



— City of —  
*Melville*

**CITY OF MELVILLE**  
**DISABILITY ACCESS AND INCLUSION PLAN**  
**2007 - 2011**

This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.



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## **Foreword by Mayor**

Welcome to the City of Melville's Disability Access and Inclusion Plan (DAIP) 2007.

The City of Melville is a proactive local government and we are committed to removing any barriers people with a disability may face in accessing community services, events, public buildings and facilities, and from gaining access to information, public consultation and decision making processes.

As a result, we developed a DAIP that outlines how the City of Melville is working to make sure our services and facilities are accessible to everyone, including people with disabilities.

We are proud of our achievements to date, which have included the construction of the fully accessible Piney Lakes Sensory Playground; installation of a Liberty Swing at Wireless Hill for children who use a wheelchair; as well as the provision of the *Teenvac* vacation care program for teenagers with disabilities and the *Activelink* program to break down the barriers of participation in leisure and recreation for people with disabilities.

We realise there is more we can do and have updated our DAIP, last reviewed in 2004, to reflect what the community wants to achieve over the next four years (2007-2011) in regards to disability access and inclusion.

As part of this year's review, we went out to community consultation, asking people to make suggestions on how to improve disability access to buildings and facilities and ways to give people with disabilities more opportunities to take part in programs, events and decision making. Residents were able to contribute to the review through a written survey, phone survey, by email and by taking part in small group discussions.

The review, including feedback from the community, has resulted in us adding two new outcomes to the 2007 plan. One is related to people with disabilities having the same opportunities as other people to be employed by the City, while the other is to provide information, opportunities and encouragement to raise the awareness of the community regarding disability access and inclusion. These outcomes are over and above the State Government legislative requirements for producing a DAIP.

This revised plan also relates directly to our new Community Plan 2007-2017, which is the key strategic document for guiding the Council's business planning and service delivery. The community plan's vision is to make our municipality "a safe, attractive City where the consequences of our actions for the future generations are taken into account; natural and built facilities are accessible to everyone; and a sense of place and the community spirit is generated with our voices being heard through opportunities to participate in decisions that effect our lives."

The City of Melville is dedicated to improving access and inclusion for all residents and visitors and we look forward to continue working with the community to advance opportunities for everyone to experience and enjoy our great City.

**Katherine Jackson JP**  
**Mayor**

**Acknowledgements**

The City of Melville acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

## **1.0. BACKGROUND**

### **1.1 The City of Melville**

The City of Melville is located in the South West Metropolitan region, approximately eight kilometers from Perth and has an estimated population of 98,000 people living in the following suburbs:

Applecross, Alfred Cove, Ardross, Attadale, Bateman, Bicton, Booragoon, Brentwood, Bull Creek, Kardinya, Leeming, Melville, Mt Pleasant, Murdoch, Myaree, Palmyra, Willagee and Winthrop.

The City of Melville boundary is formed partly by the Swan and Canning Rivers, which provide 18 kilometres of foreshore. The rivers are the scene of a variety of water sports and activities and play an important part in the lives of the people of Melville.

### **1.2. Functions, Facilities and Services**

The City of Melville is responsible for a wide range of functions, facilities and services:

#### **Services to Property and Environment:**

- Consultation, provision and maintenance of roads, footpaths, cycle ways and dual use paths
- Maintenance of community buildings and facilities for sporting groups
- Maintenance of playing areas and playgrounds, reserves, parks and sports grounds
- Land drainage and development
- Waste management – collection, disposal and recycling
- Street cleaning and litter patrol
- Planting and caring for street trees
- Installation of signs and numbering of buildings and lots

#### **Services to the Community:**

- Recreation centres, services and programs (including school holiday programs and out of school care)
- Provision of playing areas and playgrounds, reserves, parks and gardens, sports grounds and facilities for sporting and cultural groups
- Provision of community centres and halls
- Public libraries
- Information services and the City's website
- Internet access via libraries
- Environmental health services
- Piney Lakes Environmental and Education Centre
- Services for seniors and senior citizens centres
- Youth services
- Disability Officer
- Family support services
- Financial counselling and emergency relief

- Child care services, family day care, early education programs, before and after school care, child health centres
- Cultural services including the Community Arts program, Museum and Gallery services
- Festival of Melville
- Multicultural services
- Home and Community Care (HACC) programs, meals on wheels, centre based activity programs for seniors and young people with disabilities
- Volunteer resource centre
- Community Liaison Security Services (CLSS)
- Legal and financial services
- Community grants

### **Regulatory Services**

- Planning and roads, subdivisions, Town Planning Schemes
- Building investigations, approvals for construction, alterations and additions
- Compliance services for swimming pools and noise pollution
- Ranger services including dog control, parking maintenance/control and bush fire control

### **General Administration**

- Public information service
- Lodging of complaints
- Payment of rates

### **Process of Government**

- Processes of Government
- Council meetings (Special and Ordinary), Committee Meetings and Electors Meetings

## **1.3. People with disabilities in the City of Melville**

The residential population of the City of Melville is around 98,000. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6% of Australians or more than 1 in 5 people identify themselves as having some form of disability. Based on the population estimate and these findings, it is estimated that there are around 19,000 people with disabilities living in the City.

In addition, the City's residential population has an above average number of persons 60 years and over. The percentage of people 60 years and over living within the municipality is now more than 20% of the total population. Currently it is estimated that 51% of people aged over 60 years have identified themselves as having a disability due to needing assistance to manage health conditions or cope with everyday activities. (Based on synthesised data from Disability, Ageing and Carers: Summary of Findings ABS 2003).

## 1.4 Planning for better access

It is a requirement of the WA Disability Services Act that all local government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for Action Plans and therefore lodgement of the DAIP with the Commonwealth's Human Rights and Equal Opportunity Commission reduces the City's exposure to disability discrimination risk.

## 1.5 Progress

The City of Melville has been committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services for many years.

The City adopted its first Disability Service Plan (DSP) in 1995 to address the barriers within the community for people with disabilities and to address its statutory requirements under the WA Disability Services Act (1993).

The City's Plan has been reviewed annually and reports have been provided to the Disability Services Commission. The City also reports each year on its progress in its Annual Report.

In 2003 - 04 the City undertook a comprehensive review of its DSP and subsequently developed an updated Disability Access and Inclusion Plan.

The review noted that 36 of the 43 strategies in the 1995 DSP had been completed and that the remaining 7 were ongoing.

The following is a sample of the City's progress and achievements in improving access for people with disabilities.

### **Outcome 1. Improved access to services.**

Improvements to the existing services of the City have included:

- Lifestyle Services offers a range of activities that are accessible and inclusive for people of all abilities. This includes accessible recreation venues, equipment, programs and trained staff to coordinate activities.
- The Teenvac respite service for teenagers with disabilities runs during school holidays at the Melville Recreation Centre and has been developed and conducted with significant liaison with disability service providers and schools to ensure continuity of care.
- The Priority Bin Collection service assists people who have difficulty putting out their rubbish bins.

- Footpaths and access ramps are being progressively upgraded and traffic management strategies include consideration of pedestrians with disabilities
- The City's website can be used to make payments.
- The City's library services have been very responsive to the needs of people with disabilities through the development of collections in alternative formats, assistive technology and a Housebound Service which home delivers to over 300 residents each year.
- The City is a member of the Companion Card scheme and provides free admission to its recreation centres to carers of people who have a Companion Card.
- Events such as health promotion evenings, immunisation clinics and festivals are advertised on the website as well as in the local newspaper.

## **Outcome 2. Improved access to buildings and facilities.**

- The City conducted a comprehensive disability access audit of Council buildings and facilities in 2003.
- A program of retrofitting older buildings for better access is ongoing and all new buildings have been designed and constructed to provide better access for people with disabilities, with input from access consultants as required.
- Building licenses carry a standard notation regarding the builder's obligations under the Disability Discrimination Act.
- The City provides instructions to builders and similar regarding not blocking footpaths while work is in progress and has two field staff who deal with this and other infrastructure issues.
- Outdoor environments have been planned and developed in accordance with access standards. The City's playgrounds at Piney Lakes and at Heathcote have been designed to enhance the inclusion of children of all abilities.
- The City works in partnership with Garden City management and St John of God hospital to police use of their ACROD bays.
- Infrastructure Services designed and uses a Barrier Free Access Design checklist.

## **Outcome 3. Improved access to information.**

- Appropriate language guidelines were provided to Media Services.
- The City has developed an Access and Inclusion Community Guide which is a comprehensive booklet of council and community services for people with disabilities and their families.
- The City improved the accessibility of its website to meet the different ways that people access the Internet, and make it clearer and simpler for people to use.
- The City has undertaken a project which marks the location of wheelchair accessible facilities on the mapping section of its website.
- Lifestyle Services are currently developing brochures and an information package for individuals and groups about the facilities, activities and supports available at City of Melville recreation centres.

#### **Outcome 4. Improved staff awareness and skills in assisting people with disabilities.**

- Disability awareness information has been provided as part of new staff induction training, and a self guided online induction package including an Access and Inclusion Toolkit has been developed.
- Recreation staff have had training in manual handling and how to use pool hoists.

#### **Outcome 5. Improved access for people with disabilities to complaints mechanisms.**

- The City's complaints processes have been reviewed to assess accessibility.
- The City's website can be used to lodge complaints.

#### **Outcome 6. Access to consultation processes**

- The City developed a public communication/consultation checklist and also identified required changes to terminology in the Public Communication policy.
- The City's website can be used to provide online comment on City plans and strategies, and provides tips on making submissions.
- The City's petition form is provided in PDF and Word formats for download.
- The City's Youth Advisory Council is inclusive of members with a disability.
- An audio loop is available in council Chambers.
- The City has a Client Liaison service and receives around 500 queries per month from the community on infrastructure issues.

#### **Outcome 7. Access to employment opportunities**

- A number of people with disabilities are employed by or work in traineeships or voluntary positions with the City.
- The City provides work experience to students with disabilities from a number of schools including Corpus Christi, Rossmoyne Senior High, South Kensington School and Carey Baptist College.
- A student with a disability from South Kensington School is currently employed through a horticultural traineeship.
- The City has a bushland program which involves people with disabilities maintaining bushland areas.
- A team from Options Employment has ongoing gardening work with the City.
- The City provided rebates for tenderers for the cafes at recreation centres for employing staff with a disability.

## **2.0. CITY OF MELVILLE DISABILITY ACCESS POLICY**

### **DISABILITY ACCESS AND INCLUSION**

#### **POLICY OBJECTIVE**

To ensure compliance with the WA Disability Services Act (1993) and to state the Council's commitment to developing an accessible and inclusive community in the City of Melville.

#### **POLICY STATEMENT**

The City of Melville is committed to ensuring that the community is an accessible and inclusive community for people with disabilities, their families and carers.

The City of Melville interprets an accessible and inclusive community as one in which all council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community, as far as is practicable.

The City of Melville recognises that people with disabilities are valued members of the community who make a variety of contributions to local social, economic and cultural life. The City believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.

The City of Melville believes that people with disabilities, their families and carers should be supported to remain in the community of their choice.

The City of Melville is committed to consulting with people with disabilities, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

The City of Melville is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.

The City of Melville is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities through improved access to facilities and services in the community.

The City of Melville is committed to achieving the desired outcomes of its DAIP.

## **3.0. DEVELOPMENT OF THE DAIP**

### **3.1 Responsibility for the planning process**

Responsibility for developing, monitoring, implementing, reviewing and amending the DAIP rests with a DAIP Team which is made up of relevant key staff. This includes responsibility for ensuring that the plan is rolled out throughout the organisation and that actions are integrated into the business plans and reporting processes of relevant departments.

### **3.2 Community consultation process**

In 2007, the City undertook to review its existing DAIP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The City contracted an independent disability consultancy firm, E-QUAL, to conduct the review and consultation and draft a DAIP for the City.

The process included:

- examination of the City's existing DAIP and subsequent review reports to see what has been achieved and what still needs work;
- examination of other council documents and strategies;
- investigation of contemporary trends and good practice in access and inclusion;
- consultation with City staff;
- consultation with the community;
- preparation of a report on the review and consultation; and
- information presentations to Councillors and senior staff.

The Disability Services Regulations 2004 set out the minimum consultation requirements for public authorities in relation to DAIPs. Local government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local district of the local government under the Local Government Act 1995 or on any website maintained by or on behalf of the local government authority. Other mechanisms may also be used.

In April 2007 the community was informed through the local newspaper, on the City's website and on Information Radio 6RPH, that the City was developing a disability access and inclusion plan to address the barriers that people with disabilities, their families and carers experience in accessing council functions, facilities and services.

The community was advised that they could provide input into the development of the plan by taking part in a community consultation.

The various consultation methods offered included:

- A community survey form. This was available on the City's website and in hard copy at various locations around the City including the libraries, recreation centres and two community centres. Survey forms could be posted, emailed or faxed to the consultants.
- Face to face interviews or phone interviews with community members.
- Interviews with key staff.
- A survey of Council staff by e-mail and in hard copy.

### **3.3. Findings of the consultation**

The consultation provided a variety of views on access and inclusion in the City of Melville.

The City of Melville's previous plans have provided a useful guide for staff and the City has made steady progress in improving access for people with disabilities across all DAIP Outcome areas since 1995. However, the existing plan does not fully comply with the requirements of the amended Disability Services Act. A new plan is needed in order to meet the new requirements and to ensure currency and relevance.

The new plan should not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. It must also keep abreast of ongoing legislative and regulatory changes.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Implementation Plan.

#### **Barriers**

While the review and consultation noted a great deal of achievement in improving access and inclusion it also identified a range of barriers that require redress. These barriers include that:

- Council requires a policy to guide and inform access and inclusion activities that reflects legislative requirements and contemporary values and practice;
- Events may not always be held in a manner and location that best facilitates the participation of people with disabilities;
- Some City services may not be fully accessible to people with disabilities;
- People with disabilities continue to find that there are problems regarding accessible parking bays;
- Some buildings and other infrastructure such as outdoor environments, including public toilets and some playgrounds, may not be accessible to people with disabilities;
- Elements of the City's website require further improvement to best meet the needs of people with disabilities;
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disabilities;
- There is a need to ensure increased, ongoing and accessible consultation with community members on issues including around disability, access and inclusion;

- Processes of Council may not be as accessible as possible;
- The City's recruitment and employment practices can be further enhanced to optimise the employment of people with disabilities; and
- A lack of awareness shown by non-Council organisations in the community is reflected in the existence of many access barriers outside Council's jurisdiction.

The identification of these barriers helped inform the development of strategies in the DAIP Implementation Plan.

### **3.4. Responsibility for implementing the DAIP**

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

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

### **3.5 Communicating the plan to staff and people with disabilities**

- On June 19 2007, the City of Melville sent copies of the draft disability access and inclusion plan to all those who contributed to the planning process including council officers, people with disabilities, their families, carers, disability organisations and relevant community groups for feedback. The plan was lodged with the Disability Services Commission by 31 July 2007 and endorsed by Council on 21 August 2007.
- The City of Melville has advised, through the local media – newspaper and radio, and on its website that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on the council website.
- As plans are amended both staff and the community will be advised of the availability of updated plans, using the same methods.

### **3.6 Review and evaluation mechanisms**

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The City's DAIP will be reviewed at least every 5 years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

## **Review and monitoring**

- A cross-functional DAIP Team of key staff will be formed, and will meet regularly to review progress on the implementation of the strategies identified in the disability access and inclusion plan.
- Each business area of Council will include reference to relevant DAIP initiatives in its business plan and will track progress towards the achievement of the initiatives and report on progress in its quarterly reports.
- A report will be prepared each year on the implementation of the disability access and inclusion plan. A status report will be provided to council.
- The City of Melville will annually endorse any reports on the disability access and inclusion implementation process.
- Once a year prior to 31 July the City of Melville will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies. This will inform the further implementation of the plan.
- A notice about the consultation process will be placed in the local newspaper, posted on the City's website, announced on Information Radio and circulated to local disability service providers and disability sector peak bodies.
- In seeking feedback the City of Melville will also seek to identify any additional barriers that were not identified in the initial consultation.
- The City of Melville will offer a range of ways for people to provide feedback such as phone, face to face meetings, email and written feedback.
- Elected members of council and council officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
- The Implementation Plan will be amended based on the feedback received and copies of the amended Implementation Plan will be available to the community in alternative formats once endorsed by council.
- The amended Implementation Plan will be lodged with the Disability Services Commission.
- The five-yearly review of the City's DAIP will be included in the DAIP 2012-2016 which will be submitted to the Disability Services Commission in 2012. The report will outline what has been achieved under the City's DAIP 2007-2011.

## **4.0. REPORTING ON THE DAIP**

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

The City of Melville will report on the implementation of its DAIP through its annual report and on the prescribed proforma to the Disability Services Commission by 31 July each year, outlining:

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

**City of Melville**

**Disability Access and Inclusion Plan**

**IMPLEMENTATION PLAN**

**2007 – 2011**

## **Implementation Plan**

The Implementation Plan itemises what the City of Melville will be undertaking in 2007 - 2011 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented using a table to outline the:

- DAIP Outcome area being addressed;
- individual tasks being undertaken;
- officer position or part of the City with responsibility for completing the individual tasks; and
- timeline for completion of the individual tasks;

<b>Task</b>	<b>DAIP OUTCOME: 1 People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the City of Melville</b>	<b>Who</b>	<b>When</b>
1.1	Develop and review the City's policies and management practices that are consistent with the DAIP and support equitable access to services by people with disabilities throughout the various functions of Council.	All Operational Managers	Ongoing
1.2	Develop links between the DAIP and other Council plans and strategies, including departmental business plans, and implement the DAIP consistently across the organisation in line with the City's Strategic Plan.	All Operational Managers	Ongoing
1.3	Create opportunities that promote community awareness of the range of services available and of their accessibility to encourage individuals and groups to access them.	CDO-Access and Inclusion	Ongoing
1.4	Design all briefs and selection processes for agents and contractors to ensure they comply with the requirements of the Disability Services Act.	Purchasing Coordinator	Ongoing
1.5	Continue to enforce local laws regarding parking for people with disabilities in ACROD parking bays.	Senior Ranger; Coordinator Neighbourhood Amenity	Ongoing
1.6	Continue to provide a priority bin service for people with disabilities and frail seniors. Investigate and implement practical ways of addressing the issues around transient residents.	Waste Services Manager	Ongoing
1.7	Liaise with Garden City management to address access issues raised by community members including: <ul style="list-style-type: none"> <li>• Enforcement of local laws regarding parking in ACROD bays</li> <li>• Location of ShopMobility service</li> </ul>	Senior Ranger; Coordinator Neighbourhood Amenity	2007
1.8	Provide a link to State Government Guidelines on Access available on the intranet and promote its use to staff.	CDO-Access and Inclusion; Communications Coordinator	2008
1.9	Provide a link to the Creating Accessible Events checklist in the City's community events planning package.	CDO- Festivals and Events	August 2007

<b>Task</b>	<b>DAIP OUTCOME: 1 People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the City of Melville</b>	<b>Who</b>	<b>When</b>
1.10	Review public toilet locations to ensure accessibility is available when conducting events.	CDO– Festivals and Events	Ongoing
1.11	Ensure all City events are planned using the Accessible Events Checklist .	An Officer organising an event; Civic Functions Officer; CDO- Access and Inclusion	Ongoing
1.12	Ensure that City of Melville Festival information and events are accessible.	An Officer organising an event; CDO– Festivals and Events	Ongoing
1.13	Ensure that City of Melville Art events are accessible, including placing of artwork and information about the artworks and ensure inclusion of people with disabilities as part of the processes.	Curator/Cultural Development Officer – Museums & History; Cultural Development Officer- Arts	Ongoing
1.14	Ensure that Local History and Museum services are accessible.	Curator/Cultural Development Officer – Museums & History	Ongoing
1.15	Ensure Health Promotion information sessions for the community are accessible.	Health Promotion Officer	Ongoing
1.16	Continue to develop activities and programs at recreation centres, including school holiday activities, to be as accessible and inclusive as possible.	Lifestyle Services Managers	Ongoing
1.17	Continue to develop the equipment available at recreation centres to meet the needs of customers with disabilities.	Lifestyle Services Managers	Ongoing

<b>Task</b>	<b>DAIP OUTCOME: 1 People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the City of Melville</b>	<b>Who</b>	<b>When</b>
1.18	Continue to develop Youth events and activities to be as accessible and inclusive as possible.	CDO- Youth	Ongoing
1.19	Continue to develop opportunities and flexible services to meet the needs of carers from diverse backgrounds.	CDO- BCCC; CDO- Seniors; Aboriginal Liaison Officer; CDO- Access and Inclusion	Ongoing
1.20	Continue to promote the Meals on Wheels service to people with disabilities who are eligible for HACC services.	Meals Services Officer	Ongoing
1.21	Continue to ensure all E-business initiatives, such as online payments, are accessible.	Communications Coordinator	Ongoing
1.22	Develop an effective emergency evacuation plan to safeguard people with disabilities on all levels of the Civic centre building and communicate the plan to all staff and regular visitors.	Coordinator Neighbourhood Amenity; CDO- Access and Inclusion	October 2007
1.23	Investigate and identify funding sources to support accessible and inclusive services.	CDO- Access and Inclusion	Ongoing

Task	<b>DAIP OUTCOME: 2 People with disabilities have the same opportunities as other people to access the buildings and facilities of the City of Melville.</b>	Who	When
2.1	Review the Access Audit of buildings and facilities to provide costs and recommendations for remedial works to support the establishment of priorities and implementation timelines.	Facilities/Assets Manager; CDO- Access and Inclusion; Access Consultant	Yearly in July
2.2	Implement the recommendations of the access audit report according to priorities and timelines.	Facilities/Assets Manager	Ongoing
2.3	Implement a program of upgrading and rebuilding to ensure all public toilets have a unisex accessible facility.	Facilities/Assets Manager	Ongoing
2.4	Universal Design principles to be integral to the design and construction of and significant refurbishments to all buildings and public spaces.	Client Liaison/Contacts Manager; Manager Engineering Design	Ongoing
2.5	Ensure that the advice of a Disability Access Consultant is sought when planning and designing any new Council buildings or undertaking major refurbishments.	Client Liaison/Contacts Manager; Manager Engineering Design	Ongoing
2.6	Design all briefs and tenders to comply with the Disability Services Act's requirements around agents and contractors, which require their work to be consistent with the DAIP.	Purchasing Coordinator	August 2007
2.7	Ensure that key regulatory staff continue to maintain an awareness of the developments regarding a Premises Standard under the DDA.	Strategic Urban Planning Unit; Manager Planning and Development; Principal Building Surveyor	Ongoing

Task	<b>DAIP OUTCOME: 2 People with disabilities have the same opportunities as other people to access the buildings and facilities of the City of Melville.</b>	Who	When
2.8	Ensure best practice in access, inclusion and Universal Design is incorporated into the re-design of the new foyer customer service area including: <ul style="list-style-type: none"> <li>• Physical access</li> <li>• Clear signage</li> <li>• Access to information</li> <li>• Technology – see 3.6</li> </ul>	Client Liaison/Contacts Manager	2007-2008
2.9	Ensure all lifts in new or refurbished Council buildings are fitted with audible and visual indicators to alert people with sensory disabilities when the lift is malfunctioning.  Encourage provision of these indicators in public buildings.	Principal Building Surveyor; Client Liaison/Contacts Manager; Manager Engineering Design	2008
2.10	Make accessible signage guidelines available on the Intranet.	CDO- Access and Inclusion; Communications Coordinator	2008
2.11	Continue to ensure that all road and path works, including maintenance and modifications comply with Access Standards.	Client Liaison/Contacts Manager; Facilities/Assets Manager; Senior Design Engineer	Ongoing

Task	<b>DAIP OUTCOME: 2 People with disabilities have the same opportunities as other people to access the buildings and facilities of the City of Melville.</b>	<b>Who</b>	<b>When</b>
2.12	Include the requirement for all new developments to comply with Australian Standards on Parking for People with Disabilities as a footnote on Planning Approvals.	Principal Building Surveyor; Manager Planning and Development; Manager Engineering Design; Senior Design Engineer; Transport Planner	2007
2.13	Continue to implement the maintenance program for ACROD parking bays.	Infrastructure Services	Ongoing
2.14	Incorporate disability access into Parks Department policies and management plans, and ensure access is an essential feature of all improvements to parks, playgrounds, foreshores, dog exercise areas and other external environments.	Senior Landscape Architect; Design Services-Special Projects; Senior Design Engineer; Environmental Programs Manager; Manager Infrastructure Services; Coordinator Neighbourhood Amenity	Ongoing
2.15	Develop and implement an accessible playground policy.	Design Services-Special Projects; Senior Landscape Architect	2007

Task	<b>DAIP OUTCOME: 2 People with disabilities have the same opportunities as other people to access the buildings and facilities of the City of Melville.</b>	Who	When
2.16	Conduct an access audit of the City's parks and playgrounds.	Design Services-Special Projects; Senior Landscape Architect	2008  Parks ongoing
2.17	Include information about the accessibility of buildings, facilities, parks and playgrounds on the website.	Facilities/Assets Manager; Design Services-Special Projects; CDO- Access and Inclusion	Ongoing
2.18	Develop a Sustainable Housing fact sheet and promote it to the community.	Strategic Urban Planning Unit; Principal Building Surveyor; Sustainability Officer	2008/ 2009
2.19	Identify key stakeholders to develop a coordinated approach to transport infrastructure.	Design Services – Travel Smart Officer	Ongoing

Task	<b>DAIP OUTCOME: 3 People with disabilities receive information from the City of Melville in a format that will enable them to access the information as readily as other people are able to access it</b>	Who	When
3.1	Identify activities that ensure that all public information is made in clear and concise language and is available in alternative formats on request in accordance with the State Government's Accessible Information Guidelines.	Communications Coordinator	Ongoing
3.2	Provide the State Government's Accessible Information Guidelines on the intranet and promote to staff.	CDO- Access and Inclusion; Communications Coordinator	Dec 2007
3.3	Develop an Accessible Information strategy to ensure: <ul style="list-style-type: none"> <li>• all service areas are responsible for providing information in alternative formats on request</li> <li>• staff are aware of how to meet requests for alternative formats</li> <li>• the community is aware that they can request information in other formats</li> </ul>	Communications Coordinator; CDO- Access and Inclusion	2008
3.4	Ensure that Information Radio 6RPH (Radio for the Print Handicapped) is included on the distribution list for media releases and other public information such as brochures.	Communications Coordinator	Ongoing
3.5	Ensure the pending review of the City's Style Guide is consistent with the State Government's Accessible Information Guidelines.	Communications Coordinator	Ongoing
3.6	Investigate technology available for use by front counter staff to assist people with vision impairments access printed information and forms.	CDO- Access and Inclusion; IT Manager	2008
3.7	Investigate the provision of documents on the City's website in accessible formats, as PDF documents can be difficult to access.	Communications Coordinator; CDO- Access and Inclusion	2008
3.8	Ensure the DAIP is available for public viewing in accessible format on the City's website.	Communications Coordinator	When published
3.9	Ensure the Access and Inclusion Community Guide is available in a choice of formats on the website.	Communications Coordinator; CDO- Access and Inclusion	When published
3.10	Promote the achievement of DAIP outcomes to the community.	Communications Coordinator; CDO- Access and Inclusion	Ongoing

Task	<b>DAIP OUTCOME: 3 People with disabilities receive information from the City of Melville in a format that will enable them to access the information as readily as other people are able to access it</b>	Who	When
3.11	Provide Auslan interpreters as required e.g. for meetings and events.	All Officers organising public meetings; Support from: CDO- Access and Inclusion	Ongoing
3.12	Utilise the National Relay Service to meet the telephone communication needs of people with hearing impairments, ensuring staff are trained in its use.	IT Manager; CDO- Access and Inclusion; Coordinator Customer Service Centre	2008
3.13	Provide information about the accessibility of facilities and services in Melville in hard copy and on the website. This could include picnic spots, playgrounds, halls for hire, other Council buildings and services as well as non-Council facilities.	CDO- Access and Inclusion	2008
3.14	Library services to continue to identify ways to grow its alternative format resources such as Large Print and Talking Book collections.	Branch Librarians	Ongoing
3.15	Library services to identify ways of providing current technology to assist people with disabilities, particularly vision impairments, as well as trained staff to support and promote its use. Ensure technology is promoted.	Coordinator Library Services	2007/ 2008
3.16	Include displays to mark specific disability awareness days/weeks into the libraries' schedule of displays.	Branch Librarians	2007
3.17	Develop and maintain a register of people within the City who have expressed an interest in receiving information on community events and Council Meetings in different formats and provide this information in the requested format at the appropriate time.	CDO- Access and Inclusion; CDO-Festivals & Events; Coordinator Customer Service Centre	Dec 2007
3.18	Hold Agenda Forum meetings in Council Chambers to ensure optimum audio and visual access via the audio loop and well placed visual screens.	Property and Corporate Support Manager	2008

<b>Task</b>	<b>DAIP OUTCOME: 4 People with disabilities receive the same level and quality of service from the staff of the City of Melville as other people receive from the City.</b>	<b>Who</b>	<b>When</b>
4.1	Make resources, (such as the Creating Accessible Events checklist, Accessible Information Guidelines and State Government Guidelines on Access, appropriate terminology, Universal Design principles), readily available to staff on the Intranet and promote this availability.	CDO- Access and Inclusion; Communications Coordinator	2008
4.2	Provide information about appropriate Disability Awareness training for staff across all areas in the Access & Inclusion Toolbox on the Intranet in Induction Program.	CDO- Access and Inclusion	2008
4.3	Continue to provide a disability awareness session as part of the orientation program for all new staff.	Coordinator Employee Services	Ongoing
4.4	Identify specific disability related training according to requirements in different areas of Council e.g. creating accessible events, accessible information, way finding, inclusive programs.	All Officers supervising staff; CDO- Access and Inclusion	2008
4.5	Continue regular access & inclusion training for recreation staff through recognised training providers.	Lifestyle Services Managers	Ongoing
4.6	Develop access awareness information for new employees and elected members and include in induction packages.	Coordinator Employee Services; CDO- Access and Inclusion	2008
4.7	Promote the City's achievements regarding disability and access to its staff	CDO- Access and Inclusion	Sep 2007 ongoing
4.8	Develop a staff skills register for example staff who understand sign language, and use existing skills and competencies to enhance customer service to people with disabilities.	CDO- Access and Inclusion	2008
4.9	Promote the City's achievements to the wider community using a variety of means, such as the State Government's Accessible Communities Awards.	Community Development Coordinator; CDO- Access and Inclusion	Ongoing

<b>Task</b>	<b>DAIP OUTCOME: 5 People with disabilities have the same opportunities as other people to make complaints to the City of Melville</b>	<b>Who</b>	<b>When</b>
5.1	Promote the City's accessible complaints mechanisms to the community.	Communications Coordinator; CDO- Access and Inclusion	2008
5.2	Ensure staff knowledge so they can facilitate the receipt of complaints from people with a disability.	Coordinator Customer Service Centre; CDO- Access and Inclusion	2008
5.3	Ensure that information about grievance mechanism processes and related forms are available in formats to meet the needs of people with disabilities.	Employee Services Coordinator	Ongoing

<b>Task</b>	<b>DAIP OUTCOME: 6 People with disabilities have the same opportunities as other people to participate in any public consultation by the City of Melville.</b>	<b>Who</b>	<b>When</b>
6.1	All community consultations (not just those relating to disability issues) to be accessible and inclusive for everyone.	All Officers conducting consultations	Ongoing
6.2	Develop a register of interested persons to advise Council on strategic issues regarding disability access and inclusion as required.	CDO- Access and Inclusion	2008
6.3	Consult with disability organisations and networks as required.	Whole Organisation	Ongoing
6.4	Seek feedback from community members regarding access upgrades to buildings and facilities.	Whole Organisation	Yearly in July
6.5	Seek feedback from community members regarding access to new or redeveloped facilities, equipment or programs.	Client Liaison/Contracts Manager; Facilities/Assets Manager	Ongoing
6.6	Ensure that information about public consultations is sent to Information Radio and to peak disability bodies and DSC Local Area Coordinators for the area.	Communications Coordinator	2008
6.7	Ensure meetings and forums held as part of community consultations comply with accessible events guidelines.	Whole Organisation	2008
6.8	Ensure consultation documents are available on the website in accessible formats and in alternative formats on request.	Communications Coordinator	Ongoing
6.9	Ensure all aspects of Council meetings are accessible. Use accessible events checklist as an aid.	Civic Functions Officer	2008
6.10	Aim for ongoing representation of youth with a disability on the Melville YAC.	CDO- Youth	Ongoing
6.11	Refer any access issues identified through consultations, which are not the responsibility of the City, to relevant parties.	All relevant Officers hosting consultations; Property and Corporate Support Manager	2008

<b>Task</b>	<b>DAIP OUTCOME: 7 Provide a means of ensuring that people with disabilities have the same opportunities as other people to be employed by the City.</b>	<b>Who</b>	<b>When</b>
7.1	Ensure that staff workplaces in all new Council buildings are wheelchair accessible.	Client Liaison/Contracts Manager	Ongoing
7.2	Support the continued provision of work experience opportunities and traineeships for local students with disabilities.	Employment Services Coordinator	Ongoing
7.3	Link with local supported employment agencies to identify ways to use their knowledge and expertise to support the employment of people with disabilities.	Employment Services Coordinator	Ongoing
7.4	Promote job vacancies via supported employment agencies.	Employment Services Coordinator	Ongoing
7.5	Actively identify, create and promote opportunities for people with disabilities to volunteer.	Coordinator-Melville Volunteer Resource Centre	Ongoing
7.5	Wherever feasible, explore the availability of grants to support the employment of people with disabilities.	Employment Services Coordinator; CDO- Access and Inclusion	Ongoing
7.6	Implement and review the EEO plan to ensure recruitment processes meet the requirements for people with disabilities.	Manager Organisational Development	Ongoing
7.7	Review recruitment practices to ensure the continuation of optimum equal opportunity for people with disabilities.	Employment Services Coordinator	Ongoing
7.8	Employment practices (including job design processes) to reflect the diversity of staff, including the ageing workforce and people with disabilities.	Employment Services Coordinator	Ongoing
7.9	IT services to continue to provide adaptive equipment for staff with disabilities such as telephones, handsets, headsets, keyboards.	IT Manager	Ongoing

Task	<b>DAIP OUTCOME: 7</b> <b>Provide a means of ensuring that people with disabilities have the same opportunities as other people to be employed by the City.</b>	Who	When
7.10	Investigate the possibility of incentives for suppliers and contractors that employ people with disabilities.	CDO- Access and Inclusion; Purchasing Coordinator	2009
7.11	Review and if necessary amend policies to ensure safeguards for people considered vulnerable, including people with disabilities.	CDO- Access and Inclusion	2009

<b>Task</b>	<b>DAIP OUTCOME: 8 Provide information, opportunities and encouragement to raise the awareness of the community regarding disability access and inclusion.</b>	<b>Who</b>	<b>When</b>
8.1	Investigate and identify various ways of encouraging and supporting the community to improve access and inclusion for people with disabilities.	CDO- Access and Inclusion	2009
8.2	Provide advice, information and awareness training to businesses, clubs, schools and community groups.	CDO- Access and Inclusion	2008/ 2009
8.3	Make the State Government Access Guidelines available on the City's website and promote it to businesses, clubs and community groups.	Communications Coordinator	2008
8.4	Conduct local Access and Inclusion Awards and/or nominate community organisations and businesses for the State Government Accessible Communities Awards.	CDO- Access and Inclusion	2008/ 2009
8.5	Promote examples of good practice by businesses, clubs and community groups.	CDO- Access and Inclusion	2008
8.6	Refer access issues identified through consultations that are not the responsibility of the City, to relevant parties such as shopping centre managers.	Relevant Officer	ASAP