



City of  
**Melville**

**CITY OF MELVILLE**  
**DISABILITY ACCESS AND INCLUSION PLAN**  
**2012 - 2017**

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

# CONTENTS

<b>Message from the Mayor</b>	<b>3</b>
<b>1.0 BACKGROUND</b>	<b>4</b>
1.1 The City of Melville	4
1.2 Functions, facilities and services provided by the City of Melville	4
1.3 People with disabilities in the City of Melville	5
1.4 Planning for better access	5
1.5 Progress in the City of Melville	6
<b>2.0 DISABILITY ACCESS AND INCLUSION POLICY</b>	<b>9</b>
<b>3.0 DEVELOPMENT OF THE DAIP</b>	<b>10</b>
3.1 Responsibility for the planning process	10
3.2 Community engagement process	10
3.3 Findings-Major Accessibility Issues	10
3.4 Responsibility for implementing the DAIP	11
3.5 Communicating the plan to staff and people with Disabilities	11
3.6 Review and evaluation mechanisms	12
3.7 Reporting on the DAIP	12
<b>4.0 STRATEGIES TO IMPROVE ACCESS AND INCLUSION 2012 - 2017</b>	<b>13</b>

## **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.



## **Message from the Mayor**

The City of Melville is proud to present the 2012 -2017 Disability Access and Inclusion Plan (DAIP).

The DAIP builds on the capacity for people with disabilities to access services, facilities and information in a way that promotes independence, opportunities and inclusion in the community and promotes participation in decision making processes.

Some of the City's accomplishments from the 2007 - 2011 DAIP include improved accessibility to parks and play areas including the installation of accessible toilets and ramps across the City, an overall improvement to the quality of services available and new opportunities to be included in decisions made by Council.

The City of Melville was also recognised for its range of inclusive outdoor facilities and services as the Joint winner of the 2011 *Count Me In* Award for Excellence and the Award for Local Government.

In capturing the community's needs and aspirations, over 100 people including those with a disability, seniors, carers and families as well as local business owners and City of Melville staff participated in the creation of the plan, which also involved a review of the 2007 - 2011 DAIP.

I would like to thank the many people who have contributed to the development of the revised DAIP. The City of Melville is committed to creating an accessible, inclusive and welcoming community that is a great place for all people to live, work and play and we look forward to seeing the positive outcomes of this plan over the next five years.

## **1.0 BACKGROUND**

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

The City of Melville is located in the South West Metropolitan region, approximately eight kilometres from Perth and has an estimated population of 103 767 (June 30<sup>th</sup> 2011 City of Melville statistics) 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.

### **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:**

- 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.
- Senior citizens centres.
- Neighbourhood development including:
  - Social Inclusion
  - Youth;
  - Seniors;
  - Cultural services including the Community Arts program, Museum and Gallery services;
  - Events; and
  - Social sustainability.
- Festival of Melville.
- Financial counselling and emergency relief.
- 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 103 767. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2009), 18.5% of Australians identify themselves as having some form of disability. Based on the population estimate and these findings, it is estimated that there are around 19,197 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. City of Melville recognises in its *Age-Friendly Melville 2010-2012* document that an estimated 42.6% increase in its population by 2031 will be people aged over 85 years. 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 2009). It is important therefore that city of Melville plans for this ageing population.

## **1.4 Planning for better access**

Australia has experienced a number of changes in disability policy and legislation in the preceding years, these changes have informed the development of the DAIP and is embedded in the way in which the City works. Legislation underpinning access and inclusion includes the WA Disability Services Act 1993, the WA Equal Opportunity Act 1984, the Commonwealth Disability Discrimination Act 1992 (DDA).

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.

The Disability Discrimination Act (Access to Premises-Buildings) Standards came into force in 2011. It aims to improve access to buildings for people with a disability, to ensure the greatest possible participation in the social, economic, cultural and political life of the community. The purpose of the Standard, which is now integrated into the Building Code of Australia, is to provide the building and design industry with detailed information about how they can design and construct their buildings in a way that meets their responsibilities under the DDA.

In Western Australia, alignment with the Disability Service Commission's state-wide blueprint *Count Me In – Disability Future Directions* strategy provides further opportunities for forward thinking access and inclusion initiatives at City of Melville.

Furthermore, the 2012 Federal budget saw a commitment of funding to the National Disability Insurance Scheme (NDIS) which aims to fundamentally improve the system of care and support for Australians with disability and their carers. It is therefore important for City of Melville to engage with the NDIS process in order to plan for future demand for provision of services for people with a disability.

## **1.5 Progress in the City of Melville**

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).

In 2003 - 04 the City undertook a comprehensive review of its DSP and subsequently developed an updated Disability Access and Inclusion Plan, and again in 2007.

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:

- The City continues to provide a priority bin service for rubbish collection to registered residents.
- The Activelink program provides subsidised opportunities for people to participate in sport and recreation activities. This program was reviewed in 2011 to include those who are financially disadvantaged.
- City events such as the Point Walter Concert and Sculpture Walk consider elements of access from the planning stage.
- The city has worked in partnership with Home and community Care (HACC) and Community First International (CFI) to build on capacity through the introduction to CFI to Melville who provides an extensive range of CALD and HACC programs to the Melville community.

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

- The City conducted a comprehensive access audit of the Council Administration and Civic Centre in 2011.
- In December 2011 the City of Melville was named joint winner of the Count Me In Award for excellence and the Count Me in Award for Local Government recognizing its range of inclusive outdoor facilities and services.
- Kadidjiny Park was constructed considering the principles of universal access.
- Toilets have been upgraded to be accessible.
- Paths and ramps continue to be upgraded.

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

- The City's style guide incorporates the state government's guidelines for accessible information.
- The City's *Disability Access and Inclusion Directory* is available in a range of formats.
- The City's website has now incorporated a functionality which allows users of the site to alter text size.
- The City's web page now incorporates 'Your Welcome – Access WA' detailing information on accessible facilities within the City of Melville.

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

- Management staff participated in comprehensive Disability Awareness Training in 2011. Funding has been sourced in 2012 to roll out this training to the rest of the organisation.
- Customer Service staff received training which included information about the National Relay Service.
- Disability resources have been updated on the intranet for staff to include up to date guidelines such as appropriate language and communication.
- The city's intranet page now includes disability related checklists for staff on:
  - Buildings and Facilities;
  - Information;
  - Staff Access Awareness;
  - Public Participation;
  - Creating Accessible Events; and
  - Adapting Services.

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

- The city promotes a number of ways for people to make complaints and compliments including phone and online through the website.
- The city's complaints process was reviewed and updated in 2010/11; managers and coordinators receive monthly reports and ensure that complaints are actioned within the month.
- The City offers a quick response to customer requests, which are logged on and activated from the Pathway complaints and compliments software package.

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

- The city introduced online community forums in 2010/11. Use of the forum was encouraged and highlighted by ensuring the public access computers in the city's five libraries opened directly to the forum page.
- Venues for stakeholder engagement are selected considering the accessible event guidelines.

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

- Recruitment practices are reviewed annually.
- The city is in the process of recruiting staff with a disability with the support of Disability Employment Services located within the City of Melville.
- City of Melville CEO has committed to progressing plans for an inclusive workforce.
- The Melville Volunteer Resource Centre works with a variety of disability service providers to identify and support volunteer options for people with a disability.

## **Outcome 8. Community Awareness**

- Community Partnership Funding is provided to a number of organisations in the area that support people with a disability.
- Organisations in receipt of the Community Partnership Funding are provided with opportunities to develop their own access and inclusion practices.
- City of Melville is a local government partner to *You're Welcome Access WA*.
- The city has provided information to a variety of businesses responsible for car parking regarding the requirements around sign posting and provision of ACROD parking bays.

## **2.0 CITY OF MELVILLE DISABILITY ACCESS AND INCLUSION POLICY**

This policy has been developed as a separate document.

## **3.0 DEVELOPMENT OF THE DAIP**

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

Responsibility for developing, monitoring, implementing, reviewing and amending the DAIP is a whole of organisational responsibility that is led by the Community Development-Social Inclusion Officer; this includes the responsibility of ensuring that the plan is rolled out throughout the organisation. The Implementation Plan is integrated within the City's reporting processes with the relevant officers and business unit responsible for ensuring each action is completed.

### **3.2 Engagement process**

A wide engagement process was carried out to identify potential strategies to be incorporated into the new Plan, over 100 community members including people with disabilities, their families and carers, and service providers contributed feedback as well as City of Melville staff and one Elected Member.

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.

The engagement was advertised or promoted:

- Through the local newspaper.
- Through the City's publication, *Mosaic*.
- On the City's website.
- To individuals and groups through e-mail and phone conversations.
- Promoted at Council facilities and events.



The various engagement methods used included:

- Community survey (hard copy and electronic).
- Interviews with Disability Services Commission Local Area Co-coordinators.
- Two telephone interviews with community members.
- An e-mail survey of Council staff, with hard copies available to staff without access to email.
- One focus group held at a seniors group at the Bull Creek Community Centre.
- Two community workshops, one during the day, one in the evening.
- Two presentations to staff meetings outlining the DAIP, review process and requirements.

### **3.3 Findings- Major Accessibility Issues**

The engagement process has shown that the City has been working in many positive ways across the organisation to improve access for people with disabilities to the City's buildings, facilities and services; however the engagement also identified a variety of remaining accessibility issues, to be addressed in the DAIP Implementation Plan. The most significant issues for community members and staff included:

- Pathways- increased maintenance and accessibility of existing pathways and increase in the number of pathways needed
- Events- events are not always held at accessible venues, no information provided on accessibility, more provision is needed to be inclusive
- Information-lack of information about accessibility of council and non council facilities, lack of information on access improvements throughout the city
- Employment-increase in the employment opportunities and internship opportunities needed
- Consultation-need better communication of consultation opportunities, need to consult specifically with people with a disability regarding strategic issues
- Buildings-particularly the accessibility of older buildings in the City of Melville
- Transport- the number of accessible buses, their frequency and the bus stop accessibility
- Inclusion-stronger partnerships and more opportunities for inclusive activities and events, better advocacy of access issues and inclusive practices to businesses and organisations,
- Parking- particularly the amount of parking available around key community facilities, the accessibility of the bays and upkeep.
- Staff Awareness- staff identified the need for awareness training with an emphasis on practical information and personal experiences
- Accountability-staff identified the need for better integration of the DAIP into the existing City of Melville reporting processes and more measurable and specific actions

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**

The draft DAIP was discussed internally with input from the responsible business units in the formation of the Implementation Plan. The draft Plan was also available on the City of Melville website for feedback from interested parties including council officers, people with disabilities, their families, carers, disability organisations and relevant community groups. The plan, once endorsed by Council will be lodged with the Disability Services Commission in 2012.

The City of Melville will advise, 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 the Plan is updated both staff and the community will be advised of the changes using similar communication strategies.

### **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 every six months from 2013, to review progress on the implementation of the strategies identified in the disability access and inclusion plan.
- A report will be prepared each year on the implementation of the disability access and inclusion plan.
- 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 and identify any additional barriers. This will inform the further implementation of the plan.
- A notice about the engagement 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.
- 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 five-yearly review of the City's DAIP will inform the DAIP 2017-2022 which will be submitted to the Disability Services Commission by July 2016.

### **3.7 REPORTING ON THE DAIP**

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

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.

## 4.0 STRATEGIES TO IMPROVE ACCESS AND INCLUSION 2012 -2017

The City of Melville has developed a detailed Implementation Plan that will be used to track the date of implementation and responsible officer against the following strategies and actions.

### 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.**

Strategies	Actions	Responsibility	Timeframe	Status
1.1 That all of the City's policies and frameworks are consistent with the DAIP and support equitable access to services.	A) City's policies, frameworks and plans, inclusive of all updates, reference the DAIP as an informing document.	Business Improvement Coordinator	Ongoing	Ongoing
1.2 Effective internal planning and evaluation of City of Melville events including festivals, meetings and consultations to incorporate access and inclusion.	A) Review and redevelop the Accessible Events Checklist, including the provision of temporary accessible parking at all events, the provision of Auslan and other interpreters as required and the promotion of Act, Belong, Commit.	CDO-Social Inclusion	December 2012	New
	B) Develop a process that includes the Creating Accessible Events Checklist as a requirement in the internal planning stage of all events organised by the City.	CDO-Social Inclusion	March 2013	New
	C) A number of events to be audited to check the adequacy of access and inclusion to build in continuous improvement measures.	CDO-Social Inclusion	July 2013	New
	D) Debriefing and evaluation of the City's events and services to include access and inclusion.	CDO-Events	July 2013	New

1.3 Accessibility information to be clearly communicated with all marketing of City of Melville events including festivals, meetings and consultations where applicable.	A) Where the Events Checklist has been completed marketing to promote the event as accessible.	Coordinator Marketing and Communications	June 2013	New
	B) Promotional material for events where applicable to include <i>Please advise of any access / dietary requirements or communication support you may need to participate.</i>	Coordinator Marketing and Communications	December 2012	New
1.4 External agencies/communities to consider Access and Inclusion in the planning of events and services in the City of Melville.	A) Include an Accessible Events checklist as a requirement in the external Events Package application.	Booking and Events Officer	January 2013	New
	B) Provide all recipients of the Community Partnership Funding with a list of ways to improve access and inclusion including how to hold an accessible event.	Coordinator Neighbourhood Support	Ongoing	Ongoing
	C) Ensure all recipients of Community Partnership Funding complete a questionnaire regarding how they are consistent with the City of Melville's Disability Access and Inclusion Plan (DAIP).	Coordinator Neighbourhood Support	Ongoing	Ongoing
	D) That the Local Emergency Management Committee, in consultation with the City's Community Development Directorate, identify and catalogue a comprehensive list of special needs groups within the community along with emergency contact information and that the information be added to the Local Emergency Management Arrangements.	Coordinator Neighbourhood Amenity (Ranger Services)	Annually May 2013	Ongoing
1.5 Ensure up to date information and clear communication of services and events	A) Update the Access and Inclusion Directory yearly and ensure that it is available in alternative formats.	CDO-Social Inclusion	November Annually	Ongoing
	B) Maintain accurate information on the City's website that includes information such as the State Government Access Guidelines.	CDO-Social Inclusion	December 2012	Ongoing
	C) Develop a database of service providers to directly disseminate information on events and services.	CDO-Social Inclusion	November 2012	New

## DAIP OUTCOME: 2

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

Strategies	Actions	Responsibility	Timeframe	Status
2.1 Infrastructure Planning and refurbishment of Buildings and Facilities to incorporate access and inclusion requirements	A) The 2011 Access Audit of the Admin and Civic Centre will be implemented in accordance with priorities identified in the recommendations.	Facilities/Asset Coordinator	Ongoing Staged Implementation	Ongoing
	B) Develop an emergency evacuation plan that safeguards people with disabilities on all levels of the Civic Centre building.	Safety Coordinator	June 2013	New
	C) Continue to implement the Accessible Toilets upgrade at buildings, public parks and reserves in accordance with priority areas identified in the audit.	Facilities/Asset Coordinator	Ongoing Staged Implementation	Ongoing
	D) A Disability Access Consultant is engaged for significant infrastructure planning and refurbishment of buildings.	Manager Strategic Planning Manager Asset Management	Ongoing	New
	E) An access audit will be conducted per year on a Council building/s identified through the priority of the building hierarchy and staged implementation of the audits will occur based on recommended priorities.	Facilities/Asset Coordinator	Commence July 2013 Staged Implementation	New
	F) Universal Design principles form part of the design and construction of and significant refurbishments to all buildings and public spaces.	Manager Asset Management Executive Engineer Manager Parks & Environment	Ongoing	Ongoing
	G) Annual Budget allocation of \$30 000 for access issues identified through the DAIP.	Facilities/Asset Coordinator	Ongoing	Ongoing

2.2 Continuous Improvement of external infrastructure including, pathways, parking, transport, playgrounds, streetscapes and public open spaces	A) Review the necessity for an accessible playground policy.	Manger Parks & Environment CDO-Social Inclusion Senior Design Engineer	2013	New
	B) An access audit will be conducted per year on public open space/s based on the park hierarchy and staged implementation of the audits will occur based on the priorities identified.	Manger Parks and Environment	Commence July 2013 Staged implementation	New
	C) ACROD standards for parking bays to be applied where new line marking or new capital works is being done.	Executive Engineer	Ongoing	Ongoing
	D) Review of the ACROD maintenance process to identify a systematic approach to maintenance.	Coordinator Works	September 2012	New
	E) Update the evaluation process to raise the priority of accessibility issues, both direct and indirect, in the new footpath development process.	Infrastructure Asset Officer	December 2012	New
	F) Pathway maintenance to reflect the Capital Works Forward plan and accessibility issues identified in customer requests.	Infrastructure Asset Officer	Ongoing	Ongoing
	G) Walkability audit tool used where an identified need has been established.	Infrastructure Asset Officer	Ongoing	New
2.3 Relevant staff receive specific disability related training where applicable	A) Staff in specific service areas to participate, where identified, in specific disability related training that covers current legislation and best practice.	Manager Planning & Development Manager Strategic Planning Manager Asset Management Manager Parks & Environment	Ongoing	Ongoing

2.4 Updated information is available to residents about the accessibility of buildings, facilities, parks and playgrounds.	A) Ensure that City of Melville Website and Your Welcome Website are updated with access upgrades and developments on an annual basis.	Asset Maintenance Officer	Annually	Ongoing
	B) Access upgrades to be promoted through the Mosaic, media releases and the <i>finger on the pulse register</i> Bi-Annually.	CDO-Social Inclusion	January 2013	New
2.5 Engagement occurs with members of the community around access refurbishment.	A) Access issues identified by community members to be consulted in the planning stage of the refurbishment.	Facilities/Asset Coordinator CDO-Social Inclusion	Ongoing	Ongoing
2.6 Where possible Recreation Centres to provide activities, programs and equipment that is accessible and inclusive.	A) Conduct an accessibility audit of existing facility equipment at the Melville Aquatic and Fitness Centre and Melville Recreation Centre and implement the recommendations based on priorities through a staged implementation plan.	Principal Facilities Coordinator	Commence October 2013 Staged Implementation	Ongoing
2.7 Libraries equipment and stock to consider access improvements through technology.	A) Library services to continue to grow its alternative format resources such as Large Print and Talking Book collections.	Coordinator Library	Ongoing	Ongoing
	B) Library services to investigate ways of providing current technology to assist people with disabilities, particularly vision impairments, and train staff to support and promote its use.	Coordinator Library	Ongoing	Ongoing



**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>Strategies</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Status</b>
3.1 Information is available in alternative formats.	A) Update the Customer Knowledge Base to include the process for providing information in alternative formats where requested.	CDO-Social Inclusion	March 2013	New
	B) "Available in alternative formats" is included on appropriate external communication and stated in the City's style guide.	Marketing Coordinator	November 2012	New
	C) Develop and maintain the <i>finger on the pulse</i> register of people within the City who have expressed an interest in receiving information in alternative formats and provide this information in the requested format at the appropriate time.	ND Coordinators	November 2012	New
3.2 Continuous improvement to the accessibility of the City of Melville website and documents.	A) Implementation of appropriate W3C International Standards.	IT Coordinator	March 2013	New
	B) Update all corporate software to be consistent with the latest certified version.	IT Coordinator	June 2013	New
	C) Continuous improvement to the City's website through community feedback.	IT Coordinator	Ongoing	Ongoing
3.3 Marketing is consistent with accessibility standards for information.	A) That the City of Melville Style Guide is to be consistent with best practice in accessible information	Marketing Coordinator	January 2013	New
3.4 Relevant staff are trained in alternative communication strategies.	A) All staff to be trained in Customer Service Level Three training that covers National Relay Service.	Business Improvement Coordinator	Ongoing	Ongoing

**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>Strategies</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Status</b>
4.1 Disability Awareness Training is continuously improved.	A) All Staff Disability Awareness Training package to be developed and deployed as part of the Corporate Training Calendar with an emphasis on the DAIP as a whole of the organisation responsibility.	Senior Employee Services Officer and CDO Social Inclusion	September 2012 Ongoing	New
	B) Review Disability Awareness Training and train internal Trainers Network Team (TNT) who will then deliver the training throughout the organisation.	Senior Employee Services Officer and CDO Social Inclusion	June 2013	New
	C) TNT to commence providing Disability Awareness Training package to all staff.	TNT	Commencing July 2013	New
	D) Specific disability related training requirements are coordinated through external Disability Employment Agencies for specific Service Areas who have employees with disabilities.	Senior Employee Services Officer	June 2012 Ongoing	New
4.2 Information and resources are readily available to staff on Access and Inclusion.	A) Update Access & Inclusion resources on the Intranet for staff annually.	CDO-Social Inclusion	October 2012	Ongoing
	B) Social Inclusion Officer is available as a resource to staff on access and inclusion issues.	CDO-Social Inclusion	Ongoing	Ongoing
	C) DAIP updates are included in the Team Brief.	CDO-Social Inclusion	October 2012	New
4.3 Staff Induction and Orientation includes Access and Inclusion.	A) The DAIP and the Access and Inclusion is incorporated into the Orientation and Induction process	CDO-Social Inclusion	January 2013	New
4.4 Feedback received through complaints and compliments forms continuous Improvement.	A) Feedback received through complaints and compliments regarding access and inclusion to be assessed as a reporting tool to improve processes/services.	CDO-Social Inclusion	September 2013	New

**DAIP OUTCOME: 5****People with disabilities have the same opportunities as other people to make complaints to the City of Melville.**

<b>Strategies</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Status</b>
5.1 Lodging Complaints mechanisms reflects best practice.	A) Conduct regular reviews of the complaints mechanism to ensure best practice in accessibility is maintained.	Manager Information Technology and Support	Ongoing	Ongoing
5.2 Staff are trained on the complaints mechanisms.	A) All staff to be trained in Customer Service Level Three training which incorporates how to receive and respond to a complaint.	Business Improvement Coordinator	Ongoing	Ongoing

**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>Strategies</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Status</b>
6.1 Consultation is sought on strategic issues regarding disability access and inclusion as required.	A) Seek feedback from community members regarding access upgrades to buildings, new or redeveloped facilities, equipment or programs. Using the <i>Finger on Pulse</i> Registry.	ND –Coordinators Strategic Urban Planning	November 2012 Ongoing	New
	B) Review Disability Advisory Models and establish a means of consultation for strategic issues such as planning and major access upgrades.	CDO-Social Inclusion	October 2012	New
6.2 A range of Consultation techniques are employed where appropriate.	A) Consultation documents are available on the website in accessible formats and in alternative formats on request.	All Project Teams	Ongoing	Ongoing
	B) Where undertaking a Stakeholder Engagement Strategy, consider a variety of methods of consultation such as online, by telephone, in person.	All Project Teams	Ongoing	Ongoing
6.3 Consultations are widely advertised.	A) Media distribution list to include broad media sources for public consultations.	Coordinator Marketing and Communication	Ongoing	Ongoing
	B) <i>Finger on the Pulse</i> register to be utilised for public consultations.	ND-Coordinators	November 2012	New

**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 of Melville.**

<b>Strategies</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Status</b>
7.1 Recruitment Practices ensure equal opportunity of employment.	A) Employee Services undertake an annual review of its Equal Opportunity Employment plan to ensure recruitment processes meet the requirements for people with disabilities.	ES Coordinator	Reviewed in May 2012. Next review in May 2013	Ongoing
	B) Review employment practices (including job designing processes) to reflect the diversity of staff, including the access issues of an ageing workforce and people with disabilities.	ES Coordinator	Ongoing	Ongoing
	C) Adaptive equipment is available to staff where required.	OSH Coordinator	As required	Ongoing
7.2 Actively provides opportunities for experience and employment for people with disability.	A) All job vacancies are promoted via supported employment network.	ES Coordinator	Completed	Ongoing
	B) Provide opportunities and traineeships for local students with disabilities.	ES Coordinator	November 2012	New
	C) Provide specific job opportunities for people with disability within different departments	ES Coordinator	November 2012	New
	D) Maintain links with disability employment services and utilise their knowledge and expertise regarding the employment of people with disabilities.	ES Coordinator	Completed	Ongoing

## DAIP OUTCOME: 8

**Provide information, opportunities and encouragement to raise the awareness of the community regarding disability access and inclusion.**

<b>Strategies</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Status</b>
8.1 Promote positive community attitudes towards disability.	A) Conduct local Access and Inclusion Awards and/or nominate community organisations and businesses for the State Government Accessible Communities Awards.	CDO-Social Inclusion	May 2014	New
	B) Consider addition of a category at the Australia Day Citizens Awards that celebrates disability inclusion.	CDO-Social Inclusion	January 2014	New
	C) Promote examples of good practice by businesses, clubs and community groups through media.	CDO-Social Inclusion	October 2014	New
8.2 Raise community awareness of disability access and inclusion which encourages inclusive communities.	A) Refers access issues identified through consultations that are not the responsibility of the City, to relevant parties, such as shopping centre managers, State departments and local businesses.	All Departmental areas	Ongoing	Ongoing
	B) Seek opportunities to promote, provide advice, information and awareness to businesses, clubs, schools and community groups.	CDO-Social Inclusion	June 2013	New
	C) Provide information and resources on the City's website that promotes best practice and practical examples for businesses, clubs and community groups.	CDO-Social Inclusion	June 2013	Ongoing
8.3 Encourage people to improve positive mental health and wellbeing.	A) Continue to partner with Mentally Healthy WA to facilitate the Act Belong Commit program to encourage people to take action to improve their mental health and wellbeing.	Coordinator Health and Wellbeing	Ongoing	Ongoing

## REVIEW AND MONITORING

Action	Responsibility	Timeframe	Status
A cross-functional DAIP Team of key staff will be formed, and will meet every six months from 2013, to review progress on the implementation of the strategies identified in the disability access and inclusion plan.	CDO-Social Inclusion	6 monthly	New
A report will be prepared each year on the implementation of the disability access and inclusion plan.	CDO-Social Inclusion	Annually - July	Ongoing
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 and identify any additional barriers. This will inform the further implementation of the plan.	CDO-Social Inclusion	Annually May 2013	Ongoing
A notice about the engagement 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.	CDO-Social Inclusion	June 2013	Ongoing
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.	CDO-Social Inclusion	Ongoing	Ongoing
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.	CDO-Social Inclusion	Ongoing	Ongoing
The five-yearly review of the City's DAIP will inform the DAIP 2017-2022 which will be submitted to the Disability Services Commission by July 2016.	CDO-Social Inclusion	July 2016	Ongoing