



CITY of PERTH

Disability Access & Inclusion Plan 2016 - 2020

Alternative Formats

This plan is available in alternative formats including in large and standard print, electronically by email, in audio format on compact disc upon request and on the City's website.

Regular Feedback

The City of Perth actively seeks and encourages regular feedback on the progress of this Plan. Community members wishing to provide input should contact the City's Community Services Unit.

Copies of this Plan are available at **www.perth.wa.gov.au**

Acknowledgments

The City of Perth acknowledges the input received from many individuals and groups within the community.

Lord Mayor's Foreword



I am pleased to present the City of Perth's fifth Disability Access and Inclusion Plan.

The City of Perth is committed to ensuring the City is welcoming and inclusive for all people. This plan demonstrates our commitment to raising awareness, and making life in the City as safe, comfortable and accessible as possible for people with disability.

Following the implementation of the *City of Perth Act 2016*, the Council acknowledges and welcomes the responsibility of providing services at the high-level expected of a Capital City.

We are supporting outcomes that improve access, participation and inclusion for all citizens and visitors.

Our plan contains realistic and achievable goals that provide clear direction over the next five years, and confirm the principles of universal access are embedded within the City of Perth.

Since 1997, the City of Perth has continued to build on our access initiatives. So our latest Disability Access and Inclusion Plan outlines key actions to remove barriers that remain for people accessing facilities, information, services and programs across the City.

Extensive consultation was undertaken with internal and external stakeholders to develop this plan. Their feedback, views and aspirations have been incorporated and are reflected throughout.

With a collaborative spirit the City of Perth will continue striving to ensure Perth is an international example of best practice in ensuring access for people of all abilities.

Our Strategic Community Plan: Vision 2029+ welcomes, supports and celebrates the contribution of all people who come to our City 365 days of any year.

The City looks forward to sharing the achievements of this plan with you on an annual basis.

Table of Contents

Introduction	5
Background	6
The City of Perth	6
Functions, Facilities and Services Provided by the City of Perth	7
People With Disability in Australia, WA and the City of Perth	8
Strategic Framework	9
Legislation and Standards	10
Legislative Obligations	10
Legislative Developments	10
Universal Access Through Universal Design	13
Progress Update	13
Disability Access and Inclusion Statement of Commitment	15
Development of the DAIP	16
Review of DAIP 2011 - 15	16
Community Engagement Plan	17
Findings - Major Accessibility Needs for the City of Perth	18
Responsibility for the Planning Process	18
Responsibility for Implementing the DAIP	19
Communicating the DAIP to Staff and the Community	19
Review and Evaluation Mechanisms	19
Reporting on the DAIP	19
Strategies to Improve Access and Inclusion	20
References	22



Introduction

The City of Perth's Disability Access and Inclusion Plan 2016-2020, identifies the outcomes the City of Perth (the City) will achieve to improve access and inclusion for people of all abilities. It outlines key actions that will be implemented to reduce and eliminate barriers within our City and to advocate for equity of access for all in our society.

This Disability Access and Inclusion Plan (DAIP) complies with Commonwealth and State legislative requirements to ensure that access for all is at the forefront of all planning and partnership actions and developments within the City's boundaries.



Background

The City of Perth

The City of Perth is the capital city of Western Australia. It encompasses the major business and commerce area and is the transport, cultural and entertainment hub for the metropolitan area. The passing of the City of Perth Act 2016 by the Western Australian Parliament recognises its central role in tourism, business and economic development.

From 1 July 2016, the City of Perth's boundary was adjusted to include an additional 11.2 sq. km, increasing the City's total area to 19.3 sq. km. This change, resulting from the City of Perth Act 2016, sees the inclusion of the University of Western Australia campus, the new QEII medical precinct and residential and commercial parts of Nedlands and Subiaco, within the City's boundaries.

The City's residential population is currently estimated to be 26,268, and is projected to grow to approximately 39,664 by 2036¹.

The unique nature of being a capital city means that on any given day, the city has a higher concentration of people than elsewhere in the State. It is estimated that at noon on any given weekday in 2016, there are 205,750 persons in the city². In addition to residents, this includes a workforce of no fewer than 124,679 persons³ and around 67,000 shoppers, tourists and others doing business⁴.

Currently the City of Perth has over 15,856 private dwellings⁵ comprising mostly apartments and other high density dwellings.

The City is undergoing high levels of growth and development of commercial property, which will add to the growth in the number of residents, workers and visitors to the city.

¹ id Forecasts 2016

² City of Perth – Daytime Population Study 2016

³ REMPLAN, 2016, City of Perth Economic Profile

⁴ City of Perth – Daytime Population Study 2016

⁵ id Forecasts 2016

Functions, Facilities and Services Provided by the City of Perth

As the capital city local government, the City faces challenges and responsibilities in the provision of facilities and services that extend beyond that of any other local government city, town or shire. The City plays a civic leadership role on behalf of the entire state.

The City is responsible for a range of functions, facilities and services to property and the community. Functions include:

- governing the organisation;
- planning and design;
- customer service;
- building and maintenance; and
- growing and activating a vibrant city.

The City is responsible for the following facilities and places:

- Citiplace Community Centre;
- Citiplace Rest Centre;
- Citiplace Child Care Centre;
- Rod Evans Community Centre;
- Perth Town Hall;
- CCTV (Closed Circuit Television);
- public toilets; and
- car parks;

- City of Perth Library;
- works depot;
- Council House;
- Forrest Place;
- Hay Street Mall;
- Murray Street Mall;
- Perth Concert Hall;
- Northbridge Piazza;
- Citiplace Upper Level Concourse;
- 27 parkland areas and reserves;
- Barrack Square;

Other precincts that fall within the City but are managed by other authorities include:

- UWA;
- Queen Elizabeth Medical Centre;
- Kings Park;
- Perth Arena;
- Elizabeth Quay;
- Waterbank;
- Riverside Perth;
- City Link; and
- Swan Pedestrian Bridge.



People with Disability in Australia, WA and the City

Australia

The first release of information from the Australian Bureau of Statistics (ABS) Disability, Ageing and Carers five yearly survey shows that in 2015, 18.3% of the population had a reported disability. The disability rate increases steadily with age, and the 2012 survey reported 40% of people aged 65 – 69 years and 86% of those aged 90 years and over having a disability⁶.

Western Australia

In WA, around 425,500 people have a disability and an additional 276,000 people (12% of the population) are carers of a person with disability.

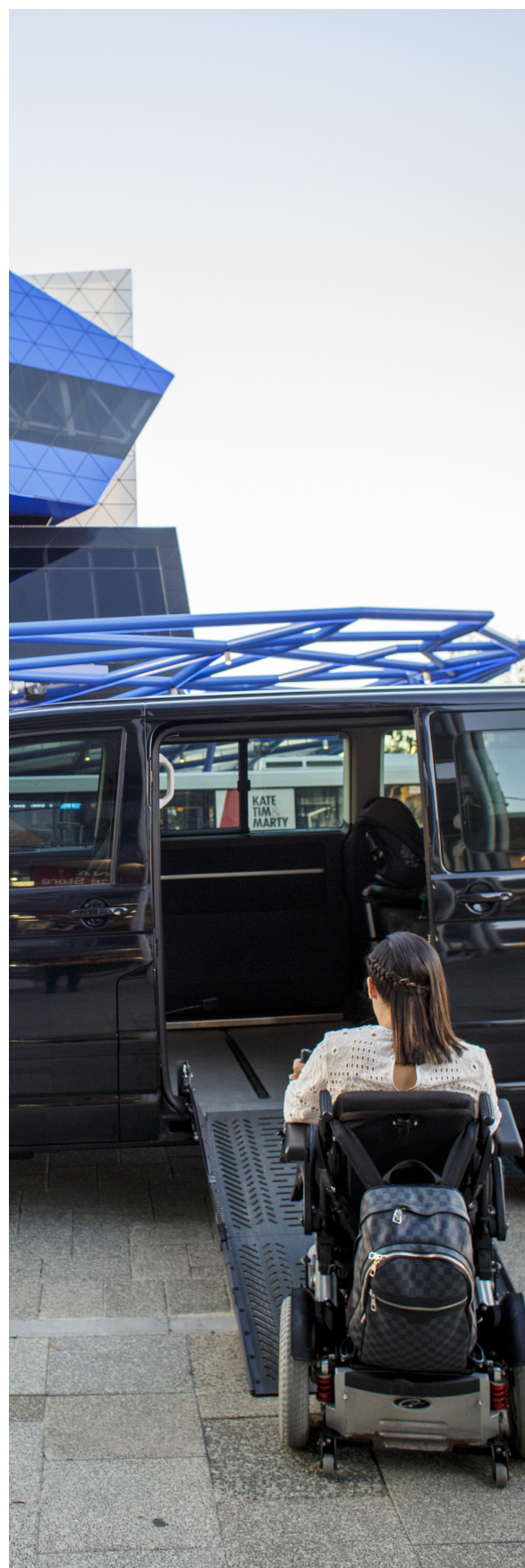
By 2026 the number of people with disability in Western Australia is expected to increase by more than 210,000, due mainly to our ageing population. The proportion of the State's population consisting of people aged under 65 with disability is expected to remain relatively steady.

In addition, the rate of disability among Aboriginal Australians is approximately twice as high as for non-Aboriginal people. It is also estimated that one in four people with disability come from a non-English speaking background, or have parents from a non-English speaking background. It is important to consider this cultural diversity when seeking to address issues of access and inclusion⁷.

City of Perth

Based on current population figures and national disability prevalence rates, it is estimated that in 2015 there were 4,476 people with disability residing within the city. This figure does not include their families, friends and carers affected by access and inclusion issues.

It is important to consider not only the recent residential population growth within the city, but also the fact that its daytime population of workers, shoppers and tourists is estimated to be over 205,750. This suggests that there are over 37,000 visitors with disability in the city during the day.



⁶ Australian Bureau of Statistics 2012 and 2015 Survey on Disability, Ageing and Carers

⁷ Australian Bureau of Statistics 2012 and 2015 Survey on Disability, Ageing and Carers

Strategic Framework

The City's DAIP works in conjunction with a suite of strategic and operational documents that guide the integration of activities across the City. The City adopts an Integrated Planning Approach. The City's Integrated Planning and Reporting Framework (IPRF) is outlined below, showing the interaction between the plans and the influence of the informing strategies. The intent of the IPRF is to ensure the priorities and services provided by the City are aligned with our community's needs and aspirations.

The Strategic Community Plan is the City's long term strategic direction that expresses the community's vision for the future together with the strategies to address strategic community outcomes. This drives the City's Corporate Business Plan, which is the detailed implementation plan for services, key projects and capital investments over the next four years.

The actions to activate the City's Informing Strategies are key components of the City's Corporate Business Plan. The DAIP is one of these Informing Strategies, identifying and shaping priorities, projects, programs and service delivery to meet the outcomes of the Strategic Community Plan. The City's key strategic enablers show how we are equipped to deliver on the commitments made in the Corporate Business Plan. These strategic enablers are:

- Long Term Financial Plan - This plan allows for appropriate decision making with emphasis on financial sustainability.
- Workforce Plan - This plan identifies the workforce requirements needed for current and future operations.
- Corporate Asset Management Plan - This plan provides guidance on service provision to inform the City's financial and key service needs.

The City's Annual Budget is based on the projected costing of year one of the Corporate Business Plan, with opportunity to review during the midyear budget review processes. The DAIP Implementation Plan is regularly reviewed in line with the City's Annual Budget process and a new DAIP is developed every five years, in accordance with legislation.



Legislation and Standards

Legislative Obligations

It is a requirement of the WA Disability Services Act 1993 (amended 2004) for local government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the local government will ensure people with disability have equal access to its buildings, facilities and services. The Act requires local governments (authorities) to take all practical measures to implement their plan.

Other legislation underpinning access and inclusion includes the Commonwealth Disability Discrimination Act (DDA) 1992 and the WA Equal Opportunity Act 1984. Compliance with these Acts and the standards developed under the DDA is mandatory.

Legislative Developments

There have been a number of developments in disability legislation and policy in the last 10 years, some since the last City of Perth DAIP was developed. These include:

United Nations Convention on the Rights of Persons with Disabilities 2006

Article 9 of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), requires Australia, as a signatory, to take appropriate measures to enable persons with disability to live independently and participate fully in all aspects of life on an equal basis with others. This includes access to the physical environment, transportation, information and communications (including information and communications technologies and systems), and to other facilities and services open or provided to the public, both in urban and in rural areas.

National Disability Strategy 2010-2020

The Commonwealth, State and Territory and Local Governments have developed the National Disability Strategy in partnership, under the auspices of the Council of Australian Governments (COAG). The Strategy sets out

a ten year national plan for improving life for Australians with disability, their families and carers. It represents a commitment by all levels of government, industry and the community to a unified, national approach to policy and program development. This approach will assist in addressing the challenges faced by people with disability, both now and into the future.

The ten year plan sets out six priority areas for action to improve the lives of people with disability, their families and carers. These are:

- Inclusive and accessible communities—the physical environment including public transport; parks, buildings and housing; digital information and communications technologies; civic life including social, sporting, recreational and cultural life.
- Rights protection, justice and legislation—statutory protections such as anti-discrimination measures, complaints mechanisms, advocacy, the electoral and justice systems.
- Economic security—jobs, business opportunities, financial independence, adequate income support for those not able to work, and housing.
- Personal and community support—inclusion and participation in the community, person-centred care and support provided by specialist disability services and mainstream services; informal care and support.
- Learning and skills—early childhood education and care, schools, further education, vocational education; transitions from education to employment; life-long learning.
- Health and wellbeing—health services, health promotion and the interaction between health and disability systems; wellbeing and enjoyment of life.

The National Disability Strategy will guide public policy across governments and aims to bring about change in all mainstream services and programs as well as community infrastructure. It is the first time the Commonwealth, State and Territory Governments have agreed to such a wide ranging set of directions for disability.



National Disability Insurance Scheme Act 2013

In response to a recommendation in 2009 from the Disability Investment Group, the Australian Government asked the Productivity Commission to undertake a public inquiry into a long-term disability care and support scheme. The final inquiry report was delivered to Government on 31 July 2011 and released on 10 August 2011.

Following agreement from the Select Council on Disability Reform, comprising all states and territories, the Government established a National Disability Insurance Scheme Advisory Group in October 2011. The Advisory Group's role was to help steer the development of the National Disability Insurance Scheme (NDIS). The aim of the NDIS is to provide nationally consistent delivery of individualised services for people with disability.

In March 2013 the NDIS legislation was passed and the NDIS Act 2013 was in place. National roll out of the scheme is currently underway.

Western Australia is trialling two systems, the NDIS (Commonwealth) and the WA NDIS (State) in various locations.

Count Me In – Disability Future Directions 2025

The Western Australian Government launched this whole of community plan for disability in December 2009. It was developed by the Disability Services Commission in consultation with many people with disability, family carers and disability sector organisations. It has been strongly supported by the Premier and will guide WA towards full inclusion, citizenship and a fair go for people with disability over the next 15 years.



Australian Standards on Access

The Disability (Access to Premises – Buildings) Standards 2010 (Premises Standards), which came into effect on 1 May 2011, aims to provide people with disability with dignified and equitable access to buildings, and provide certainty to industry that they are complying with the DDA.

In 2015-16, the Department of Industry, Innovation and Science, in consultation with the Attorney-General's Department, conducted a review on the effectiveness of the Premises Standards in providing access to buildings for people with disability. The review report is now finalised and was provided to the Minister for Industry, Innovation and Science and the Attorney-General by the legislated date of 1 May 2016.

Decisions in relation to the release of the review report and an Australian Government response to the review report will be available in due course.

Other Australian Standards that may be mandatory for provision of access to the built environment for people with disability include:

- National Construction Code Series Volume One. Building Code of Australia Class 2 to Class 9 Buildings;
- AS1428.1 2009 – Design for Access and Mobility – General Requirements for Access – New Building Works;
- AS1428.4.1 2009– Design for Access and Mobility – Means to assist the orientation of people with a vision impairment – Tactile ground surface indicators;
- AS2890.6 2009 – Parking Facilities – Off-street parking for people with a disabilities; and
- AS1735.12 1999 – Lifts, escalators and moving walks – Facilities for persons with disabilities.

The City is committed to achieving a high standard of disability access and inclusion, and supports wherever possible, enhanced standards and best practice.

Universal Access Through Universal Design

The concept of universal design is being embraced both locally and internationally. Universal design addresses the scope of accessibility and suggests making all elements and spaces accessible to and usable by all people to the greatest extent possible. This is accomplished through thoughtful planning and design and results in products, buildings and facilities that are usable by most people regardless of their level of ability or disability.

Universal design is a response to the understanding that human beings have varying abilities, different body sizes and shapes, changing levels of function throughout life, different genders, cultures and linguistic backgrounds. Acknowledging and designing for this diversity from the outset results in user-friendly products and spaces for everyone.

Universal design differs from access legislation and standards (the DDA, the DDA Standards, the suite of Australian Standards on Access and the Premises Standards) in that current legislation outlines the minimum compliance necessary to ensure access and protect people with disability against discrimination.

Universal design principles meet those requirements and further inform the design with all people in mind. The result is inclusion not just compliance.

The City has long been a supporter of universal design and has had a Universal Access Taskforce in place since 1998.

Progress Update

The City is committed to “Universal Access and Inclusion” rather than “access for people with disability”, with the emphasis on mainstream facilities and services being accessible for all including children, seniors and people with disability.

The City has made significant progress in improving access since the adoption of the initial Disability Services Plan (DSP) in 1995. Significant initiatives undertaken include:

- the establishment of the Universal Access Taskforce which supports and facilitates the implementation of the DAIP across the organisation;
- the establishment of the Access Working Group, consisting of representatives from disability organisations, the Disability Services Commission, community members and City officers, ran from 1998 – 2014;
- the City of Perth Access Map was first prepared in 1998 as a route map on how to get around. The map provides useful information on accessible features such as public transport and parking, toilets and easy access walking routes through the city;
- the Citiplace Community Centre is an accessible central city facility that aims to provide services to meet the needs of people 55 and over and people with disability. This busy community meeting place provides excellent accessible facilities such as accessible toilets, wheelchair and Shoprider (motorised scooter) hire;
- the Citiplace Rest Centre is a manned public toilet and amenities facility centrally located on the upper level concourse at Perth Central Railway Station. The unisex accessible toilet includes a hoist and ceiling tracking system and a fold-down adult change table for people with high support needs;
- the new multilevel City of Perth Library provides a range of resources including alternative formats such as large print, audio, supertext videos, free Wi-Fi and an Electronic Magnifier (CCTV) for enlarging text for small print documents;



- the City’s involvement in the You’re Welcome WA Access Initiative pilot project in 2004 which has since been rolled out State wide;
- the provision of 15 minute accessible pick-up and set-down bays at strategic points within the city; and
- ACROD permit holders have concessions equivalent to twice the time specified on the parking sign e.g. 1P becomes two hour parking and the City’s CPP car parks have up to two hours free parking.

Initiatives undertaken over the last five years include:

- an affordable Housing Project in Goderich Street East Perth completed including six adaptable units;
- new Premises Standards Forum presented by Murray Mountain attended by 50 staff and key stakeholders;
- You’re Welcome: Accessible Bars, Restaurants and Cafe’s Project completed including the Recognition and Award ceremony;
- the update and enhancements to the “one stop” DAIP Resources Intranet site;
- The Footpaths and Crossings Audit Report 2012 and progress on implementation including remediation of 88 nonconforming pram ramps;

- internal Healthcheck Reports identifying steady improvement in DAIP organisational compliance;
- the development of a robust system for reporting on the activities of agents and contractors in relation to the DAIP implemented;
- the review of recruitment procedures to ensure inclusiveness;
- the development of Website to meet W3C guidelines;
- collaboration with other agencies, including Metropolitan Regional Authority and Curtin University, to ensure a higher level of awareness of universal access;
- the research and development of a staff DAIP Training and Reference Tool: eBooks;
- the inclusion of Universal Access Awareness as part of the HR Cyclic Induction Program; and
- Training workshop for planners and designers addressing Disability Access Requirements for the public realm.



Disability Access and Inclusion Statement of Commitment

Statement of Commitment

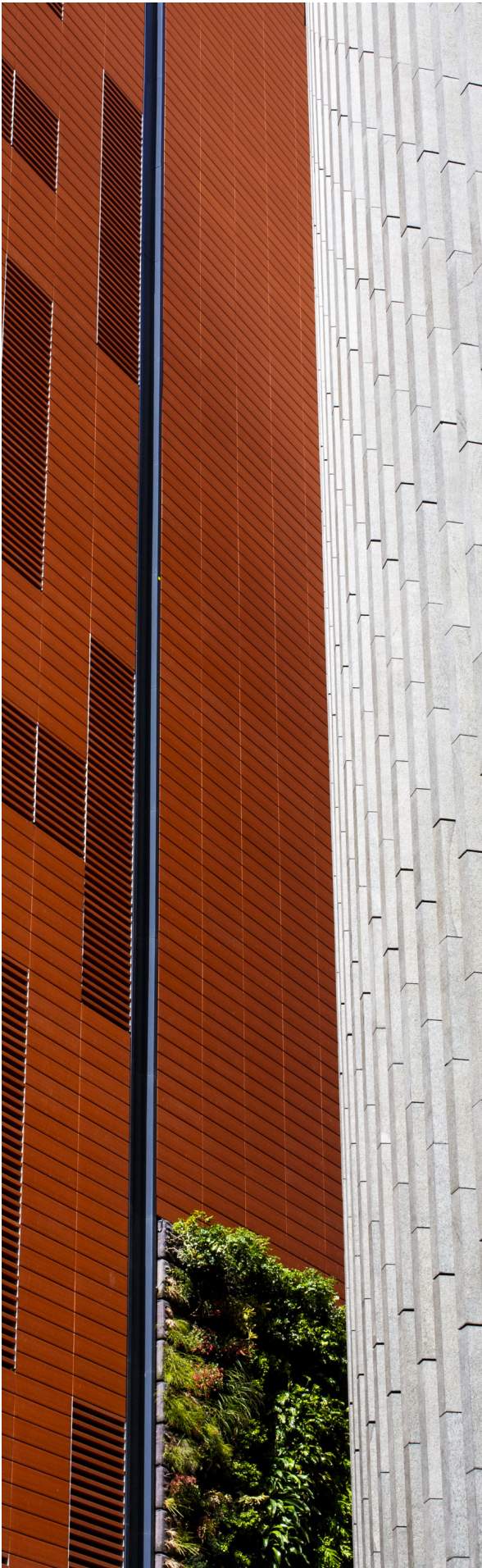
The City of Perth is committed to encouraging best practice in disability access and inclusion in both public and private services, programs and development.

The City of Perth is committed to working with businesses and community organisations to improve and promote the accessibility of their facilities and services and to increase their awareness of people with disability as important customers within the community.

The City of Perth Disability Access and Inclusion Plan will be implemented over the next five years and will be monitored and reported on an annual basis in accordance to the Disability Services Act 1993 (amended 2004).

The City of Perth is committed to the seven access and inclusion outcome areas included in the Disability Services Act which include that people with disability:

1. have the same opportunities as other people to access the services of, and any events organised by the City of Perth;
2. have the same opportunities as other people to access the buildings and other facilities of the City of Perth;
3. receive information from the City of Perth in a format that will enable them to access the information as readily as other people are able to access it;
4. receive the same level and quality of service from the City of Perth staff as other people receive;
5. have the same opportunities as other people to make complaints to the City of Perth;
6. have the same opportunities as other people to participate in any public consultation by the City of Perth; and
7. have the same opportunities as other people to obtain and maintain employment with the City of Perth.



Development of the Disability Access and Inclusion Plan

Review of DAIP 2016 – 2020

The methodology for the review included examination of the City’s current DAIP, DAIP progress reports and other relevant Council documents, plans and strategies.

The review and consultation showed that the City already has some strategies in place that have improved access for people with disability to City facilities and services, but that there are still barriers to full access and inclusion.

Some of these barriers relate to issues within the physical environment such as lack of directional signage and specific locations and buildings which require attention to ensure they are accessible, while other barriers relate to service provision and information.

In addition, through the review and consultation process, several areas were identified as needing to be addressed strategically, in order to create an inclusive community for all. These include the need to:

- cultivate an organisational culture which strives for best practice, where practicable, in access and inclusion, rather than minimum compliance;
- ensure access and inclusion is considered at the planning stage of all projects;
- link the DAIP with the City’s Strategic Plan and business practices;
- enhance accessible and effective complaints and feedback mechanisms regarding access and inclusion issues; and
- strengthen the collaboration between the City and the community in relation to enhancing access and inclusion.

Community Engagement Plan

A community engagement plan was developed with input from the City's Universal Access Taskforce (UAT). The community engagement plan considered the promotion of the consultation, the consultation questions and identified relevant stakeholders. A variety of options were offered to engage with the identified stakeholders including focus groups and meetings, surveys (electronic and hard copy) and via phone, email or individual interview.

The engagement process was promoted to people with disability, families and carers, disability service providers, community organisations and individuals through:

- an advertisement in the Saturday West Australian newspaper on 16 April 2016
- direct emails to organisations and individuals
- the City's website
- a flyer and hard copy surveys at key locations within the City including:
 - Council House (Customer Service Desk);
 - Forrest Place Information Kiosk;
 - Citiplace Community Centre;
 - Citiplace Rest Centre;
 - Citiplace Child Care; and
 - the City of Perth Library.

The engagement plan for staff included a survey and meetings with key staff to consider issues and strategies to improve access at the City. These were promoted through direct emails and intranet alerts.

Community engagement included:

- Focus groups total 22 participants
 - Diverse Leadership Inc. – 4 participants;
 - Rod Evans Community Centre – 10 participants; and
 - WA Deaf society – 8 participants.
- Individual interviews at Citiplace Community Centre – 5 participants
- Surveys total 77 surveys:
 - 20 collected from City locations;
 - 4 returned by post or email; and
 - 53 completed using Survey Monkey.
- Email or social media – 5 responses received.

A total of 60 staff responded to the survey – 8 hard copy and 52 electronic. Two workshops were held with Directors, Managers and UAT members to further identify issues and to develop strategies for the new DAIP. Forty five staff participated in these workshops.

The total number of community and staff engaged in this consultation was approximately twice the number consulted in the last DAIP review.



Findings - Major accessibility needs for the City of Perth

The consultation provided a variety of views on access and inclusion in the city. Like the City of Perth, community members were committed to a city that welcomes all - seniors, youth, children, families, people with disability, cyclists, and pedestrians. Respondents to the consultation noted a number of things that the City of Perth had done well to make the city more accessible and inclusive for people with disability. The most frequently mentioned examples were:

- pram ramps;
- controlled pedestrian crossings;
- placement and number of accessible toilets including adult changing facilities;
- availability of accessible parking and parking discounts;
- improvements to footpaths;
- availability of information in alternative formats; and
- the DAIP and initiatives such as staff education sessions.

The most significant access issues for community members included:

Footpaths and pathways, including uneven surfaces; obstacles such as street furniture or construction barriers; incorrectly placed tactile ground surface indicators (TGSIs); lack of or steep ramps.

Parking, including lack of drop off spots close to major events; poor signage within parking area to public toilets; limited access/egress from some car parks to street.

Toilets generally and at events, including limited number of toilets; poor maintenance; inadequate signage to locate toilets; accessibility issues.

Information, including information not reaching people in community with disability; website not fully accessible; lack of awareness of how to access information in alternative formats.



Access provisions not meeting minimum standards, including incorrect placement of TGSIs; non-compliant ramps; non-compliant signage.

Staff awareness, with suggestions that there needs to be regular training for all staff to be able to provide good service to people with disability.

Complaints, lack of awareness of how to make a complaint and suggestions that improve complaints management was required.

Consultation particularly that consultation has weakened with the Access Working Group no longer meeting.

Employment, including lack of awareness of initiatives to support employment of people with disability and access barriers for existing staff.

Responsibility for the planning process

This DAIP is a commitment to build on previous initiatives and develop strategies to improve community participation for people with disability.

The Community Services Unit, with the guidance of the Universal Access Taskforce, is responsible for the planning of the DAIP.

Responsibility for implementing the DAIP

In accordance with the Disability Services Act 1993 (amended 2004), the City will take all practical measures to ensure that the DAIP is implemented by its officers, agents and contractors.

Where agents and contractors provide services to the public on behalf of the City, these services are to be conducted consistent with the DAIP. This furthers the expectation that services provided to residents and visitors are accessible. The reporting requirements for contractors are minimal. Contractors can advise the City about the DAIP outcome areas that they have supported using the Contractor Report.

Some actions in the Implementation Plan will apply to all areas of the organisation while others will apply to a specific unit. The Implementation Plan sets out who is responsible for each action.

Communicating the DAIP to staff and the community

Copies of the DAIP were sent to key contributors including City employees, people with disability, their families, carers, disability organisations and relevant community groups for feedback. The plan was finalised and formally endorsed by Council on 9 August 2016. The City advertised the availability of its DAIP through state and local newspapers.

The City's DAIP is available for viewing and downloading through the City's website at www.perth.wa.gov.au. Additionally, copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette and CD or via e-mail in PDF and Microsoft Word formats. Notification to the community was made through an advertisement in the West Australian newspaper on 12 November.

City employees and the community will be advised of any DAIP updates using the same methods.

Review and evaluation mechanisms

The Disability Services Act 1993 (amended 2004) requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Disability Services Commission. The Implementation Plan is an internal document and can be updated more frequently if desired. The City Universal Access Taskforce will review the DAIP and the annual progress report each year to ensure strategies and actions remain relevant and implementation is proceeding as planned.

Reporting on the DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The City will report on the implementation of its DAIP in annual reports and the prescribed progress report template to the Disability Services Commission by 30 June each year, outlining:

- progress towards the outcomes of its DAIP;
- progress of its agents and contractors towards meeting the seven outcomes; and
- the strategies used to inform its agents and contractors of its DAIP.

Strategies to improve access and inclusion

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the DAIP Implementation Plan, that the City will undertake from 2016-2020 to improve access to its services, buildings and information. Seven outcomes provide a framework for improving access and inclusion for people with disability in the City. Further details of the following strategies will be included in the DAIP Implementation Plan 2016-2020.

OUTCOME 1

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

Strategies

- ensure policies and procedures relating to access and inclusion are integrated within the practices of the organisation;
- ensure City staff, agents and contractors are aware of the relevant requirements for providing access and inclusion to services and events and have access to relevant resources to support this.;
- improve the provision of information about services and events and access provisions for people with disability;
- ensure people with disability are consulted about access and inclusion issues and given the opportunity to provide comment on their need for current and future services; and
- maintain an awareness of any changes to legislation and related Standards, Regulations and Codes, as well as best practice in universal access, and amend the DAIP accordingly.

OUTCOME 2

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

Strategies

- ensure universal access is integral to all projects from the early planning and design stage and throughout implementation;
- show leadership and advocate for universal access in city developments;
- continue to enhance the accessibility of the City's buildings, facilities, signage, parking, play spaces and public spaces;
- continue to implement processes to ensure safety and accessibility are maintained whilst works are in progress;
- continue to improve both on street and off street accessible parking for people with disability; and
- promote the availability of accessible venues and facilities in the City.

OUTCOME 3

People with disability receive information from the City of Perth in a format that will enable them to access the information as readily as other people are able to access it.

Strategy

- ensure customer service and other key staff are aware of how to provide information in accessible formats.

OUTCOME 4

People with disability receive the same level and quality of service from the staff of the City of Perth as other people receive.

Strategies

- ensure staff understand how to provide quality customer service to people with disability; and
- endeavour to utilise staff with specific communication skills to support any initial approaches by customers with particular communication needs e.g. languages other than English, Auslan.

OUTCOME 5

People with disability have the same opportunities as other people to make complaints to the City of Perth.

Strategy

- improve the processes for receiving and responding to complaints about access and inclusion.

OUTCOME 6

People with disability have the same opportunities as other people to participate in any public consultation by the City of Perth.

Strategy

- ensure access for people with disability is considered in all of the consultative processes of the City.

OUTCOME 7

People with disability have the same opportunities as other people to obtain and maintain employment with the City of Perth.

Strategy

- pursue opportunities to employ people with disability;
- strengthen recruitment processes to ensure the needs of people with disability are accommodated; and
- ensure workplace infrastructure is adequately provided to support new and ongoing employment for people with disability.

References

Australian Bureau of Statistics, Survey of Disability, Ageing and Carers 2012

<http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/F4C45A338CA257C21000E4F36?opendocument>

Australian Bureau of Statistics, Survey of Disability, Ageing and Carers 2015

<http://www.abs.gov.au/AUSSTATS/abs@.nsf/0/56C41FE7A67110C8CA257FA3001D080B?Opendocument>

City of Perth Act 2016

<https://www.dlgc.wa.gov.au/news/Pages/City%20of%20Perth%20Act.aspx>

Count Me In –Disability Future Directions, 2025

<http://www.disability.wa.gov.au/about-us1/about-us/count-me-in/>

Disability (Access to Premises – Buildings) Standards 2010 (Premises Standards)

<https://www.legislation.gov.au/Details/F2010L00668/Download>

Disability Discrimination Act 1992

<https://www.legislation.gov.au/details/c2013c00022>

Disability Services Act WA 1993 as amended 2004 and 2014

https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrttitle_267_homepage.html

Forecast ID

<http://forecast.id.com.au/perth>

Liveable Homes initiative

<http://www.liveablehomes.net.au/>

National Disability Insurance Scheme Act 2013

http://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r5054

National Disability Strategy 2010-2020

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020>

Premises Standards Review

<http://www.industry.gov.au/industry/IndustrySectors/buildingmetalsandconstruction/Pages/PremisesStandardsReview.aspx>

UN Convention on Rights of Persons with Disabilities

<https://www.humanrights.gov.au/our-work/disability-rights/international/united-nations-convention-rights-persons-disabilities>

Western Australian Local Government Integrated Planning and Reporting Framework

<http://www.perth.wa.gov.au/council/strategic-direction/integrated-planning-reporting>

You're Welcome WA

<http://www.accesswa.com.au/>



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