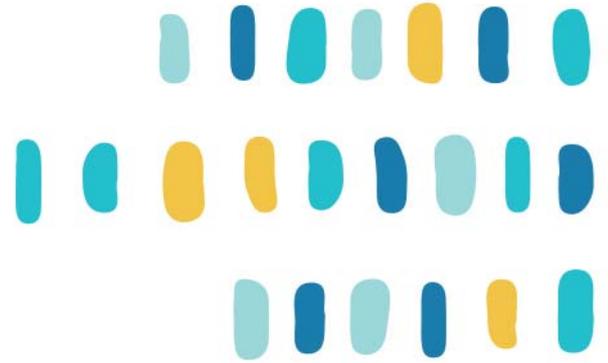




Government of **Western Australia**
Department of **Communities**



Disability Access and Inclusion Plan (DAIP) Progress Report 2018–19

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Introduction

Welcome to Disability Access and Inclusion Plan (DAIP) reporting for 2018-19.

Public authorities have a unique role in driving the inclusion of people with disability within their organisations and within their communities. Their ability to include people with disability in civic life reduces disadvantage and progresses WA's economic and social potential. Inclusion through public authorities helps ensure that all people are welcomed, valued and included in all aspects of their organisation, services and facilities.

Collecting information about the extent of the effectiveness of DAIPs through a Progress Report is an important part of the Disability Services Act 1993. The information is used by the Minister for Disability Services to report to Parliament.

Your contribution is greatly appreciated.

Once you have approval from your organisation, please send your completed report to access@dsc.wa.gov.au.

Please complete your DAIP progress report by **Monday 1 July 2019**.

Help in completing your Progress Report is available online, or you can contact the Access and Inclusion Team:

Email: access@dsc.wa.gov.au

Sue Henson: 08 9222 4580

Richard Struik: 08 6217 6263

Christopher Cable: 08 9440 2251

Important notes

1. Changes to this year's format are designed to encourage public authorities to reflect on the role of the DAIP itself, and on the narratives of your DAIP activities.
 - With regards to activities, we are asking for your narratives to highlight the challenges, learnings and outcomes. The level of detail may vary depending on the activity. It may include how the issue arose and the responsiveness required; who was involved or helped inform the activity; what the activity was and whether it was successful or not.
 - How your narrative describes the involvement, impact and outcomes for people with disability is very important, the experiences and challenges and achievements demonstrate how we progress inclusive organisations and communities.

2. For the purposes of the report, the use of the term 'activity' is designed to capture specifically what has happened or is happening, rather than a broader strategy or objective.
 - Photographs are welcome, they may be used in the Minister for Disability Services' yearly report on DAIPs. You can upload a photograph for each outcome area, or if you have a series of photographs for one outcome area, upload a document file with the photographs inside. Captions and photo descriptions can be provided in the text box for each outcome area, in the file name, or in the file itself.
3. Note that photos of people cannot be featured in the Minister's report without written permission from the person or their guardian. A sample permission form is [available](#).

Your details

1. Name of public authority: City of Melville
2. Type of public authority (local or State): Local
3. **Name of contact person:** Gemma Blagrove – Social Justice Advocate
4. **Phone number:** (08) 9364 0864
5. **Email:** gemma.blagrove@melville.wa.gov.au

Please forward to the Department of Communities by **Monday 1 July 2019**.

About your Disability Access Inclusion Plan

6. Which part of your organisation leads the implementation of your DAIP, and how this aligns best for your organisation's structure and objectives? (Pick the category that best describes, along with a brief reason)

Corporate Services Click or tap here to enter text.	
Service delivery Click or tap here to enter text.	
Office of Director General/Chief Executive Officer Click or tap here to enter text.	
Infrastructure Planning Click or tap here to enter text.	
Policy Click or tap here to enter text.	
Other Neighbourhood Development Team. This aligns with the City of Melville's organisational staff structure (the City's Social Justice Advocate oversees Disability Access and Inclusion for the organisation). This also aligns with the City of Melville Strategic Community Plan 2016-2026 under the aspiration 'Sense of Community' – which oversees the City's community plans, including the DAIP.	✓

7. In 2018-19, which of the following mechanisms helped your organisation respond to new and existing access and inclusion issues? (Please tick single or multiple options)

DAIP Implementation plan	✓
Internal working group or committee	
External working group or committee	✓
Community feedback and/or co-design mechanisms	✓
Other Click or tap here to enter text.	

8. In 2018-19, which strategy or strategies were adopted within your organisation to raise awareness of your DAIP and/or general access and inclusion? (Please tick single or multiple options)

All new staff receive a copy of the DAIP	
Workshops/seminars/training/events	✓
DAIP is referenced in internal policies and procedures	✓
DAIP planning is integrated into other organisational commitments	
Other Click or tap here to enter text.	

9. In 2018-19, did your organisation plan activities in your DAIP that were not implemented? (Please tick a single option)

Yes	✓
No	

10. If Yes, **what were the main reason(s)?** (Please tick single or multiple options)

Change in budget resources	✓
Change in staffing capacity/leadership	✓
Change of priority	✓
Loss of engagement with stakeholders	
Other Click or tap here to enter text.	

11. The [State Disability Plan](#) will be the 10-year vision driven by the aspirations of people with disability. It will build and expand upon current initiatives to ensure people with disability are empowered to participate in full civic life in their local communities.

From your organisation's experiences in implementing your DAIP, please advise of any actions, ideas or key priority areas that you want to see included in the State Disability Plan. You may also have insights into creating positive change around that action/idea and the players (organisations, departments etc) that might be involved to create that change.

Key priority areas – State Disability Plan

- *Provide clarity around how the State Disability Plan and DAIP's will align together.*
- *Provide clarify/direction around implementing and resourcing the actions of the State Disability Plan (eg: if Local Governments will be implementing any actions, how will they be resourced in terms of staff and budget?)*
- *Address available funding for Local Government for:*
 - *Accessible infrastructure, facilities and equipment (eg: Changing Places, accessible toilets, footpaths, building upgrades)*
 - *Digital accessibility (eg. WCAG 2.0 website compliance)*
- *Provide clarity/direction around future of the You're Welcome Access WA website.*

Reporting your DAIP activities

1. General services and events

DAIP Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Ensuring all people can access your organisations public events and general services is fundamental to good customer service.

12. For this Outcome, how many new activities were commenced in 2018-19?

0

13. For this Outcome, how many activities were progressed (but not new) in 2018-19?

14

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 1. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

14. Activity 1

The City of Melville has committed to ensuring access and inclusion is part of the way the City plans and evaluates events, including festivals, meetings and consultations. As part of this, four public events are 'spot checked' for review regarding access and inclusion requirements each year, with outcomes of the reviews used for continuous improvement by the City. In 2018-2019, the following City of Melville events were 'spot checked' for accessibility – the Kidchella children's festival (November 2018); Volunteer Awards (November 2018); Limestone community concert (January 2019) and Point Walter community concert (March 2019). Areas identified for continuous improvement included improving the accessibility of promotional materials, clearer signage for Accessible toilets and use of wheelchair matting across grassed areas.

15. Activity 2

The City has committed to providing interpreting services such as AUSLAN where possible at major public events. In 2019, AUSLAN interpreters were engaged for the City's main annual event, the Point Walter Concert. Additional accessible features included an area for wheelchair users to view the stage easily and hosting a range of children's activities for all abilities to participate (eg: bubbles, silent disco, temporary tattoos, craft activities).

18/19. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

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.

This outcome area is about how your organisation has ensured and safeguarded accessibility in the planning, design, and improvement of built infrastructure.

20. For this Outcome, how many new activities were commenced in 2018-19?

6

21. For this Outcome, how many activities were progressed (but not new) in 2018-19?

15

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 2. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

22. Activity 1

The City of Melville is dedicated to incorporating access and inclusion requirements into infrastructure planning and refurbishment of Buildings and Facilities. To address this, the City's Building business unit engaged an accredited Disability Access consultant to audit ten established City buildings and advise of access improvements. Feedback from the consultant will be reviewed for future budgeting of building upgrades.

23. Activity 2

The City's Parks and Environment business unit is committed to addressing accessibility during the development and upgrade of public open space, including the infrastructure within those spaces. Throughout 2018-2019, the Parks and Environment team have designed and developed accessible facilities and equipment in the City's parks and reserves. For example, at Deep Water Point reserve, accessible features installed included a variety of accessible swings; accessible BBQ's; accessible picnic tables with back support and wheelchair accessible pathways linking facilities around the reserve.

24. Activity 3

The City's Recreation Centres aim to provide activities, programs and equipment that are accessible, inclusive and cater for a variety of abilities. In 2018-2019, the City's

LeisureFit Recreation Centre purchased specialised gym equipment for people with reduced mobility, including an ergo machine which uses arm movement to operate.

25. Activity 4

The City's AH Bracks Library addressed access and inclusion requirements in the planning and design of the venue's refurbished infrastructure and layout. The library now features accessible shelving (wider and easier for wheelchair users to navigate); more accessible furniture for people with limited mobility; a wider entrance and additional ACROD parking bays.

26/27. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

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.

Good practice in this area involves considering your target audience: language and terminology; format; location and sensory access for physical signage; technology and customer service delivery.

28. For this Outcome, how many new activities were commenced in 2018-19?

3

29. For this Outcome, how many activities were progressed (but not new) in 2018-19?

7

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 3. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

30. Activity 1

The City of Melville is committed to continuous improvement of its website accessibility, and staff are trained on accessibility and creating accessible online content. In May 2019, the City's Digital Communications Advisor (website content) and Web Application Analyst (website programming) attended customised digital access training with a trainer from Web Key IT (website accessibility specialists). The training focused on developing accessible PDF's, Screen Readers, MP3's and mobile accessibility for the City's website. The City has now developed a project plan for implementing the accessibility improvements raised at the training.

31. Activity 2

The City of Melville provides information in alternate technologies and formats. In 2018-2019, the City's Social Justice Advocate and Marketing & Communications team oversaw the development of a publication in the format of 'Easy English' for the Activelink community program (voucher program which promotes participation and inclusion in community initiatives for residents with low income). As a result, the City's staff are now aware of the process for developing an Easy English publication. With the distribution of the brochure, there is also increased community awareness of Easy English as an alternative format.

32. Activity 3

An internal guide was published on the City of Melville staff intranet to assist staff where a request for alternative formats or communication is made by a customer. The guide includes information on use of National Relay Service, audio, Braille, large print, AUSLAN, Easy English, audio loops and video subtitles, and lists the contact details for available suppliers. The guide will be reviewed each year for relevant updates.

34/35. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

4. Quality of service

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.

This outcome area involves the safeguards and initiatives which ensure that your services and processes are consistent, inclusive or readily adjust to people's needs.

36. For this Outcome, how many new activities were commenced in 2018-19?

0

37. For this Outcome, how many activities were progressed (but not new) in 2018-19?

7

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 4. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

38. Activity 1

The City of Melville is committed to developing and deploying an all staff Disability Awareness Training package as part of the Corporate Training Calendar. As part of this, a staff lunchtime Disability Awareness and Social Justice presentation was delivered by Greens Senator Jordon Steele-John. Jordon presented on his own lived experience with disability and facilitated a discussion session on how the City of Melville can ensure people with disability are included and engaged in our Council, political processes and community. Additionally, in May 2019, organisational Disability and Dementia Awareness Training (two sessions) were provided by Equal Disability Consultants and Alzheimer's WA.

39. Activity 2

To ensure Access and Inclusion resources are readily available to all staff, a suite of information was uploaded to the staff Intranet, including Disability Legislation, National Relay Service and disability awareness resources.

42/43. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

5. *Complaints and safeguarding*

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

Equitable complaints mechanisms can effectively receive and address complaints from all members of the community and play a fundamental role in making sure that services meet the needs of intended consumers.

44. For this Outcome, how many new activities were commenced in 2018-19?

0

45. For this Outcome, how many activities were progressed (but not new) in 2018-19?

2

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 5. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

46. Activity 1

City of Melville staff are provided with training and support to respond to complaints and feedback on access and inclusion. Staff Training in Customer Service addresses the use of the National Relay Service, TIS Translation Service and alternative formats.

A complaint to the City of Melville may be lodged in a range of formats – either in writing, in person, online (website, Melville Talks; Social Media and website ‘Live Chat’), by email and by telephone (National TTY/Speech Relay/translation services available).

47. Activity 2

A register of issues and complaints relating to access and inclusion to the City’s services is maintained, and staff training is targeted to address these issues. For example, in 2018-2019, the register identified digital accessibility as an issue, and in response to this, customised training was delivered to the City’s Digital Communications Advisor and Web Analyst on improving Digital Accessibility, particularly on the City’s website.

49. Activity 4

The City’s Social Justice Advocate (Access and Inclusion) provides support and resources to staff across the organisation on access and inclusion issues and customer complaints (Eg: complaints re: access and inclusion at local businesses, accessible swimming lessons; ACROD parking) to ensure staff are aware of best practice in access and inclusion.

50/51. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission. *No photo’s.*

6. Consultation and engagement

DAIP Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Good consultation and engagement strategies consider the ways in which all people are encouraged and supported to engage or participate with information, strategies or decision-making processes of an organisation. This in turn can provide public authorities with more inclusive outcomes and potentially awareness of different perspectives.

52. For this Outcome, how many new activities were commenced in 2018-19?

0

53. For this Outcome, how many activities were progressed (but not new) in 2018-19?

4

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 6. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

54. Activity 1

The City is committed to consulting on strategic issues regarding disability access and inclusion. This City has continued to facilitate the Access Advisory Panel, comprising of community representatives who are older or have a disability and representatives from the disability and aged care sector. The Panel has a key focus on the built environment, and provided feedback on the following projects: Melville Reserve Clubrooms Audit (recreation club rooms); June Barton House Audit (leased premises of non-profit community service); Active Reserves Strategy (local parks and reserves); 20-storey Mixed-Use Building development.

55. Activity 2

The City aims to employ a range of accessible consultation techniques. A variety of consultation methods were used for Stakeholder Engagement projects, including public workshops (held in accessible venues); online; Community E-Newsletters and use of 'random sampling' methods to consult a representative sample across the community. Additionally, The City's community engagement website, Melville Talks, includes a webpage and discussion forum on Access and Inclusion for people with disability. Content and information is regularly updated with news and initiatives (eg: NDIS workshops, new accessible facilities, WA State Disability Plan and International Day of People with Disability). The City of Melville ensures that consultation documents are available in alternative and accessible formats on request.

58/59. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

7. Employment, people and culture

DAIP Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

This outcome is focused on your organisation's activity in directly employing people with disability; including considering the environment, culture and processes which support the maintenance of employment.

60. For this Outcome, how many new activities were commenced in 2018-19?

0

61. For this Outcome, how many activities were progressed (but not new) in 2018-19?

6

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 7. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

62. Activity 1

The City actively promotes opportunities for work experience and employment for people with disability at the organisation. The City's Employee Services business unit circulated information to local schools and disability employment service (DES) providers on upcoming job vacancies, traineeships and work placement opportunities. The City has also facilitated volunteer opportunities for people with disability, including hosting a volunteer with an intellectual disability at AH Bracks Library.

64. Activity 2

The City continued to maintain contacts with local disability employment services, meeting regularly with local DES providers such as BIZLINK.

66/67. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission. *NA- no photos.*

Agents and contractors

The Disability Services Act 1993 requires practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about your DAIP helps to make sure that services delivered to the public on your organisation's behalf share the values and reputation associated with your commitment to access and inclusion. This can often help encourage awareness and activity across the private and community sectors.

Agents and contractors can include non-government and not-for-profit organisations and businesses that undertake work on behalf of your organisation. Public authorities are responsible for determining which of their agents and contractors have a role in the DAIP. Often this is based on the importance of the service, its level of public interaction or level of risk management. Employees employed by a public authority under a contract should not be considered as contractors for this report.

In this section you will be asked about how your organisation links its DAIP commitments with the work of its agents and contractors.

68. Which of the following methods are used by your organisation to support your DAIP? (Please tick single or multiple options)

Inform agents and contractors about the DAIP through contracts or agreements	✓
Require agents and contractors to implement a DAIP or have access and inclusion policies and procedures	
Require an annual report on DAIP related activities	✓
Provide training or resources	✓
We have no identified agents and contractors	
Other Click or tap here to enter text.	

69. Please provide a description of any significant DAIP activities driven or led by your organisation's agents and contractors in 2018-19.

The City of Melville engaged two disability enterprises in 2018-19 - Interlife Group Limited for barbeque cleaning in City of Melville parks and Workpower as part of the panel for the Supply and Delivery of Trees.

70. How many of your agents or contractors were considered to have a role in your DAIP? (please tick one box)

0	
1-20	✓
21-50	
51 plus	

Feedback about our access and inclusion services

71. In 2018-19, did your organisation use any of the access and inclusion resources on www.disability.wa.gov.au? (please tick one)

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>

72. If Yes, were you satisfied with the resources? (please tick one)

Very satisfied	<input type="checkbox"/>
Satisfied	<input checked="" type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

Comments [Click or tap here to enter text.](#)

73. In 2018-19, has your organisation contacted the Access and Inclusion team? (please tick one)

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>

74. If Yes, were you satisfied with the service provided? (please tick one)

Very satisfied	<input checked="" type="checkbox"/>
Satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>

Very satisfied	✓
Dissatisfied	
Very dissatisfied	

Comments [Click or tap here to enter text.](#)

75. Do the changes to the DAIP Progress Reporting template for 2018-19 better suit your organisations approach to managing access and inclusion?

Yes	✓
No	
No Difference	

Thank you for completing the 2018-19 DAIP Progress Report.