesloe Works Department provided a two-month work experience opportunity for a young resident with disability. The young person worked in the grounds of the Civic Centre with the Town’s gardener and groundsman and assisted with keeping the grounds tidy. The Grove Library continued to employ a young person with disability under a traineeship. The Town also promotes a positive and inclusive environment by developing and implementing programs and policies to actively support staff with disability, as guided by its Equal Opportunity Policy and DAIP. Workstation modifications and job task modifications are some examples.
Implementation progress of Disability Access and Inclusion Plans

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Challenges experienced by some local governments

The Commission has analysed the challenges public authorities faced in implementing their DAIPs, as it did in the 2015-2016 reporting period.

Local governments have made consistently good progress in implementing DAIP strategies over the past few years, but many still face challenges. The most common challenges are:

- budgetary constraints and difficulty sourcing external funding
- difficulty obtaining feedback from the community
- difficulty coordinating strategies and/or initiatives.

Proportion of local governments facing various implementation challenges

- Budgetary constraints: 58%
- Lack of support / input and feedback from the community: 28%
- Difficulties with contractor or agent input: 8%
- Difficulties coordinating strategies / initiatives: 27%
- Other challenges: 27%
- Did not report any challenges: 12%
Effectiveness of Evaluated Strategies

The following graphs show the effectiveness ratings for local and State Government public authorities and also effectiveness ratings for each outcome area.

Local government – effectiveness of evaluated strategies

The graph for local government public authorities that submitted a DAIP Progress Report for 2016–2017 indicates 65 per cent of all strategies under each outcome area have been rated as highly effective, 32 per cent as somewhat effective and three per cent as ineffective.

State Government – effectiveness of evaluated strategies

The graph for State Government public authorities that submitted a DAIP Progress Report for 2016–2017 indicates 72 per cent of all strategies under each outcome area have been rated as highly effective, 27 per cent as somewhat effective and one per cent as ineffective.

Combined local government and State Government public authorities

The graphs for local and State Government public authorities indicate that the effective ratings for completed strategies is very similar, with 68 per cent shown as being highly effective, 30 per cent as somewhat effective and two per cent as ineffective.
In 2015–2016, 99.6 per cent of public authorities provided progress reports. Public authorities reported that 85 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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

The chart above indicates there was a consistent distribution of strategy implementation across the seven DAIP outcome areas. The greatest progress was achieved for Outcome 1 – ‘people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority’.

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The graph below shows effectiveness ratings for each outcome area for State and local government public authorities.

### Effectiveness of evaluated strategies by outcome area

- **Outcome 1 Services**: Highly effective (69%), Somewhat effective (30%), Ineffective (1%)
- **Outcome 2 Facilities**: Highly effective (74%), Somewhat effective (25%), Ineffective (1%)
- **Outcome 3 Information**: Highly effective (64%), Somewhat effective (33%), Ineffective (3%)
- **Outcome 4 Service Quality**: Highly effective (70%), Somewhat effective (29%), Ineffective (2%)
- **Outcome 5 Complaints**: Highly effective (69%), Somewhat effective (30%), Ineffective (1%)
- **Outcome 6 Consultation**: Highly effective (63%), Somewhat effective (33%), Ineffective (3%)
- **Outcome 7 Employment**: Highly effective (67%), Somewhat effective (29%), Ineffective (4%)
Agents and contractors

The Act requires public authorities to ensure their DAIPs are implemented by any agents and contractors that undertake work or provide a service on their behalf. This is in line with the expectation that services or facilities provided with public funding are accessible to everyone.

The Commission provides guidelines for State Government agencies, local governments and their contractors on its website. These guidelines outline practical strategies that contractors can use to support DAIP outcomes and DAIP progress reporting requirements.

The Department of Finance also has a standard condition of contract to incorporate DAIP implementation and reporting into service agreements. The condition can be found in ‘Delivering Community Services in Partnership: General Provisions for the Purchase of Community Services by Public Authorities’, which is available on the department’s website.

Examples of progress made by agents and contractors

City of Cockburn

The City of Cockburn recently launched the new Cockburn Aquatic Recreation Centre website as well as its own new public website. Both were developed with the assistance of a Digital Access Consultant, to help the City achieve WCAG 2.0 Level AA accessibility standards (achieved by both websites).

The website development company that was contracted to review the City’s website undertook intensive accessibility training to ensure the delivery of the now highly accessible websites. The company has also employed people with disability, who assist in auditing and suggesting improvements for websites that do not meet accessibility requirements. This approach is enabling the company to both form partnerships with public authorities and provide employment to people with disability.

City of Cockburn website.
Department of Commerce

A training provider that delivers professional development courses for the Department of Commerce makes every effort to meet disability access and inclusion requirements by:

- making sure checklists have been completed for training venues to ensure suitable access for people with disability
- ensuring the needs of participants are met in all forms of training, and requests to provide information in an alternate format are arranged as required
- hosting quarterly consultant workshops for all trainers/assessors which includes education around training styles and trainer experiences to support the needs of learners
- ensuring people with disability have the same opportunities as other people to obtain and maintain employment if the candidate demonstrates their suitability.

Department of Regional Development

The Department of Regional Development surveyed Community Resource Centres (CRCs) which receive funding from the department to provide access to government and community services and information, and who deliver community, business and economic development outcomes.

Of the total number of the CRCs, 92 per cent responded to the survey and provided information on the extent to which they are implementing strategies to support the seven outcomes of the department’s DAIP. The responses indicated a high level of awareness of the need to implement strategies to ensure people with disability, who live in the regions, can access the services and events facilitated by CRCs.

There was a willingness to adapt information into alternative formats and to provide material in a personalised manner to meet the needs of the community. A number of CRCs either employ, or engage as volunteers, people with disability and respondents indicated a willingness to adapt inclusive recruitment practices or make workplace adjustments where possible.
Appendix 1: List of all public authorities that submitted DAIP Progress Reports in 2016–2017

**State Government**
- Art Gallery of Western Australia
- Botanic Gardens and Parks Authority
- Central Regional TAFE (including C.Y. O’Connor Institute and Durack Institute of Technology)
- ChemCentre
- Child and Adolescent Health Service (Princess Margaret Hospital)
- Curtin University of Technology
- Department for Child Protection and Family Support
- Department of Aboriginal Affairs
- Department of Agriculture and Food
- Department of Commerce
- Department of Corrective Services
- Department of Culture and the Arts
- Department of Education
- Department of Education Services
- Department of Environment Regulation
- Department of Finance
- Department of Fire and Emergency Services
- Department of Fisheries
- Department of Health
- Department of Housing
- Department of Local Government and Communities
- Department of Mines and Petroleum
- Department of Parks and Wildlife
Implementation progress of Disability Access and Inclusion Plans

In 2015–2016, 99.6 per cent of public authorities provided progress reports. Public authorities reported that 85 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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

Combined State and local government DAIP strategy implementation

<table>
<thead>
<tr>
<th>Outcome 1</th>
<th>Outcome 2</th>
<th>Outcome 3</th>
<th>Outcome 4</th>
<th>Outcome 5</th>
<th>Outcome 6</th>
<th>Outcome 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services</td>
<td>Information</td>
<td>Facilities</td>
<td>Service Quality</td>
<td>Complaints</td>
<td>Consultation</td>
<td>Employment</td>
</tr>
<tr>
<td>Percentage of planned strategies completed</td>
<td>86%</td>
<td>83%</td>
<td>87%</td>
<td>83%</td>
<td>86%</td>
<td>88%</td>
</tr>
<tr>
<td>Percentage of planned strategies not yet completed</td>
<td>14%</td>
<td>17%</td>
<td>13%</td>
<td>17%</td>
<td>14%</td>
<td>12%</td>
</tr>
</tbody>
</table>

The chart above indicates there was a consistent distribution of strategy implementation across the seven DAIP outcome areas. The greatest progress was achieved for Outcome 1 – ‘people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority’.

In addition, there has been commendable improvement on Outcome 7 – ‘people with disability have the same opportunities as other people to obtain and maintain employment with a public authority’. Eighty-four per cent of Outcome 7 strategies were completed, which was a nine per cent increase in employment of people with disability across government.
Metropolitan Cemeteries Board
Metropolitan Redevelopment Authority
Mid West Development Commission
Murdoch University
North Metropolitan TAFE (including Central Institute of Technology and West Coast Institute of Training)
North Regional TAFE (including Kimberley Training Institute and Pilbara Institute)
Office of the Auditor General
Office of the Director of Public Prosecutions
Office of the Environmental Protection Authority
Office of the Information Commissioner
Office of the Inspector of Custodial Services
Parliamentary Commissioner for Administrative Investigations – Office of the Ombudsman
Peel Development Commission
Perth Theatre Trust
Pilbara Development Commission
Public Sector Commission
Public Transport Authority
Road Safety Commission
Rottnest Island Authority
School Curriculum and Standards Authority
Small Business Development Corporation
South Metropolitan Health Service
South Metropolitan TAFE (including Challenger Institute of Technology and Polytechnic West)
South Regional TAFE (including Great Southern Institute of Technology and South West Institute of Training)
South West Development Commission
State Heritage Council of WA
State Library of Western Australia
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<thead>
<tr>
<th>Outcome Area</th>
<th>Percentage of Planned Strategies Completed</th>
<th>Percentage of Planned Strategies Not Yet Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outcome 1</td>
<td>86%</td>
<td>14%</td>
</tr>
<tr>
<td>Outcome 2</td>
<td>84%</td>
<td>16%</td>
</tr>
<tr>
<td>Outcome 3</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Outcome 4</td>
<td>86%</td>
<td>14%</td>
</tr>
<tr>
<td>Outcome 5</td>
<td>87%</td>
<td>13%</td>
</tr>
<tr>
<td>Outcome 6</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>Outcome 7</td>
<td>84%</td>
<td>16%</td>
</tr>
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Local government

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 Kalgoorlie-Boulder
City of Karratha
City of Kwinana

Synergy
Tourism Western Australia
University of Western Australia
WA Country Health Service
Water Corporation
Western Australia Police
Western Australian Electoral Commission
Western Australian Museum
Western Power
Wheatbelt Development Commission
Workcover Western Australia
Zoological Parks Authority (Perth Zoo)
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
Eastern Metropolitan Regional Council
Mindarie Regional Council
Shire of Ashburton
Shire of Augusta-Margaret River
Shire of Beverley
Shire of Boddington
Shire of Boyup Brook
Shire of Bridgetown-Greenbushes
Shire of Brookton
Shire of Broome
Shire of Broomehill-Tambellup
Shire of Bruce Rock
Shire of Capel
Shire of Carnamah
Shire of Carnarvon
Shire of Chapman Valley
Shire of Chittering
Shire of Collie
Shire of Coolgardie
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</tr>
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<td>Outcome 2</td>
<td>83%</td>
</tr>
<tr>
<td>Facilities</td>
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</tr>
<tr>
<td>Outcome 3</td>
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</tr>
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<td>Information</td>
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</tr>
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Shire of Coorow
Shire of Corrigin
Shire of Cranbrook
Shire of Cuballing
Shire of Cue
Shire of Cunderdin
Shire of Dalwallinu
Shire of Dandaragan
Shire of Dardanup
Shire of Denmark
Shire of Derby-West Kimberley
Shire of Donnybrook-Balingup
Shire of Dowerin
Shire of Dumbleyung
Shire of Dundas
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 Irwin
Shire of Jerramungup
Shire of Kalamunda
Shire of Katanning
Shire of Kellerberrin
Shire of Kent
Shire of Kojonup
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 Menzies
Shire of Merredin
Shire of Mingenew
Shire of Moora
Shire of Morawa
Shire of Mount Magnet
Shire of Mt Marshall
Shire of Mukinbudin
Shire of Mundaring
Shire of Murchison
Shire of Murray
Shire of Nannup
Shire of Narembeen
Shire of Narrogin (including the Town of Narrogin)
Shire of Northam
Shire of Northampton
Shire of Nungarin
Shire of Peppermint Grove
Shire of Perenjori
Shire of Pingelly
Shire of Plantagenet
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<tr>
<td>Outcome 4 Service Quality</td>
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<td>17%</td>
</tr>
<tr>
<td>Outcome 3 Information</td>
<td>86%</td>
<td>14%</td>
</tr>
<tr>
<td>Outcome 2 Facilities</td>
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<td>13%</td>
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<td>Outcome 1 Services</td>
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