



Government of Western Australia
Department of Communities



Disability Access and Inclusion Plan

Minister's Progress Report
2021–2022



Acknowledgement of country

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

Cover images (left to right): New access ramp at Shire of Coolgardie's Kambalda Community Recreation Centre; Town of Victoria Park Healthy Strides Foundation Library session; Flash mob dance IDPwD 2021 City of Mandurah

Contents

Message from the Minister for Disability Services	4
Introduction	6
Factors impacting access and inclusion in Western Australia.....	7
Progressing 'A Western Australia for Everyone: State Disability Strategy 2020-2030'	7
State Disability Strategy Community Awareness Project.....	7
Launch of the Office of Disability	8
Australia's Disability Strategy 2021-2031	8
State Disability Strategy Innovation Fund.....	9
Expanding the network of Changing Places in Western Australia	10
State COVID-19 responses.....	10
Outcome 1: Events and Services	11
Outcome 2: Buildings and facilities	16
Outcome 3: Information and communication.....	20
Outcome 4: Quality of service.....	22
Outcome 5: Complaints and safeguarding.....	25
Outcome 6: Consultation and engagement.....	27
Outcome 7: Employment, people, and culture	30
Agents and contractors.....	33
Trends and observations	33
Appendix – Reporting authorities	35



Message from the Minister for Disability Services

COVID-19 has affected all our lives in profound ways over the last few years within our homes, schools, businesses, and communities. Despite these impacts, public authorities have continued to implement actions in their Disability Access and Inclusion Plans (DAIPs) that progress our vision for a welcoming and inclusive Western Australia.

The 2021-2022 DAIP Progress Report highlights the important contributions of our public authorities and how they are making a difference in the lives of people with disability through their services, facilities, and partnerships, as well as their role as an employer of many thousands of West Australians.

Public authorities have a significant role to play, and regardless of their size or scope, their contributions to access and inclusion are all important, from influencing universal design in large housing developments, to ensuring everyone is being included at a regional fair.

Where a barrier has been removed or an opportunity created, this can have a powerful and lasting impact on people's lives





I have had the privilege of meeting some of the estimated 411,500 people across Western Australia living with disability and am honoured that they are willing to share their personal stories with me. Their voices, contributions and experiences are critical in shaping the way government, public authorities, and the broader community continues to work towards a more inclusive society. Where a barrier has been removed or an opportunity created, this can have a powerful and lasting impact on people's lives.

I am grateful for the dedication, vision, and leadership across our public authorities, from individual officers to executives and elected members, and acknowledge that this Report offers only a sample of their many contributions to access and inclusion over 2021-2022.

Honourable Don T Punch

BPsych BSocwk MBA MLA
Minister for Disability Services



Introduction

Under the *Disability Services Act 1993* (the Act), public authorities are required to develop and implement 'a Disability Access and Inclusion plan for people with disability' (usually known as a DAIP), and report on their progress annually. The process for developing a DAIP is set out in the Act and the *Disability Services Regulations 2004*.

The Department of Communities is responsible for monitoring compliance with the Act and supporting effective DAIP practices. The Minister's DAIP Progress Report is a requirement in the Act and is tabled in Parliament each year. Minister's DAIP Progress Reports are published on WA.gov.au.

The structure of the report follows progress on the seven legislated DAIP outcome areas: Events and Services; Facilities; Information; Service quality; Complaints; Consultation; Employment.



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.



Factors impacting access and inclusion in Western Australia

Progressing 'A Western Australia for Everyone: State Disability Strategy 2020-2030'

The 'A Western Australia for Everyone: State Disability Strategy 2020-2030 (State Disability Strategy) sets the vision and direction over the next 10 years for a more inclusive Western Australia that acknowledges and responds to the value of diversity in our community.

The State Disability Strategy has four pillars to guide change:

- **Participate and contribute** – everyone is involved.
- **Inclusive communities** – places and attitudes are welcoming.
- **Living well** – people are happy and healthy; with the support they need.
- **Rights and equity** – everyone is treated fairly.

During 2021-2022, public authorities progressed targeted initiatives to support these pillars. Highlights from the Strategy's first two-year Action Plan included over 16,000 NDIS Worker Screening Checks being administered by the Department of Communities to help ensure the safety of National Disability Insurance Scheme participants when employing support workers; the WA Police partnership with Autism WA in developing the Autism Alert Card to help emergency services recognise that a person carrying this card has Autism and may require additional support; and the WA Maritime and Shipwrecks Museums offering specialised tours for people who are blind and vision impaired. Further information can be found on the [State Disability Strategy](#) webpage.

State Disability Strategy Community Awareness Project

In 2021-2022 the Department of Communities engaged People With disabilities WA (PWdWA) to work with people with disability and key community stakeholders to promote, inform and listen to the broader community's views of the State Disability Strategy.

PWdWA delivered around 50 workshops across Western Australia, attended by people with disability, disability sector organisations and local governments. Resources, including translations into various languages were also used to inform people about the Strategy.

Launch of the Office of Disability

Late 2021 marked the establishment of the Office of Disability by the McGowan Government to promote the rights and interests of people with disability and the broader disability sector. The Office is part of the Department of Communities and ensures:

- a strong voice advocating for people with disability across Government, the disability sector, and the broader community. The Office assists the WA Disability Advisory Council, an independent group of people with lived experience of disability, or representing people with disability, which provides direct advice and advocacy to the Minister for Disability Services.
- the interests of Western Australians are at the forefront of intergovernmental collaboration on issues such as finalising the transition to the National Disability Insurance Scheme (NDIS) as well as the implementation of Australia's Disability Strategy 2021-2031 (ADS).
- leadership and contribution to legislative reforms which support the interests of people with disability, such as the review of the *WA Disability Services Act 1993*, and
- oversight of the State Disability Strategy and improving the social and economic participation of people with disability in Western Australia, including support for public authorities to implement best practice DAIPs.

Australia's Disability Strategy 2021-2031

On 3 December 2021 Australia's Disability Strategy 2021-2031 (the ADS) was launched. The ADS is a national commitment endorsed by the Western Australian State Government and all States and Territories, to improve the lives of people with disability. Priorities were identified through consultation with over 3000 people with disability and their representatives.

The Australian Local Government Association is also a signatory on behalf of local government authorities. Western Australia's commitment to the ADS will complement the progress of the State Disability Strategy. The Department of Communities is responsible for coordinating the implementation of the ADS in Western Australia, with individual initiatives being led by multiple public authorities.

The main elements to the ADS approach are:

- 1. Ongoing engagement with people with disability.** Progress on the ADS will be published regularly, along with further opportunities to provide feedback. The ADS Advisory Council gives independent feedback from people with disability to monitor the implementation of the ADS.
- 2. Prioritised actions** – Targeted Action Plans (TAPs) that focus efforts on priority areas determined through the consultation. There are currently five TAPs focused on disability employment, community attitudes, early childhood, safety, and emergency management. Western Australia has committed to 25 actions across the TAPs.

3. Improved evaluation and outcomes reporting – The ADS will make it easier to measure whether initiatives are working by improving the way data is collected and made available about the experiences of people with disability when engaging with mainstream services.

Further information can be found via [Australia's Disability Hub](#) webpage.

State Disability Strategy Innovation Fund

The Innovation Fund, managed by Department of Communities, is designed to stimulate new ways to increase employment opportunities for people with disability and enhance their independence at home and in the community.

Seven organisations received funding support totalling almost \$2.5 million to deliver new knowledge, technologies or processes to inclusion and participation for people with disability. The projects target people with complex communication and support needs, or who don't typically connect with support services.

Some people with disability find it more challenging to understand social rules, consent and build healthy relationships, which can lead to feelings of isolation and higher risks of exploitation and abuse. Through the Innovation Fund the Sexuality, Education, Counselling and Consultancy Agency (SECCA) is transforming its web application, the SECCA App, with new technology and content. The App provides information on relationships and sexuality to support healthy relationships and safe sexual expression.

People with disability who have Complex Communication Support Needs (CCSN) face challenges in upholding their rights to be heard and understood. They can find staff lack the confidence, skills and understanding to engage with them the right way. Developmental Disability WA's Innovation Fund Project will address this by building the capacity of participating organisations, particularly public authorities, to effectively engage with people with CCSN. The project will include targeted workshops and published resources.





Shire of Augusta-Margaret River staff and elected members, and community members welcoming the construction of a new Changing Place

Expanding the network of Changing Places in Western Australia

Changing Places are specialised bathrooms which cater for people who cannot use standard accessible toilets, with extra space for carers, adult changing tables, and a ceiling hoist. They help people to be active in the community and travel around the state, knowing that their bathroom needs will be met through a clean and dignified facility. Funding totalling \$1.7 million was awarded to ten organisations to support the construction of an additional 11 Changing Places around the state by 2024, including the first Marveloo portable Changing Place in WA.

State COVID-19 responses

During 2021-2022, COVID-19 had a significant impact in Western Australia with people with disability disproportionately affected. This required public authorities to adapt and be flexible in their approach to supporting people with disability,

To date, the Department of Communities COVID-19 Disability Taskforce (Taskforce) has implemented helplines for individuals, families, and service providers, established a website to connect employers with displaced workers from other industries, and enabled on-line training to support work-readiness and cross-infection control. The Taskforce facilitated information sharing and actions across multiple agencies. This helped the WA disability service system be well-prepared in supporting people with disability.



Outcome 1:

.....
Events and
Services



DAIP Outcome 1

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

Progress reporting for this outcome reinforced the importance of considering accessibility and inclusion requirements when planning an event. A key theme was public authorities embracing new ideas and technologies to increase accessibility and inclusion.

Use of technology was demonstrated by various authorities. **The Perth Theatre Trust** reported changes to its ticketing system so customers requiring specific access needs could choose to organise their requirements online rather than by telephone. The new systems have been adopted by several performing arts venues across Western Australia, with more likely to follow.

The **City of Armadale's** Armadale Fitness and Aquatic Centre have moved away from traditional EFTPOS payment machines to SMART terminals. The new terminals enable people with disability to make payments independently and more privately, with features such larger screens with tactile indicators and voice-to-text recognition.

The **City of Rockingham** conducted a review of their services and equipment relating to beach accessibility in consultation with residents. One outcome was the introduction of a QR code system at the equipment location. By scanning the QR code, people who find it difficult to use websites can provide feedback or report any issues with the equipment directly, without needing to navigate the City's website.

Western Australia Police Force (WA Police) reported on their partnership with Australia Medic Alert Foundation to create 'Safe and Found'. Safe and Found supports people living with dementia, autism or a cognitive impairment who might be at risk of becoming lost or reported as missing, by ensuring Police have immediate access to critical information to assist when undertaking search operations.

Participants can provide personal information for recording in a centralised database and receive an identification bracelet that includes their contact information. Online training is available for Police Officers via the eForce online training system.

Outcome 1: Events and Services

Some events held were specifically for people with disability. **The City of Subiaco** partnered with Mission Australia to deliver an art exhibition engaging artists with disability. The Compassion Connection through Art event had Auslan interpreters and low impact lighting and music to support people with sensory sensitivities. Artists learned about how to price and promote their artwork, with some selling their artwork for the first time. The website showcasing the art was viewed more than 500 times, by people from more than 10 different countries.



City of Subiaco: Artist Shane O'Connor next to one of his artworks

The **Shire of Dardanup** teamed up with Child of the Deaf signer Kelly Hope to deliver an eight-week Auslan signing course for 20 community members. The course was fully booked within 48 hours. The evaluation of the course indicated participants felt greater connection, awareness, and appreciation of members of the community who are deaf or hard of hearing. A highlight was the participants joining a local singing group and performing Christmas carols in Auslan at the Burekup outdoor movies.



Shire of Dardanup Christmas Carols in Auslan

The **Shire of Serpentine Jarrahdale** also delivered basic Auslan training to nearly 40 community members with additional courses scheduled to meet community demand.



Shire of Serpentine Jarrahdale – Auslan training

Outcome 1: Events and Services



Town of Victoria Park inclusive sporting event

The **Town of Victoria Park**, in partnership with a range of sporting and community organisations, held an inclusive sporting event at Mineral Resources Park bringing together a range of disability services providers, integrated (all-abilities) footballers and sporting organisations such as the West Coast Eagles and Perth Football Club. The event was a celebration of the talents of young people with disability, and helped build relationships between, players, their families and friends and community organisations.

The **City of Cockburn** held its first Disability Sports Day at the Cockburn Aquatic and Recreation Centre (ARC), featuring a wide range of sports to try, such as blind and low vision tennis and goalball. The event attracted over 120 people, connecting participants with mainstream and disability sporting groups. Staff at the Cockburn ARC reported increased confidence in hosting events and have subsequently hosted the inaugural AFL Blind season in partnership with Blind Sports WA, WA All Abilities Football Association, and the Purple Hands Foundation.



City of Cockburn Disability Sports Day

The Kaya Wandjoo Club at the WA Museum Boola Bardip engages adults living with intellectual disability, including cerebral palsy, autism, fragile X syndrome and down syndrome in guided tours and activities. The specialist program was created in collaboration with Building Friendships.



Outcome 1: Events and Services

The **Shire of Derby-West Kimberley** reported their International Day of People with Disability event was planned by a group of community members with disability and attracted over 100 people, leading to public discussions about disability awareness across regional radio.

Other notable highlights included the **City of Fremantle** implementing changes to its community grants program to mandate that grant funded initiatives be fully accessible.

The **City of Wanneroo** reported on its neurodiversity project working group which is helping build a shared understanding for staff and volunteers about neurodiversity and customer service approaches. The City has made its heritage and museum sites more accessible to people with hidden disabilities, or those with sensory or challenging behaviours. Outcomes to date include the introduction of sensory backpacks with headphones, handheld fidgets, and adding an accessibility page on the museum website with sensory maps and other visual supports.



City of Wanneroo: City employees receiving neurodiversity training from the Sensorium Theatre Company, and a sensory backpack.



The **Department of Biodiversity, Conservation and Attractions** is delivering on a \$2 million McGowan Government election commitment to improve accessibility to national parks so more people with disability can confidently and safely enjoy these experiences. The Accessible Parks WA initiative included a range of accessible infrastructure improvements in national parks such as upgrading and extending the wetlands walk at Yanchep National Park. Other initiatives included the improvement of access information on the Explore Parks WA website; a partnership with Break the Boundary Inc to develop in-park access experiences for visitors with disability; and Every Kid in a Park program in partnership with Nature Play WA to promote accessible and inclusive ways that families can enjoy nature experiences.



City of Vincent Splash All Abilities Pool Party



Outcome 2:

Buildings and facilities



DAIP Outcome 2

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

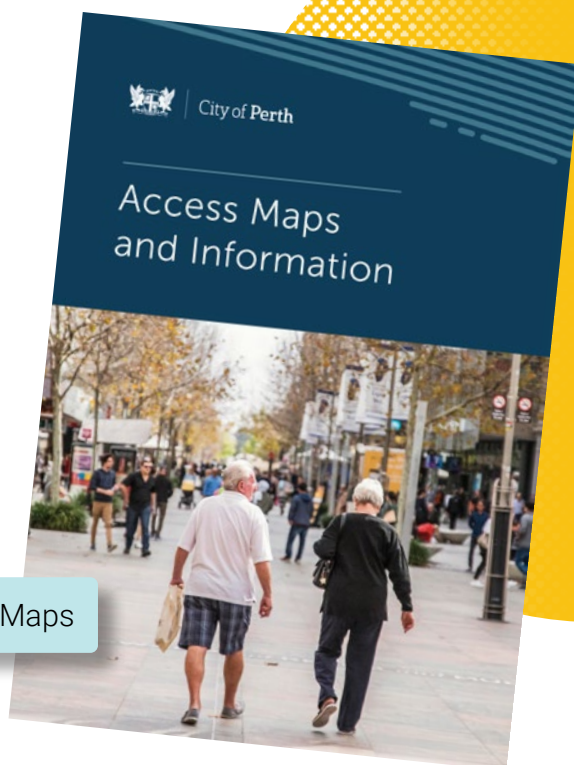
Progress Reports demonstrated an awareness of the importance of planning and designing an accessible environment built for all people, and maximising opportunities to resolve significant infrastructure issues.

Synergy reported on its partnership with Horizon Power and the Western Australian Government which will build Australia's longest electric vehicle (EV) fast-charging network, from Kununurra in the north to Esperance in the south. As part of the planning, Synergy sought advice from disability access experts and engaged with local government authorities to support the creation of an EV highway that is accessible for people with disability.

Several public authorities reported progress on improving access to buildings and facilities across the broader community. Development Policy 10 'Adaptable Housing' is a statutory planning tool to increase the supply of adaptable housing, which includes accessibility features such as level surfaces and wider entryways and interior spaces. **Development WA** (the Metropolitan Redevelopment Authority) applied Development Policy 10 across its five Redevelopment Areas across 2021-2022 which will lead to the delivery of an additional 327 adaptable housing units.

The **City of Perth** reported a range of measures to improve accessibility across its business community, including educational workshops and ongoing advice to builders and developers, external event holders and customer facing officers regarding equity, diversity, access and inclusion. The City also reviewed its accessibility maps. These help people identify accessible places and features around the city centre.

City of Perth Access Maps



Outcome 2: Buildings and facilities



Shire of Kondinin's new accessible aged care units

Several public authorities shared progress on improving their regions as accessible tourism destinations and places to live. The **Shire of Kondinin** completed construction of its new accessible aged care units, and the **Shire of Wandering** reported on its universal access accommodation cabins and general town upgrades. The **Shire of Irwin** made it a priority to address accessibility when completing major upgrades to the main street of Dongara. The upgrades include safer and wider footpaths and crossings and levelling business entrances.

The **City of Stirling** has progressed its objective of influencing its business community to be more accessible for all residents, employees and visitors. Three members of the City's Access and Inclusion Advisory Group were inducted as City of Stirling Volunteers and are providing tailored, informal and confidential advice about access and inclusion to local businesses upon request. The City is complementing the initiative through media articles on the benefits of accessibility.



ACROD parking bay



Outcome 2: Buildings and facilities

Other facility enhancements included the **City of Wanneroo's** Aquamotion which upgraded the accessible change rooms to include emergency alarms and installed mechanical lifts for wheelchair users to enter the swimming pool. The City's first Changing Place was also constructed in the nearby Wanneroo town centre.



City of Wanneroo's new Changing Paces facility

Western Australia's beaches are a source of tourism, leisure and wellbeing, but many people with disability are not able to share in their benefits. Several public authorities reported beach accessibility improvements through specialised beach matting and equipment. For example, the **City of Rockingham** purchased three new beach wheelchairs for community use and expanded beach-accessible matting at several beach entry points, bringing people who use wheelchairs much closer to the water's edge. The **City of Albany** reported the purchase of a Hippocampe wheelchair, which people with disability can operate independently or with support across various terrains including beaches.




City of Albany:
All terrain wheelchair
















Outcome 3:

Information and communication

 Access Ability Australia

Communication Board
Shire of Exmouth Customer Service
December 2021 V1



Accessible Toilet 	Toilet 	Food/Drink 	ATM 	I don't speak English 
How much? 	EFTPOS 	Receipt 	Printing 	Deaf/Hard of hearing 
Meeting rooms 	Tourist information 	Tip 	Emergency information 	Police 
Question 	Yes 	No 	I need help 	Write it down 

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DAIP Outcome 3

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

Progress Reports demonstrated public authorities' ongoing commitment to review communication methods used to improve accessibility for people with disability.

The **Child and Adolescent Health Service** created new videos that use plain language, visual aids, and closed captions to assist people with a disability better understand how to prepare for appointments and what might occur during an appointment or hospital visit. The videos have been effective in reducing the anxiety people often feel when preparing to receive a health service or undergo a medical procedure.

Curtin University's Digital User Experience project involved staff and students working together through consultation and research to understand how Curtin's various website and digital services served specific groups of students, including students with disability.

The project resulted in several improvement opportunities, which Curtin will now progress into actions. This includes preparing information in different ways to suit different learning styles, and pursuing greater representation of the diversity of students, including students with a disability across Curtin's digital communications.

North Regional TAFE reported the benefits of using talk-to-text software on portable devices for students with communication and language challenges. This technology has enabled students with hearing and communication barriers to participate fully and confidently in training and achieve valuable learning outcomes.



North Regional TAFE student using talk to text software



Outcome 4:

Quality of service



City of Belmont launch of accessible business program



DAIP Outcome 4

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

A clear theme in this reporting period has been the provision of internal training focussed on building disability awareness amongst staff in public authorities.

Synergy has progressed its case management trial to support vulnerable and at-risk customers including people with disability on life support equipment such as oxygen, suction pumps, and ventilators. Staff providing case management received additional training to better understand how to respond and support people with disability accessing this service.

The WA Police Force Academy updated its disability awareness training programs for Police Officers. Training outcomes included Police Officers being better prepared to identify people with disability and respond in an effective and sensitive manner.

Department of Local Government Sport and Cultural Industries (DLGSC) identified a low initial uptake of two new online training courses by staff - Managing Unconscious Bias and DisAbility Awareness. DLGSC adopted new ways of promoting uptake, resulting in an increase in completion from 3.5 per cent to 41 per cent by June 2022. Further increases will be an ongoing focus with reporting of completion rates provided to the agency's Corporate Executive team.

Department of Fire and Emergency Services (DFES) continued to focus on being a disability confident organisation. DFES partnered with disability services provider Rocky Bay to train staff to better respond to callers with specialised communication needs. ComCentre phone operators have been trained to embed inclusive practices which consider the challenges people with disability may face when calling Triple Zero. These practices include not rushing a person, allowing adequate time for people to express themselves; asking yes/no questions, speaking in short sentences, keeping language simple and repeating back what was said.

Outcome 4: Quality of service

Public Sector Commission provided disability specific training to all staff and managers, including Inclusive Practices in Disability (for managers); Mental Health and Available Supports (for managers); Mental Health Awareness Training (all staff) and Disability Awareness Training (mandatory training). The outcome from this training was an increased understanding of the barriers to full and equal participation experienced by people with disability and how to create an inclusive and accessible workplace.

Edith Cowan University (ECU) has prioritised expanding inclusive curriculum design where all students' access and participation in courses is anticipated, acknowledged, and considered. The focus is on the attitudes, barriers and other forms of discrimination that cause disadvantage for students, particularly students with disability.

ECU introduced a new attention deficit hyperactivity disorder (ADHD) support group for students which has since become ECU's largest student support group. ECU provided specialist workshops for students on ADHD, dyslexia, and other learning difficulties to support this group.



City of Belmont launched its Accessible Business Program after recognising the need to engage the business sector to create a more accessible and inclusive community. The program was developed using a co-design model involving people with lived experience of disability, representatives from disability service providers and local businesses. The program provided ongoing support and a range of resources. A website was created to share information including an Accessible Business Program Guide and videos made within the local community.

Department of Health in conjunction with the Department of Communities and Mental Health Commission are driving cross-agency solutions to support the discharge of people with disability who have been in hospital for extended periods but do not require hospital care. The Long Stay Steering Committee and Long Stay Working Group have led to the discharge of some of the longest stay patients in the health system.

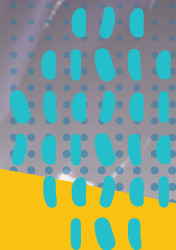
This team has provided complex case input and consultation for more than 220 patients experiencing delayed discharge, including developing tailored solutions to address barriers to discharge, so that people who are medically fit can return safely to community living.

Landgate partnered with Access Plus to provide Deafness Awareness Training to staff. The training was designed to provide staff with a better understanding of the day-to-day experiences of people who are deaf or hard of hearing.



Outcome 5:

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Complaints and
safeguarding



DAIP Outcome 5

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

The major theme arising from Progress Reports was the commitment by public authorities to review and improve complaints and safeguarding approaches to ensure they are accessible for people with disability.

WA Police consulted with internal and external stakeholders to review its complaints and feedback process. Stakeholders included people with disability and disability service providers. As a result, improvements include the use of 'easy read' versions of certain documents and offering access to electronic devices and technology to assist people with disability in communicating.

The **City of Joondalup** provided a range of formats for residents to lodge complaints including the ability to request a specific format that met their communication needs. The Access and Inclusion Officer was consulted on any accessibility-related complaints and enquiries to ensure the City responded appropriately.

The City also helps its residents to advocate where a complaint falls under the responsibility of another authority. This advocacy role is a featured action within the City's Access and Inclusion Plan.

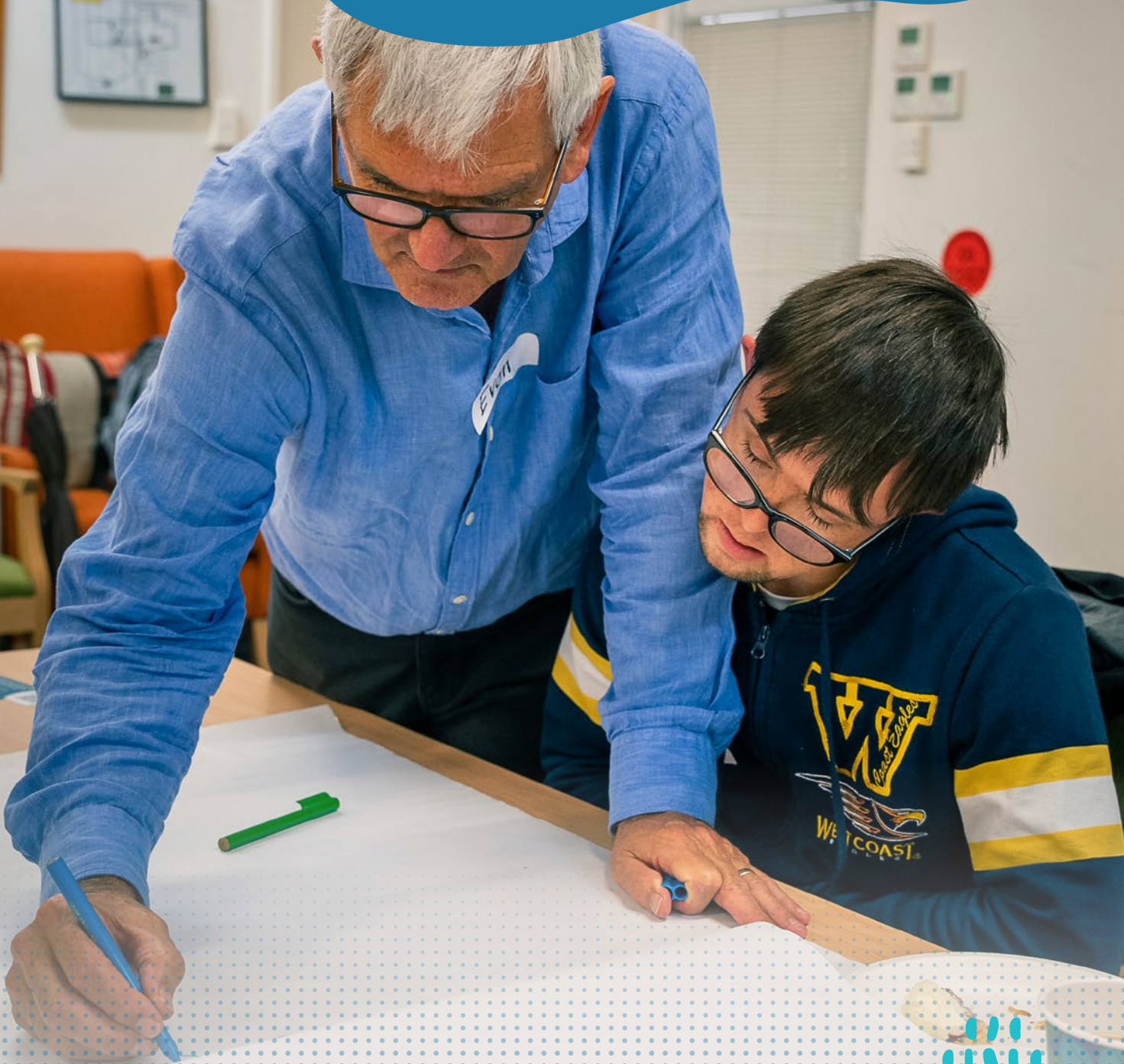
City of Busselton's DAIP Committee completed a review of its complaints process. Several actions were undertaken to support its residents, particularly people with cognitive disability. For example, it was identified that having multiple ways to contact the City had caused confusion. In response, the City streamlined the complaints process and added QR codes on business cards distributed to the community. The QR code enabled the user to scan the code and be taken directly to the complaint form.





Outcome 6:

Consultation and engagement



DAIP Outcome 6

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

Progress reports outline public authorities' commitment to ensure people with disability are heard through evolving consultation and engagement strategies.

The Mandurah Fishability group (Fishability group) approached the **City of Mandurah** in 2021 for support to explore opportunities for additional accessible fishing sites with current locations no longer meeting the growing demand.

Working with staff from the City of Mandurah, a proposal was developed and shared with local Members of Parliament. With the subsequent announcement to build a Mandurah Estuary Duplication Bridge, which included a commitment to include an accessible fishing platform, the Fishability group approached **Main Roads WA** (MRWA) to work with them to develop plans for an accessible fishing platform. MRWA met with the City's Access and Inclusion Advisory Group and Fishability to discuss access elements of the proposal, which enabled MRWA's to include the fishing platform in the broader consultation for the bridge duplication project.

As part of the consultation for the **Shire of Merredin** DAIP 2020-2025, the lack of a wheelchair accessible platform at the Merredin Railway Station was raised. While the station does not fall under the responsibility of the Shire, staff decided to extend DAIP commitments by advocating and working with state government authorities to expedite the construction of an accessible second platform. The process was successful, and works are anticipated to be completed in 2022-2023.

City of Subiaco included multiple avenues for community feedback to identify priorities and actions for the City's new DAIP 2022-2027. These included online and hard copy surveys; a feedback board at Subiaco Library; two separate workshops for the community and staff; and a stand at Subiaco Farmers Market where community members could come and chat to staff in person. These strategies helped the voices of the community and in particular people with disability to be heard in developing a new DAIP.

Outcome 6: Consultation and engagement

The **Perth Mint** established a Disability, Mental Health and Neurodiversity Employee Resource Group comprising 15 team members, two of whom are members of the executive team. The purpose of the Group is to increase the number of employees with disability, mental health, or neurodiverse conditions, and to support and develop their career progression. Actions include coordinating disability awareness training, sourcing interns and/or graduates with disability, and raising and sharing success stories to promote access and inclusion initiatives.

WA Country Health Service Southwest developed partnerships with NDIS providers and other government agencies to improve care coordination and discharge planning for patients with disability. This has included initiatives such as introducing new carers for NDIS participants while they are still in hospital, to ensure seamless transition back into community.

Main Roads has become a bronze member of the Australian Network on Disability joining a network of Australia's leading organisations that are committed to advancing the inclusion of people with disability in all aspects of business.

This allows Main Roads to connect, collaborate, and learn from other members while working towards being accredited as a disability-confident recruiter. Other benefits include quarterly roundtable discussions, mentoring programs and the ability to promote job vacancies to a larger pool of applicants with disability.

Child and Adolescent Health Service (CAHS) Disability Access and Inclusion Committee (DAIC) recruited new staff and consumers to the committee, with a focus on ensuring a broader representation of people to reflect service users. This recruitment process has supported the development of a diverse and dynamic group, committed to positive outcomes for children and families. The DAIC appointed its first consumer co-chair, to further ensure the voice of the consumer is heard and enable better connections with other CAHS consumer committees.



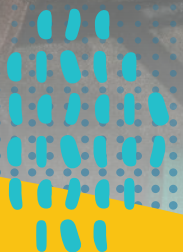
Tayla Taseff and Sue-Anne Davidson;
CAHS DAIC co-chairs.





Outcome 7:

.....
Employment,
people, and
culture



DAIP Outcome 7

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

Several public authorities have partnered with specialist disability employment providers to ensure people with disability are employed and maintain their employment.

Synergy partnered with disability employment specialist EDGE Employment Solutions to provide on-the-job support for employees with disability once they commence at Synergy. This has led to an increased retention rate with 12 staff still employed through the partnership.

Synergy Chief Executive Officer, Mr David Fyfe, has shared his lived experience of disability to assist Synergy to challenge misconceptions about the types of roles that people with disability can do.

Synergy's executive management and board approved a two-year inclusion and diversity strategic plan with employment of people with disability a focus. Synergy recently participated in the Diversity Council of Australia's inclusion index survey with results indicating Synergy had already exceeded current employment targets, with 7 per cent of employees living with disability.

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Western Power has aligned its employment targets for people with disability with the [Public Sector Commission's Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020 – 2025](#) aspirational target of 5 per cent. Western Power continues to partner with disability employment providers to explore new initiatives, for example creating an internship program for people with disability which has already led to ongoing employment for several interns.

As part of a broader commitment to increase employees understanding and knowledge of working with and supporting customers with a disability, 110 Western Power employees attended the National Disability Services 'Disability 101' workshops, with 97 per cent of participants indicating improved knowledge and confidence following the course.

Outcome 7: Employment, people, and culture

The **Town of Victoria Park** has been working with disability service providers to promote vacant positions and review recruitment processes to ensure they are accessible and inclusive. The Town set up multiple internships in partnership with Football West and Curtin University. The Town's People and Culture team is identifying specific roles through the Workforce Plan for people with disability according to Section 66R of the Western Australian [Equal Opportunity Act 1984](#) as another strategy to increase employment of people with disability.



City of Kalamunda
Second Chance shop opening

The **City of Kalamunda** partnered with Workpower to establish a community re-use shop at Walliston Transfer Station called Second Chance. Workpower manages the shop on behalf of the City of Kalamunda, supporting the employment of people with disability. The shop provides items with a second life that might otherwise end up in landfill with all profits going towards managing the shop and supporting people with disability.

[Curtin University's Careers Disability employment webpage](#) was launched in March 2022. The web pages showcase various employment and work experience opportunities with disability confident employers, as well as linking students with disability to the available supports and career development programs whilst completing their studies.



Agents and contractors

The Western Australian *Disability Services Act 1993* requires public authorities to take all practical measures to ensure that their DAIP influences their agents and contractors. The intent is to extend improved outcomes for people with disability to the wider community.

Public authorities often use contract management provisions to directly influence their agents and contractors. This may include sending a copy of the DAIP with contract management documentation, requiring contractors to agree to abide by the seven DAIP outcomes, or requiring contractors to have their own access and inclusion policy and report on its progress.

Trends and observations

There were 211 public authorities required to submit a DAIP Progress Report for 2021-2022. The size and functions of the public authority correlate with the initiatives reported. While some public authorities have thousands of staff, large community bases and dedicated Access and Inclusion Officers, other authorities employ fewer than 20 staff or have no significant public interface. This needs to be considered when reviewing the reporting on DAIP implementation.

Progress reports commonly noted the impact of COVID-19 as a factor in delivering intended DAIP initiatives. While the use of face-to-face engagement strategies was reduced, it did create opportunities for public authorities to adopt new ways of engaging with people with disability, especially variations on virtual or online engagement.

It is evident from the reports that many authorities are establishing or maintaining strong connections with disability sector organisations and community groups. Through partnerships with specialist disability organisations, public authorities are leveraging their expertise to achieve better outcomes for staff, customers, or residents with disability.

Many authorities are establishing or maintaining strong connections with disability sector organisations and community groups


Public Authorities continue to use DAIP committees made up of staff and often external stakeholders to identify opportunities and monitor progress on DAIP implementation. Several reports showed smaller authorities which rely on external funding for major projects, are prioritising accessibility when funding opportunities arise.

Several public authorities have started to use Section 66R of the Western Australian [Equal Opportunity Act 1984](#) as a diversity initiative to increase workforce representation of people with disability. Section 66R allows for a recruitment process to target applicants with disability above other applicants.

The number of reported activities per outcome area continues to be highest for Outcomes 1 and 2, although there has been a modest increase across Outcomes 3 to 7. There is an increasing awareness of the need to see access and inclusion beyond access to the built form. Examples across Outcome 3-7 show how technology and innovation have benefitted people with disability and the community more broadly.

There is a continuing interest for some public authorities to connect and integrate their DAIPs with other organisational plans and strategies. Their intent is to improve the efficiency and effectiveness of access and inclusion strategies. For example, DAIP Outcome 7 strategies may be directly delivered through a broader Workforce Strategy; ensuring universal design may be delivered through a Corporate Budget Plan, or several DAIP Outcome areas may fall into a broader Community Development plan.

The flexibility for public authorities to evolve the way they plan for people with disability and find the most effective ways to maintain, deliver and evaluate their commitments to access and inclusion is likely to result in continuing innovation in DAIP planning.



There is an increasing awareness of the need to see access and inclusion beyond access to the built form

Appendix

Reporting authorities

The following **State Government authorities** provided 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
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
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 (part of Development WA)
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. Perth Theatre Trust
50. Public Sector Commission
51. Public Transport Authority

Appendix – Reporting authorities (continued)

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| 52. | School Curriculum and Standards Authority | 60. | University of Western Australia |
| 53. | Small Business Development Corporation | 61. | Water Corporation |
| 54. | South Metropolitan Health Service | 62. | Western Australian Country Health Service |
| 55. | South Metropolitan TAFE | 63. | Western Australian Electoral Commission |
| 56. | South Regional TAFE | 64. | Western Australian Museum |
| 57. | State Library of Western Australia/
State Records Office | 65. | Western Australia Police |
| 58. | Synergy | 66. | Western Power |
| 59. | Tourism Western Australia | 67. | Workcover |



Appendix – Reporting authorities (continued)

The following **Local Government authorities** provided 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

Appendix – Reporting authorities (continued)

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| 72. Shire of Irwin | 110. Shire of Serpentine-Jarrahdale |
| 73. Shire of Jerramungup | 111. Shire of Shark Bay |
| 74. Shire of Katanning | 112. Shire of Tammin |
| 75. Shire of Kellerberrin | 113. Shire of Three Springs |
| 76. Shire of Kent | 114. Shire of Toodyay |
| 77. Shire of Kojonup | 115. Shire of Trayning |
| 78. Shire of Kondinin | 116. Shire of Upper Gascoyne |
| 79. Shire of Koorda | 117. Shire of Victoria Plains |
| 80. Shire of Kulin | 118. Shire of Wagin |
| 81. Shire of Lake Grace | 119. Shire of Wandering |
| 82. Shire of Laverton | 120. Shire of Waroona |
| 83. Shire of Leonora | 121. Shire of West Arthur |
| 84. Shire of Manjimup | 122. Shire of Westonia |
| 85. Shire of Meekatharra | 123. Shire of Wickopin |
| 86. Shire of Menzies | 124. Shire of Williams |
| 87. Shire of Merredin | 125. Shire of Wiluna |
| 88. Shire of Mingenew | 126. Shire of Wongan-Ballidu |
| 89. Shire of Moora | 127. Shire of Woodanilling |
| 90. Shire of Morawa | 128. Shire of Wyalkatchem |
| 91. Shire of Mount Magnet | 129. Shire of Wyndham-East Kimberley |
| 92. Shire of Mount Marshall | 130. Shire of Yalgoo |
| 93. Shire of Mukinbudin | 131. Shire of Yilgarn |
| 94. Shire of Mundaring | 132. Shire of York |
| 95. Shire of Murchison | 133. Southern Metropolitan
Regional Council |
| 96. Shire of Murray | 134. Tamala Park Regional Council |
| 97. Shire of Nannup | 135. Town of Bassendean |
| 98. Shire of Narembeen | 136. Town of Cambridge |
| 99. Shire of Narrogin | 137. Town of Claremont |
| 100. Shire of Ngaanyatjarraku | 138. Town of Cottesloe |
| 101. Shire of Northam | 139. Town of East Fremantle |
| 102. Shire of Northampton | 140. Town of Mosman Park |
| 103. Shire of Nungarin | 141. Town of Port Hedland |
| 104. Shire of Peppermint Grove | 142. Town of Victoria Park |
| 105. Shire of Perenjori | 143. Mindarie Regional Council |
| 106. Shire of Pingelly | 144. Western Metropolitan
Regional Council. |
| 107. Shire of Plantagenet | |
| 108. Shire of Quairading | |
| 109. Shire of Ravensthorpe | |



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