GOVERNMENT OF
WESTERN AUSTRALIA

Disability
Services
Commission

Disability Services Commission

Disability Access and Inclusion Plans (DAIPs)
Progress Report

2014–2015

Message from the Minister for Disability Services

People with disability are an integral part of the West Australian community. The Australian Bureau of Statistics' 2012 Survey of Disability, Ageing and Carers found that about 389,800 people, or 16.2 per cent of the West Australian population, reported they have a disability. About 118,400 people, or 4.9 per cent, reported severe or profound disability. Disability is most common among older West Australians with more than half the people aged 65 years or older reporting some form of disability. Improved access and inclusion facilities and services are crucial for many people in our community.

The Disability Services Act 1993 requires West Australian public authorities, including State Government agencies and local governments, to implement a Disability Access and Inclusion Plan (DAIP). DAIPs uphold the rights of people with disability and reflect the community expectation that governments should serve all members of the community.
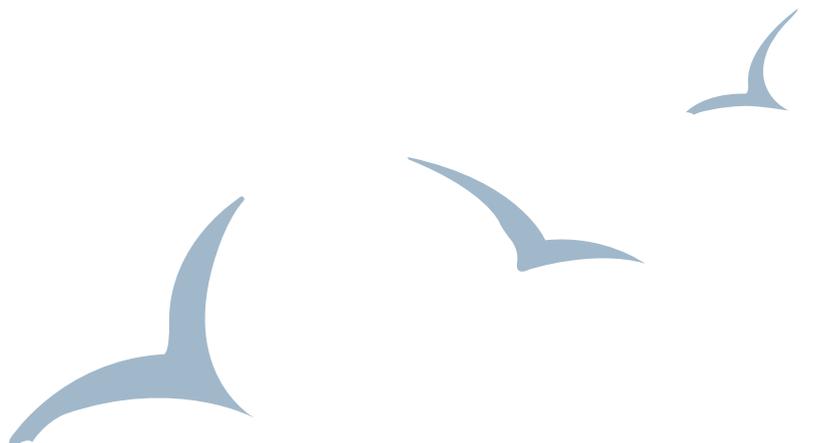
DAIPs provide a significant mechanism to assist public authorities to identify and remove barriers to people with disability in their services, events, information, buildings and facilities, consultation and complaints processes and employment. As a result, DAIPs have contributed significantly to improving inclusion of people with disability. This DAIP Progress Report shows how these changes have been achieved.

I would like to acknowledge the ongoing commitment from public authorities across the State. Your leadership and support is to be commended as you continue to make a difference to the lives of people with disability.

The work being done by all public authorities to ensure their services are accessible, and to support people with disability to participate in their local communities, represents a valuable contribution to access and inclusion across the State.

Hon Helen Morton MLC

Minister for Disability Services

# Contents

Executive summary

West Australian State Government agencies and local government authorities made substantial progress in implementing their Disability Access and Inclusion Plans (DAIPs) during 2014–2015. This work has contributed to greater access and inclusion for people with disability across the State.

In 2014–2015, the Disability Services Commission (the Commission) received progress reports from 236 public authorities. All the State Government agencies that could provide a progress report did so and 99 per cent of local governments (139 of 140) submitted a progress report.

The reports showed that both State Government agencies and local governments completed 83 per cent of their DAIP strategies, an increase of one per cent for State Government agencies and five per cent for local governments compared with last year.

Good progress was made on the newest area for DAIP implementation: Outcome 7 – 'People with disability have the same opportunities as other people to obtain and maintain employment with a public authority'. While Outcome 7 did not become mandatory until 1 July 2015, many public authorities were developing and implementing their strategies during this reporting period. As a result, 75 per cent of Outcome 7 strategies were completed.

The DAIP Progress Report 2014–2015 showcases a variety of achievements by public authorities across all outcome areas. It includes State Government and local government, in both metropolitan and regional areas. These achievements demonstrate the commitment of government to including people with disability and act as examples of best practice.
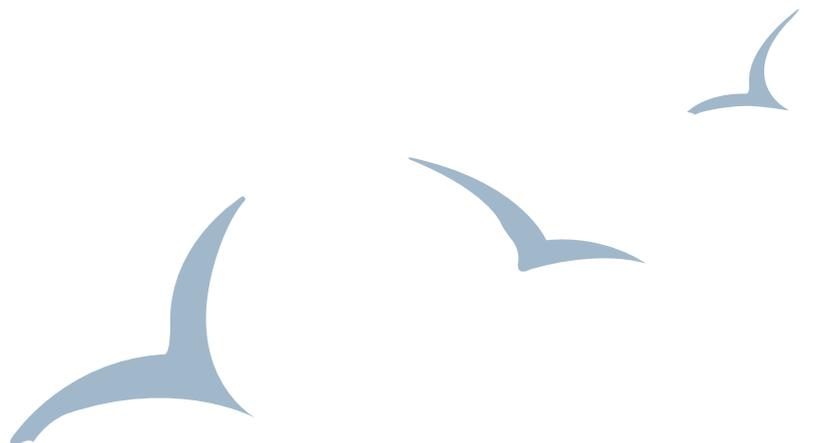
Background

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

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

- departments established under the Public Sector Management Act 1994, Section 35

- entities specified in the Public Sector Management Act 1994, Schedule 2, column 2

- local governments

- universities

- Fremantle, King Edward Memorial, Royal Perth and Sir Charles Gairdner hospitals and Princess Margaret Hospital for Children

- the Water Corporation and

- electricity corporations.

Appendix 1 contains a full list of public authorities.

The framework for DAIPs formalises many elements of good access planning. 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 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.

(Note: The charts in this report use the following abbreviations for the outcomes: services, facilities, information, service quality, complaints, consultation and employment.)

The process for developing a DAIP is set out in the Disability Services Act 1993 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 on developing and reviewing a DAIP.

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

Purpose of Disability Access and Inclusion Plans

DAIPs provide a formal framework for public authorities to identify and address barriers to access, inclusion and community participation. DAIPs have the potential to strengthen independence, provide opportunities and inclusion of people with disability. The whole community benefits when everyone can access information, services and facilities that are inclusive and accessible. This includes parents with prams and the elderly.

This report outlines DAIP lodgement by State Government agencies and local governments and their progress in implementing DAIPs across WA in 2014–2015.

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

Support from the Commission

The Commission supported public authorities to develop, implement, review and report on their DAIPs during 2014–2015. Activities included:

- maintaining a suite of DAIP implementation resources online

- quarterly DAIP network meetings

- disability awareness presentations for public authorities

- a quarterly e-bulletin

- providing one-on-one support to DAIP officers across the public sector

- workshops to help local governments develop strategies to address DAIP Outcome 7, held in metropolitan and several regional areas.

Disability Access and Inclusion Plans lodged with the Commission

Under the Disability Services Act 1993, public authorities are required to lodge their DAIPs with the Commission. Newly created public authorities have 12 months from the day they are established to lodge a DAIP. Public authorities must also review their DAIPs at least every five years and lodge a new DAIP with the Commission.

In 2014–2015, six State Government agencies and 10 local governments lodged reviewed DAIPs with the Commission.

From 1 July 2015, all public authorities have been required to include Outcome 7 in their DAIPs, either by amending existing DAIPs or undertaking a full review. This process is overseen by the Commission. The Commission received legislatively-compliant DAIPs from all State Government agencies required to provide one and from 94 per cent of local governments. The Commission is working with the remaining local governments yet to submit a legislatively-compliant DAIP.

Implementation progress of Disability Access and Inclusion Plans

Public authorities are required to submit annual progress reports to the Commission outlining the strategies they have undertaken in support of their DAIPs. In 2014–2015, 99.6 per cent of public authorities provided progress reports. Eighty-three per cent of DAIP strategies were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

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

Combined State and local government DAIP strategy implementation

Outcome	Completed	Partially completed or not commenced
Outcome 1 Services	88%	12%
Outcome 2 Facilities	80%	20%
Outcome 3 Information	82%	18%
Outcome 4 Service Quality	81%	19%
Outcome 5 Complaints	85%	15%
Outcome 6 Consultation	85%	15%
Outcome 7 Employment	75%	25%

■ Percentage of planned strategies completed

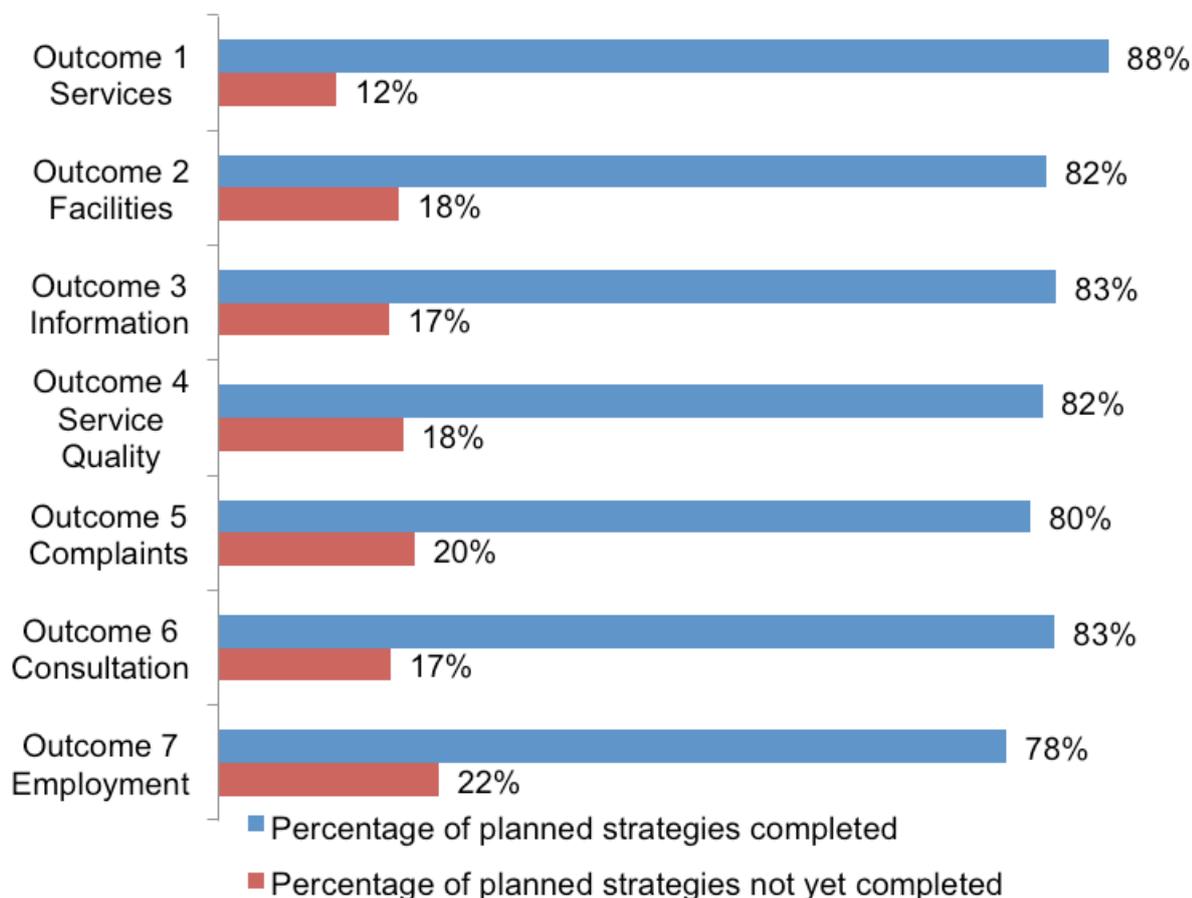■ Percentage of planned strategies partially completed or not commenced
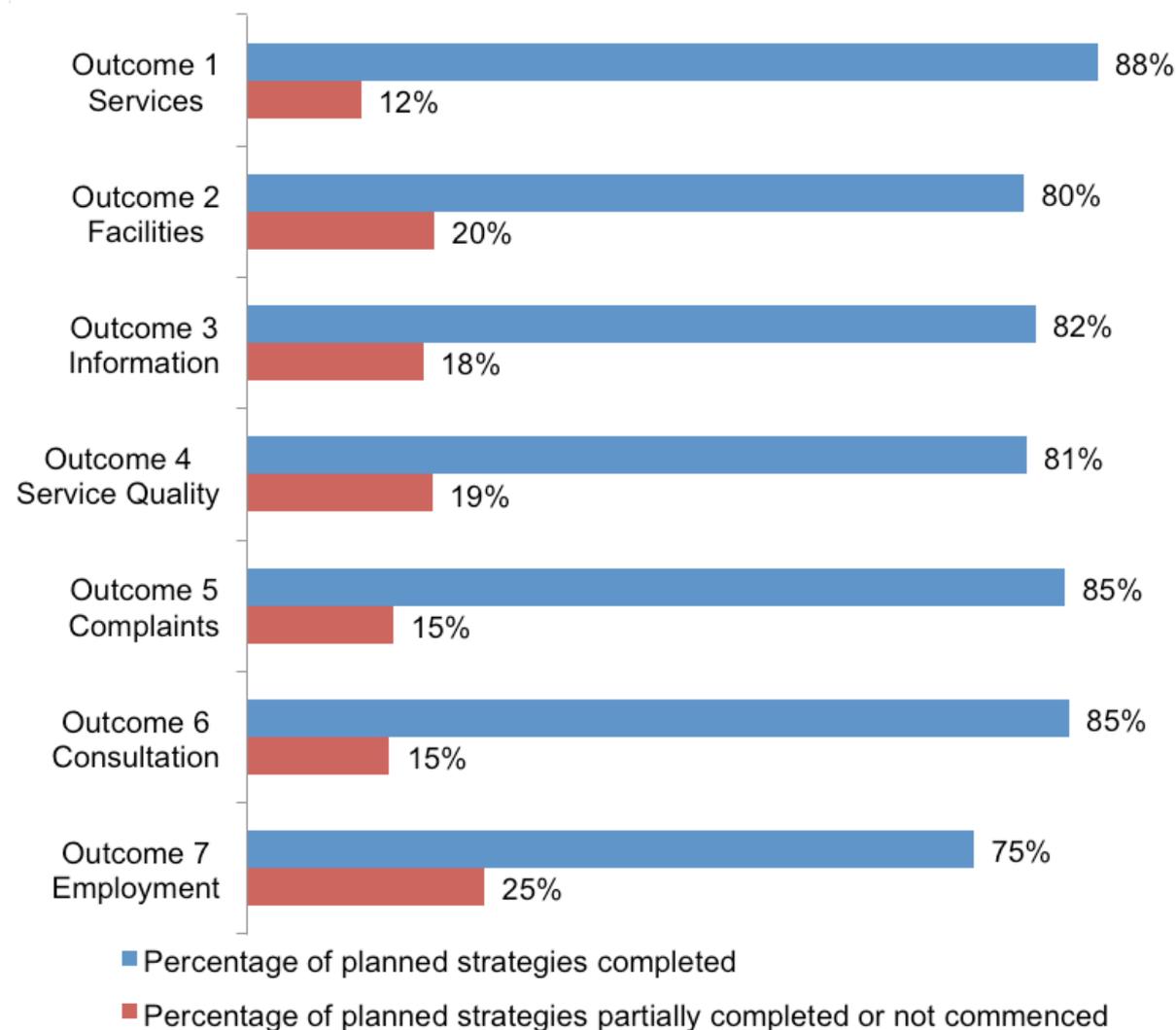
There was a consistent distribution of strategy implementation across the seven DAIP outcome areas. The greatest progress was achieved for Outcome 1 – People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority. More progress is required for Outcome 7 – People with disability have the same opportunities as other people to obtain and maintain employment with a public authority. However it should be noted that reporting against this outcome did not become mandatory until 1 July 2015.

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.
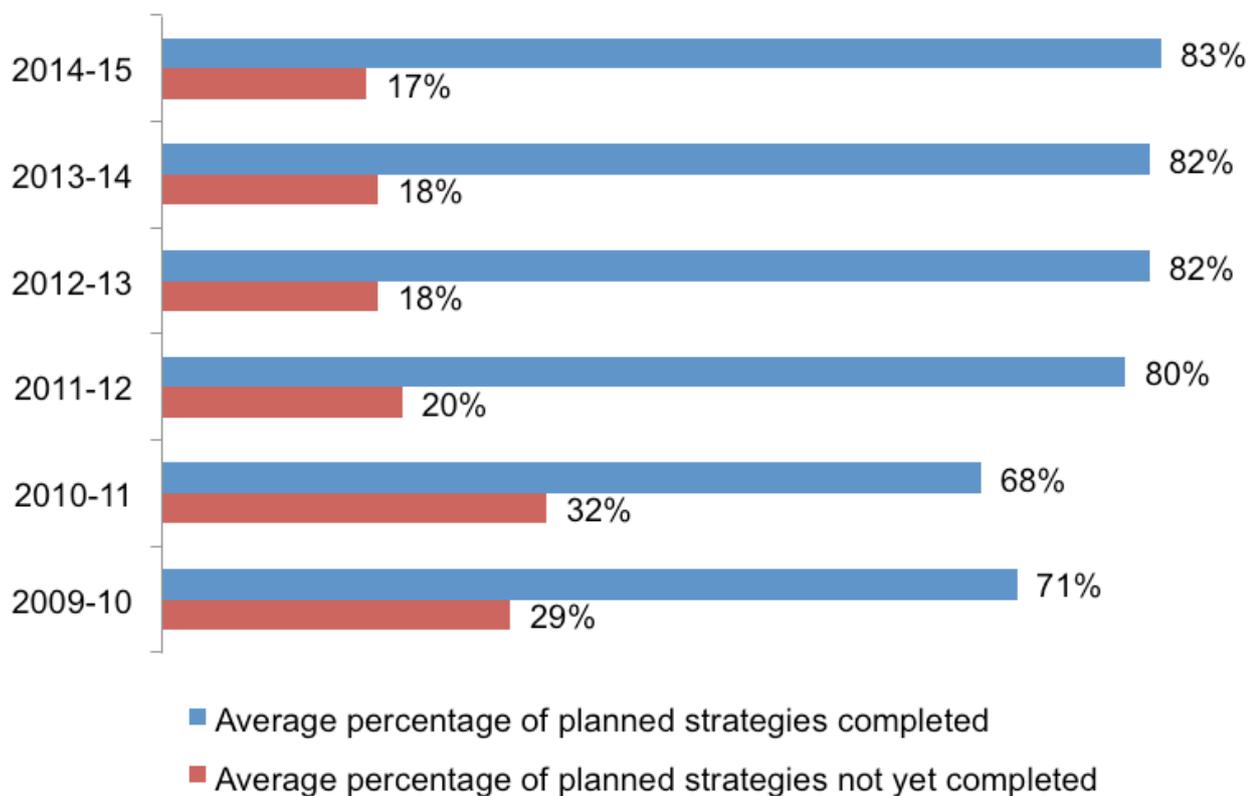
DAIP strategy implementation by State Government agencies

Outcome	Percentage of planned strategies completed	Percentage of planned strategies not yet completed
Outcome 1 Services	88%	12%
Outcome 2 Facilities	82%	18%
Outcome 3 Information	83%	17%
Outcome 4 Service Quality	82%	18%
Outcome 5 Complaints	80%	20%
Outcome 6 Consultation	83%	17%
Outcome 7 Employment	78%	22%

■ Percentage of planned strategies completed

■ Percentage of planned strategies not yet completed

Across the seven outcomes, 83 per cent of planned strategies were completed. This is an increase of one per cent from 2013–2014.

The following chart provides information about planned State Government DAIP strategies completed from 2009–2010 to 2014–2015.

Comparison DAIP strategy implementation by State Government agencies

Year	Average percentage of planned strategies completed	Average percentage of planned strategies not yet completed
2014-15	83%	17%
2013-14	82%	18%
2012-13	82%	18%
2011-12	80%	20%
2010-11	68%	32%
2009-10	71%	29%

■ Average percentage of planned strategies completed
■ Average percentage of planned strategies not yet completed

The chart indicates, that after a decrease in the number of planned strategies completed in 2010–2011 State Government agencies have improved their implementation of DAIP strategies, with a slight increase in progress over the past four years.
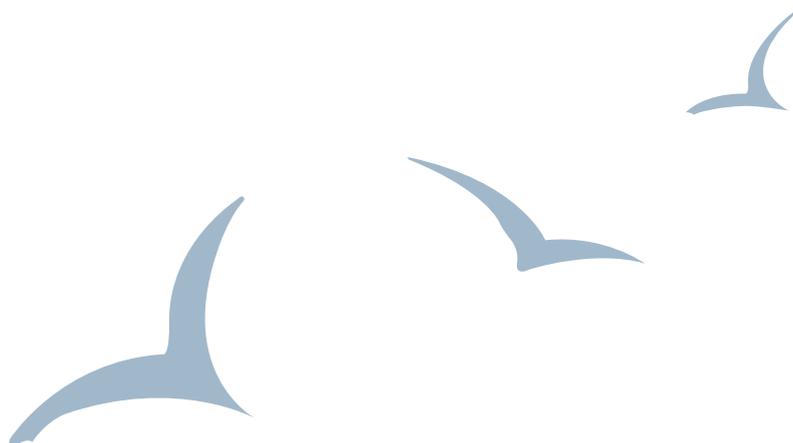
Examples of Disability Access and Inclusion Plan activities by State Government agencies

The following activities are some of the DAIP strategies completed by State Government agencies in 2014–2015.

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

Challenger Institute of Technology

Challenger Institute of Technology has developed procedures to accommodate external support workers in the learning environment, making its courses accessible to more people with disability. Challenger also made the VET (Vocational and Educational Training) FEE-HELP scheme available to assist eligible students with their tuition fees. This has encouraged a number of students with disability to consider further education and training at diploma and advanced diploma levels.

Curtin University

Curtin University is the first university in Australia to develop a mentoring program for students with autism and related conditions. Participants are assigned mentors who are graduate students in psychology or occupational therapy and are supported to engage fully in campus life. Feedback received from students and parents has been positive.
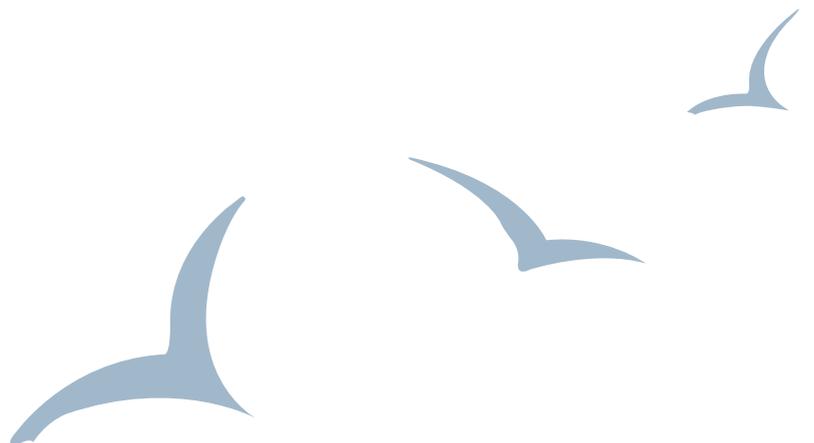
Department of Culture and the Arts

The Department of Culture and the Arts supports Art Partners, a program that matches people with disability with mentors. It provides an opportunity for them to participate in mainstream art classes and activities at Stirling Street Arts Centre, Bunbury Regional Art Galleries and the Red Mill Studio Gallery in Bunbury. The exhibition 'Beyond the Western Edge' showcased works by 11 artists with disability.

The Department also arranged a re-staging of the high-profile curated exhibition 'HERE & NOW 13' at the Regional Arts Australia Summit in Kalgoorlie in October 2014.

Public Transport Authority (PTA)

The PTA has continued the implementation of its long-term program to replace the existing Transperth bus fleet with new, low-floor accessible buses. Eighty-nine per cent of metropolitan buses and 81 per cent of regional buses are now accessible.

Seven Accessibility Bulletins were distributed via the My Alert email system, reaching 25,954 customers registered with Transperth Accessible Services. The bulletins advised of system changes, upgrades and other news relating to accessibility issues.

Western Australian Museum

The Western Australian Museum acquired accessible display cases with dimensions appropriate for wheelchair access and installed these in exhibitions at various sites. The museum has also developed an accessibility checklist for exhibition design to ensure temporary exhibitions comply with best practice. The new Reveal WAM app provides content in an accessible format.

Accessible display cases at the Western Australian Museum.

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

Department of Transport

The Department of Transport completed landscaping community recreational spaces at Port Geographe in May 2015. Key achievements relating to universal access include installation of an Ability Whirl (playground equipment that can accommodate wheelchairs) and a fully accessible boardwalk, including tactile paving down to the water's edge.

New accessibility upgrades at Augusta Boat Harbour include:

- a universal access pontoon to provide unassisted wheelchair access to vessels for boarding

- full access from bus parking bays

- boat launching ramps with two floating jetties that meet assisted accessibility requirements

Ability Whirl playground equipment at Port Geographe.

- landscaped plaza area with accessible grade ramps and tactile paving.

Department of Parks and Wildlife

The Department of Parks and Wildlife undertook a range of works to improve access to parks and campgrounds:

- Work has begun to upgrade Logue Brook, Conto, Osprey, Nanga Mill and Credo campgrounds as part of the Parks for People initiative. The upgrades include accessible camp sites, toilets and camp shelters.

- New universal access paths and lookouts are under construction at The Gap and Natural Bridge near Albany. The Gap lookout will give an incredible vertical view of the ocean below.

- A new memorial has been built at Two Peoples Bay to celebrate the life of volunteer firefighter Wendy Bearfoot, who died in 2012, after fighting bushfires. There is also improved access from the visitor centre to the lookout.

Murdoch University

In addition to its ACROD parking bays, Murdoch University has provided easy-access parking bays for students and staff who may not be eligible for ACROD permits but still require accessible parking.

Perth Mint (Gold Corporation)

The Perth Mint has improved its facilities for visitors with disability by installing a drinking fountain at an accessible level and a ramp for access to the cafe. An accessible car bay has also been added to the basement car park.

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

Central Institute of Technology

The Central Institute of Technology (Central) has expanded the range of information available to students via its website and student portal and uses email as its main channel of communication. Central also continues to broaden its range of e-journals and e-books/texts and provides an in-house interpreting service for students who are deaf. Electronic course documents and information are also made available and providing training materials in formats appropriate to student needs is ongoing.

Department of Commerce

The Department of Commerce developed access maps for each of its offices and made them available on its website.

Department of Local Government and Communities

The Department of Local Government and Communities partnered with People With disabilities WA Inc to redevelop online resources. Accessibility improvements focused on the needs of people who are blind or have vision impairment, people with intellectual disability and people with cognitive impairment. The department also participates in the WA Government Web Accessibility Reference Group.

Landgate

With the introduction of a new online content management system in January 2015, Landgate has been able to make improvements to its website. This reflects ongoing efforts to comply with the World Wide Web Consortium's Web Content Accessibility Guidelines, in accordance with the WA Government Website Accessibility Policy. These improvements to templates and content include:

- allowing for 400 per cent zoom of the original size
- ensuring keyboard accessibility
- not using 'click here' as link text
- expanding abbreviations
- not relying on colour for meaning
- the website operates when styles are turned off
- responsive design for mobile devices.

WorkCover WA

WorkCover assigned a member of its Equity and Diversity Committee who is vision impaired to review its DAIP from an accessible information perspective, using the State Government Access Guidelines for Information, Services and Facilities. Suggestions for improvement were incorporated into the DAIP.

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

Durack Institute of Technology

The Durack Institute of Technology has held a recruitment drive for mentors and tutors to work with students with disability. This has resulted in the creation of a pool of casual staff who can support classes or individual students with disability.

Main Roads Western Australia

Main Roads developed a disability awareness training course that ran three times during 2014–2015. An online version is under development to bring the course to employees across the State.

Perth Zoo

Zoo staff and volunteers are trained to provide special tours and mobility assistance. In 2014–2015, in addition to individuals, the zoo hosted groups from the WA Deaf Society, Starlight Foundation, Camp Quality and Centrecare.

Royal Perth Hospital (RPH)

RPH has routinely engaged people with disability and carers to provide induction and professional learning sessions for clinical and nursing staff. RPH educates front-line staff about equal opportunity and the provision of a high standard of care to all people. All new employees are informed about the need for equitable access and the hospital's DAIP. The hospital also provides a range of assistive equipment for patients during admission (including walking aids, wheelchairs, occupational therapy aids, toilet chairs, high-backed chairs and call bells) and makes the same equipment available for loan on discharge for patients with long-term disability or during a recovery period.

Small Business Development Corporation

The Small Business Development Corporation endeavours to ensure all staff have the knowledge and skills to provide quality services for people with disability, their families and carers. The corporation regularly conducts disability awareness training for its staff and includes disability awareness in its induction process. Additional training is provided for key front-line staff, such as business advisers and Business Information Centre staff. A link to the Disability Services Commission's website is also provided on the corporation's intranet for resources such as the Access and Inclusion Resource Kit and the State Government Access Guidelines for Information, Services and Facilities.

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

Child and Adolescent Health Service (Princess Margaret Hospital)

Suggestion boxes are located throughout the Child and Adolescent Health Service. Complaints and comments can also be lodged online, by phone, email, letter or in person. Customer liaison staff are trained to assist people who wish to make a complaint and there is a dedicated customer liaison service available during office hours.

The Office of the Ombudsman WA

The Office of the Ombudsman WA supports people with disability to make complaints about a range of public sector bodies. Information on how to make a complaint, and about complaint outcomes, is accessible through the office's website and available in alternative formats. The office also has an internal guideline for staff on assisting complainants with vision, hearing or speech impairments. The guideline provides useful information, contacts and procedures. Staff receive training in applying the guideline and, where necessary, can modify the complaint process to meet the needs of a person with disability.

Schools Curriculum and Standards Authority

Schools Curriculum and Standards Authority recognises that its goal of continuous improvement is linked to customer feedback. All feedback is welcomed and the right of customers to complain if they are dissatisfied with a product or service is acknowledged. The authority is currently reviewing the already comprehensive complaints management policy document, outlining the types of complaints that can be received and the procedure to handle complaints. The document is available on the Authority's intranet and website. New and current staff are trained and motivated to provide proactive service so they can facilitate the receipt of complaints from people with disability.

Western Australia Police

Western Australia Police implemented an additional category in its complaints database for complaints regarding accessibility of services. This will improve the ability of the WA Police to manage and report on complaints from people with disability.

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

Department of Water

The Department of Water constantly updates its community consultation policies and processes to ensure they meet best practice. People with disability and representative stakeholder organisations are encouraged to participate. Community consultation processes are responsive to the communication needs of people with disability and the department provides one month's notice of a meeting and a two-month community consultation period where possible.

Department of Sport and Recreation

The Department of Sport and Recreation is the client agency for the new Perth Stadium. Extensive consultation was undertaken with nine user groups to inform the development of the request for proposals documentation. This included the Department's Access and Inclusion User Group, which comprises individuals with disability as well as representatives from:

- National Disability Services WA
- The Centre for Cerebral Palsy (now known as Ability Centre)
- Senses WA
- Inclusion WA
- Disability Services Commission
- Blind Citizens WA
- WA Deaf Society.

The group has continued throughout the design phase of the new Perth Stadium and contributed to a number of enhancements:

- all public areas and premium facilities in the stadium will be wheelchair accessible
- vertical transport has been designed to accommodate large P90 wheelchairs, going beyond the requirements and providing access for a greater number of wheelchair users.
- three Changing Places have been included to provide adult changing facilities.

The Access and Inclusion User Group will continue to provide advice during the three-year construction phase and in the transition to operation. The group has also been consulted by the Public Transport Authority regarding the development of public transport infrastructure for the stadium.

Kimberley Training Institute

The Kimberley Training Institute has sought more community input and feedback through an increase in agency collaboration and consultations. Initiatives have included a social media presence, open days, career days, information sessions and a community morning tea on International Day of People with Disability.

Public Sector Commission

During the first half of 2015, the Public Sector Commission undertook a review of its DAIP to include Outcome 7 – that people with disability have the same opportunities as other people to obtain and maintain employment with a public authority. The internal and external consultation process undertaken by the Commission was carried out in an accessible manner, inclusive of people with disability and information was made available in accessible formats.

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

Challenger Institute of Technology

The Challenger Institute of Technology has made its facilities accessible and provides a range of supports for staff with disability to assist them with their work. For example, the occupational health and safety team increased the number of ergonomic assessments it provided in the past year, resulting in more staff voluntarily disclosing disability and seeking support.

Department of the Attorney General

The Department employed Deanna Scorda on a Disability Traineeship Program. She went on to complete a Certificate III in Government and has been offered a full-time traineeship within the department. Since then, permanent employment as a level one officer was secured and she is currently acting in a level five position. Deanna has been made an ambassador for the Disability Traineeship Program and was named Trainee of the Year at the 2015 Student Awards.

Department of Fire and Emergency Services

Deanna Scorda, winner of 'Trainee of the Year' award at the 2015 Student Awards.

As a result of a non-work-related car accident, an employee now uses a wheelchair. The department supported the person's return by finding an alternative role that draws on the employee's front-line firefighter experience. Automatic doors and workstations were also modified to accommodate the wheelchair.

Department of Treasury

An employee with disability now works part-time and has flexible working arrangements. This has included changing work requirements and access to learning and development.

Goldfields-Esperance Development Commission

A staff member with a hearing loss has been provided with an appropriate office to ensure a conducive work environment.

The Hon. Helen Morton MLC, Minister for Disability Services (far left) with Metropolitan Cemeteries Board staff.

Metropolitan Cemeteries Board

The Metropolitan Cemeteries Board engaged an Australian Disability Enterprise (ADE) to undertake lawn mowing, garden maintenance, and weed spraying at Karrakatta, Fremantle and Rockingham cemeteries. The Board also engaged Westcare to carry out printing and Goodwill Engineering to create temporary templates for mausoleum crypts. The Board now has contracts with four of the eight ADEs operating in WA. Minister for Disability Services Helen Morton gave the Board a certificate of appreciation for its contribution to employment of people with disability.

Challenges experienced by some State Government agencies

This year public authorities were asked to describe some of the challenges they faced in implementing their DAIP strategies. Not all State Government agencies reported facing challenges but, among those that did, the most common challenges were:

- budgetary constraints
- organisational restructure making reporting and responsibility unclear
- obtaining feedback from the community
- scheduling works in agencies that are open seven days a week
- supporting people whose disability is not immediately recognisable
- obtaining reports from agents and contractors.
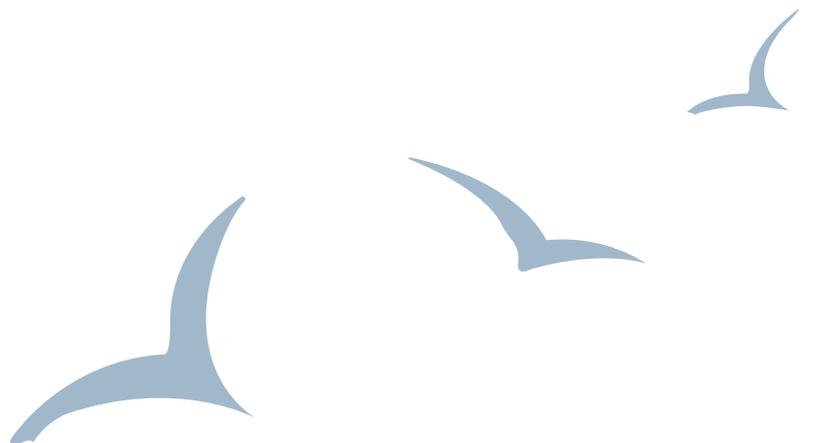
Local government progress

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.
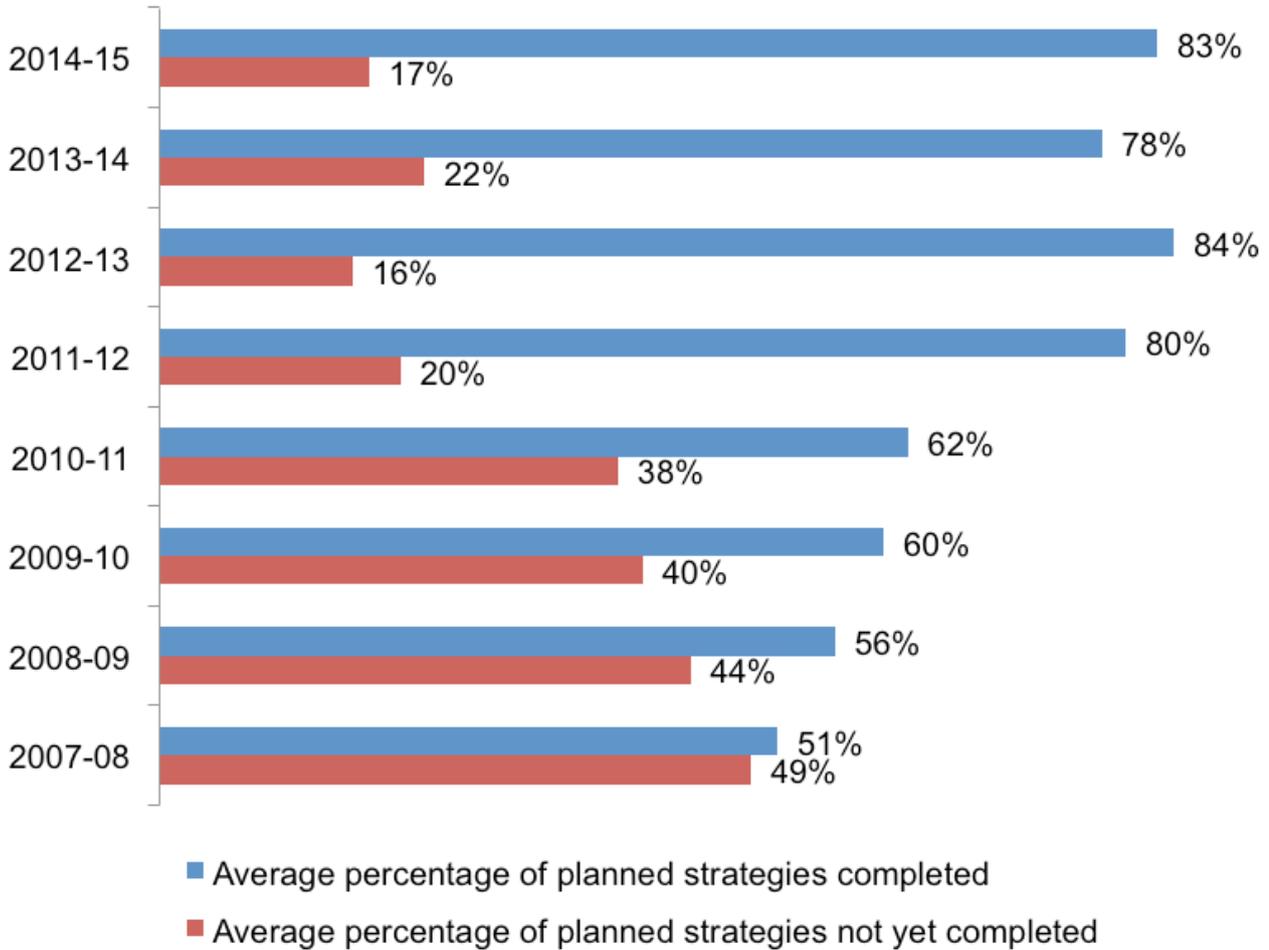
DAIP strategy implementation by local government
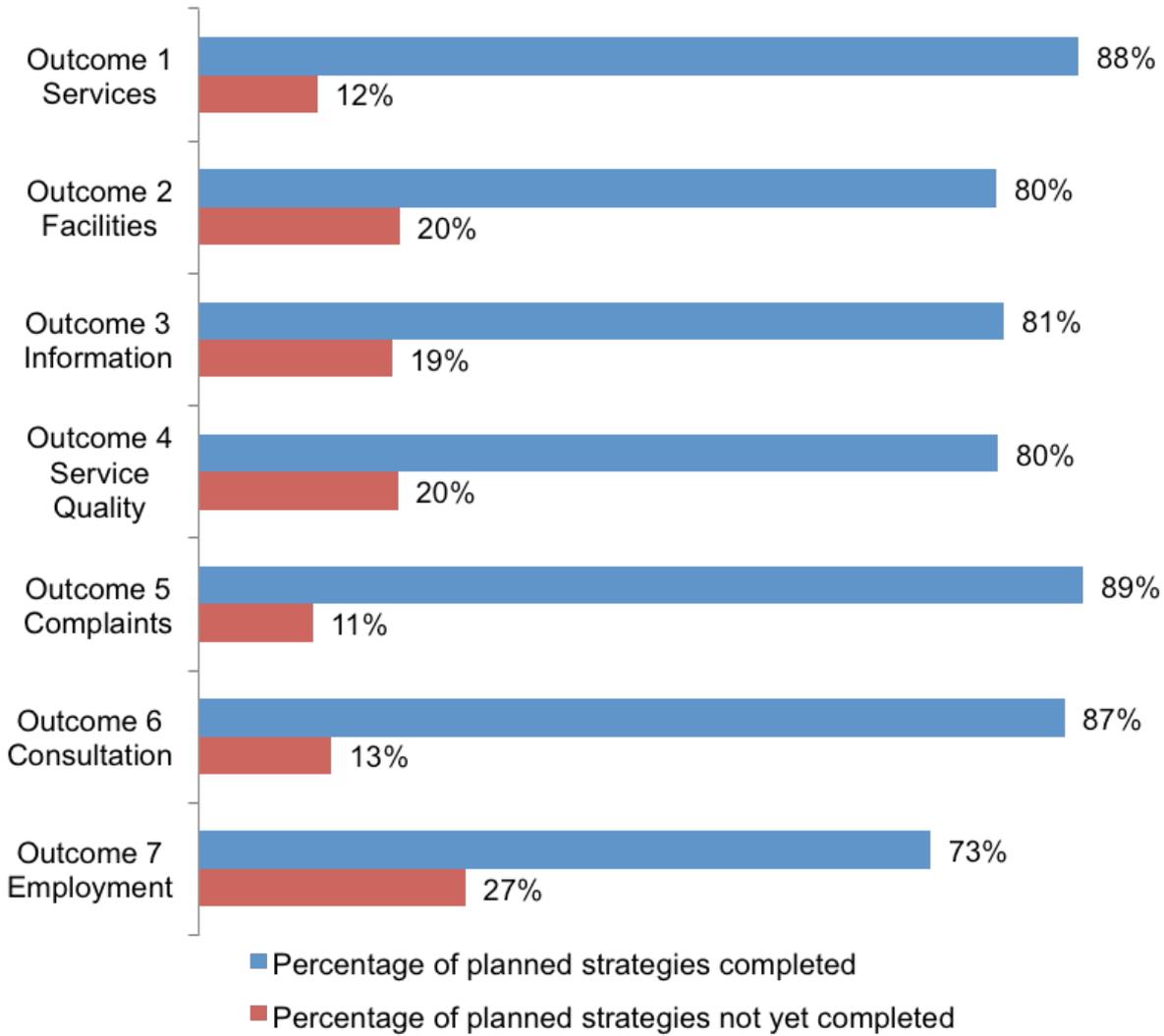
Over the seven outcomes, 83 per cent of the planned strategies were completed. This is an increase of five per cent from the previous year.

The chart on the next page provides information on DAIP strategy completion from 2009–2010 to 2014–2015.

DAIP strategy implementation by local government

Chart data (Average percentage of planned strategies completed vs not yet completed):

Year	Completed	Not yet completed
2014-15	83%	17%
2013-14	78%	22%
2012-13	84%	16%
2011-12	80%	20%
2010-11	62%	38%
2009-10	60%	40%
2008-09	56%	44%
2007-08	51%	49%

■ Average percentage of planned strategies completed
■ Average percentage of planned strategies not yet completed

The chart shows there has been a steady increase in DAIP strategy completion rates over the past seven years.

Examples of DAIP activities by local governments

The following is a sample of DAIP strategies completed by local governments in 2014–2015.

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

City of Albany

The City of Albany was the centre of Anzac centenary activity and planned for audiences of all abilities, including people with disability, their families and carers. The City of Albany also supports the National Anzac Centre, which provides audio recordings for its exhibits and accepts the Companion Card to ensure people who require attendant care support can obtain free entry for a companion.

Town of Bassendean

The Town of Bassendean relocated the Bassendean War Memorial to the new Town Centre Gardens, making it fully accessible. This year's Anzac Day ceremony was the largest yet with more than 3,000 people attending, including many people with disability.

The Bassendean Inclusive Communities project developed tactile footballs for children with sensory disability. Following suggestions from parents, the town engaged Technology Assisting Disability WA to design and manufacture the tactile footballs. The town provided the footballs to Swan Districts Football Club for use in the club's all-abilities program.

The surface of a tactile football.

Have-A-Go Multi-Sport Fun Day in Bunbury.

City of Bunbury

In December 2014, the City of Bunbury hosted the Have-A-Go Multi-Sport Fun Day at Bunbury Regional Athletics Arena. The event encouraged people of all ages and abilities to try a variety of sports. Participating schools gave very positive feedback.

City of Canning

The City of Canning incorporated disability access into the new Canning War Memorial and community stage in the Civic Gardens. The community stage and War Memorial were designed to ensure a flat access path for people with disability, in particular for those using wheelchairs.

City of Cockburn

The City of Cockburn supports people with disability to attend events by providing taxi vouchers. For example, two women with disability wished to attend a John Williamson concert and requested transport to and from the event. Since they had no other way of attending, the city provided the women with taxi vouchers. The taxi voucher system is advertised on the City of Cockburn's 'Carnival of Events' web page and on promotional material, as well as through the City's contact database of people with disability and service providers.

Shire of Coolgardie

All events organised by the Shire of Coolgardie are assessed against the shire's accessibility checklist, which includes:

- accessible parking
- easy-to-read posters with large fonts, clear pictures and uncluttered backgrounds
- promoting events in a variety of ways, such as radio, posters, community notice boards and social media
- reserved seating for people with disability and seniors
- hospitality and assistance as required at the Australia Day breakfast event.

The shire provides a bus that picks seniors up door-to-door for the Seniors' Christmas event.

The Shire of Coolgardie also screens movies and makes them accessible by:

- using a cinema system with high-sound amplification and large screen size
- providing subtitles
- screening the movies in venues with wheelchair access and accessible toilets.

Shire of Murray

The Shire of Murray partnered with Skateboarding WA to provide inclusive skateboarding workshops, encouraging an active and healthy lifestyle for young people. Three workshops were held at local schools and two were held at skate parks in the local community. The free and inclusive skateboarding clinics were for all ages and skill levels.

Skateboarding workshop by the Shire of Murray and Skateboarding WA.

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 Bruce Rock

The Shire of Bruce Rock upgraded its office by installing automatic doors and a new wheelchair-accessible reception counter. The shire also installed a self-contained chalet with wheelchair and limited mobility access at the Bruce Rock Caravan Park.

Accessible chalet at Bruce Rock Caravan Park.

The new accessible reception counter at the Shire of Bruce Rock.

Shire of Chittering

Following an accessibility review, the Shire of Chittering installed a new covered access ramp at its offices, including handrails. Bindoon Hall was also upgraded with accessible toilets and parking.

The Shire of Chittering's new access ramp.

Shire of Collie

The Shire of Collie upgraded the Collie Mineworkers Memorial Pool to include ramp access for people with restricted mobility and those using wheelchairs. The upgraded pool precinct is a fully accessible facility that includes an access ramp into the outdoor, Olympic-size pool. An accessible leisure pool with a beach entry has features such as dumping buckets, a small bubbles area and spray rings that are fully accessible for people with disability.

Ramp access to the Shire of Collie's refurbished pool.

Collie resident Rodney Hart who is blind and hard of hearing using the pool with his swimming coach Peter Fergie.

Town of Cottesloe

The Town of Cottesloe purchased a beach trekker wheelchair made by Technology Assisting Disability WA. It is available for use by the public on weekdays.

The Town of Cottesloe's beach trekker wheelchair.

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

Shire of Augusta-Margaret River

The addition of an accessibility link on the homepage of the Shire of Augusta-Margaret River's website provides information on text re-sizing, an opportunity to advise the Shire if there are any accessibility issues and a link to AccessWA.

Shire of Exmouth

The Shire of Exmouth has added an access and inclusion page to its website. The page has sections for the Shire's DAIP, advocacy, accessible parking, beach wheelchairs, accessing information in alternative formats and human rights.

City of Greater Geraldton

The City of Greater Geraldton's website has been redeveloped for improved accessibility, including ReadSpeaker text-to-voice software. Documents are also available in alternative formats on request.

City of Gosnells

The City of Gosnells promotes accessibility features such as ACROD parking, hearing loops and the Companion Card on its communication and marketing material at community facilities and leisure programs.

Shire of Harvey

The Shire of Harvey received a request from a community member to provide planning documents and council minutes in audio format. It converted the documents to audio using a program called SpokenText. The Shire has now purchased a SpokenText subscription and will continue to train staff in its use.

City of Wanneroo

The City of Wanneroo partnered with the Fishers with Disabilities Association to create the Fishability Map, which identifies accessible recreational fishing locations across Western Australia.

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 Denmark

Guide Dogs Australia gave a presentation to Shire of Denmark council members and senior officers about accessibility for people with vision impairment. This raised awareness of disability among staff and was particularly useful for infrastructure services staff involved in designing, constructing and maintaining the Shire's paths and roads as it highlighted barriers that people with vision impairment experience when getting around.

Shire of Kalamunda

Specific training is developed for different business units in the Shire of Kalamunda and presentations are customised to suit different areas.

City of Kwinana

All staff at the City of Kwinana were given refresher training on disability access and inclusion during June and July. The city also keeps a register of staff skills, including staff trained in Auslan.

Shire of Mundaring

The Shire of Mundaring has developed a Welcome Booklet for People with Disability that includes information about services available in the area. This year the booklet was revised, printed and distributed to agencies and community groups connected with people with disability. The booklet is also issued with the Shire's rates welcome package for people new to the community.

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

City of Bayswater

The City of Bayswater has developed a Creating Accessible Communities pamphlet, which encourages people to provide feedback and complaints on access issues in the community.

Shire of Brookton

The Shire of Brookton receives feedback from the public through the localeye and Snap Send Solve apps. The apps allow users to take a photo of an access issue and report it to the Shire with the location and details. This provides a convenient alternative to reporting access issues in person.

localeye, produced by the Western Australian Local Government Association.
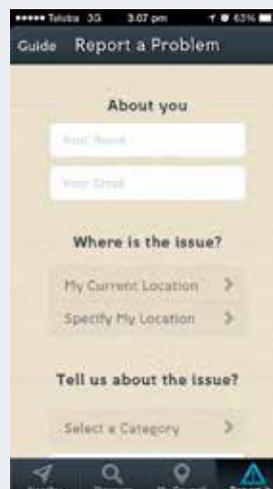
The Shire of Brookton uses the Snap Send Solve app.

Shire of Ravensthorpe

The Shire of Ravensthorpe added an access and inclusion feedback section to its website to assist people with disability to engage with the Shire or make a complaint.

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 Dardanup

Public consultation processes by the Shire of Dardanup are inclusive of people with disability. For example, the Shire's Home and Community Care organisation has assisted in driving interested parties to meetings at the council. The Shire provides access at meetings as required.

Shire of Wandering

In 2014–2015 the Shire of Wandering planned a number of initiatives to make Wandering more liveable. Residents with disability were consulted extensively and engaged to conduct audits of buildings, footpaths and information services to assess accessibility and highlight any required improvements.

Shire of Williams

The Shire of Williams is developing methods of online community consultation to encourage participation by all members of the community. Recent community surveys have been done online, as well as in hard copy format. The response has been so positive that electronic submissions are now overtaking hard copies.

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

Many local governments are engaging with organisations such as Australian Disability Enterprises, Disability Employment Services and the National Disability Recruitment Coordinator to increase employment opportunities for people with disability.

City of Mandurah

The City of Mandurah has renewed its contract with Intework for another five years, continuing a long-term partnership that has provided 44 people with intellectual disability from the Mandurah region with employment and training opportunities.

City of Stirling

This year the City of Stirling became the first Perth council to enter a formal agreement with the National Disability Recruitment Coordinator (NDRC). The NDRC works with large employers to build disability knowledge and confidence and helps to break down barriers to employment for people with disability. The NDRC and the City's human resources team have developed an action plan that includes a review of existing employment processes and policies, development of a procedure for reasonable adjustments in the workplace, disability training and distribution of vacancies to a national network.

Challenges experienced by some local governments

The number of strategies completed by local government has increased significantly over the past few years, but many local governments still face challenges implementing their DAIPs. The most common challenges were:

- budgetary constraints and difficulty sourcing external funding
- time constraints and shortage of staff
- difficulty obtaining feedback from the community.

Some local governments noted these factors also affected their ability to carry out consultation and develop DAIP strategies, as well as their ability to implement them.

In recognition of these challenges, the Commission has partnered with Local Government Managers Australia to implement a project with several different strategies to support the development of local government initiatives on DAIP Outcome 7. The Lighthouse Project involves investigating the challenges faced by local government in recruitment and retention of people with disability, holding workshops on access and inclusion in the workplace and providing grants to assist local governments to implement Outcome 7 strategies. The Lighthouse Project will assist local government to benefit from the skills and experience of people with disability and help build a public sector that reflects the diversity of the West Australian community.

Agents and Contractors

The Disability Services Act 1993 requires DAIPs be implemented by the staff of a public authority, as well as its agents and contractors. An agent or contractor is an individual or organisation that undertakes work or provides a service on behalf of a State Government agency or local government authority. Services provided to the public by agents and contractors need to be consistent with the contracting public authority's DAIP. This is in line with the expectation that services or facilities provided through public money are accessible to all members of the community.

A special condition of contract was developed by the State Solicitor's Office for use in contracts made after 1 August 2007, under the Department of Finance'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 must:
    ◦ 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 became a recommended approach for local government authorities to ensure contracted services are also accessible to people with disability.

At the heart of the Disability Services Act 1993 requirements is the notion that, in their dealings with the public, the agents and contractors of public authorities must take into account the needs of people with disability and their capacity to access and participate in activities.

The Commission has developed guidelines for State Government agencies and local governments and their contractors. These outline the application of the DAIP special condition of contract, practical strategies contractors can use to support DAIP outcomes and DAIP progress reporting requirements. Obligations for agents and contractors are also a key component of the Commission's information sessions undertaken each year to support public authorities in implementing their DAIPs.

Examples of progress made by agents and contractors include:

Botanic Gardens and Parks Authority

The Botanic Gardens and Parks Authority keeps its volunteers up-to-date on its DAIP requirements through a newsletter. Training is also provided for guides who interact with visitors.

City of Busselton

The City of Busselton's contractors have put together a parking strategy for the Busselton and Dunsborough central business districts that includes an audit of all ACROD bays. This has led to significant improvement in the placement and dimensions of the highly sought after bays. The City also reprinted 1,500 copies of the 'Need a Hand?' directory, outlining local and regional community services that have a focus on people with disability, their carers and seniors.

Shire of Carnavon

Contractors engaged by the Shire of Carnavon have carried out redevelopment works throughout the central business district, adding more ACROD bays and improved access to recreational areas and public spaces. The Shire's library also installed a lift to enable wheelchair users to access the entire building, including the community meeting room.

Edith Cowan University (ECU)

Ngoolark, ECU's new building at the Joondalup campus, was officially opened in May 2015. The $72 million building combines the breadth of the university's student and research services under one roof and includes best accessibility practices, such as an adult changing facility, safe havens with stairway evacuation devices and accessible outdoor spaces.

The design of ECU's Ngoolark's building combines modern technology with local Nyoongar culture and history.

Shire of Esperance

The Shire of Esperance used contractors to facilitate community consultation on its Town Centre Revitalisation Master Plan. The plan includes accessible parking, enhanced pedestrian access and accessible facilities. Contractors were also engaged to implement the Esperance Waterfront redevelopment on behalf of the Shire. The redevelopment included accessible parking, accessible toilets and ramps to the beach.

Contractors working on the Esperance Waterfront redevelopment.

Housing Authority

Housing provider Madalah Limited has an Employment-Related Accommodation program. The program has facilities to cater for people with intellectual and physical disability. Support staff are engaged to enhance the residents' stay at the facility and promote a work-life balance. Residents with disability are able to attend events such as public forums and workshops or planned activities that include camping trips with suitably equipped transportation and support services provided by staff or carers, if required. Residents are requested to participate in weekly house meetings, which keeps all residents informed and included in the activities relating to the facility and other residents.

Western Power

Western Power contractors have developed their own DAIPs, which align with Western Power's DAIP. This has led to improved accessibility and consistency when notifying customers of planned power interruptions. Disability access at depots has also been improved with upgrades to make sure all people can access buildings. Western Power contractors have also developed a customer service strategy to ensure all customers receive the same level of service, including an accessible complaints resolution process.

City of Subiaco

The contractor managing the City of Subiaco's summer and winter concert series works closely with City staff to make the events accessible, including promotional materials, venue setup, toilets and parking. The City also engages Auslan interpreters at the sunset@subi and sunday@subi community concert series, the Upskill youth workshops and on request at other events.
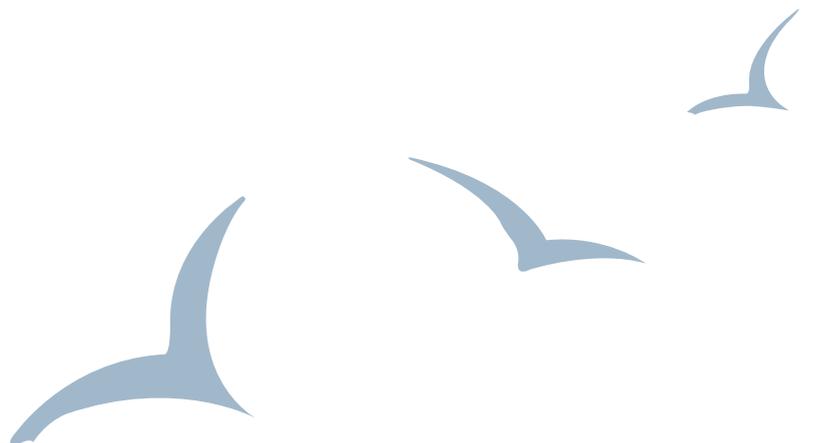
Appendix 1: list of all public authorities that submitted DAIP Progress Reports in 2014–2015

State Government

Art Gallery of Western Australia

Botanic Gardens and Parks Authority

C.Y. O'Connor Institute

Central Institute of Technology

Challenger Institute of Technology

Chemistry Centre of WA

Child and Adolescent Health Service (Princess Margaret Hospital)

Country High School Hostels Authority

Curtin University

Department of Agriculture and Food

Department for Child Protection and Family Support

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 Fire and Emergency Services

Department of Finance

Department of Fisheries

Department of Health

Department of Housing

Department of Indigenous Affairs

Department of Local Government and Communities

Department of Mines and Petroleum

Department of Parks and Wildlife

Department of Planning

Department of Racing, Gaming and Liquor

Department of Regional Development

Department of Sport and Recreation

Department of State Development

Department of the Attorney General

Department of the Premier and Cabinet

Department of the Registrar WA Industrial Relations Commission

Department of Training and Workforce Development

Department of Transport

Department of Treasury

Department of Water

Disability Services Commission

Drug and Alcohol Office

Durack Institute of Technology

Economic Regulation Authority

Edith Cowan University

Fremantle Hospital and Health Service

Gascoyne Development Commission

Gold Corporation

Goldfields-Esperance Development Commission

Government Employees Superannuation Board

Great Southern Development Commission

Great Southern Institute of Technology

Horizon Power

Insurance Commission of Western Australia

Kimberley Development Commission

Kimberley Training Institute

King Edward Memorial Hospital

Landgate

Lotterywest

Main Roads Western Australia

Mental Health Commission

Metropolitan Cemeteries Board

Mid West Development Commission

Murdoch University

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

Pilbara Institute

Polytechnic West

Public Sector Commission

Public Transport Authority

Rottnest Island Authority

Royal Perth Hospital

School Curriculum and Standards Authority

Sir Charles Gairdner Hospital

Small Business Development Corporation

South West Development Commission

South West Institute of Technology

State Library of Western Australia

Synergy

Tourism Western Australia

University of Western Australia

Water Corporation

West Coast Institute of Training

Western Australia Police

Western Australian Electoral Commission

Western Australian Museum

Western Power

Wheatbelt Development Commission

WorkCover Western Australia

Zoological Parks Authority

Local Government

City of Albany

City of Armadale

Shire of Ashburton

Shire of Augusta-Margaret River

Town of Bassendean

City of Bayswater

City of Belmont

Shire of Beverley

Shire of Boddington

Shire of Boyup Brook

Shire of Bridgetown-Greenbushes

Shire of Broome

Shire of Broomehill-Tambellup

Shire of Bruce Rock

City of Bunbury

City of Busselton

Town of Cambridge

City of Canning

Shire of Capel

Shire of Carnamah

Shire of Carnarvon

Shire of Chapman Valley

Shire of Chittering

Town of Claremont

City of Cockburn

Shire of Collie

Shire of Coolgardie

Shire of Coorow

Shire of Corrigin

Shire of Cranbrook

Shire of Cuballing

Shire of Dalwallinu

Shire of Dandaragan

Shire of Dardanup

Shire of Denmark

Shire of Derby/West Kimberley

Shire of Donnybrook-Balingup

Shire of Dowerin

Shire of Dumbleyung

Shire of Dundas

Town of East Fremantle

Eastern Metropolitan Regional Council

Shire of Esperance

Shire of Exmouth

City of Fremantle

Shire of Gingin

Shire of Gnowangerup

Shire of Goomalling

City of Gosnells

City of Greater Geraldton

Shire of Halls Creek

Shire of Harvey

Shire of Irwin

Shire of Jerramungup

City of Joondalup

Shire of Kalamunda

City of Karratha

City of Kalgoorlie-Boulder

Shire of Katanning

Shire of Kellerberrin

Shire of Kent

Shire of Kojonup

Shire of Kondinin

Shire of Koorda

Shire of Kulin

City of Kwinana

Shire of Lake Grace

Shire of Laverton

Shire of Leonora

City of Mandurah

Shire of Manjimup

Shire of Meekatharra

City of Melville

Shire of Menzies

Shire of Merredin

Shire of Mingenew

Shire of Moora

Shire of Morawa

Town of Mosman Park

Shire of Mount Magnet

Shire of Mt Marshall

Shire of Mukinbudin

Shire of Mundaring

Shire of Murchison

Shire of Murray

Shire of Nannup

Shire of Narembeen

Shire of Narrogin

Town of Narrogin

City of Nedlands

Shire of Northam

Shire of Northampton

Shire of Nungarin

Shire of Peppermint Grove

Shire of Perenjori

City of Perth

Shire of Pingelly

Shire of Plantagenet

Town of Port Hedland

Shire of Quairading

Shire of Ravensthorpe

City of Rockingham

Shire of Shark Bay

City of South Perth

City of Stirling

City of Subiaco

City of Swan

Shire of Three Springs

Shire of Toodyay

Shire of Trayning

Shire of Upper Gascoyne

Town of Victoria Park

Shire of Victoria Plains

City of Vincent

Shire of Wagin

City of Wanneroo

Shire of Waroona

Shire of West Arthur

Shire of Wickepin

Shire of Williams

Shire of Wiluna

Shire of Wongan-Ballidu

Shire of Woodanilling

Shire of Wyalkatchem

Shire of Wyndham-East Kimberley

Shire of Yalgoo

Shire of Yilgarn

Shire of York
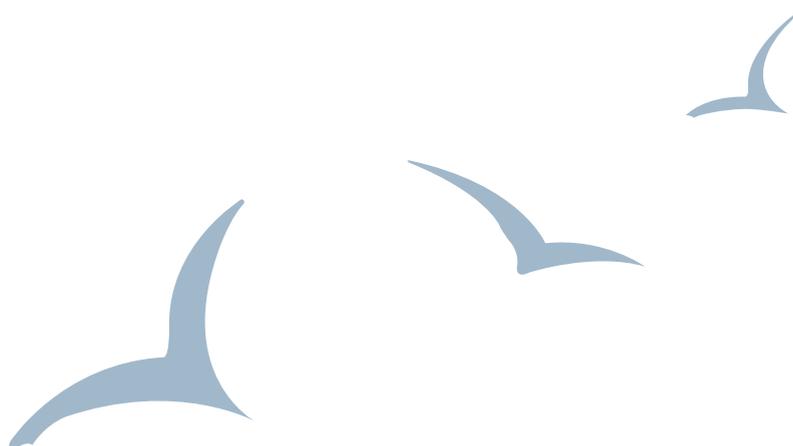
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