

DAIP

Disability Access and Inclusion
Implementation Plan 2007-2011



This publication is available in alternative formats on request

1 People with disabilities have the same opportunities as other people to access the services of, and any events organised by the City of Perth

STRATEGY	TASK	TIMELINE	RESPONSIBILITY
<p>1.1 Ensure City staff, agents and contractors are aware of the relevant requirements for providing access in accordance with the Australian Standards (including Enhanced Standards), the Disability Services Act (1993) and the Disability and Discrimination Act (1992).</p>	<p>Design all briefs and selection processes for contractors to ensure they:</p> <ul style="list-style-type: none"> → comply with access requirements (Australian Enhanced Standards); → provide information on implementation methods; and → provide information which demonstrates contemporary attitudes, awareness of legislative requirements and a commitment regarding disability and access. 	<p>On-going</p>	<p>All Units</p>
	<p>Develop and incorporate, through CTM and DSC, an 'access & inclusion' component into relevant contracts.</p>	<p>June 2008</p>	<p>STR, CTM</p>
	<p>Incorporate an 'access & inclusion' component into Approval Services Information Kit.</p>	<p>June 2008</p>	<p>UAT, APS</p>

OUTCOME 1

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STRATEGY	TASK	TIMELINE	RESPONSIBILITY
1.2 Ensure people with disabilities are consulted and given the opportunity to provide comment on their need for current and future services.	Refer projects needing access advice to the Access Working Group at an early planning and design stage.	On-going	All Units
	Identify and target potential projects involving access and inclusion through the UAT to complement the AWG efforts.	On-going	UAT
	Seek new membership for the AWG (external) representing the community of people with disabilities and its organisations.	June 2008	AWG, UAT
	Broaden number of members from CoP units for UAT (internal) to better represent all areas of the organisation and monitor a wider range of projects.	June 2008	STR, UAT

OUTCOME 1

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STRATEGY	TASK	TIMELINE	RESPONSIBILITY
1.3 Ensure inclusion within City of Perth events, activities and services to accommodate everyone whatever their abilities.	Support projects and agencies, through the 'Cultural Sponsorship and Donations Program' that encourage the participation of people with disabilities in events, cultural activities and services in the city.	On-going	CMS
	Continue to monitor and address access issues in relation to parking pay station facilities.	On-going	OSP, CLS
	Investigate the possibility of supporting the Companion Card Program through APS for events to be held at CoP facilities.	June 2008	STR, APS
	Ensure events funded and organised by the CoP meet the needs of everyone, including the provision of sufficient accessible on-street parking bays.	On-going	MKT, OSP, CLS

OUTCOME 1

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STRATEGY	TASK	TIMELINE	RESPONSIBILITY
1.4 Conduct disability awareness training sessions for City of Perth staff, businesses, retailers and others.	Conduct disability awareness training for CoP staff.	July 2007 On-going	STR, HR
	Conduct training for the business community through the You're Welcome WA Access Initiative and the Accessible Accommodation Project	July 2007 On-going	STR

2 People with disabilities have the same opportunities as other people to access the City of Perth buildings and other facilities

STRATEGY	TASK	TIMELINE	RESPONSIBILITY
2.1 Ensure access to City of Perth buildings, facilities and public spaces provides a high standard of disability access for all.	Public toilets: Continue to upgrade public toilets to provide universal access.	On-going	CMS, PPM
	CoP Car parks: Continue to improve access within CoP carparks through the capital works program budget.	On-going	OSP
	Signage: Implementation of recommendations from the Public Signage Audit – Review of Buildings and Carparks (Sep 2005).	June 2008	PPM
	Existing buildings & other facilities: Identify and address access complaints. In case of refurbishment, design briefs and selection processes for contractors to ensure they: <ul style="list-style-type: none"> → comply with access requirements (Australian Enhanced Standards); → provide information on implementation methods; and → provide information which demonstrates contemporary attitudes, awareness of legislative requirements and a commitment regarding disability and access. 	On-going	PPM, UDU, OPS, CTM

OUTCOME 2

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STRATEGY	TASK	TIMELINE	RESPONSIBILITY
2.2 Encourage City of Perth staff and contractors to consider access and inclusion issues during all stages of projects.	Access issues to be addressed in all projects at planning, design & implementation stages: <ul style="list-style-type: none">→ major developments→ car parks→ roads and streetscapes→ parks and landscaping→ signage→ toilets	On-going	All Units, UAT, AWG
2.3 Encourage all new and redevelopment works to provide universal design principles promoting the concept of 'access and inclusion' for everyone.	See Strategy 1.1 Incorporate Access Policy for City Planning Scheme #2	June 2008	STR, UDU, APS
2.4 Ensure people with disabilities are consulted and given the opportunity to provide comment on their needs of current and future access to City of Perth buildings and other facilities.	See Strategy 6.1		

OUTCOME 2

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STRATEGY	TASK	TIMELINE	RESPONSIBILITY
2.5 Identify barriers or hazards which may affect people with any type of disability and undertake universal access repairs, replacements and improvements such as access ways, kerb ramps and tactile pavers.	Implement and monitor the Construction Barriers in Public Areas Guidelines in order to minimise inconvenience and danger to people with disabilities when works are in progress.	June 2007 On-going	APS, CLS, CTM, OPE, PPM
	Incorporate Universal Design principles in urban and landscape design.	On-going	UDU
	Identify, monitor and report any existing and/or potential hazards that may affect pedestrian movement in city streets and spaces.	On-going	All Units
	Identify and address any barriers or hazards within the city through quarterly property audits.	On-going (quarterly)	CTM
2.6 Ensure quantity and location of accessible and universal parking bays including City of Perth car parks meet the requirements of people with disabilities.	Continue to implement a number of universally accessible pick up and set down bays as required and in accordance with 'Servicing the City Action Plan – May 2003' recommendations.	On-going	UDU, CLS (On-Street Parking), STR
	Continue to actively 'police' the use of ACROD parking bays.	On-going	CLS (On-Street Parking) OSP
	Continue to monitor and address access issues in relation to parking pay station facilities.	On-going	CLS (On-Street Parking) OSP

OUTCOME 2

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STRATEGY	TASK	TIMELINE	RESPONSIBILITY
2.7 Work with relevant bodies to ensure seamless access to infrastructure e.g. transport.	Liaise with other agencies to provide universal access across jurisdictions.	On-going	UAT, STR, UDU
	Refer access issues identified through consultations that are not the responsibility of the City, to relevant parties.	On-going	All Units
2.8 Ensure key regulatory staff continue to maintain an awareness of the developments regarding a Premises Standard under the DDA.	See Strategy 1.4		

3 People with disabilities 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

STRATEGY	TASK	TIMELINE	RESPONSIBILITY
3.1 Ensure that all City of Perth public information is accessible to everyone and is available in alternative formats on request.	Implement the CoP Accessible Public Information Policy and Procedures especially: <ul style="list-style-type: none"> → use of accessible formats; and → promotion of availability of alternative formats (e.g. electronic and large print) on request 	On-going	All Units
	Develop all brochures, forms and other public information in accordance with the City’s Policy on Accessible information.	On-going	All Units
	CoP television commercials to be ‘captioned’ through the advertising consultant.	On-going	MKT
3.2 Ensure the City of Perth website meets contemporary requirements for accessible information.	Comply with accessibility Level 2 of the W3C (World Wide Web Consortium) and Level 3 when possible.	June 2007	STR, IS
	Ensure information on Universal Access is regularly updated including CoP Website.	June 2007 On-going	STR

OUTCOME 3

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STRATEGY	TASK	TIMELINE	RESPONSIBILITY
3.3 Provide information and promote accessible facilities and services within the city.	Review, update and promote the City of Perth Access Maps ensuring information contained in this brochure is accurate and useful.	Sept 2008	STR
	Publish access information gathered through the Accessible Accommodation Project on the CoP Website, building on the You're Welcome WA Access Initiative.	March 2008	STR
3.4 Continue to build on the CoP collection of books and other resources in alternative formats.	Continue to provide accessible information and facilities.	On-going	LIB

4 People with disabilities 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

STRATEGY	TASK	TIMELINE	RESPONSIBILITY
4.1 Improve City of Perth employees and private sector staff awareness of universal access and inclusion issues and skills in accessible customer service.	Provide CoP employees with universal access and inclusion training promoting the DAIP.	July 2007 On-going	STR, HR
	Provide private sector staff (hotel, serviced apartments, motels, backpackers) disability awareness training through the Accessible Accommodation Project and the You're Welcome WA Access Initiative.	July 2007 On-going	STR
4.2 Improve the awareness of new employees about access and inclusion issues.	Incorporate 'access and inclusion' component within the induction training for new staff.	June 2008	STR, HR, UAT
4.3 Monitor City of Perth staff awareness of access & inclusion on regular basis	Incorporate access & inclusion component into the CoP 'Healthcheck Program' to monitor staff awareness on a yearly basis.	June 2008	STR, CPS/CEO

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

STRATEGY	TASK	TIMELINE	RESPONSIBILITY
<p>5.1 Ensure current grievance mechanisms accommodate people with disabilities in order to make complaints to the City of Perth.</p>	<p>Review mechanisms to ensure customer expectations are met according to the City's Service Complaint Policy.</p>	<p>On-going</p>	<p>DSU (Customer Service)</p>
	<p>Ensure a feedback facility is incorporated within the CoP website redevelopment/upgrade.</p>	<p>Dec 2007</p>	<p>DCS (Website Coordinator) DSU (Customer Service) STR</p>

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

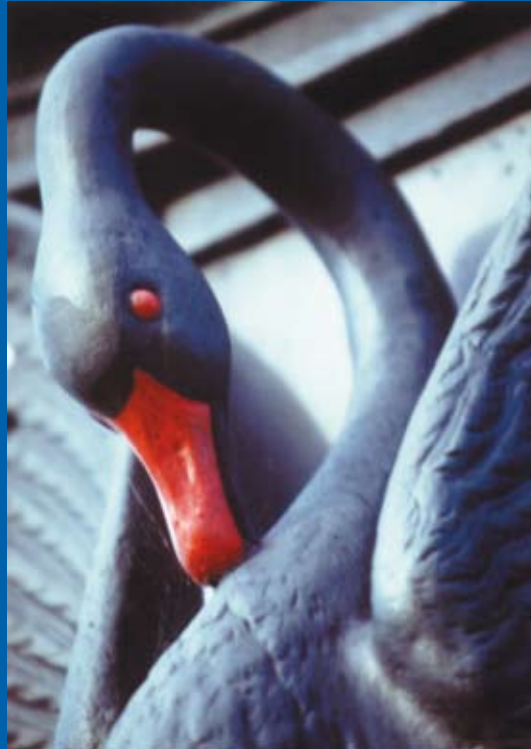
STRATEGY	TASK	TIMELINE	RESPONSIBILITY
6.1 Ensure access for people with disabilities to the established consultative processes of the City of Perth.	Ensure accessible public consultations, in accordance with: → CoP Community Consultation Guidelines → Accessible Public Information Procedures	On-going	All units
	All press releases to be sent to Information Radio.	On-going	MKT
	Provide a feedback link on the front page of the City’s website (see Strategy 5.1)	June 2007	DCS (Website Coordinator), DSU (Customer Service), STR
	Promote the availability of audio loops within the Town Hall and the Council Chambers through hearing impairment organisations and individuals.	On-going	CPS, UAT
	Ensure forums and consultations are held at accessible facilities. Promote and advertise information about the accessibility of the venue e.g. lifts, audio loops.	On-going	All Units

7 People with disabilities are employed by the City of Perth

STRATEGY	TASK	TIMELINE	RESPONSIBILITY
7.1 Encourage employment opportunities for people with disabilities.	Continue to provide work experience opportunities for people with disabilities.	On-going	LIB, CMS
	Implementation the CoP 'Our Plan, Our People' – Strategic HR Management Plan incorporating employment of youth, seniors and people with disabilities as part of building a diverse and healthy workforce.	On-going	HR, All Units
	Human Resources Unit establish and maintain links with supported employment agencies to tap into their knowledge and expertise regarding the employment of people with disabilities.	On-going	LIB, CSU, HR
	Promote job vacancies via supported employment agencies.	On-going	HR

ABBREVIATIONS LIST

APS	Approval Services	DSA	Disability Services Act (1993)
APT	Automatic Public toilet	DSC	Disability Services Commission
AS	Australian Standard	DSU	Services Units Directorate
AWG	Access Working Group	FS	Financial Services
BCA	Building Code of Australia	HF	Human Resources
CLS	Compliance Services	IS	Information Services
CoP	City of Perth	LIB	Library Services
CTS	Contract Management Services	MKT	Marketing
CMS	Community Services	OPE	Operations
CPS	Corporate Support	OSP	Off Street Parking
CSC	Customer Service Centre	PALS	Parks and Landscape Services
DAIP	Disability Access and Inclusion Plan	PPM	Property Management Services
DBU	Business Units Directorate	PR	Public relations
DCS	Corporate Services Directorate	STR	Strategy Unit
DDA	Disability Discrimination Act (1992)	UAT	Universal Access Taskforce
DPD	Planning and Development Directorate	UDU	Urban Development Unit



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