



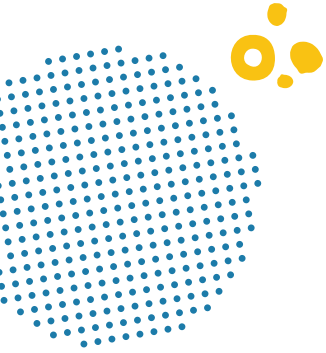
Disability Access and Inclusion Plan

Minister's Progress Report
2022–2023



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.



Cover images (left to right): City of Busselton SUP Come and Try Day, City of Mandurah Promotional Material featuring a person with disability, Curtin University Theatre adaption of Shakespeare, WA Museum young person with cane – image copyright Luke Riley Creative.

Contents

| | |
|---|-----------|
| Message from the Minister for Disability Services | 2 |
| Introduction | 4 |
| Factors impacting access and inclusion in Western Australia | 5 |
| Progressing 'A Western Australia for Everyone: State Disability Strategy 2020-2030' | 5 |
| Australia's Disability Strategy 2021 - 2031 | 6 |
| Reforming Western Australia's disability legislation | 6 |
| Disability Royal Commission | 7 |
| National Disability Insurance Scheme Review | 7 |
| Outcome 1: Events and services | 8 |
| Outcome 2: Buildings and facilities | 14 |
| Outcome 3: Information and communication | 18 |
| Outcome 4: Service quality | 22 |
| Outcome 5: Complaints and safeguarding | 26 |
| Outcome 6: Consultation and engagement | 28 |
| Outcome 7: Employment, people and culture | 32 |
| Agents and contractors | 35 |
| Trends and observations | 35 |
| Appendix | 36 |




Message from the Minister for Disability Services

It is my pleasure to present the 2022-2023 Disability Access and Inclusion Plan (DAIP) Progress Report.

All levels of government play a significant role, regardless of their size or scope in improving the lives of people with disability and aligning with the [‘A Western Australia for Everyone: State Disability Strategy 2020-2030’](#).

This report demonstrates the important role that public authorities have as leaders, collaborators, and influencers working alongside people with disability, their families, and supporters to ensure communities champion the rights of people with disability.

All Western Australians, from every walk of life, have a responsibility to create an inclusive and accessible community. An inclusive community is one that values diversity and promotes equal participation and opportunities for all its members. It is a society where everyone feels valued, respected, and supported.

Empowering people to fully participate nurtures a positive community that ensures fairness and equitable outcomes for everyone. 



Empowering people to fully participate nurtures a positive community that ensures fairness and equitable outcomes for everyone. I remain optimistic that we can make a tangible difference to the lives of the 411,500 people with disability in Western Australia and achieve a future in which everyone belongs.

I would like to acknowledge community members that volunteer their time contributing to access and inclusion committees in Local Government and the difference they make in sharing their knowledge and experiences. I appreciate the commitment that State Government agencies and Local Governments, including individual officers, executives and elected members have demonstrated, with this report highlighting a sample of the many contributions over 2022–2023.

A handwritten signature in black ink, appearing to be 'D. Punch'.

Hon Don Punch MLA

BPsych BSocwk MBA
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

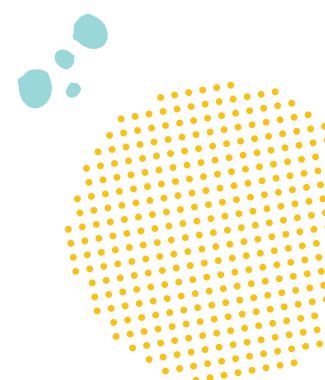
Progressing 'A Western Australia for Everyone: State Disability Strategy 2020-2030'

A Western Australia for Everyone: State Disability Strategy 2020-2030 (the Strategy) sets the vision and direction for a more inclusive Western Australia. It aims to promote opportunities for the whole of community to work together to achieve better outcomes for people with disability.

The Strategy is implemented through a series of Action Plans that are reviewed and updated every two years to ensure they remain responsive and reflective of community needs. The [first Action Plan 2020-2022](#) included 88 commitments from State Government agencies, disability sector peaks and the private sector, to improve the lives of people with disability.

Highlights from the Strategy's [2022 Annual Report](#) included people with newly acquired spinal cord injuries linked to accessible state housing upon discharge from hospital, with 12 new accessible social houses completed. The houses support people with spinal cord injury to live independently in the community. Another highlight was the collaboration between the Department of Transport, METRONET, Public Transport Authority and Main Roads WA in developing an access and inclusion plan to maximise opportunities and improve outcomes for people with disability when using public transport in Western Australia. The newly developed Transport Portfolio Disability Access and Inclusion Plan (DAIP) 2022–2027 was launched in October 2022 after extensive consultation with people with disability and other stakeholders.

The [second Action Plan 2022-2024](#) was launched on International Day of People with Disability in December 2022 and builds on previous commitments. It includes 141 actions from State Government, the disability sector, the private sector, and industry.



Australia's Disability Strategy 2021 - 2031

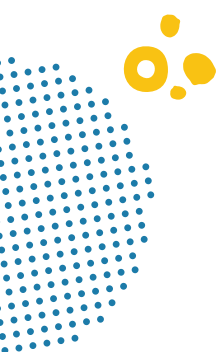
[Australia's Disability Strategy 2021-2031](#) (ADS) sets out a plan for continuing to improve the lives of people with disability. It recognises that all levels of government in Australia are responsible for supporting people with disability to reach their full potential, as equal members of the community.

Progress in 2022-2023 included the first ADS National Forum held in November 2022, with around 1,000 people attending. Participants heard from people with lived experience, including 2022 Australian of the Year, Dylan Alcott AO. The overarching themes identified by participants were the need for proactive inclusion and accessibility; improving community attitudes; challenges in navigating life where COVID-19 poses a risk and the importance of recognising diversity and intersectionality.

Reforming Western Australia's disability legislation

The Western Australian Government recognises the importance of disability legislation that meets the needs of people with disability and promotes inclusion and positive community attitudes relating to disability. A consultation process is underway to reform and modernise Western Australia's disability legislation.

Between March and October 2023, Communities sought the views of Western Australians on issues and matters that should be reflected in new legislation through a Statewide public consultation process to ensure it reflects the needs and expectations of today's community. Consultation sessions were held online and in-person across all of WA's regions and metropolitan Perth to consider the topics outlined in the [Reforming WA disability legislation – consultation paper](#). These issues include consideration of any changes needed to the existing approaches to supporting and promoting access and inclusion. Consultation has continued into the 2023/24 financial year with more opportunities to discuss issues that are important to people with disability.



Disability Royal Commission

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission) investigated what changes are needed to better protect people with disability and promote a more inclusive society.

The Disability Royal Commission received 7,944 submissions, 17,824 phone enquiries, 710 responses to its issues paper and held 1,785 private sessions to hear from people with disability, carers, and other community members.

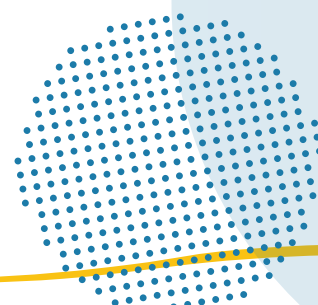
The Disability Royal Commission released its final report in September 2023, which provides an opportunity to understand what can be done across the country to make society more inclusive for the disability community.

National Disability Insurance Scheme Review

The Minister for the National Disability Insurance Scheme, the Hon Bill Shorten MP, announced a review of the National Disability Insurance Scheme (NDIS) in October 2022.

The NDIS Review (the Review) examined the design, operations and sustainability of the NDIS including issues identified in agreements between the Commonwealth and states and territories. Additionally, the Review has considered ways to build a more responsive, supportive, and sustainable market and workforce to support people with disability.

State Government agencies are working together to inform the Review and respond to findings to support improved NDIS performance for all eligible Western Australians.





Outcome 1:

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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.

The **Shire of Ashburton** held the Onslow Solar Eclipse Festival (the Festival) in April 2023 to celebrate the total solar eclipse. The Festival attracted over 2,000 people from across the world who experienced first-hand Mother Nature’s remarkable sky show. The event included accessible parking, drop off zones, bathroom facilities, animal rest areas, quiet spaces and accessible viewing areas for the stage shows.



Accessible viewing area at the Shire of Ashburton’s Onslow Solar Eclipse festival



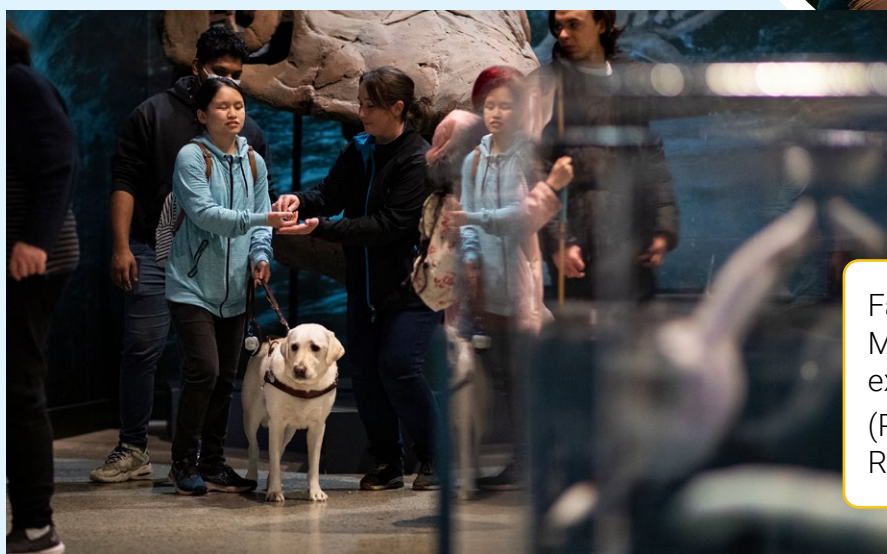
Contents of Sensory Backpacks at WA Museum

The **Western Australian Museum** improved the experience of visitors with sensory disability across multiple museums. Sensory backpacks are now available at WA Museum Boola Bardip with each backpack containing resources such as sensory maps, fidget toys and a torch for self-regulation. The museum also offers ‘colour blind’ glasses for children and adults who experience colour vision deficiency.

The **WA Maritime Museum** partnered with VisAbility (a disability service organisation) to host a touch-and-explore sensory event attended by over 40 people with vision impairment. Visitors, their families, and friends enjoyed an intimate, safe, unhurried experience with a chance to touch and examine specially selected objects from the Museum's collections and displays.



WA Maritime Museum's touch and explore sensory event. (Photo copyright Luke Riley Creative)



Family at WA Maritime Museum's touch and explore sensory event (Photo copyright Luke Riley Creative)

Curtin University's Autism Research Group (CARG) created the Autism Academy for Software Quality Assurance (AASQA) that aims to build and share the talents of neurodivergent individuals for the collective benefit of the whole community. The program supports neurodivergent people to make use of their strengths and skills through training, education, and mentoring programs, specifically in the emerging field of technology.

By early 2023, AASQA had trained 600 neurodivergent people with 55 trainees having transitioned into tertiary education, and 98 people commencing internships. The program has developed a strong network of external partners, including schools, universities, disability employment service providers, and government departments.

The program was recognised for their outstanding work, winning the Community Engagement Initiative of the Year Award in the Asia-Pacific category at the International Entrepreneurship and Engagement Excellence in Higher Education Awards.



The **City of Bunbury** launched its Freedom Trax all-terrain motorised wheelchair which gives people with disability increased access to beaches, grassed areas, dirt tracks, boardwalks, trails, and gravel paths. The Freedom Trax attaches to a person’s wheelchair or a manual wheelchair which can be borrowed from the City.



City of Bunbury Freedom Trax user

The **Department of Jobs, Tourism, Science and Innovation** launched the Tourism WA ‘[The Opportunity for Accessible and Inclusive Tourism in Western Australia](#)’ guidelines. The document provides guidance and information to tourism businesses on how to create a more accessible and inclusive tourism offering. The guidelines outline the economic benefits and opportunities, as well as serving as an initial starting point when thinking about accessibility for any tourism operation. The accessible tourism market accounts for 17 percent of Australian travel or a total of \$13.5 billion.¹



¹ [Insight – The accessible tourism opportunity](#) 1 December 2022 from Australian Trade and Investment Commission website.

The **City of Busselton**, in partnership with APM Communities (a disability service organisation), the Disabled Surfers Association of Australia, and SUP Life Busselton held an all-inclusive open day for stand-up paddle boarding. The event attracted many locals, including people with disability who were excited to participate. One person with quadriplegia was able to enjoy a supported float on a board thanks to a seating aid, describing their experience in the water as feeling like 'true freedom'. The initiative attracted plenty of interest and will lead to more opportunities for people to experience the fun and wellbeing that these activities create.

Local governments have continued to focus on improving beach accessibility which enables people of all abilities to enjoy Western Australian beaches.



City of Busselton's Stand up Paddleboarding Day





The **City of Rockingham's** library installed a 'Tovertafel', an interactive projector that provides tailored activities and games for people with cognitive challenges. The Tovertafel encourages movement and social interaction, helping to build self-esteem and self-reliance. The technology has been successful in increasing memory, alertness, and concentration levels.

The library has also introduced Virtual Reality equipment for seniors and people with disability, enabling them to virtually visit places around the world as an individual or as part of a group.



Virtual Reality and Tovertafel being used at City of Rockingham's Rockingham Library

Central Regional TAFE (CRT) created a new Access and Equity Scholarship to encourage students with disability to undertake and complete higher education. The scholarship provides a student with disability funding for course fees and training resources. CRT worked closely with local disability service organisations to promote and develop the program which received 11 applications. Given its success, CRT will continue the scholarship in 2024.





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.



Edith Cowan University (ECU) introduced Sensory Spaces to help students with sensory needs engage with and maintain their studies on campus. The University's Disability Access and Inclusion Subcommittee initiated the project after students reported feeling overstimulated or overwhelmed by noise, lights or crowds on campus.

Students with sensory needs were involved in the planning of the spaces, including how they should look, feel and function. ECU's Sensory Spaces are divided into three different zones to meet the different needs of students with sensory needs. Tools and resources are available, such as noise cancelling headphones, sensory kits with a variety of fidget tools and calm cards with mindfulness exercises. The ECU Sensory Spaces have proven popular with students with sensory needs providing a dedicated space where they can recharge.

The **City of Joondalup** celebrated the opening of the redeveloped Craigie Leisure Centre. In consultation with Centre members with disability, the City of Joondalup designed a modern, fit-for-purpose, fully accessible facility featuring 12 additional ACROD parking bays, an adult change facility, additional space between gym equipment pieces and a range of wheel chair accessible exercise machines.



City of Joondalup's accessible gym at Craigie Leisure Centre



City of Stirling in partnership with Main Roads WA have improved pedestrian safety at a busy crossing in Wembley Downs. The works saw the realignment of pedestrian crossings and the addition of audible push buttons to improve safety and accessibility for residents who are vision impaired. The City shared a story from local resident Tom who described his daily life before the improvement:

"It's peak hour and everybody is in a hurry to get home (including me); I step off public transport and wait for the noisy bus to move away; I move to the verge; flick out my white cane to feel the edge of the road kerb and walk 50 paces until I locate the concrete lid of the storm water soak. Great, I found my crossing spot, now let the nightmare begin... I close my eyes and concentrate with my ears, 'swoosh, swish, swoosh...' the traffic flies by. Come on mate you can do it 'crack hardy mate!' 'Swoosh, swish, swoosh... wait, wait, wait, be careful, be careful, wait, wait...5 minutes pass...surely a break in the traffic is coming soon. Yes, silence at last heart beating now white cane extended let's do it go, go! Oh no, there's another one coming; get back on your concrete launch pad.

Now they all come again like a herd of buffalo. 'Swoosh, swish, swoosh...' another 5 minutes pass ... silence again, great let's go, heart thumping again louder (Oh no what if there is a cyclist or an electric car), cane pushed right out they will see it lets go, go, go! Fantastic, great relief I have made it halfway! Another two lanes to go!

Now I'm standing on the refuge section in the middle of Hale Road. I now swap my white cane to my left hand so motorists can know that I can't see. I repeat the above nightmare and I am finally across. 'Wow, wow...' I exclaim; now that's what I call '...taking a walk on the wild side...' If only I could push a magic button and make the cars stop; no more nightmare!... What a difference this will make in my life".

Tom expressed his gratitude, "thank them and all concerned for ...helping the blind man to cross the road..."

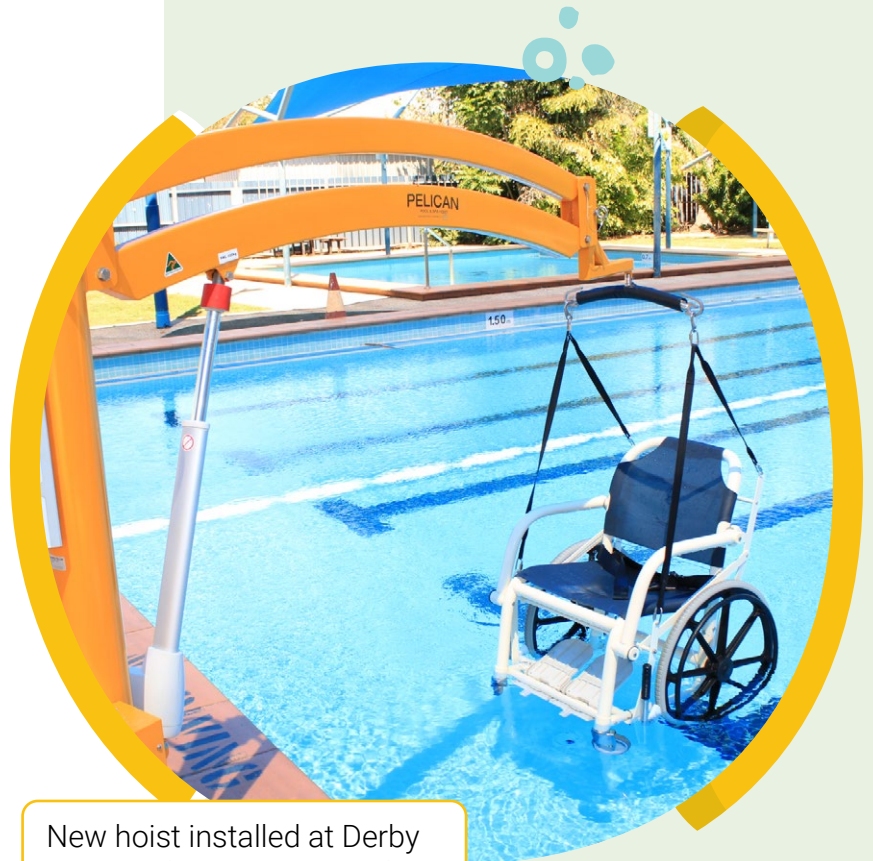


The Shire of Beverley's safe and accessible streetscape upgrades



The Vincent Street Redevelopment in the **Shire of Beverley** has prioritised accessibility features in its main shopping and business area. Safer and more welcoming streetscapes were created including wider pathways, more seating, tactile indicators, new ACROD parking bays and accessible ramps.

The **Shire of Derby West Kimberley** has installed a new hoist at the Derby Memorial Swimming Pool, a vital recreational and social hub for the community. The new hoist allows people with disability and those with mobility needs to access the swimming pool safely and independently. The hoist creates an inclusive and welcoming environment and encourages everyone with varying abilities to enjoy the therapeutic and recreational benefits of swimming.



New hoist installed at Derby Memorial Swimming Pool





Outcome 3:

Information and communication

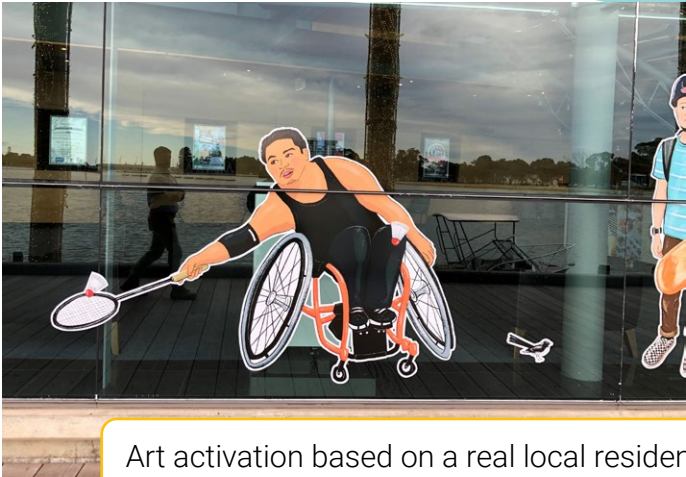


DAIP Outcome 3 – People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it..



The **City of Mandurah** is committed to elevating community perceptions and attitudes towards people with disability ensuring everyone in the community is seen, valued, and included. The City’s communications featured images of people with disability. Examples were marketing materials used to promote the Mandurah Sports Awards, healthy lifestyle programs, and use of the City’s parks and reserves.

A photoshoot was held at the Mandurah Aquatic and Recreation Centre with a person who uses a guide dog, people with intellectual disability, and people who use wheelchairs in action at the gym, on the basketball courts and in the customer service area.



Art activation based on a real local resident at the Mandurah Performing Arts Centre (Credit www.ellimoodyillustration.com)



An example of City of Mandurah representing people with disability in general promotional materials



The **Department of Mines, Industry Regulation and Safety** (DMIRS) held the Empowering Consumers Forum, aimed at improving DMIRS' understanding of the needs of the 111,000 Western Australians with disability who reside in rental properties.

People with disability and advocates shared their experience and insights as tenants. The Forum also heard from a panel of speakers including Priya Cooper, former Deputy Chair of the Disability Services Commission Board, Alan Kirkland, Chief Executive Officer of Choice, and Dr John Byrne AM, the WA Commissioner for Equal Opportunity. Feedback was used to inform DMIRS' communication tools and approaches in supporting the needs of tenants with disability. Additional workshops have been organised to build the capacity of community organisations who provide support services to tenants with disability.



The Department of Mines, Industry Regulation and Safety's Empowering Consumers event.

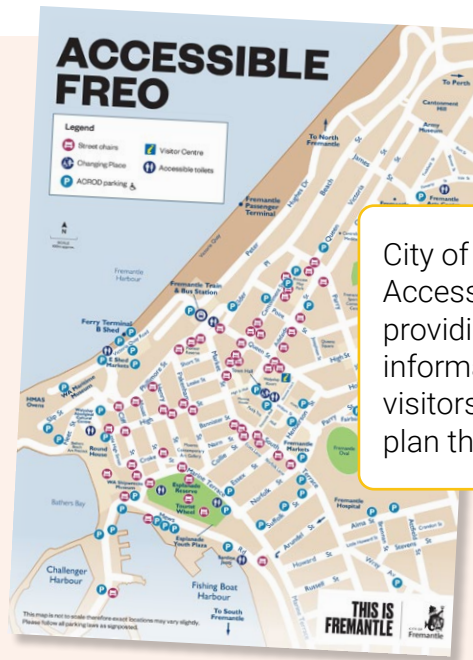


City of Perth can use communication books to help serve its customers. (Image above courtesy City of Kalgoorlie- Boulder)



The **City of Perth** invested in communication books used by customer service staff to help guide meaningful conversations with people with development disability and/or communication needs. The **Shire of Kent** installed Auslan and braille signage at the Nyabing Memorial Park and Pingrup Burston Park to improve accessibility for people who are deaf and/or hard of hearing or those with a vision impairment. The **City of Kalgoorlie-Boulder** installed Nursery Rhyme Learning Panels in Library Park providing self-paced, interactive, hands-on learning for children with learning needs.

The **City of Fremantle** created an 'Accessible Fremantle' webpage including an easy-to-use map to ensure an inclusive and welcoming experience for all visitors and residents. The website includes information on accessible accommodation options and facilities, features at beaches and swimming pools, public transportation options, ACROD parking and accessible toilets including Changing Places facilities.



City of Fremantle's Accessible Freo page providing useful information to help visitors with disability plan their trip



Curtin University's Centre for Culture and Technology (CCAT) presented a contemporary version of Shakespeare's King Richard III, starring a 17 year old schoolboy living with a spinal condition experiencing classroom bullying, that he attempts to defuse by standing for election as Class President. The production was directed by Australian neurodiverse director and disability rights activist Dan Graham, with the lead role played by Chrystal Nguyen, a Curtin Theatre Arts student and electric wheelchair user. Ms Nguyen was mentored by Kate Mulvany, an award-winning actor with a spinal disability who has enjoyed major Hollywood production roles since graduating with a Curtin degree in Theatre Arts.

The performances, held at Hayman Theatre, were popular and met with critical acclaim. One session included Auslan and audio description to support accessibility for audience members who were deaf and/or hard of hearing and vision-impaired.



Curtin University's creative and disability led approach to Shakespeare





Outcome 4:

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Service quality



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.



The **Child and Adolescent Health Service** (CAHS) launched the Perth Children’s Hospital Emergency Department’s new Neurodiversity Care Plan (the Plan).

The Emergency Department environment can create additional stress for neurodivergent children, young people and their families. Hospital specialists, in consultation with Autism WA and the CAHS Youth Advisory Council, developed a questionnaire for parents and carers to complete to help staff to communicate with and care for their child, respecting their individual needs and communication preferences leading to improved care experiences for the patient and their family and carers.

The Plan incorporates the use of a range of sensory tools to help calm children using light and sound, whole-body tools like weighted blankets and wiggly cushions.



Staff and patients at Perth Children’s Hospital with neurodiversity resources



The **City of Wanneroo** in partnership with the local community has established a playgroup to cater for local children with disability. The Acceptance, Inclusion and Play playgroup in Merriwa is thriving with 50 families joining the group since October 2022 and more families on the waitlist. The City of Wanneroo provided a venue and supported the group with applying for funding, recruitment of new members and connecting with early years activities and resources. The founder of the playgroup said “the group was popular with families as it creates a safe space to discuss services and supports while their children could express themselves in their own unique ways”.



The City of Wanneroo supported the Acceptance, Inclusion and Play playgroup



The **City of Swan** and the **City of Busselton** completed a nationally endorsed learn to swim program supporting the communication needs of deaf and hearing impaired children. The Puggles Swim Course provides instructors with the skills to teach children who are deaf and hearing impaired how to participate fully and confidently in swim lessons, alongside their hearing peers.

The **City of Bayswater** has launched its Library Services Application to improve accessibility for people with disability so they can engage with libraries and community resources. The application features include the use of icons and images, large print with accessible colour contrasts and clearly displayed and easy to understand menu options. During its first year, the application was accessed by residents over 12,000 times.

The Disability Advocacy and Referral Diversion for Young People (DARDY) under 25 years old was launched by **Legal Aid WA**. DARDY is a wraparound legal service for young people who have or are suspected to have a disability and are involved in the criminal justice system. DARDY aims to enhance outcomes for these individuals by seeking to increase

access to crucial services such as the National Disability Insurance Scheme. By addressing underlying issues and promoting diversion, DARDY aims to break the cycle of offending, reduce reoffending rates, and create a more inclusive and cost-effective justice system. DARDY has received praise from the President of the Children’s Court for its work in supporting young people with disability.

The **City of Wanneroo** partnered with Autism Swim and Royal Life Saving Society WA to inform and promote the benefits of specialised swimming programs for children with Autism Spectrum Disorder (ASD) and other disabilities on [ABC News](#). The article outlined the increased risk of drowning for children with ASD and the benefits of being part of a specialised swimming program. The City of Wanneroo’s Dolphin Swim Program, an Autism Swim approved program, caters for people of all ages and abilities to learn how to swim, be safe in the water and improve their fitness in a caring and safe environment.

City of Wanneroo Dolphin Swim Program is featured on [Facebook](#).

City of Wanneroo staff with a recipient of Dolphin Olympics medals





Outcome 5:

Complaints and safeguarding



Two community members at the City of Mandurah's Crab Fest 2023 with a guide dog



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



The **Shire of Derby-West Kimberley** improved its complaints policy and procedures to ensure people with disability have clear and accessible ways to raise their concerns and provide feedback. Stakeholders including people with disability and disability advocacy groups were consulted about the new complaints framework ensuring it was accessible and inclusive. Key elements of the new framework include having multiple complaint channels so people can choose the method of communication that suits them, and the complaints policy being in clear and straightforward language to facilitate access and ease of understanding for people with cognitive disability. The Shire of Derby-West Kimberley has planned a community awareness campaign to educate the community on the new complaints policy and procedure.



The **City of Canning's** Access and Inclusion Advisory Group, staff and volunteers participated in workshops to determine how the City could best support people with disability and those with complex communication needs to make complaints or provide feedback to the City if they wished. The information from the workshops was used to revamp procedures and documents. Staff and volunteers who attended the workshop reported feeling more confident in engaging with people with complex communication needs.



City of Canning members of the Access and Inclusion Advisory Group



The **City of Mandurah** addressed complaints received about security officers working at the 2023 Mandurah Crab Festival not being aware of the rights of people using guide dogs. Access and inclusion training is now a mandatory requirement for all new security contracts with the City. In addition, signage welcoming people using guide dogs has been installed at the front of the City's administration building and the Ranger Services Team has published information about guides dogs on their website.



Outcome 6:

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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.



Through its Next Generation Warnings Project, the **Department of Fire and Emergency Services** (DFES) is developing a world-class warning system to provide faster, more targeted, and personalised emergency information. It will also deliver nationally consistent warnings through the Australian Warning System.

DFES spoke with people with disability, their families, and carers about how they would like to receive emergency information into the future. DFES held an innovative ‘Hackathon’ event that brought together around 100 participants from a wide range of industries with expertise on how Western Australia could better use generative artificial intelligence (AI) to tailor and solve complex emergency information problems.

Hackathon ‘teams’ investigated key topics such as how AI could be used to better provide emergency information to people who are vision and/or hearing impaired and to those who require warnings to be translated in other languages. Teams proposed innovative solutions and DFES is collaborating with them to develop these ideas into the future design of [Emergency Western Australia website](#).



Department of Fire and Emergency Services staff

The **City of Bunbury's** Co-Design Access Panel (CoDAP) provided recommendations on 11 City projects. The CoDAP is made up of people with a lived experience of disability and industry professionals who support the City of Bunbury with the design of buildings, facilities, open spaces, and other projects.

A highlight for CoDAP was its contribution to the developing Bunbury's Mangrove Cove All Abilities Nature Playground, that opened in February 2023. Several of CoDAP's recommendations during the planning phase were included in the final design such as the wheelchair accessible sand pit and tunnels, water play area, basket swing, drums, chimes and cubbies, and the popular walkway and lookout deck.



Minister Punch and a member of the City of Bunbury's Co-Design Access Panel opening the Mangrove Cove All Abilities Nature Playground

The **City of Albany** held an Access and Inclusion Summit (the Summit) facilitated by disability advocate Ben Aldridge. The Summit was attended by 32 community members who shared their ideas and feedback on how the City could improve access and inclusion within their community. Their insights influenced the priorities for the City's 2023–2027 Access and Inclusion Plan. Community members and City staff also participated in a co-design workshop focused on creating an accessible precinct.



A beach access review, in partnership with Spinal Life Australia, was one of City of Mandurah’s consultation projects.



The **City of Mandurah** Access and Inclusion Advisory Group (AIAG) provided feedback on 15 projects including Dawesville Community Centre, Hidden Disabilities Sunflower Initiative, MARC accessible map and Giants of Mandurah. The City structured meetings to ensure accessibility needs of each member were considered. The Access and Inclusion Officer gave each member an option to meet in person to go through the agenda and discuss potential opportunities for feedback and questions. The City provided photo cards to promote discussions and hand fidgets and colouring sheets to support a member’s sensory needs.



The City of Mandurah Access and Inclusion Advisory Group members review beach access





Outcome 7:

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Employment, people
and culture



DAIP Outcome 7 – People with disability have the same opportunities as other people to participate in any public consultation by a public authority.



South Metropolitan TAFE continued their Inclusive Employment Program (IEP), recruiting people with disability in partnership with BIZLINK, a disability employment service. A further two employees were recruited in the reporting period, taking the total number of recruits through the partnership to 15.

The ongoing success of the IEP was recognised in October 2022 with South Metropolitan TAFE being awarded second place in BIZLINK's Employer of the Decade Award. South Metropolitan TAFE was commended for having 100 per cent retention for this program and providing job security through permanent appointments.

The **Department of Communities** (Communities) partnered with employment support provider APM to employ jobseekers with disability. This initiative involved 18 jobseekers from APM meeting Communities staff and trialling various work activities. As a result, Communities employed five people with disability in customer service positions. Communities will continue to partner with disability employment providers to identify opportunities across other divisions and locations to recruit people with disability.

Several public authorities reported the establishment and progress of staff groups and networks to support employees with disability. For example, **North Metropolitan Health Service** held several events organised by their Staff with Disabilities Allies Network (SDAN) including celebrating Autism Awareness Day. SDAN is proving a popular network for staff with disability or those wishing to support staff with disability to connect and share information with each other and across WA Health more broadly.

The **Department of Mines, Industry Regulation and Safety** (DMIRS) launched their Access and Inclusion Community Channel, with around 110 staff participating. The Channel is playing an important role in supporting and connecting staff with disability, supporting mental health and wellbeing, and influencing DMIRS in becoming a more accessible and inclusive work environment.

The **Gold Corporation** (Perth Mint) aims to increase the employment of people with disability, mental health, or neurodiverse conditions to 10 per cent by 2025. To achieve this target several attraction and retention initiatives have been implemented, including more frequent opportunities and ways for staff to disclose disability, on-site mental health support, an accessibility audit of facilities and ongoing partnerships with disability service organisations. The Gold Corporation partnered with Australian Network on Disability, an employer-led network focused on the inclusion of people with disability to participate in the Access and Inclusion Index benchmarking best practice inclusion initiatives with other Australian employers.

The **City of Stirling** used its Community Collaborations Fund to support community-led programs. Funding was awarded to a local person with disability to sew a range of assistance animal vests to be donated to Western Australian Assistance and Therapy (WAAT) Dogs.

This person recruited a further seven people with disability to form a sewing pool. The group made 48 vests, and was successful in improving the confidence, community connections and practical skills of the participants. Some members of the group have gained the confidence to pursue paid employment opportunities.



Participants of the Passport to Employment program visiting City of Greater Geraldton's Animal Management Facility

The **City of Greater Geraldton** continued to expand its Passport to Employment Program (P2E) helping students transition from school to employment or further study. P2E is a collaboration between the City and partners such as Forrest Personnel (disability employment provider), Central Regional TAFE, Mid-West Ports Authority, Police & Community Youth Centre (PCYC). The program includes students visiting various sites to understand different employment and study opportunities. In 2022, 17 students participated in the program. From this group, two students are employed, and three students have enrolled into higher education. The remaining 12 students are in Year 12 and continuing the program.

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 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 212 public authorities required to submit a DAIP Progress Report for 2022-2023. 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 15 staff or have no significant public interface. This needs to be considered when reviewing the reporting on DAIP implementation.

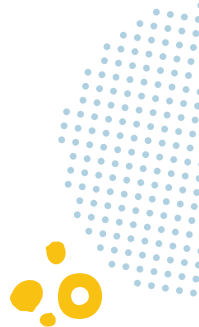
Financial constraints continue to be a major factor for public authorities in improving access and inclusion. Local Government noted the prohibitive costs to ensure older buildings and assets meet current building standards for accessibility.

Local Governments reported staff attraction and retention as a barrier to achieving DAIP outcomes. There was a clear theme that this disproportionately affected regional and remote local governments.

Activities were reported across all seven outcome areas. The outcome areas with the least reported activities were Outcome 4 (Service quality) and Outcome 5 (Complaints and safeguarding). While there were less activities reported, public authorities remain committed to reviewing and updating existing complaints policies and procedures.

Public authorities continued to provide and build on disability inclusion training for staff to promote a disability friendly workplace and ensure staff are skilled and confident in responding to people with disability accessing their services.

Public authorities continue to further refine consultation and engagement strategies with people with disability with a particular focus on access and inclusion committees. Central to this has been authentic engagement with these committees in the planning stage of projects.



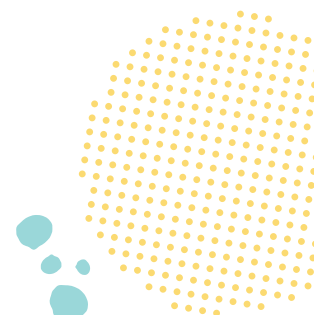
Appendix

Reporting authorities

The following **State Government authorities** provided progress reports to the Department of Communities:

1. Art Gallery of Western Australia
2. Arts and Culture Trust (Perth Theatre Trust)
3. Bunbury Cemeteries Board
4. Central Regional TAFE
5. ChemCentre
6. Child and Adolescent Health Service
7. Curtin University
8. Department of Biodiversity, Conservation and Attractions
9. Department of Communities
10. Department of Education
11. Department of Finance
12. Department of Fire and Emergency Services
13. Department of Health
14. Department of Jobs, Tourism, Science and Innovation
15. Department of Justice
16. Department of Local Government, Sport and Cultural Industries
17. Department of Mines, Industry Regulation and Safety
18. Department of Planning, Lands and Heritage
19. Department of the Premier and Cabinet
20. Department of Primary Industries and Regional Development
21. Department of the Registrar, Western Australian Industrial Relations Commission
22. Department of Training and Workforce Development
23. Department of Transport
24. Department of Treasury
25. Department of Water and Environmental Regulation
26. East Metropolitan Health Service
27. Economic Regulation Authority
28. Edith Cowan University
29. Forest Products Commission
30. Government Employees Superannuation Board
31. Gold Corporation (the Perth Mint)
32. Horizon Power
33. Infrastructure WA

34. Insurance Commission of Western Australia
35. Landgate
36. Legal Aid Western Australia
37. Lotterywest and Healthway
38. Main Roads Western Australia
39. Mental Health Commission
40. Metropolitan Cemeteries Board
41. Metropolitan Redevelopment Authority (Development WA)
42. Murdoch University
43. North Metropolitan Health Service
44. North Metropolitan TAFE
45. North Regional TAFE
46. Office of the Auditor General
47. Office of the Director of Public Prosecutions
48. Office of the Information Commissioner
49. Ombudsman Western Australia
50. Public Sector Commission
51. Public Transport Authority
52. School Curriculum and Standards Authority
53. Small Business Development Corporation
54. South Metropolitan Health Service
55. South Metropolitan TAFE
56. South Regional TAFE
57. State Library of Western Australia & The State Records Office of Western Australia (SRO)
58. Synergy
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 Force
65. Western Power
66. Workcover

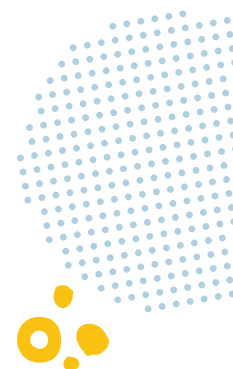


Appendix – Reporting authorities (continued)

The following **Local Government authorities** provided progress reports to the Department of Communities:

- | | |
|--|-------------------------------------|
| 67. Bunbury Harvey Regional Council | 102. Shire of Boyup Brook |
| 68. City of Albany | 103. Shire of Brookton |
| 69. City of Armadale | 104. Shire of Broome |
| 70. City of Bayswater | 105. Shire of Broomehill-Tambellup |
| 71. City of Belmont | 106. Shire of Bruce Rock |
| 72. City of Bunbury | 107. Shire of Capel |
| 73. City of Busselton | 108. Shire of Carnamah |
| 74. City of Canning | 109. Shire of Carnarvon |
| 75. City of Cockburn | 110. Shire of Chapman Valley |
| 76. City of Fremantle | 111. Shire of Chittering |
| 77. City of Gosnells | 112. Shire of Cocos Keeling Islands |
| 78. City of Greater Geraldton | 113. Shire of Collie |
| 79. City of Joondalup | 114. Shire of Coolgardie |
| 80. City of Kalamunda | 115. Shire of Coorow |
| 81. City of Kalgoorlie-Boulder | 116. Shire of Corrigin |
| 82. City of Karratha | 117. Shire of Cranbrook |
| 83. City of Kwinana | 118. Shire of Cuballing |
| 84. City of Mandurah | 119. Shire of Cue |
| 85. City of Melville | 120. Shire of Cunderdin |
| 86. City of Nedlands | 121. Shire of Dalwallinu |
| 87. City of Perth | 122. Shire of Dandaragan |
| 88. City of Rockingham | 123. Shire of Dardanup |
| 89. City of South Perth | 124. Shire of Denmark |
| 90. City of Stirling | 125. Shire of Derby-West Kimberley |
| 91. City of Subiaco | 126. Shire of Donnybrook-Balingup |
| 92. City of Swan | 127. Shire of Dowerin |
| 93. City of Vincent | 128. Shire of Dumbleyung |
| 94. City of Wanneroo | 129. Shire of Dundas |
| 95. Eastern Metropolitan Regional Council | 130. Shire of East Pilbara |
| 96. Resource Recovery Group (Southern Metropolitan Regional Council) | 131. Shire of Esperance |
| 97. Rivers Regional Council | 132. Shire of Exmouth |
| 98. Shire of Ashburton | 133. Shire of Gingin |
| 99. Shire of Augusta-Margaret River | 134. Shire of Gnowangerup |
| 100. Shire of Beverley | 135. Shire of Goomalling |
| 101. Shire of Boddington | 136. Shire of Halls Creek |
| | 137. Shire of Harvey |
| | 138. Shire of Irwin |

139. Shire of Jerramungup
140. Shire of Katanning
141. Shire of Kellerberrin
142. Shire of Kent
143. Shire of Kojonup
144. Shire of Kondinin
145. Shire of Koorda
146. Shire of Kulin
147. Shire of Lake Grace
148. Shire of Laverton
149. Shire of Leonora
150. Shire of Manjimup
151. Shire of Meekatharra
152. Shire of Menzies
153. Shire of Merredin
154. Shire of Mingenew
155. Shire of Moora
156. Shire of Morawa
157. Shire of Mount Magnet
158. Shire of Mount Marshall
159. Shire of Mukinbudin
160. Shire of Mundaring
161. Shire of Murchison
162. Shire of Murray
163. Shire of Nannup
164. Shire of Narembeen
165. Shire of Narrogin
166. Shire of Ngaanyatjarraku
167. Shire of Northam
168. Shire of Northampton
169. Shire of Nungarin
170. Shire of Peppermint Grove
171. Shire of Perenjori
172. Shire of Pingelly
173. Shire of Plantagenet
174. Shire of Quairading
175. Shire of Ravensthorpe
176. Shire of Sandstone
177. Shire of Serpentine-Jarrahdale
178. Shire of Shark Bay
179. Shire of Tammin
180. Shire of Three Springs
181. Shire of Toodyay
182. Shire of Trayning
183. Shire of Upper Gascoyne
184. Shire of Wagin
185. Shire of Wandering
186. Shire of Waroona
187. Shire of West Arthur
188. Shire of Westonia
189. Shire of Wickepin
190. Shire of Williams
191. Shire of Wiluna
192. Shire of Wongan-Ballidu
193. Shire of Woodanilling
194. Shire of Wyalkatchem
195. Shire of Wyndham-East Kimberley
196. Shire of Yalgoo
197. Shire of Yilgarn
198. Shire of York
199. Tamala Park Regional Council
200. Town of Bassendean
201. Town of Cambridge
202. Town of Claremont
203. Town of Cottesloe
204. Town of East Fremantle
205. Town of Mosman Park
206. Town of Port Hedland
207. Town of Victoria Park
208. Mindarie Regional Council
209. Western Metropolitan Regional Council.
- 210.







Department of Communities

Postal address: Locked Bag 5000, Fremantle WA 6959

Telephone: 1800 176 888

Email: enquiries@communities.wa.gov.au

Website: www.communities.wa.gov.au

Translating and Interpreting Service (TIS) – Telephone: 13 14 50

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