



# Disability Access and Inclusion Plans

Minister's Progress Report  
2020–2021



The Government of Western Australia acknowledges the Traditional Custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.

This document is available in alternative formats upon request to [access@communities.wa.gov.au](mailto:access@communities.wa.gov.au)

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## Message from the Minister for Disability Services



It is with great pleasure that I present the 2020-21 Disability Access and Inclusion Plan (DAIP) Progress Report (the Report). The Report highlights the insights and experiences of over 200 public authorities across Western Australia who have implemented practical and innovative changes to boost the inclusiveness of their communities.

Having the privilege of serving as Minister across several portfolios, including Disability Services, Seniors and Ageing, Fisheries and Innovation and ICT, has reinforced for me how addressing barriers to inclusion ensure every member of our community can enjoy all the benefits of community life. Greater inclusiveness impacts the entire community and contributes to improved social and economic outcomes.

It is pleasing to see community-led partnerships with corporate sponsorship progressing again with the Most Accessible Community in Western Australia (MACWA) Awards (Regional Capitals Alliance Western Australia), and the Centre For Accessibility's Australian Access Awards 2021 which recognises achievements in digital accessibility. At the same time, the McGowan Government is progressing the Digital Inclusion in WA Blueprint to address barriers to the equitable access of information technology.

The McGowan Government continues to drive progress towards a welcoming and inclusive community. A key example of this is the recent implementation of the 'A Western Australia for Everyone: State Disability Strategy 2020-2030' (the Strategy). Access and inclusion is everyone's responsibility. This Report complements the Strategy through sharing exactly how sustainable improvements are being made.

It is essential that the experiences of people with disability, their families, and carers, continue to drive priorities for public authorities, informing meaningful targets and best practice standards.

Public authorities may have unique environments and functions, as well as distinct clients and communities, and their approaches to inclusion must respond to the expectations of their specific stakeholders.

I sincerely thank public authorities for their dedication to improving inclusion over the last year. The Report provides some great examples of innovative responses to tackling access issues and demonstrates a high level of community consultation. For staff within public authorities, the Report offers an engaging opportunity to reflect on best practice and leadership.

It is important to celebrate and promote these achievements and the passion to share and learn with others. They showcase the partnership of public authorities with their communities, clients and staff to find solutions, and that meaningful steps can be taken by the smallest to the largest authorities.

I encourage everyone to take the time to read about the progress being made.



Honourable Don T Punch  
BPsych BSocwk MBA MLA  
Minister for Disability Services

## Introduction

Under the *Disability Services Act 1993*, public authorities are required to develop and implement 'a plan for people with disability' (usually known as a DAIP), and report on their progress annually. The Department of Communities (Communities) is responsible for monitoring compliance with the Act and supporting a best practice approach. As required under the Act, the Report reflects the annual progress of each public authority in implementing the actions listed in their plan and is tabled in Parliament by the Minister for Disability Services each year, and considers developments in the effectiveness of these plans.

This report provides an overview of significant initiatives undertaken by public authorities towards achieving the seven DAIP outcomes listed under Schedule 3 of the *Disability Services Act Regulations 2004*. The Report is designed to positively influence community attitudes and focuses on emerging issues, and best practice approaches. Communities requested reports from 70 state and 145 local authorities. All 215 authorities submitted a report, a 100 per cent response rate. Authorities were asked to confirm whether new initiatives had been implemented and what progress had been made with respect to existing initiatives (reported through previous DAIPs). A series of multiple-choice questions were posed to confirm trends and practices.

Access and inclusion outcomes this year were again influenced by the COVID-19 environment, which continued to impact the certainty of events and the availability of resources. On average, across the seven outcome areas, 67 per cent of local government authorities and 77 per cent of state government authorities reported significant progress on existing initiatives, or the commencement of new initiatives. This is very similar to the 2019-2020 reporting period.

## **What shaped the context of access and inclusion during 2020-21?**

### **National Disability Insurance Scheme (NDIS)**

The NDIS has continued to grow and adapt to participant needs. As of Quarter 3 2021 there were over 450,000 participants nationally with almost 40,000 in Western Australia. There are over 9,000 service providers nationally, supporting over 208,000 full time employees across 23 occupations.

Communities has been leading the consultation to develop new legislation for the Authorisation of Restricted Practices (ARP) in WA funded disability services and the NDIS in WA. The development of this legislation aligns with the State's commitment to achieving consistency with the Principles for Nationally Consistent Authorisation of Restrictive Practices.

The legislation will operate within the broader context of the role of the NDIS Quality and Safeguards Commission to implement the NDIS Quality and Safeguarding Framework and oversee the use of restrictive practices by NDIS registered providers. Interim arrangements for the authorisation of restrictive practices in funded disability services were established in the December 2020 ARP Phase 1 – Policy.

### **Australia's Disability Strategy 2021-2031**

The new National Disability Strategy is now called Australia's Disability Strategy 2021-2031. Australia's Disability Strategy intends to be inclusive and demonstrate a commitment by all levels of government and the community.

Australia's Disability Strategy will be released by the Australian Government on 3 December 2021, International Day of People with Disability.

The new Strategy has a strong focus on action and implementation to drive change over the next decade for people with disability in Australia. Its development has been driven by an extensive consultation process that reached more than 3,000 people over two years.

Australia's Disability Strategy will be supported by targeted Action Plans in the areas of early childhood, community attitudes, employment, safety, and emergency management. These will apply an intensive focus over one to three years to achieve specific deliverables to improve outcomes for people with disability.

## **A Western Australia for Everyone: State Disability Strategy 2020-2030**

Consultation to develop A Western Australia for Everyone: State Disability Strategy 2020-2030 (State Disability Strategy) and Action Plan took place from July to August 2020 and included focus groups, interviews, one-on-one interactions and written feedback on the draft State Disability Strategy. Consultations identified short and medium-term priorities and awareness raising with community groups, the disability sector, local government, industry, the Ministerial Advisory Council on Disability and Disability Services Commission Board.

On 3 December 2020, A Western Australia for Everyone: State Disability Strategy 2020-2030 and its first Action Plan was launched. The State Disability Strategy sets the vision and direction over the next ten years for a more inclusive Western Australia that acknowledges and responds to the value of diversity in our community. The State Disability Strategy is being implemented through a series of Action Plans, the first of which outlines commitments from State Government, industry, community, and the disability services sector to improve the lives of people with disability. Communities is the lead agency implementing the Strategy with the Disability Services Commission Board and Ministerial Advisory Council on Disability providing input and oversight. Communities has conducted presentations to raise awareness and understanding of the Strategy and Action Plan to state and local government representatives. Communities is continuing to produce accessible resources for people with disability to access and engage with the concepts outlined in the State Disability Strategy.

People With disabilities Western Australia (PWdWA) have received a grant from Communities to conduct state-wide forums with people with disability, their families and carers, the Western Australian disability sector, and the broader community to educate, inform and promote the State Disability Strategy and Action Plan.



**One of the posters promoting the State Disability Strategy**

### **Review of ACROD disability parking program**

In June 2021 the State Government announced the expansion of the ACROD Parking Program eligibility criteria. The review and recommendations highlighted the significant barriers for people whose ability to safely navigate a carpark is significantly restricted.

The ACROD Parking Program enables people with disability and their carers to park in designated bays that are larger in dimension and close to building and complex entrances. This program supports people to access the community.

In 2020, a review was completed for the 40-year-old program led by Communities in collaboration with people with disability, and National Disability Services (NDS), which administers the program. Over 600 people responded to the consultation.

The expanded eligibility criteria now cover those who are legally blind, including people who use assistance dogs. The review also identified the need for further work to identify whether certain other personal circumstances warrant the allocation of an ACROD Permit, as well as strategies to be developed to increase bay supply and availability.

### **This Bay is Someone's Day Campaign**

To coincide with International Day of People with Disability on 3 December 2020, the 'This Bay is Someone's Day' campaign was launched, a unique public awareness campaign to reduce the misuse of ACROD Parking bays.

With support from Communities, National Disability Services WA worked in partnership with 30 local government authorities, 10 private sector partners including the RAC and 10 artists (including four with disability) to support the key message of increasing community awareness of the role of ACROD parking bays and what they mean to permit holders. As a result, ACROD parking bays across WA transformed into eye-catching art installations and stories from permit holders were shared and a broad community awareness campaign was launched with a reach across Western Australia.

In 2020 the State Government announced an increase in penalties for illegally parking in ACROD bays and additional support for local governments enforcing these provisions and penalising misuse. The 'This Bay is Someone's Day' complements this measure to reinforce positive values, with many local government authorities proudly reporting on their experiences with the campaign. For example, the City of Canning referred to its role in partnering on an educational video about the campaign, and the City of Melville described how the program has supported its Rangers and Community Safety Officers to educate people about the bays, while the City of Subiaco shared feedback from people observing directly how the decals and artwork are deterring people from misusing the bays.



**The campaign at Australind, courtesy of the Shire of Harvey**



**A compilation of ACROD bay designs from the 'This Bay is Someone's Day' campaign, courtesy of National Disability Services WA**

## DAIP Outcome areas



### **Outcome 1: Services**

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



### **Outcome 2: Facilities**

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



### **Outcome 3: Information**

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



### **Outcome 4: Service quality**

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



### **Outcome 5: Complaints**

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



### **Outcome 6: Consultation**

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

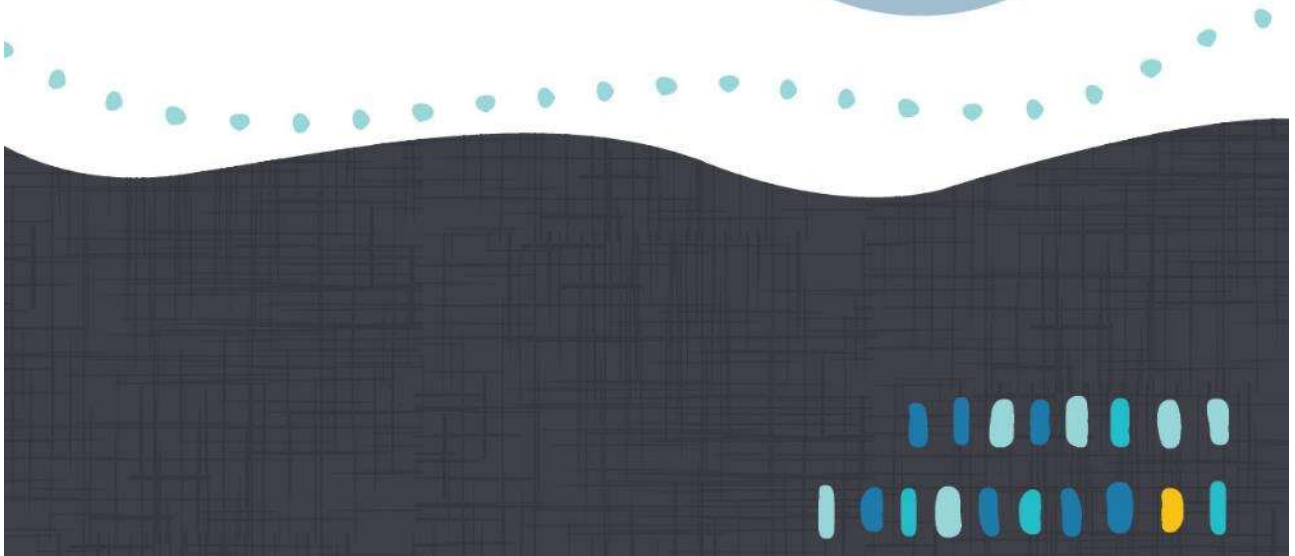


### **Outcome 7: Employment**

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



# Outcome 1: Services



## Outcome 1

The number of public authorities progressing actions to ensure services and events are accessible and inclusive continues to be a major reporting theme. Seventy-four per cent of local government authorities and ninety-one per cent of state government authorities reported progress, consistent with previous years.

Achievements in Outcome 1 continue to reflect the ongoing commitment by authorities to identify opportunities to innovate, leverage existing commitments and ensure best practice approaches are adopted to maximise inclusive outcomes.

### Department of Training and Workforce Development

The Department of Training and Workforce Development (DTWD) reported progress in helping ensure students with disability were supported, as well as implementing the Lower Fees, Local Skills initiative which sees fees reduced for 180 high priority courses, notably including the Certificate II in Introduction to Disability Care and the Certificate IV in Disability.

The Participation program was renamed the Participation-Equity program and includes four specific target groups of individuals facing barriers to accessing mainstream training - People with Disabilities, Youth At Risk (fifteen to twenty-four years of age), Aboriginal and Torres Strait Islanders and Culturally and Linguistically Diverse. Training providers delivering to students in these groups receive additional funding to provide support services designed to improve student attraction, retention, and completion. 228<sup>1</sup> students with a disability were engaged in training under the Participation-Equity program and as at 30 June 2021 there were 153 students with a disability in the program.

The 2020 Delivery and Performance Agreements included specific funding for training and support to students with a disability at TAFE colleges and the WA Academy of Performing Arts (WAAPA). 5,277 students with a disability were supported this year with 2,268 accessing additional support services.

### Department of Finance

The Department of Finance (Finance) is the lead agency for ServiceWA, a cross-government reform program aimed at making it easy for customers to connect and do business with the Western Australian Government by establishing a one-stop-shop service delivery model. This reform aims to position the citizen at the centre of service design and delivery, removing the need to understand government's structure or how it works internally. It has a focus on modernising service delivery in a responsible, inclusive, accessible, and affordable manner.

The first step in realising the vision was launching a trial ServiceWA centre in Western Australia's second largest city, Bunbury in October 2020.

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<sup>1</sup> These figures do not include students with disability undertaking training with Private Providers but not in receipt of support services

The trial ServiceWA centre was established with access and inclusion standards in mind and incorporates a concierge model to offer immediate assistance to people upon visiting. The centre is equipped with two easily accessible complex transaction booths for personalised assistance, and three counters accessible from a lower seated level. Customer support and education on transacting online is also provided in-store to improve digital literacy, increase online adoption, and support digital inclusion.

### **South Metropolitan TAFE**

Student Support Services introduced support arrangements for students with carer responsibilities. The new strategy is aligned to the recommendations outlined in the Carer Recognition Act 2010 and the associated guidelines to assist Australian Public Service agencies and Commonwealth funded providers meet their responsibilities under the Act.

The recommendations include increasing recognition and awareness for the role carers play in providing daily care and support to people with disability, medical conditions, mental illness and the frail aged. South Metropolitan TAFE is committed to supporting students so that they can perform their caring responsibilities without compromising their studies.

### **Art Gallery of Western Australia (AGWA)**

AGWA reported several initiatives that encouraged participation and inclusion for its patrons. These included:

- Launching the Quiet Tuesdays initiative which provides a low-stimulus environment for audiences with sensory sensitivities on a day the gallery is closed to the public. This program launched with a partnership between The Art Gallery of Western Australia, AGWA Voluntary Gallery Guides and the Autism Association of Western Australia.
- Partnering with Disability in the Arts, Disadvantage in the Arts (DADAA), John Curtin Gallery, and Curtin University Autism Research Group on a grant funded project called Digital Arts for Life. The project supported thirty teens with autism to explore their creative digital development, linking to collections and exhibitions, with a quality-of-life type evaluation measuring the impacts of the program on the teens well-being, and social/emotional confidence.

### **City of Armadale**

Improvements were implemented to the Carols by Candlelight 2020 event to improve inclusion and safely increase audience numbers (in a COVID-19 environment). The services offered throughout this event included a live stream of the stage program including audio description and Auslan interpretation, an accessible media space ran by Disability in the Arts Disadvantage in the Arts (DADAA) with Bluetooth assistive listening, a dedicated accessibility space and the availability of braille songbooks. The overall event also provided accessible toilets and ACROD parking as it does each year. Fifty-two people utilised the accessible media space. Feedback was gathered to help evaluate the impact of the additional initiatives, which included:

- “I am deaf-blind, and I have never been to a concert like this before. Thank you for putting chairs for us at the front (for the AUSLAN)”
- “The Audio Describer was so good. Mum didn’t have to miss out just because she can’t see very well. Thank you”
- “We knew Dad’s new hearing aid had Bluetooth but I didn’t know Dad’s hearing aid could do that! [Stream the audio]”
- “We always go to other Carols but with the Braille this will be the first time we can join in all the songs”.



### **Braille carol books were a welcome addition at the City of Armadale's Christmas event**

#### **City of Bayswater**

Between 300 and 400 people attended the Explore. Discover. Connect Carnival in March 2021, to encourage people of all ages, cultures, and abilities to try a new activity or to join a local community club or group. Thirty-one clubs and community groups delivered a range of activities including: robotics, modified sports, cultural experiences, nutritional tips, information sessions, food options, giveaways, and connection with sporting clubs, services, and community groups. All stallholders and contractors were provided with a ‘Ways to include people with disability’ induction package.

Event Ambassador, Para-athlete Matthew Felton, shared his career achievements as a marathon runner to inspire participants to join a local club and build new friendships.

Matthew said, “If I could inspire just one person; that may be worthwhile for me”. The Master of Ceremonies was supported by an AUSLAN interpreter, the inclusive community event was promoted online as free and accessible, with accessible toilets and ACROD parking made available.

## Shire of Augusta Margaret River

The Margaret River Surf Pro is an annual international surf competition which was held in May 2021. The Surf Pro works closely with the Shire to ensure that the large-scale surf event is embedded in the broader community through various community initiatives. One such initiative involves inviting local people with disability to venture behind the scenes of the surf event for a VIP tour. The Shire partnered with the Surf Pro and Disabled Surfers Association to organise a VIP tour for 27 community members with disability and their carers

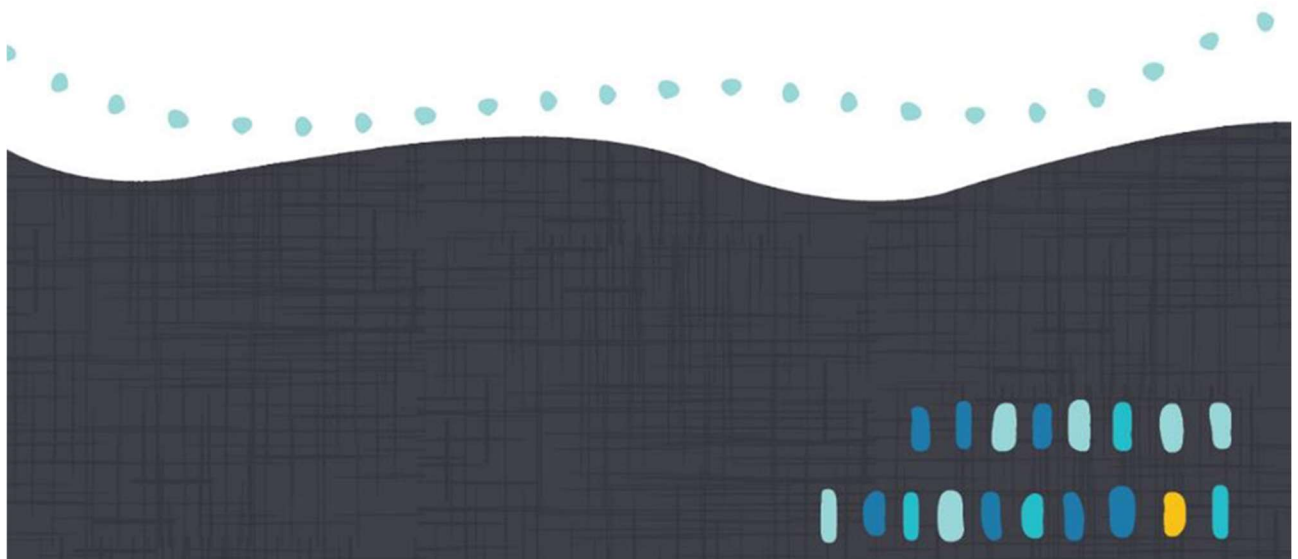
The Shire arranges transport and once at the Surf Pro site, tour participants were welcomed by the Surf Pro organisers and were shown around all the key event locations including the spectator area, winners podium (tour participants were able to get up onto the winners podium) and the VIP Zone (where there were great views of the surf). Participants were also given access to the chillout/change area of the surf competitors and had the pleasure of meeting some of the world's best surfers.



**Margaret River Surf Pro VIP Tour for surfers with disability, Local Resident Steve Pollock receiving a signed surfboard from World No 2 Men's Surfer, Ítalo Ferreira**



# Outcome 2: Facilities



## Outcome 2

Ensuring universal design and innovative facilities are prioritised wherever possible is now clearly established as best practice for public authorities.

84 per cent and 85 per cent of local and state government authorities (respectively) reported progress on Outcome 2 initiatives.

### Shire of Nannup

All abilities cycling and hiking trails being have been opened across the South West in recent years, diversifying local tourism economies and offering healthy and nature -based activities for all. The Shire reported progress in developing cycling infrastructure to support its aspirations for Nannup to become a Trail Town. The Shire ensured such infrastructure was designed with universal access in mind. Notably a multi-purpose bi-security wash down bay was installed which is also suitable for people who use wheelchairs.



**An accessible wash down bay for cycling and hiking trails (photo credit Gary Muir)**

### Department of Local Government, Sport and Cultural Industries (DLGSC)

DLGSC and Perth Theatre Trust (PTT), managed several significant projects to improve disability access and inclusion including significant upgrades to His Majesty's Theatre. This encompassed new universally accessible and ambulatory toilet facilities and improvement of amenities for general interlevel access. People with access needs will be able to visit the theatre with confidence.

### East Metropolitan Health Service (EMHS)

Medical centres and hospitals by the nature of their services are likely to receive proportionally more patients and visitors with mobility needs, which can make it harder for people with disability to find available accessible parking bays.

To improve the patient and visitor experience, and in response to consumer requests, Bentley Health Service (within EMHS) created six additional accessible parking bays. These bays are located directly in front of the main hospital block Reception for elective

surgery, maternity, and postoperative short stay rehabilitation. These were formerly designated bays for visiting medical staff and hospital executive.

### **Shire of Halls Creek**

The Shire of Halls Creek has transitioned its old Administration Office over the past few years to achieve better access and inclusion, including the library area. The changes reenergize the space and ensure it is usable for everyone.



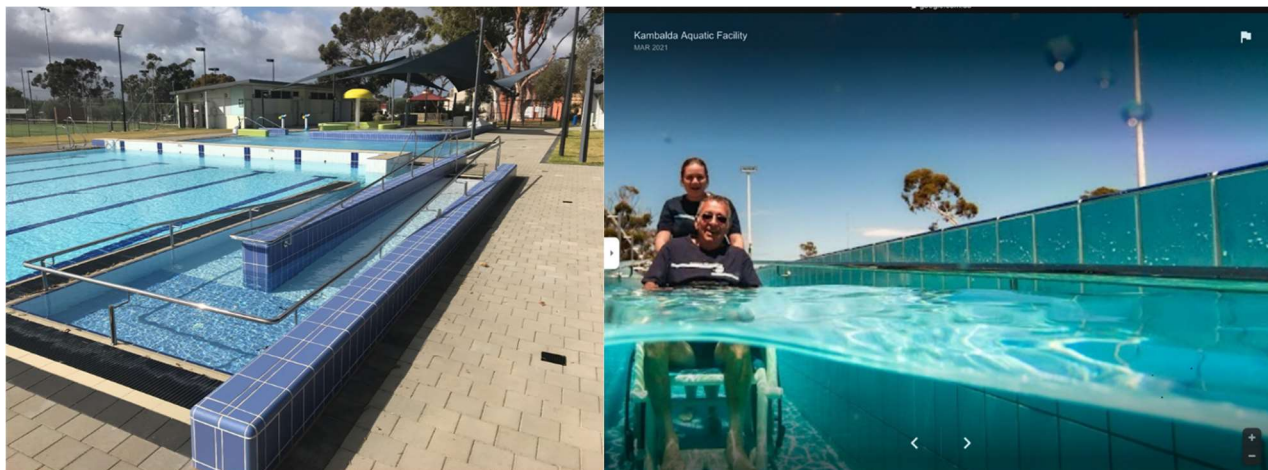
### **Library upgrades at the Shire of Halls Creek**

### **Accessible Pools and Aquatic Centres: Shires of Yilgarn and Coolgardie and City of Karratha**

The Shire of Yilgarn was proud to complete the Southern Cross Swimming Pool, resolving 50 years of limited accessibility to the pool. The new pool has been designed with a leisure/water play area with a beach entry, and the main 25 metre pool was designed and installed with a sloped access ramp, enabling access for everyone.

The City of Karratha redeveloped the Wickham Pool, which now includes an access ramp and a water wheelchair. This project was completed in partnership with Rio Tinto.

The Shire of Coolgardie opened the new Kambalda Aquatic facility. The facility has a new 50 metre pool with universal access, a learn-to-swim pool with beach access, renovated change rooms and a new administration office. The accessible barbecue areas and large grassed areas were also updated.



**New accessible aquatic facilities at Southern Cross (left) and Kambalda (right)**

### **Accessible precincts: Shires of Wagin and Cranbrook and the City of Belmont**

The Shire of Wagin redeveloped unused land in the central business area, turning it into an accessible town square with new seating, water and accessible parking areas. The area has ramps to all locations, a wheelchair accessible table setting and accessible water fountains and provides better access to the disabled toilet block already onsite. Patrons now also have improved access to the Wagin Library and Gallery.

The Shire of Cranbrook completed the Cranbrook Community Precinct. This is an all ages accessible space located within the Cranbrook town. It contains shared pathways through the entire precinct as well as to an all ages accessible flying fox, a water sensory play area and other all-abilities play equipment and is within proximity of accessible toilets. The new space is proving to be very popular.

The City of Belmont opened its state-of-the-art new Community Centre, the Belmont Hub. The facility offers full wheelchair access including changing facilities and adjustable desks. Other features include Braille and sound indication in the lift, hearing assistance available over Wi-Fi directly to mobile phones and computers with large print keyboards.

### **Shire of Derby West Kimberley**

The Shire re-marked all ACROD Bays across the Shire. One of the carparks was also reconfigured to meet compliance requirements and improve ease of use. This inspired Derby District High School principal, Elliott Money, to film [a short clip explaining the use of the bays](#). This Facebook post created much discussion in town and brought attention to the issue of incorrect usage of ACROD bays.

### **Shire of Harvey**

The Shire of Harvey organised an internal Experiential Disability Awareness Workshop for Councillors and Shire Officers delivered by consultant Ben Aldridge from 30 Foot Drop. Ben gave a presentation on the economic impact of disability through NDIS services and accessible tourism markets. Following the presentation, the participants engaged in an

experiential activity to investigate the Shire's Administration Building in Australind using wheelchairs, vision impairment goggles and dexterity impairment gloves. This led to several recommendations on how the Shire could improve access and inclusion for community members as well as potential employees.



### **Shire of Harvey Experiential Disability Awareness workshop**

#### **City of Canning**

The City's Architecture unit has turned the focus on developing a process to ensure universal design principles are embedded into building renewals and new build projects. This involves a commitment to continuous improvement in the universal design space through the raising of staff awareness, more training, and the development of useful tools such as design guidelines and checklist.

All build project design briefs also require architectural consultants to demonstrate commitment to universal design through the submission of a Universal Design Report to evidence the guiding principles that have been integrated in the building design.

The City is working to promote greater awareness of completed projects in the built environment to help people living with disability find council facilities and provide them with information to help users understand if a facility meets their needs.

#### **Curtin University**

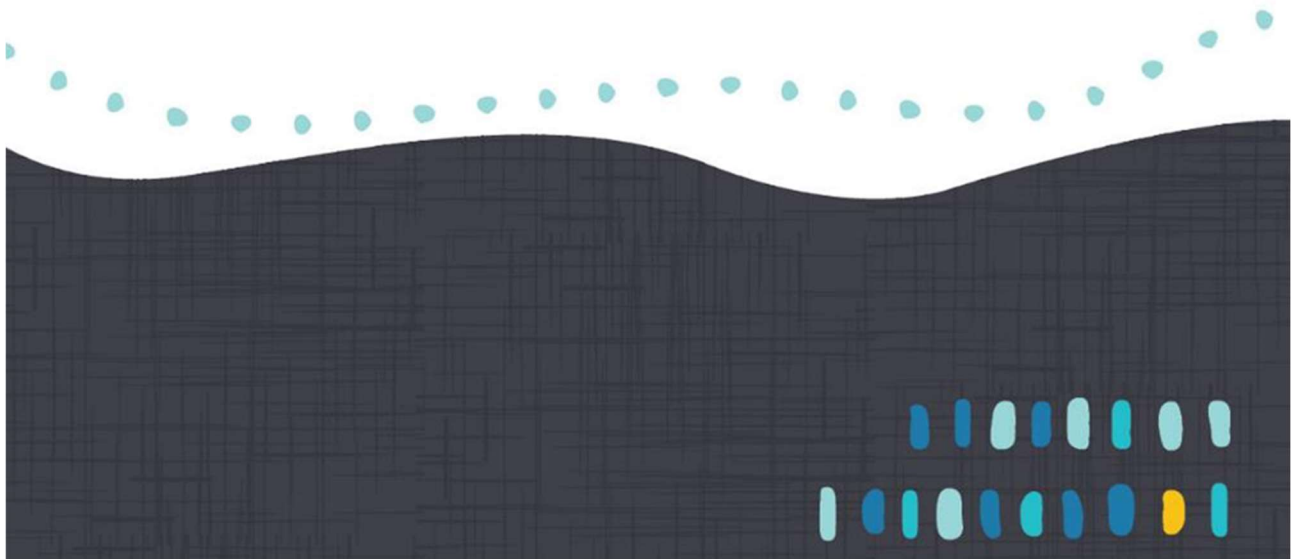
Curtin Digital Wayfinding Tool 'MazeMap' has been successfully implemented and will continue to be updated to reflect further refurbishments scheduled over the next two years. The Map includes access and inclusion facets, such as obstacle free routing, is compatible with screen reader technology, and allows users to identify and locate Universally Accessible Toilets and ACROD parking bays around campus.

### **Department of Mines, Industry Regulation and Safety**

To assist current and future employees with hearing impairment in emergency evacuation situations, the fire alarm control panel was upgraded to enable Short Message Service (SMS) messages to be sent to the individual's mobile phone in the event a fire alarm is activated. Progress is underway through JobAccess, the Australian Government Disability Employment Service, to continuously improve the system in place.



# Outcome 3: Information



## Outcome 3

This outcome area includes measures to advance and maintain equitability in the way that an authority communicates with its staff, clients, or community. 72 per cent and 85 per cent of local and state government authorities (respectively) reported progress.

It is an exciting area of access and inclusion with greater awareness of the value of documents in alternative formats, and new technologies continuing to evolve, which are becoming more feasible and practical.

### Murdoch University

The University's Access and Inclusion Team created accessible videos for students and staff outlining how the service worked and what they can offer to students with a disability or health condition. The videos for students describe how to register with the service, what to expect from the appointments and what will be needed to enable the team to create the educational support plans. The videos also describe the types of supports available and how the assessment of needs is made. These videos were made after recognising a need to promote awareness of the service and to encourage prospective students to feel more comfortable about seeking support. Whilst this information was previously available on the University webpages, the videos provide greater detail and cater to a more diverse group through inclusion of audio and captioned messaging.

### Department of Planning, Lands and Heritage

The 23 May 2021 episode of Destination WA showcased the facilities and amenities for people with disability at Whiteman Park. The clip was sent to disability advocacy groups accompanied by a list of offerings for visitors with disability to inform the community of the range of services at the park. There has been an increase in patronage at Pia's Place, Whiteman Park's all-abilities playground, following this promotion.

### Child and Adolescent Health Service

A research collaboration between Perth Children's Hospital (PCH), Curtin University, University of Queensland, Cerebral Palsy Alliance and McGill University saw the development of the Jooay app. This app is designed to be a centralised resource, connecting children and young people with a disability to an index of leisure and recreation activities appropriate to their ability, location, and budget, with almost 200 activities available in the Perth metropolitan region. This includes sports and arts related activities as well as groups and clubs. The community of Jooay users can also suggest an activity or organisation to be added to the app. The app was originally developed in Canada and following its success it has been adjusted for the Australian population. This app supports participation in leisure and recreation, enabling social connectedness and physical activity, thereby enhancing health and quality of life.

## **Social Stories: Cities of Kalgoorlie-Boulder and Vincent**

Social stories help children know what to expect when using a service or visiting a facility. Social stories are a tool that introduces children to a new situation and help prepare them for what they might encounter.

The City of Kalgoorlie-Boulder reported that social stories were created for annual events so that parents or caregivers can read these with their children prior to attending the event. The social stories were easily accessed online and well received. This has also influenced other federal government funded facilities such as the Museum of the Goldfields to adopt this form of pre event communication to enhance the experience of patrons.

The City of Vincent's Beatty Park Leisure Centre also reported the development of social stories to help customers understand the process of attending a swimming lesson, from arrival in the car park to completing the lesson.

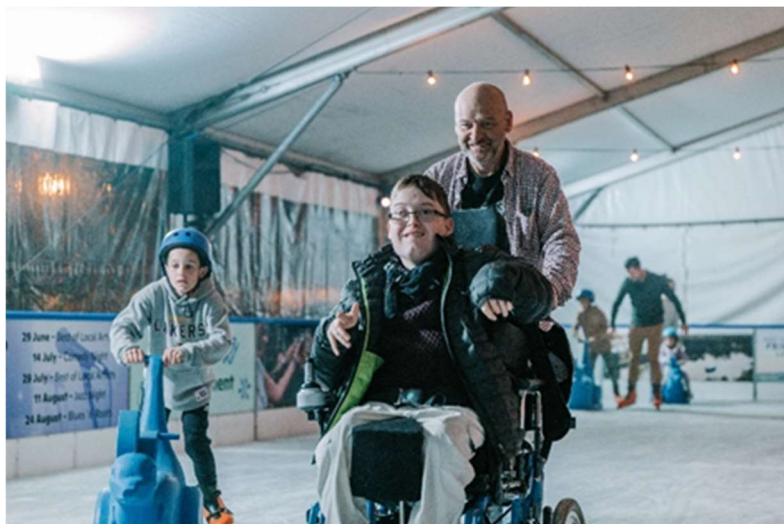
## **City of Mandurah**

Inspired by Dylan Alcott's acceptance speech at the 2019 TV Week Logie Awards about growing up and not seeing anyone like him on television, the City included a strategy in their new Access and Inclusion plan to 'embed representation of people with disability throughout general City publications and communications'.

During 2021 a communications specialist was recruited to the City's Communities team to support the Access and Inclusion Officer to incorporate access and inclusion provisions in messaging from the City to the community.

Since the new plan was launched in May 2021 the City's Corporate Communications team has made great progress towards including people with disability into the City's corporate photo shoots of facilities and spaces. These photos will provide the City with a range of photos to use for various forms of communications to ensure people with disability are empowered and welcomed as valued members of the community.

At the Skating in Mandurah Ice-Skating event, the City ensured people with disability had access to appropriate equipment to enable full enjoyment of the activities. For example, modified soles were provided for people who were assisting a person using a wheelchair, to place on the bottom of their shoes for additional grip when walking on the ice. These soles were also utilised by other members of the community to increase stability on the ice. This is a great example of how improvements in access and inclusion benefit the entire community.



**The Ice Skating in Mandurah sessions included practical considerations to ensure an inclusive and accessible event**

### **South Metropolitan TAFE**

South Metropolitan TAFE has started utilising speech to text technology with lecturers to ensure that students who are deaf are not disadvantaged when an interpreter is not available.

In such instances, the TAFE continues to provide a notetaker for the student, and the lecturer wears a Bluetooth headset which converts their speech to text via Microsoft Dictate.

### **Western Australian Police**

A collaboration with the Autism Association of Western Australia over the past few years has culminated in the internal launch of three short videos with the objective of increasing police officer awareness and capability to effectively interact with people with autism, in community and in interview settings. In video three, the Commissioner of Police indicates his expectation that all police officers treat everyone with dignity and respect and reflect the values of WA Police. All officers are encouraged to view the videos to gain an awareness of responses and behaviours people with autism may display when interacting with police.



Image from WA Police Autism awareness video

### Water Corporation

The addition of three new columns within the Water Corporation customer database 'Medical, Access Inclusion and Alternative Format' allows tailored engagement to best suit the customer's needs. The Access and Inclusion column will alert staff if a customer has a disability and may have difficulty accessing information. Customer Engagement can then take this into account and work with the customer to ensure they are informed of any works and outages that may affect them.

The Alternative Format column indicates to staff that a customer may require a different type of notification, which can include large print, black and white, braille or email. The Medical column informs staff that the customer requires an uninterrupted water supply for medical reasons.

By including this additional data, the Water Corporation can better understand the communities they are servicing and undertake best practice engagement to suit every individual.

### Main Roads

Main Roads worked with stakeholders to develop the 'Driving in Western Australia- A guide to safe stopping places' booklet. The booklet features maps and information about some of the key WA travel routes pinpointing facilities along the way so people can plan their trips.

The guide identifies the locations of accessible toilets, accessible tables and other access information including the nearest Changing Places. The new guide was developed in response to feedback from stakeholders in the 2020 Customer Perception and Travel Information Surveys.

### Guide to Safe Stopping Places

**How to use our maps**

The maps on the following pages are designed to provide an overview of some of our key Western Australian travel routes, while also pinpointing some of the safe stopping places along the way.

You can plan your trip, and get a full list of safe stopping places by visiting [travelmap.mainroads.wa.gov.au](http://travelmap.mainroads.wa.gov.au) before you go.

When you're on the road, the following signs and symbols will indicate the type of place you're stopping at, and the facilities available.

24 hour rest area	Accessible Tables	Accessible Toilets	Effluent dump site	Facility for people with disability	Parking
Roadhouse	Rest area	Shelter	Tables	Toilets	Truck Parking Bays

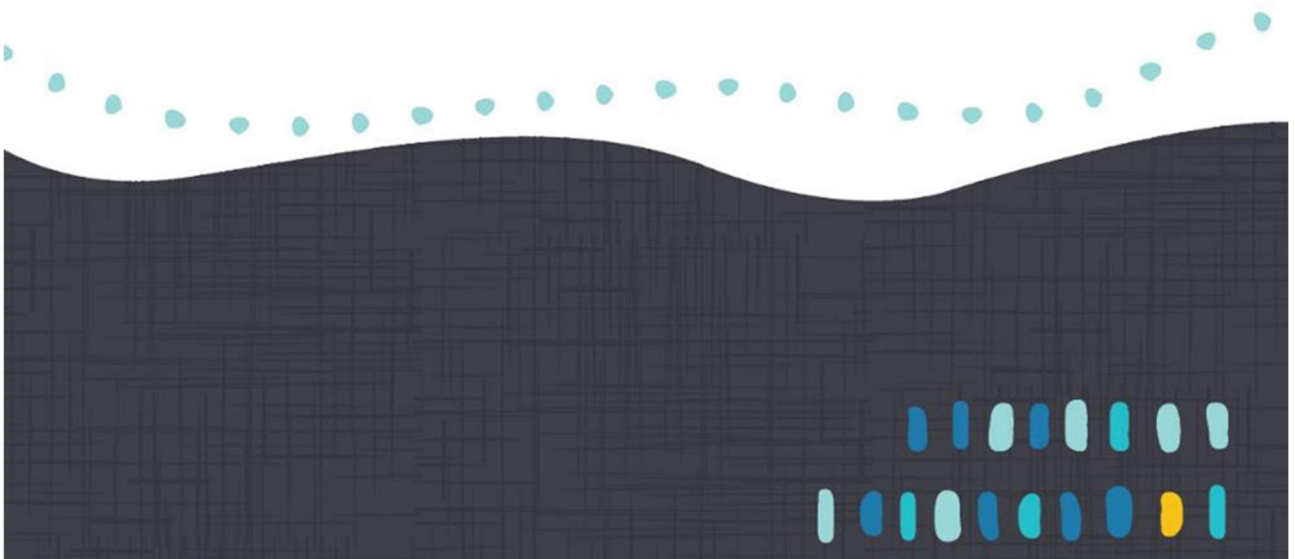
North     
 Town     
 Road Change



The Main Roads Driving in WA guide makes it easier to identify accessible rest stops



# Outcome 4: Service quality



## Outcome 4

Under Outcome 4, 62 per cent and 72 per cent of local and state authorities (respectively) reported progressing initiatives.

### North Regional TAFE

North Regional TAFE changed the name of their Support Services/ Coordination to remove the word 'dis' and concentrate on Ability. The new term is AccessAbility.

The name is not only intended to reflect a more positive language, but also the ability of the students, staff and the school community to enable both 'ability to access' and 'access to ability' including 'poss-ability' through innovation. The AccessAbility Coordinator was introduced at all induction training for new staff. These sessions have been delivered virtually and in person, allowing the Coordinator to meet new staff/lecturers and provide information about student support services. The Coordinator also informed staff of changes to wording in forms and policies which are considered more inclusive. One example is updating wording on the Student Enrolment form from 'I require special assistance because of my disability' to 'I would like to be contacted to discuss support options'.

The AccessAbility Coordinator presented at Lecturer Connect meetings explaining and updating lecturers on what is available for their students and how they can work together to achieve a positive outcome. This combined with the Induction sessions has made a marked difference and attracted positive feedback from lecturers.

A new AccessAbility Flyer has been developed and is showcased at every campus as has the Annual Course Guide, Student Handbook and new website which includes relevant information regarding the DAIP and AccessAbility related support.

### Curtin University

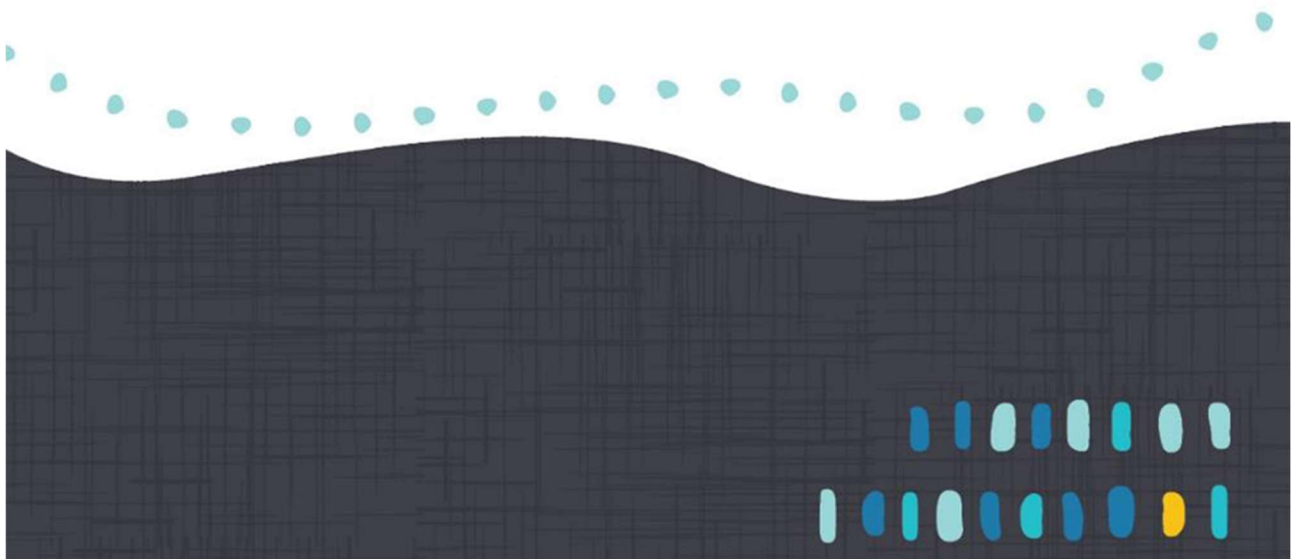
Curtin's Professor Tim Pitman completed a research project on how universities could best support students with disability, particularly in regional and remote areas, with over 1700 students from 35 universities across Australia participating in a survey.

The survey covered a range of topics from attitudes of staff, technology, and support, built environment, social inclusion, and information, and found students were least satisfied with these last two topics.

This detailed academic research provides a valuable snapshot for all tertiary education providers, and Curtin's Universal Design Working Group will use this to inform actions in its next DAIP. [This research can be found on the NCSEHE website.](#)



# Outcome 5: Complaints



## Outcome 5

This outcome area covers measures designed to advance, maintain, safeguard, or respond to complaints made by staff or people external to an authority.

Outcome 5 continues to be the most established area and least likely to involve new initiatives, although public authority reports highlight the importance of vigilance and review functions. 58 per cent and 63 per cent of local and state authorities respectively reported progress.

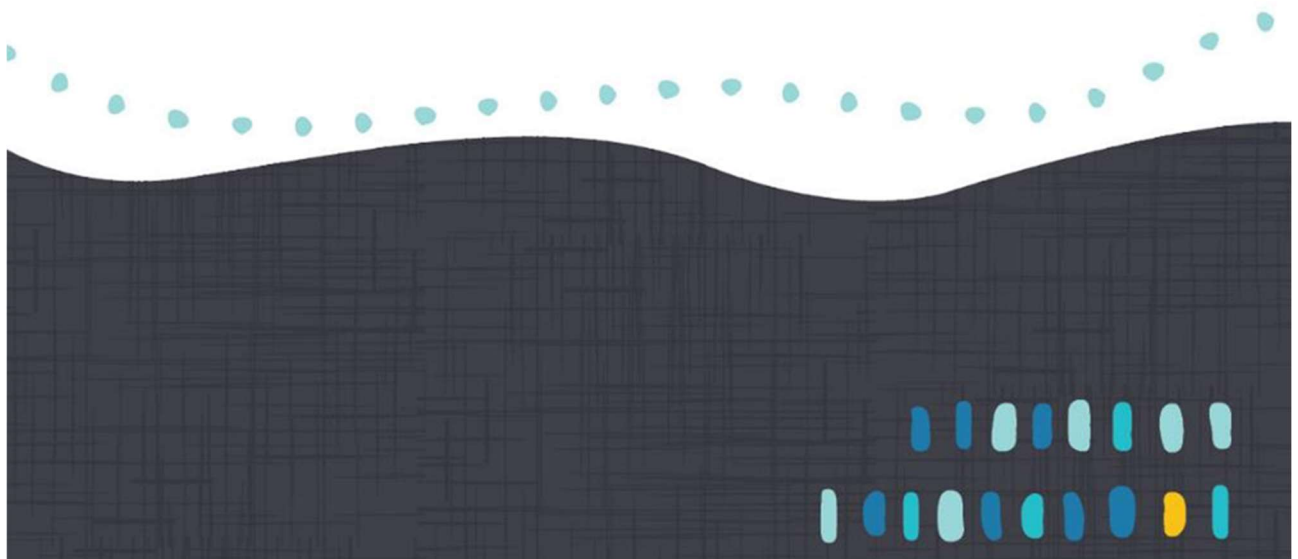
### Department of Education

The Department of Education progressed a significant revision of the Complaints Management Framework and related resources, to provide enhanced accessibility and equity considerations. To assist staff to receive and respond to complaints, including those from people with disability, and provide additional assistance when required, the Department:

- included flexibility in complaints management to cater for students, parents, and community members with disability. The Complaints Management Framework working group included members with experience and knowledge in disability inclusion. Their feedback was integral to ensure a model was developed that is accessible, inclusive and supports participation of people with disability
- appointed a Parent Liaison Coordinator to engage with parents and assist with complex matters. Specialist support services were also strengthened for families with a child or children with disability and for families where mediation services are required to manage a complaint
- developed the new Complaints and Notifications policy and support resources and are developing new accessible resources for the Department's public website to help people make a complaint and get information on the complaints process. This includes an online complaint lodgement system that caters for different support and equity needs, for example, for children and people with disability or who are culturally and linguistically diverse; enables complaints to be made in several ways automatically receipts and forwards the complaint to the appropriate area; and provides information in alternative formats and different languages as required
- is promoting the complaints management resources through the Department's internet, staff intranet, staff training and inductions
- has trained 40 equal opportunity contact officers, which increased the state-wide network to 148. The officers support staff, including staff with disability, to address workplace discrimination, harassment, bullying and equal opportunity matters. The officer contact list is published on the staff intranet and links are available through relevant policies.



# Outcome 6: Consultation



The *Disability Services Act 1993* requires that an authority's plans are informed through consultation. Best practice involves working closely with people with disability, identify issues and inform solutions. Disability Access and Inclusion Committees continue to have a highly valued and significant role in improving access and inclusion outcomes across government.

61 per cent and 67 per cent of local and state government authorities respectively reported progress in this outcome area.

### **City of Mandurah**

The City's Access and Inclusion Advisory Group (AIAG) engagement with business units across the organisation has increased from previous years. Members of the AIAG have attended site visits and provided input on developments within the City, including:

- Western Foreshore new toilet block
- Western Foreshore new skate park
- Lakelands Library
- Lakelands Shopping Centre
- Mandurah Aquatic and Recreation Centre
- Lakelands Park Sport Facility (new build)
- Mandurah Surf Life Saving Club
- Murphy's Irish Pub – alfresco zoning

### **Department of the Premier and Cabinet (DPC)**

The Department implemented a far-reaching community consultation process to inform the draft Digital Inclusion Blueprint. The consultation sought to understand the challenges faced by Western Australians in accessing and using digital technologies.

DGov engaged WA people and communities, community services organisations, industry organisations, and state and local government agencies as part of the process, comprising 75,540 interactions using a variety of engagement methods. These methods included: email invitations, workshops (community service sector and industry), face-to-face interviews, a public information seminar, radio interviews, social media and canvassing at the Department of Justice's Derby Open Day. Consultation attracted considerable interest from stakeholders, with 624 feedback responses received.

During consultation, DGov heard from individuals most likely to be digitally-disadvantaged, including people with disability and their service providers. Feedback and experiences shared during consultation will inform a final proposed Digital Inclusion Blueprint and initiatives program.

### **City of Kwinana**

The City has recently developed and adopted a new Engagement Framework and Engagement Policy. These documents mark a shift from engagement being only 'point-in-time consultation' towards understanding engagement is a whole of life approach to our

relationships with community and stakeholders. The City recognised that good engagement comes from positive, ongoing relationships with the community and stakeholders. The Framework consists of four important parts: a policy, an approach, a toolkit, and an action plan.

The Framework document firstly discusses how the City of Kwinana understands engagement, before outlining the four parts to the Framework in more detail. The purpose of the policy and the approach is to establish the City of Kwinana's commitment, rationale, and principles for engagement between the City, stakeholders, and the wider community using appropriate, effective, and inclusive practices. The toolkit and action plan components support staff to guide their engagement practices.

The City understands that some people in the community may find it more difficult to engage and this limits their participation. The Framework explores different ways to talk to the community to increase inclusion and representation of people from all demographics in the local area.

### **Shire of Augusta Margaret River**

The Shire of Augusta Margaret River (the Shire) completed a scheduled review of its organisation-wide community engagement policy. This policy will guide the way that the organisation engages with the community and ensures that the Shire actively welcomes involvement of all community members in decision-making processes.

The review prioritised accessible engagement, recognising that people engage with the Shire in different ways, depending on several factors including age, background, place and ability. The policy encourages the organisation to engage with community members using multiple methods (such as online, face to face and written) to ensure that community members have an opportunity to engage on a platform that suits their needs.

The policy directs staff to deliver information that is clear and presented in easy to understand formats, or that it is available in alternative formats on request. It encourages face to face engagement to be carried out in venues that are accessible, to enable easy physical access to the conversation.

### **Shire of Wagin**

After being advised of issues with gophers accessing footpaths, the Chief Executive Officer and Deputy President took a tour around Wagin with a gopher reliant resident to witness issues with some of the ramps around town providing access to footpaths. These insights helped inform a major upgrade of ramps, improving the slope of the ramps and painting them all white so they are clearly visible to all people who may need them.

### **City of Fremantle**

The City's Leighton for All Project demonstrated a consultative approach which led to significant improvements to access and inclusion. Working with the Disabled Surfers Association WA (DSWA) and Fremantle Surf Lifesaving Club (FSLSC) a project was

developed to improve beach access at Leighton Beach. It was identified through Access and Inclusion consultation with community and from resident and visitor complaints, that beach matting would allow for greater access to the beach and water's edge for people who use wheelchairs, walkers, prams, or other mobility devices.

The City partnered with local organisations and successfully applied for a \$50,000 Australian Government Department of Social Services Community Participation Grant to improve beach access and to support local clubs in their endeavours to provide more accessible events and services. A grant enabled the purchase of beach matting, beach wheelchair, a beach walker, two pairs of Gecko Traxx, Sensory Tent for events, storage, and support for membership access to programs. Effective collaboration and consultation between all parties allowed for a stronger grant application.

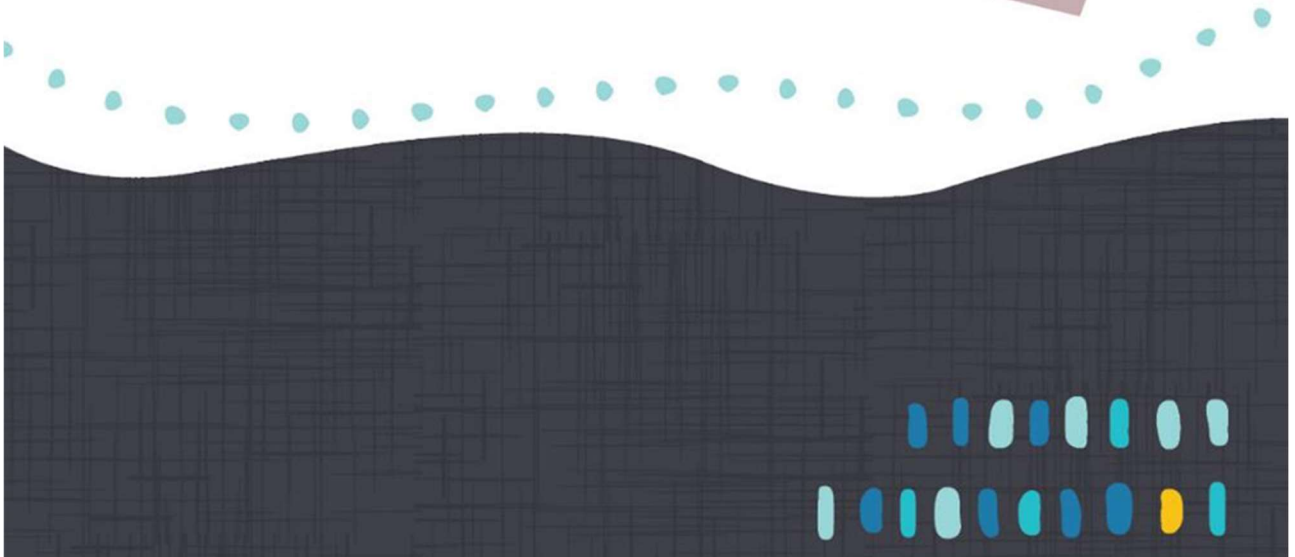
Each year the City work to assist DSWA to deliver inclusive events for people with disability. The events attract over 200 participants and between 300-400 volunteers to Leighton Beach. FSLSC have also started a new 'Inclusive Nippers Program' for children with disability. The Leighton Beach Access Project's new beach matting and assistive equipment will be launched on 4 December to commemorate the International Day of People with Disability and marks the commencement of the DSWA accessible surfing program at Leighton Beach.



**The City of Fremantle continue to partner with Disabled Surfers Association to deliver inclusive events**



# Outcome 7: Employment



## Outcome 7

Public authorities continue to demonstrate that they are prioritising measures to attract and maintain people with disability into meaningful employment outcomes.

58 per cent and 78 per cent of local and state government authorities respectively reported progress in this outcome area.

### City of Stirling

The City of Stirling was approved as a refund point operator for the WA Container Deposit Scheme (CDS). In preparation for the October opening of the CDS Balcatta facility, the City commenced the recruitment process. Potential employees would need to meet targets of a minimum 1500 to 1800 container's per hour and the ability to fully recognise and understand the differences between seven different container/product streams.

Based on the City's previous success partnering with Workpower in an integrated business model at the Balcatta Recycling Station, it was identified that the CDS was another opportunity to approach Disability Employment Services. In the first instance this was Visibility Employment Services and later, Ability Employment. The City sought advice and support from both the City's Access and Inclusion Officer and Visibility to support and accessible interview process.

Reasonable adjustments included flexibility in the job description, support workers at induction and Auslan assistance.

The City have had further recruitment drives since the October opening due to the success of the site and have since developed a relationship with Ability Employment. The CDS operation lends itself to employing people of all abilities as members of a team working to enhance the environment, ultimately reducing litter on the streets, and segregating recyclable materials into clean recycling streams. Currently seven CDS employees (33.3 per cent of staff) were employed via Disability Employment Services.

City of Stirling volunteer, Justin, had initially approached the City to enquire about vacancies within the volunteer program. After discussing available roles with both Justin and his community support worker, a suitable position was chosen for them to jointly participate in. Justin's role consists of collecting, organising, and preparing parcels of donated food from local supermarkets through the 'Secondbite' program in partnership with the City. Justin's confidence in the role and practical attitude has led to important improvements in the systems used. Justin loves giving back to the community and meeting up with his other fellow volunteers each Wednesday. He finds the role enjoyable and always looks forward to attending each week.



**Justin enjoys volunteering with the City of Stirling and helping the community**

### **Shire of Mundaring**

As part of The Lighthouse Project, the Shire's Chief Executive Officer has signed a pledge to increase employment within the Shire for people with disability, with a target of five per cent by 2025. The Lighthouse Project is a partnership project between Communities and Local Government Managers Australia WA to increase the employment of people with disability in local government.

The Shire has partnered with Eastern Hills Senior High School to create opportunities for students with special needs and those struggling with school retention to participate in community work with an aim to achieving a Community Services Certificate. Students are required to complete a set number of community services hours to achieve the certificate, which goes towards a student achieving their WACE Certificate.

### **Child and Adolescent Health Service (CAHS)**

Over five per cent of Perth Children's Hospital (PCH) volunteer membership identify as having a disability. These volunteers are managed by a Volunteer Coordinator, who supports each individual to access the various roles of the service, including inpatient wards, outpatient services, front of house 'meet and greet' and in School for Special Educational Needs: Medical and Mental Health. This ensures a diverse team is always visible and providing an integral role to the person and family-centred approach within PCH. PCH volunteer Andrew, who was born with a rare genetic condition, recently won the Awards Australia 2021 WA Young Achiever Awards: Community Service and Volunteering and the People's Choice Award. CAHS also submitted its Equal Opportunity Plan to the Equal Opportunity Commission with workforce targets to increase current representation within the workforce from 1.5 per cent to 4.2 per cent by 2025.



**Perth Children's Hospital volunteer Andrew receiving a WA Young Achiever Award**

**Synergy**

Synergy has prioritised the employment of people with disability over the last 12 months.

Synergy has offered work experience, vacation work, graduate employment and regular direct employment to candidates with disability and has employed eleven individuals with disability across all levels of the organisation from entry level through to graduate and executive positions.

A holistic approach is undertaken involving hiring managers, talent acquisition partners, recruitment processes, remuneration, medical screening, building access, disability training, coaching for supervisors and post placement support. Synergy has also partnered with Western Power and Horizon to work towards a five per cent employment target of people with disability by 2025. A Chief Executive Officer/Executive round table was held on 3 December 2020 (International Day of People with Disability) to discuss how Synergy can collaborate to achieve this target.

**Water Corporation**

Water Corporation's number of employees with disability increased by seven, which included four young people with disability, employed as part of a new school-based traineeship program. Water Corporation partnered with Edge Employment Solutions and local schools to identify students who will be completing an eighteen-month traineeship undertaking the Certificate II in Workplace Skills. Three trainees are based in John Tonkin Water Centre, in Bunbury and the fifth trainee will commence in the Balcatta office. These five trainees are the first of fifteen school-based trainees with disability to be employed over the next six years.

**Department of Education**

To improve employment outcomes for people with disability, the Department of Education implemented initiatives under their new Equity, Diversity and Inclusion Plan 2021-2025.

This includes:

- leveraging the expertise of National Disability Services by joining the Building the Talent Pool Program. The Program supports public sector agencies to achieve the employment target of 5% of staff with disability by 2025. The Department participated in a range of activities under the Program to increase the capacity and confidence of staff to recruit, employ, develop, and support applicants and staff with disability
- conducting information sessions on targeted recruitment of people with disability using exceptions under the Equal Opportunity Act 1984. Five sessions were delivered to 41 recruitment officers and team leaders, who provide advice to principals and line managers related to filling vacancies, and
- commencing discussions with Autism Association of Western Australia to explore opportunities for work experience or placements in the Department for their clients. This includes examining skill and experience profiles of clients to identify suitable positions and reviewing support available during placements to ensure success.

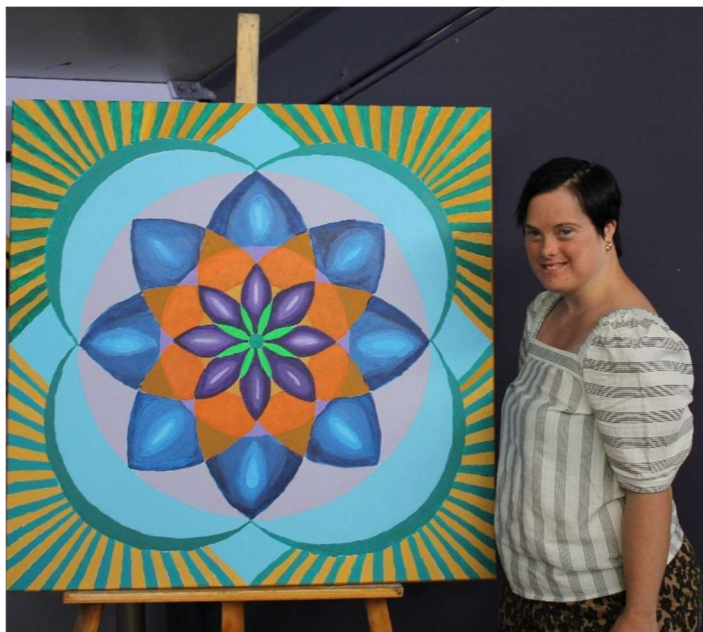
### **Shire of Augusta Margaret River**

The Shire of Augusta Margaret River (the Shire) worked with emerging local artist Brooke McQueen, who identifies as having a disability, to exhibit and promote her work. The Cocoon Gallery at Margaret River Library exhibited Ms McQueen's collection, 'Animals and Aqua' between November to December 2020, showcasing the artist's body of work and creative journey.

Working mostly independently, Ms McQueen's art predominantly centres on photorealist paintings, which often begin with the artist trawling the internet for images to spark her creativity. Once the images have been printed, she hand-draws them on canvas and paints them with acrylic paints. McQueen aspires to continue growing as an artist and draws inspiration from her experiences.

"This is my life", she said. "I like to paint animals and people".

Shire staff worked with Ms McQueen to organise the exhibition and promote her exhibition and work. Ms McQueen voiced a desire to be famous, so the Shire staff ensured that the exhibition was widely publicised and was covered by local media. Ms McQueen's family also organised a successful exhibition launch that was attended by about 20 people. The exhibition was a success and Ms McQueen sold quite a few of her works during the exhibition timeframe.



### **The Shire of Augusta Margaret River helped empower a local artist to success**

#### **Department of Fire and Emergency Services (DFES)**

DFES partnered with Curtin University Autism Spectrum Mentoring Program. Two students on the Autism Spectrum applied for the DFES internship and both students were accepted. DFES then customised an integrated work learning internship for each student that aligned to their study and areas of interest.

Approximately 20 DFES employees participated in this program sharing their work knowledge and expertise to support and embrace the students' neurodiversity and work with their strengths. This program, the first of its kind for DFES, was highly rewarding for both the students and staff who participated. Both students were offered work experience opportunities beyond their internship - to gain further work experience as they continue with their university studies.

#### **Department of Mines, Industry Regulation and Safety (DMIRS)**

DMIRS reported on its continuing work with National Disability Services Western Australia, in partnership with the Public Sector Commission, on the Building the Talent Pool initiative.

The project continues to assist the department enhance and strengthen recruitment practices by providing valuable advice around the use of section 66R *Equal Opportunity Act 1984* in recruiting staff and networking opportunities on a quarterly basis for other government departments to share best practice ideas.

The Department advertised four permanent positions using section 66R *Equal Opportunity Act 1984* – a diversity initiative to achieve equality and increase workforce representation of people with disability.

The Department was successful in recruiting people with a disability for those positions. The proportion of staff with a disability rose to 3.02 per cent for the year, exceeding the target of 2.61 per cent.



**Sophie, Project Officer from the Building the Talent Pool team delivering a presentation to DMIRS staff**

## 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. The *Disability Services Act 1993* requires public authorities to take all practicable measures to ensure that their DAIP is implemented and that its officers, employees, agents, and contractors comply with the DAIP. This addresses the expectation that public services and facilities are accessible to everyone.

Public authorities are responsible for deciding on how best to implement this measure within their organisation, with some correlation between larger authorities being more likely to have broader contract management policies. Thirty-two per cent and twelve per cent of local and state government authorities (respectively) indicated that they do not use agents and contractors, while fourteen per cent and four per cent of local and state authorities (respectively) indicate that they do not have provisions in place.

Consideration of how best to implement this measure is generally based on the level of interface they have with the general public, the significant investment into their contract, and the recognised risk to the authority and its clients or residents if access and inclusion is inadequate.

## **Water Corporation**

Water Corporation developed a presentation for contractor training which outlines its expectations and requirements to ensure access and inclusion for all customers. All contractors are required to undertake the training as part of their contract. The presentation outlines possible barriers for communication including mental health issues, a physical disability such as a seeing or hearing impairments, intellectual or developmental disability, literacy levels, language, cultural background, and customers who are time poor or dealing with other stress. Contractors are then provided with an opportunity for discussion about solutions, including the use of a translator or interpreter, changing rate of speech, providing the customer with information as appropriate. Awareness was also raised about the need to provide parking and access, including ACROD parking to assist people in wheelchairs, seniors, emergency vehicles and parents with prams.

## **City of Canning**

The City's Procurement of Goods and/or Services Policy (2020) provides for an 'Approach to Market Priority', which defines the order in which classes of suppliers are to be engaged, which includes Disability Enterprises. The City's Procurement and Contract Management Framework (2020) includes provisions for the application of qualitative criteria for suppliers who can demonstrate themselves to be a disability-inclusive business through employment of persons with disability or the engagement of Disability Enterprises.

## **Synergy**

Synergy have looked to extend their influence in relation to agents and contractors and have commenced requesting tenderers for Synergy services to address questions in relation to how they prioritise the engagement/ employment of people with disability. Synergy has then reviewed tender submissions with this included as a consideration in the final decision.

## **Shire of Augusta Margaret River**

Agents and contractors who provide services on behalf of the Shire of Augusta Margaret River are made aware of their Access and Inclusion Plan responsibilities as part of the procurement process and during the life of their contract. Their responsibilities are clearly articulated in the procurement and contract documents and are available on the Shire's webpage.

Contractors were encouraged to undertake a range of actions in line with the Shire's Access and Inclusion Plan including: correct signage displayed when works are undertaken; making contracting and procurement staff aware of responsibilities; making information available in alternative formats upon request; access, ensuring that entry and exit ways remain obstruction free; and accepting complaints in a variety of formats such as by telephone, email, written or in person.

## **Curtin University**

Curtin undertook a comprehensive survey of contractors associated with its activities delivered by an external consultant. This provides Curtin with broad data about access and inclusion initiatives completed by agents and contractors, as well as identifying strengths and potential areas where Curtin can provide further resources or other measures to ensure its access and inclusion commitments are reflected through contractors.

### **Shire of Shark Bay**

The Shark Bay Community Resource Centre is contracted by the Shire to provide recreational programs and activities at the Shark Bay Recreation Centre. The Shire and the Shark Bay Community Resource Centre have built a strong relationship through ongoing communication and bi-monthly meetings, to address accessible and inclusive community practices.

The Shark Bay Community Resource Centre uses the Shire's Access and Inclusion Plan as guidance to plan and deliver activities for all ages and abilities at the Recreation Centre. A monthly report is written by the Shark Bay Community Resource Centre to highlight the attendance of their inclusive activities, the reporting information is included in the Shire's Community Development team monthly information bulletin to Council.

### **North Metro Health Service (NMHS)**

NMHS has over thirty contracts with organisations that reference the DAIP in the contract, with contractors required to provide a report to NMHS every year detailing how they have supported people with disability. These reports give NMHS confidence that contractors are acting in accordance with access and inclusion values and adhering to the seven outcomes of the NMHS DAIP.

For example, Waratah reconfigured their office accommodation to ensure better access to therapy rooms. SHQ (Sexual Health Quarters) is investigating what work needs to be done to ensure the first floor of its building is more accessible. Bethesda is incorporating consumer input and disability access principles into the design of a new mental health facility in Cockburn. The Goldfields Women's Health Care Centre will be developing their own DAIP. The Midland Women's Health Care Place has a new diversity policy that includes people with disability and has received a grant for kitchen renovations to allow cooking activities that are inclusive of those in wheelchairs.

### **Lotterywest Healthway**

Lotterywest have 490 retail agents across Western Australia that sell their products and represent the Lotterywest brand. A training module was developed for these retailers with the aim to improve the level of service and support they provide to people with disability. The implementation of this module will occur alongside the launch of a new learning management system.

Lotterywest direct grants distribute over \$100M annually to the Western Australian community. Recently the Lotterywest Board endorsed a decision to amend the 2018-2023 Strategic Plan to (amongst other items) to explicitly document a commitment to diversity and inclusivity.

## Extending the influence of plans to business and community

The intent behind the provisions in the *Disability Services Act 1993* that plans should influence agents and contractors may be interpreted as encouraging leadership across a public authority's sphere of influence.

While there is no specific requirement for plans to extend their influence further, clearly many remaining barriers to a welcoming and inclusive community relate to practices and attitudes occur outside public sector organisations. The extent to which each public authority can influence the broader community may vary, however considering a strategic approach through an access and inclusion plan has significant potential and may grow into a best practice.

There is already evidence of this in practice, and as plans evolve the articulation and strategy behind this practice may evolve as well. Particularly for local government authorities, their role in community development and capacity building can provide a rationale for involvement in partnerships to increase inclusive practice across the community.

Articulating and progressing this influence through organisational plans can lead to positive outcomes and support communities to be welcoming places to live and invest in. There are also clear economic benefits to businesses who recognise that a quarter of their client base may experience disability. The City of Stirling have specifically included an eighth outcome area in their new plan to guide and evaluate their role in community access and inclusion. Other featured examples reported during this period include:

### **City of Bayswater's Diversity Field Officer Service Project:**

The City partnered with People With disability WA (PWdWA), to deliver a local business awareness program named 'Diversity Field Officer Service Project'. Businesses felt that the event improved their knowledge and/or skills about access and inclusion and were offered the opportunity to receive a free business accessibility audit from PWdWA. Since the event, these businesses have actively made improvements to their online and building infrastructure, to become a more accessible and welcoming business.



**The Accessible Baysie Businesses Breakfast supported local businesses to strengthen access and inclusion**

### **City of Swan**

The City updated the City's Biz list. A specific search option was designed to allow users to search for businesses offering specific commitments to people with disability.

### **Shire of Jerramungup**

The Shire partnered with business and community to improve access at the Jerramungup pharmacy. Recognising that the pharmacy had limited ability to address the issue, and that the business was essential to resident's health and wellbeing, the Shire worked together with the business, consulting with customers about this issue and access and inclusion to the area more broadly. A key improvement was a ramp to enable better access.



**Partnerships between local government, business and community helped improve access at the Jerramungup pharmacy**

## Shire of Manjimup

The Shire commenced an innovative initiative to engage socially isolated individuals, particularly people with disability, seniors and those living with dementia. The Repair Café at the Manjimup Wellness & Respite Community Centre (a fully accessible venue) encourages community members to bring their broken items from home to be repaired by handy, practical, or skilled community volunteers. The Café is proving a very popular addition to the community.



**Community gathering at the Repair Cafe at Manjimup**

## Town of Port Hedland

The Town delivered a \$10,000 grant to the volunteer-run Hedland Toy Library in 2020 to collaborate with other local services and extend regular access or ways to trial sensory or adapted developmental toys, sensory resources and therapy equipment for children with disability, their families, clinical and community services throughout Port Hedland. The initiative also includes a series of four events throughout Port and South Hedland through 2021-2022 with an aim to provide an inclusive space for families with children living with disability to attend.

The Town also continued to support local disability sector organisation Empowering People In Communities (EPIC) Inc. with a \$10,000 grant towards developing and promoting Hedland as a safe place to live, and build their capacity to respond to local needs, including identifying mentors and local heroes to support others to thrive.

## Appendix 1- Analysis of responses

The DAIP Progress Reporting process regularly includes a series of questions designed to elicit an understanding of public authority attitudes, practices, and trends. Several statistics are noted throughout the report.

Additional feedback is categorised as follows:

### Areas of organisations which lead plan implementation

This question sought to understand how authorities identified a single or shared point of oversight of their plan. It remains clear that structures, contexts, and drivers which lead to plan responsibility range significantly within each organisation, particularly for local governments.

Local government authority plans were led by the Chief Executive area (21 per cent), then Corporate Services (20 per cent) then Community Development (17 per cent), while the rest were mostly across multiple areas, which can be positive as responsibility is shared across an organisation. These results are similar to 2018-2019 when this question was last asked.

For state authorities, forty-nine per cent were led by Corporate Services, seven per cent Chief Executive (Director General), four per cent Policy and three per cent Service Delivery. Again, the rest were best described as other areas, including multiple responsibility. These results are similar to 2018-2019, with a small shift away from Corporate Services.

### Mechanisms to support access and inclusion plans

Authorities were asked to choose from a list of common mechanisms to support implementation. Local and state government authority (respectively) feedback was that:

- 76 per cent (local government) and 78 per cent (state government) used and promoted a DAIP Implementation Plan
- 64 per cent (local government) and 64 per cent (state government) used an Internal DAIP working group (staff only)
- 29 per cent (local government) and 18 per cent (state government) used an external DAIP working group
- 13 per cent (local government) and 16 per cent (state government) used other community feedback or co-design mechanisms.

While these results are encouraging, the reported use of Implementation Plans and internal working groups has dropped up to ten per cent compared to reports in 2018-2019. While this may relate to cross organisational challenges, effectively managing access and inclusion requires monitoring and measuring impacts over time and being agile to respond to new and emerging issues.

### **Strategies to raise internal awareness of access and inclusion plans**

Authorities were asked to choose from a list of common strategies to support awareness. Local and state government authority (respectively) feedback was that

- 41 per cent (local government) and 29 per cent (state government) reported that all new staff receive a copy of the DAIP
- 31 per cent (local government) and 54 per cent (state government) held a workshops/seminars/training/event
- 68 per cent (local government) and 62 per cent (state government) reported their DAIP is referenced in internal policies and procedures
- nine per cent (local government) and 23 per cent (state government) reported that DAIP planning is integrated into other organisational commitments.

These results suggest that there is room to improve the consistency of awareness raising within public, although they remain at similar levels to 2018-2019. Achieving awareness supports staff to understand expectations, but also to contribute to new and ongoing objectives.

### **Challenges to implementing access and inclusion plan activities**

Thirty-eight per cent of local government authorities reported challenges in implementing their access and inclusion plans. Fifty-one per cent of these reported change in staffing capacity/leadership, and thirty-one per cent change in budget resources. Forty-one per cent of these identified a range of other challenges, mostly the COVID-19 context.

For state government authorities, 36 per cent reported challenges. The main challenges reported were again changes in staffing capacity/leadership (42 per cent), 42 per cent reported changes in priorities and 21 per cent change in budgets. Forty-six per cent reported other challenges, with COVID-19 only small proportion of these.

Across previous reports, budget limitations were a more defining feature of these challenges, and while they remain significant particularly in the infrastructure areas, it appears that other organisational challenges are becoming more prevalent and could be further investigated.

### **General performance of the access and inclusion plan**

This optional question sought to gain insight about how well an authority's plan is implemented across broad areas of best practice. It should be noted that responses reflect primarily the observations of the respondent responsible for reporting. They are useful as suggestive insights rather than quantifiable conclusions.

- The plan is informed by internal and external stakeholders
  - Local government authorities- 58 per cent of responses were 'yes'; 19 per cent 'mostly'; 9 per cent 'sometimes' and 3 per cent 'no'.

- State government authorities- 64 per cent of `yes`; 7 per cent `mostly`; 10 per cent `sometimes`, and zero per cent `no`.
- The plan is relevant to the values of the organisation
  - Local government authorities- 76 per cent of responses were `yes`; 6 per cent `mostly`; 4 per cent `sometimes`; 2 per cent `no`.
  - State government authorities- 77 per cent of responses were `yes`; 3 per cent `mostly` 4 per cent `sometimes` and zero per cent `no`.
- The plan works together with other organisational strategies
  - Local government authorities- 54 per cent of responses were `yes`; 18 per cent `mostly`; 12 per cent `sometimes` and 3 per cent `no`.
  - State government authorities- 66 per cent of responses were `yes`; 12 per cent `mostly`; 6 per cent `sometimes`; 3 per cent `no`.
- Generally, the plan has some form of assessment or evaluation of its strategies
  - Local government authorities- 44 per cent of local government responses were `yes`; 16 per cent `mostly`; 16 per cent `sometimes` and 9 per cent `no`.
  - State government authorities- 62 per cent of responses were `yes`; 16 per cent `mostly`; 7 per cent `sometimes`; 4 per cent `no`.
- Is reinforced within the organisation as a `living` document
  - Local government authorities- 49 per cent of responses were `yes`; 12 per cent `mostly`; 16 per cent `sometimes` and 8 per cent `no`.
  - State government authorities- 54 per cent of responses were `yes`; 16 per cent `mostly`; 6 per cent `sometimes` and 4 per cent `no`.

Between nine and twelve per cent of authorities did not respond to some or all the questions.

These results indicate similar ratios between local and state government authorities. It is noted that there continues to be a lack of quantifiable standards across access and inclusion locally and abroad. From the results it appears that there is scope for improvement and setting broad and specific expectations to support effective and efficient planning, while recognising that each organisation may have different ways of meeting these objectives.

Further consideration and consultation could confirm whether these types of questions could be considered indicators, what the practice in these areas should involve, and how effectiveness could be evaluated where pursuing these indicators.

## Appendix 2- Reporting authorities

The following State Government authorities provided progress reports to Communities:

1. Art Gallery of Western Australia
2. Central Regional TAFE
3. ChemCentre
4. Child and Adolescent Health Service
5. Curtin University
6. Department of Biodiversity, Conservation and Attractions (including independent reports from the Botanic Gardens and Parks Authority, Zoological Parks Authority and Rottnest Island Authority)
7. Department of Communities
8. Department of Education
9. Department of Finance
10. Department of Fire and Emergency Services
11. Department of Health
12. Department of Jobs, Tourism, Science and Innovation
13. Department of Justice
14. Department of Local Government, Sport and Cultural Industries
15. Department of Mines, Industry Regulation and Safety
16. Department of Planning, Lands and Heritage
17. Department of the Premier and Cabinet
18. Department of Primary Industries and Regional Development (including an independent report from the Kimberley Development Commission).
19. Department of the Registrar, Western Australian Industrial Relations Commission
20. Department of Training and Workforce Development
21. Department of Transport
22. Department of Treasury
23. Department of Water and Environmental Regulation
24. East Metropolitan Health Service
25. Economic Regulation Authority
26. Edith Cowan University
27. Forest Products Commission

28. GESB
29. Gold Corporation (the Perth Mint)
30. Horizon Power
31. Infrastructure WA
32. Insurance Commission of Western Australia
33. Landgate
34. Legal Aid Commission of Western Australia
35. Lotterywest Healthway
36. Main Roads Western Australia
37. Mental Health Commission
38. Metropolitan Cemeteries Board
39. Metropolitan Redevelopment Authority
40. Murdoch University
41. North Metropolitan Health Service
42. North Metropolitan TAFE
43. North Regional TAFE
44. Office of the Auditor General
45. Office of the Director of Public Prosecutions
46. Office of the Information Commissioner
47. Office of the Inspector of Custodial Services
48. Ombudsman Western Australia
49. Public Sector Commission
50. Public Transport Authority
51. School Curriculum and Standards Authority
52. Small Business Development Corporation
53. South Metropolitan Health Service
54. South Metropolitan TAFE
55. South Regional TAFE
56. State Library of Western Australia/State Records Office
57. Synergy
58. Tourism Western Australia

59. University of Western Australia
60. Water Corporation
61. Western Australian Country Health Service
62. Western Australian Electoral Commission
63. Western Australian Museum
64. Western Australia Police
65. Western Power
66. Workcover

The following Local Government authorities provided progress reports to Communities:

1. Bunbury Harvey Regional Council
2. City of Albany
3. City of Armadale
4. City of Bayswater
5. City of Belmont
6. City of Bunbury
7. City of Busselton
8. City of Canning
9. City of Cockburn
10. City of Fremantle
11. City of Gosnells
12. City of Greater Geraldton
13. City of Joondalup
14. City of Kalamunda
15. City of Kalgoorlie-Boulder
16. City of Karratha
17. City of Kwinana
18. City of Mandurah
19. City of Melville
20. City of Nedlands
21. City of Perth
22. City of Rockingham

23. City of South Perth
24. City of Stirling
25. City of Subiaco
26. City of Swan
27. City of Vincent
28. City of Wanneroo
29. Eastern Metropolitan Regional Council
30. Rivers Regional Council
31. Shire of Ashburton
32. Shire of Augusta-Margaret River
33. Shire of Beverley
34. Shire of Boddington
35. Shire of Boyup Brook
36. Shire of Bridgetown-Greenbushes
37. Shire of Brookton
38. Shire of Broome
39. Shire of Broomehill-Tambellup
40. Shire of Bruce Rock
41. Shire of Capel
42. Shire of Carnamah
43. Shire of Carnarvon
44. Shire of Chapman Valley
45. Shire of Chittering
46. Shire of Cocos Keeling Islands
47. Shire of Collie
48. Shire of Coolgardie
49. Shire of Coorow
50. Shire of Corrigin
51. Shire of Cranbrook
52. Shire of Cuballing
53. Shire of Cue

54. Shire of Cunderdin
55. Shire of Dalwallinu
56. Shire of Dandaragan
57. Shire of Dardanup
58. Shire of Denmark
59. Shire of Derby-West Kimberley
60. Shire of Donnybrook-Balingup
61. Shire of Dowerin
62. Shire of Dumbleyung
63. Shire of Dundas
64. Shire of East Pilbara
65. Shire of Esperance
66. Shire of Exmouth
67. Shire of Gingin
68. Shire of Gnowangerup
69. Shire of Goomalling
70. Shire of Halls Creek
71. Shire of Harvey
72. Shire of Irwin
73. Shire of Jerramungup
74. Shire of Katanning
75. Shire of Kellerberrin
76. Shire of Kent
77. Shire of Kojonup
78. Shire of Kondinin
79. Shire of Koorda
80. Shire of Kulin
81. Shire of Lake Grace
82. Shire of Laverton
83. Shire of Leonora
84. Shire of Manjimup

85. Shire of Meekatharra
86. Shire of Menzies
87. Shire of Merredin
88. Shire of Mingenew
89. Shire of Moora
90. Shire of Morawa
91. Shire of Mount Magnet
92. Shire of Mount Marshall
93. Shire of Mukinbudin
94. Shire of Mundaring
95. Shire of Murchison
96. Shire of Murray
97. Shire of Nannup
98. Shire of Narembeen
99. Shire of Narrogin
100. Shire of Ngaanyatjaraku
101. Shire of Northam
102. Shire of Northampton
103. Shire of Nungarin
104. Shire of Peppermint Grove
105. Shire of Perenjori
106. Shire of Pingelly
107. Shire of Plantagenet
108. Shire of Quairading
109. Shire of Ravensthorpe
110. Shire of Sandstone
111. Shire of Serpentine-Jarrahdale
112. Shire of Shark Bay
113. Shire of Tammin
114. Shire of Three Springs
115. Shire of Toodyay

116. Shire of Trayning
117. Shire of Upper Gascoyne
118. Shire of Victoria Plains
119. Shire of Wagin
120. Shire of Wandering
121. Shire of Waroona
122. Shire of West Arthur
123. Shire of Westonia
124. Shire of Wickepin
125. Shire of Williams
126. Shire of Wiluna
127. Shire of Wongan-Ballidu
128. Shire of Woodanilling
129. Shire of Wyalkatchem
130. Shire of Wyndham-East Kimberley
131. Shire of Yalgoo
132. Shire of Yilgarn
133. Shire of York
134. Southern Metropolitan Regional Council
135. Tamala Park Regional Council
136. Town of Bassendean
137. Town of Cambridge
138. Town of Claremont
139. Town of Cottesloe
140. Town of East Fremantle
141. Town of Mosman Park
142. Town of Port Hedland
143. Town of Victoria Park
144. Mindarie Regional Council
145. Western Metropolitan Regional Council.