



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



Disability Access and Inclusion Plan (DAIP) Progress Report 2017–2018

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Public authorities are required to report each year on their progress in implementing their Disability Access and Inclusion Plans (DAIPs).

The Minister for Disability Services uses the information provided to develop a report that showcases the work being done by public authorities across Western Australia, highlighting examples of best practice and demonstrating the value of DAIPs. This report is tabled in Parliament and made available by the Department of Communities.

The DAIP officer for each public authority will be invited by email to use the online reporting system. If you require an invitation with a link to the online survey please contact access@dsc.wa.gov.au.

Alternatively, please complete this form and return it and the report by email or mail to:

Mail: Access and Inclusion Team
Department of Communities
PO Box 441
West Perth WA 6872

Email: access@dsc.wa.gov.au

Disability Access and Inclusion Plan (DAIP) Progress Report 2017–2018

Name of public authority: City of Melville

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Please forward to the Department of Communities by Monday 2 July 2018.

Reporting progress for each outcome area

The following pages ask about the strategies your organisation planned and implemented for each DAIP outcome area.

The strategies your organisation planned are the ones it intended to implement at any stage during the year, even if they were not part of a formal plan at the beginning of the year. The strategies your organisation implemented are the ones that were then carried out, even if they do not have a fixed end date or proved ineffective. These rules allow us to calculate how many strategies were implemented out of the total number planned and compare it to previous years.

People with disability continue to experience challenges and barriers to economic participation. To contribute to the knowledge of how to address the challenges faced by people with disability, we would ask you to complete the employment section under Outcome 7 of SurveyMonkey or in the hard copy of the progress reporting template.

We hope to highlight the initiatives and innovation that have been undertaken to achieve employment opportunities for people with disability, and gain a better understanding of the barriers faced by organisations in employing people with disability.

You will be asked to evaluate your strategies as either:

- Implemented and highly effective
- Implemented and somewhat effective
- Implemented but ineffective
- Implemented but not yet evaluated
- Not implemented.

A strategy was effective if it supported access and inclusion for people with disability.

Example:

Please describe the strategies your organisation planned and implemented in 2017–2018 for 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.'

Total number of strategies planned (whether implemented or not):	10
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Out of those strategies, how many were:

Implemented and highly effective?	8
Implemented and somewhat effective?	1
Implemented but ineffective?	0
Implemented but not yet evaluated?	0
Not implemented?	1

Photographs:

If you have photographs, the Department of Communities (Communities) may be able to use them in the Minister for Disability Services' yearly report on DAIPs. You are welcome to attach them to this document or forward them as separate files. Please note that photos of people cannot be featured in the Minister's report without written permission from the person or their guardian. A permission form is available on the Communities [DAIP reporting web page](#).

Outcome 1: Services and events

Please describe the strategies your organisation planned and implemented in 2017–2018 for 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'.

Total number of strategies planned (whether implemented or not):	5
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Out of those strategies, how many were:

Implemented and highly effective?	2
Implemented and somewhat effective?	3
Implemented but ineffective?	0
Implemented but not yet evaluated?	0
Not implemented?	0

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

What did your organisation achieve this year in support of Outcome 1?
<p><i>Accessible events, festivals, meetings and consultations</i></p> <ul style="list-style-type: none"> Some City events were 'spot checked' for accessibility (Harmony Week Outdoor Movie Night; LoveFest Photography Exhibition & Conference). An outdoor art installation called "Confluence" was reviewed for accessibility at the meeting of the City's Access Advisory Panel meeting as part of the event planning process. AUSLAN interpreters were present at the City's main annual event, the Point Walter Concert . Additional accessible features included accessible event portaloos, a dedicated area for wheelchair users in large crowds (eg: Point Walter) and location of events on level ground. City ran tours of Wireless Hill Museum for people with dementia City staff were provided with fact sheets on Alternative Formats; Accessible Communication; Events and Information Customer Service Level Three training available to all staff (includes access and inclusion in customer service, dementia awareness and how to use National Relay Service) Audio Loops have been installed at the City's Civic Centre & Operations Customer Service Counters; Libraries; Community Centres; Museums; LeisureFit Rec Centres; and the venue for Council Meetings. The device amplifies spoken word for people who use a hearing aid in meetings and public presentations. <p>Additional events and programs have included:</p> <ul style="list-style-type: none"> Disability Awareness Week – online event map and Birds of Prey Community Event

at Blue Gum Community Centre

- Art and Soul Workshops – weekly music and art therapy workshops for people living with dementia
- LoveFest Photography Exhibition and Festival – photo exhibition and festival promoting connectness, belonging and participation for people living with dementia and their families.
- Melville Age Friendly Accessible Business Network (MAFAB) – network to support local businesses to be more accessible for people with disability and older people
- Memory Café – monthly catch-up for people living with dementia and their carers in a safe, supportive and inclusive environment. Hosted by Coffea café in Garden City Shopping Centre
- Living Well with Dementia webpage - online information resource for people living with dementia and their families
- Heathcote Art Tours (H.A.T.) - tours for elderly people and people living with dementia or Alzheimer's and their family and carers. Tours run from Heathcote Museum and Gallery
- South of the River Forums – information forums for older people on a range of topics (eg: wound care, gut health, My Aged Care)
- Free Hearing Checks – hosted bi-monthly at Blue Gum Community Centre

Accessible marketing of events, festivals, meetings and consultations

- Major City events (eg: Limestone Concert series, Point Walter Concert, Wireless Hill Museum Exhibition) were promoted as physically accessible and used accessible promotional materials with large print. Any additional accessible features (above those usually provided) were promoted to the community (eg: AUSLAN interpreters, subtitles)

External agencies/communities planning of accessible events and services

- City provided information on event accessibility and an “Accessible Events Checklist” to external hirers of City venues.
- City Grant Recipients' Funding Agreement included information on ways to provide access for people with disability and hold an accessible event.

Current and clear communication of services and events

- City publications promote availability in alternative formats.
- City's website and Melville Talks (community engagement) webpage regularly updated with Access and Inclusion updates (eg: NDIS; Garden City customer survey; Disability Awareness Week, Lovefest photo exhibition)
- Monthly Accessible Inclusive Melville (AIM) e-newsletter provides information on access and inclusion initiatives in the City and wider community. AIM E-Newsletter invites feedback/input from subscribers at end of each issue.

Customer Service interpreting supports and national relay service

- Customer Service staff are trained in using interpreters and the National Relay Service.
- City has introduced a "Live Chat" program via the City of Melville website, enabling people to communicate with customer service staff online. The Live Chat program received positive feedback from customers who are deaf & hard of hearing.
- Audio Loops have been installed at the City's Civic Centre & Operations Customer Service Counters; Libraries; Community Centres; Museums; LeisureFit Rec Centres;

and the venue for Council Meetings. The device amplifies spoken word for people who use a hearing aid, in situations such as meetings and public presentations.

- Customer Service staff are flexible in their service to meet the needs of the customer (eg: use a nearby meeting room to speak to customers who are deaf or hard of hearing to minimise background noise)

Outcome 2: Buildings and facilities

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 2: 'People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority'.

Total number of strategies planned (whether implemented or not):	6
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Out of those strategies, how many were:

Implemented and highly effective?	2
Implemented and somewhat effective?	3
Implemented but ineffective?	Click or tap here to enter text.
Implemented but not yet evaluated?	Click or tap here to enter text.
Not implemented?	1

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

What did your organisation achieve this year in support of Outcome 2?
<p>Click or tap here to enter text.</p> <p><i>Accessible planning and refurbishment of Buildings and Facilities</i></p> <ul style="list-style-type: none"> • The City's Access Advisory Panel featured as best practice in publication of American Association of Retired People. The City's Access Advisory Panel has been consulted on a range of projects including refurbishment of community buildings and outdoor facilities (eg: Whalen Bay Scout Hall and Deep Water Point Reserve upgrades) • "Changing Places" toilet installed at Deep Water Point Reserve, funded by Changing Places grant. A separate Universal Access Toilet was also installed at Deep Water Point, including ramps. • New Universal Access Toilets installed at Piney Lakes and Kardinya Lesser • All new City buildings engage a Disability Access Consultant (eg: Library and Cultural Centre; Shirley Strickland Reserve Changerooms; Tompkins Park Sport facility extension) • City owned venue, Blue Gum Community Centre, was upgraded with a ramp; 2 x accessible parking bays; tactile pavers; handrails and crosswalks. • City Building evacuations - Fire Wardens are provided with training on how to evacuate employees and patrons with a disability. Employees with specific access needs in an emergency have their own Evacuation Plans. • Installation of temporary accessible footpath (interstate supplier) at Point Walter Reserve during an upgrade to brick paving in the reserve. <p><i>Continuous improvement of external infrastructure</i></p> <ul style="list-style-type: none"> • The City has installed 2 x accessible BBQs at Deep Water Point and Point Walter Reserve

- An accessible connecting path has been installed across grass at Piney Lakes Reserve to connect the playspace to the bus stop. Additionally, community requests for paths to be constructed across grass have informed plans to construct at these locations.
- Built Form Training was undertaken by City staff, including Statutory & Strategic Planners; Parks and Environment staff; Facilities and Neighbourhood Dev staff. The session covered various topics relating to access for users with disability including: access to and through the built environment (carparks, buildings and public open spaces); Common barriers faced by users; difference between disability access compliance and universal design; Legal obligations and examples of good and bad design.
- The City's Building Renewal Officer attended Access training addressing access legislation, Disability Discrimination Act, Access Standards and BCA

Current information on accessibility of buildings, facilities, parks and playgrounds available to residents

- New 'Changing Places' toilet at Deep Water Point is listed on the City's webpage, national Changing Places website, community engagement webpage "Melville Talks" and the City's quarterly "Mosaic" magazine.
- New City of Melville website has functionality to include & easily source information on accessible facilities at City venues (eg: accessible toilets, BBQ's, playgrounds, etc).
- New accessible facility upgrades were promoted to community by E-Newsletter, Social Media and website (eg: new Blue Gum Community Centre access upgrades; Deep Water Point upgrades)
- Development of "Universal Design" brochure for residents on how to build or renovate a private residence to be more accessible

Recreation Centres provide accessible and inclusive activities, programs and equipment

- The City's Activelink program has continued to be delivered to eligible residents and has been reviewed by a consultant to address areas for improvement. The program supports eligible City of Melville residents of all abilities to participate in sport, hobbies and leisure activities and connect with their community. The program encourages social participation and aims to improve the health, self-confidence and skills of residents with a disability, as well as others who face barriers to participation (eg: language and cultural barriers, financial difficulties).
- Recreation Centre Fitness Programs provided for a range of age and ability levels (eg: aqua aerobics available in high and low intensity classes)
- The City's "Fit for Life" promotional booklet and video encourages older adults to exercise at Recreation Centres, and provides information about exercise opportunities in the local community.
- Recreation Centre staff run swimming lessons for people with disability.
- Recreation Centres provide facilities for a number of user groups for people with a disability: Wheelchair Basketball; movement to music; 'Living Longer Living Stronger' program. Non-commercial user groups benefit from reduced fees and charges for the facility.
- Recreation Centres have a partnership with "Activate Life Rehabilitation" (injury rehabilitation), who operate a service at LeisureFit recreation centre, Booragoon.
- Recreation Centres provide age based membership discounts for people aged 70 years or older, to encourage participation.
- Recreation Centres have maintained accessible facilities, including beach entry to the 25 metre pool and a Heated leisure pool used by physio groups
- Recreation Centre Booragoon LeisureFit has widened a pathway to provide a more easily accessible walkway from the car park to the centre.

Libraries and museums equipment and stock include accessible technology and materials

- Libraries continued to provide a book delivery service to those who are isolated and housebound. Users can request books and receive book suggestions and other assistance from librarians. This service has been promoted to local Seniors groups.
- Heathcote Culture Precinct (Gallery and Museum) continued to provide “Heathcote Art Tours” annually for people with dementia. The tours were run for each exhibition, in partnership with non-profit, the Centre for Attitudinal Healing. Volunteers involved with these tours completed training in working with people with dementia.
- City Libraries continued to run a Sensory Storytime (using sensory elements such as sounds and textures) for children who have Autism and other children who are unable to participate in Baby Rhyme Time. This was facilitated by a practitioner who specialises in working with children with a disability and contained sensory elements.
- Libraries provide some library books in “Easy English” format for people with reading difficulties.
- Library staff promote VisAbility library services (Braille Book collection and audio book players) to patrons with low vision. Library Apps such as ‘Borrow Box’ and ‘Overdrive’ also provide books in audio format.
- Libraries are currently undertaking a 12 month trial of loan iPads. Patrons borrow iPads for 6 months to familiarise themselves with the technology, and access e-books and audio books.
- The City’s AH Bracks library is currently undergoing refurbishments and will install wider aisles and doorways to improve accessibility.

Sites/buildings/outdoor spaces regularly inspected for access and inclusion

- The City’s Building Renewal Officer attended training on Universal Access.
- City facilities with access issues have opportunity to be reported to the City’s Access Advisory Panel for comment and feedback

Outcome 3: Information

Please describe the strategies your organisation planned and implemented in 2017–2018 for 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'.

Total number of strategies planned (whether implemented or not):	4
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Out of those strategies, how many were:

Implemented and highly effective?	4
Implemented and somewhat effective?	Click or tap here to enter text.
Implemented but ineffective?	Click or tap here to enter text.
Implemented but not yet evaluated?	Click or tap here to enter text.
Not implemented?	Click or tap here to enter text.

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

What did your organisation achieve this year in support of Outcome 3?
<p>Click or tap here to enter text.</p> <p><i>Information available in alternative formats</i></p> <ul style="list-style-type: none"> • The City's main publications state that they are available in alternative formats (eg: Mosaic magazine; City's Strategic Plans) • Melville Talks (City's community engagement website) has a section on Accessibility and Inclusion. Access and Inclusion content and information is regularly updated with latest news and initiatives (eg: LoveFest exhibition, Accessible Shopper Survey, Access Advisory Panel) and provides a discussion forum to ask questions, share information and provide access and inclusion feedback to the City. Website users can elect to "Follow" news on the Accessibility and Inclusion Topics Talks website. • The City updated resources for older people (eg: Age Friendly Melville, Seniors Assistance Fund, Seniors Service Directory, Seniors forums) with a larger accessible font size. • Information resources for people with a disability were updated in a larger font and 'Easy English' format for people with reading difficulties (eg: Activelink brochure in 'Easy English' format, AIM E-Newsletter used larger font). • Two City officers had business cards printed with Braille embossing. <p><i>Continuous improvement to accessibility of Melville website and documents</i></p> <ul style="list-style-type: none"> • City has developed a new website, which meets WCAG AA design Standards. • A group of community members from diverse backgrounds were consulted about website

accessibility when planning the new website. Their feedback and updates are included in the annual business planning process to ensure these are implemented. This group will also provide feedback in future.

- The City's Digital Communications Advisor (responsible for web content writing) attended Web Accessibility Training. Following the training, a draft "Digital Accessibility Business Plan" was written for endorsement and implementation in 2018-19.
- New website has a section for user feedback on every page of website.

Marketing consistent with access standards for information

- The City's communication Style Guide was reviewed in late 2017, including best practice in accessible information including minimum font size, text readability/font, colour contrast and alternative formats.
- Marketing staff use a colour contrast checker for City publications.

Staff trained in alternative communication strategies

- Customer Service Level Three training available to all staff (includes access and inclusion in customer service, dementia awareness and how to use National Relay Service).
- Internal guide (fact sheets) on Alternative Formats updated and made available on staff intranet

Outcome 4: Level and quality of service

Please describe the strategies your organisation planned and implemented in 2017–2018 for 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'.

Total number of strategies planned (whether implemented or not):	4
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Out of those strategies, how many were:

Implemented and highly effective?	Click or tap here to enter text.
Implemented and somewhat effective?	4
Implemented but ineffective?	Click or tap here to enter text.
Implemented but not yet evaluated?	Click or tap here to enter text.
Not implemented?	Click or tap here to enter text.

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

What did your organisation achieve this year in support of Outcome 4?
<p>Click or tap here to enter text.</p> <p><i>Disability Awareness Training is continuously improved</i></p> <ul style="list-style-type: none"> The City's Digital Communications Advisor (responsible for web content writing) attended Digital Accessibility Training, which addressed web accessibility for content authors and developers, accessible documents and forms, screen readers and the development of a Digital Accessibility Business Plan for the organisation. <p><i>Information and resources on Access and Inclusion readily available to staff</i></p> <ul style="list-style-type: none"> City's Social Justice Advocate (responsible for Access and Inclusion) liaised with staff and provided information resources on a range of access & inclusion issues (eg: accessible website; events; accessible aquatic facilities; employment; footpath upgrades; ACROD bays; Adult Change facilities; beach matting; inclusive signage; promotional materials, buildings.) Organisational staff brief (Team Brief) provided information on access initiatives such as installation of new Audio Loops and Piney Lakes Sensory Play Park upgrade. Fact Sheets on Disability Awareness, etiquette, inclusive language and legislation were updated and provided on staff Intranet. <p><i>Staff Induction and Orientation includes Access and Inclusion</i></p> <ul style="list-style-type: none"> Staff online induction and Customer Service Guide provides information on access and

inclusion, TIS Translation service and National Relay Services process. The completion of the induction is linked to staff competencies.

Feedback received through complaints and compliments informs continuous improvement

- Access feedback included: pedestrian access; ACROD parking (lack of and bay maintenance); footpaths (obstructions; maintenance); bus shelter request; inclusive change facilities; replacement of TGSIs; and accessibility of indoor pool. This feedback informs the City's budget to continuously improve accessibility of facilities and infrastructure.
- City developed a community engagement Project Brief to identify key buildings for a Building Access Audit.

Outcome 5: Complaints

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 5: 'People with disability have the same opportunities as other people to make complaints to a public authority'.

Total number of strategies planned (whether implemented or not):	2
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Out of those strategies, how many were:

Implemented and highly effective?	2
Implemented and somewhat effective?	Click or tap here to enter text.
Implemented but ineffective?	Click or tap here to enter text.
Implemented but not yet evaluated?	Click or tap here to enter text.
Not implemented?	Click or tap here to enter text.

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

<p>What did your organisation achieve this year in support of Outcome 5?</p> <p>Click or tap here to enter text.</p> <p><i>Complaints and feedback mechanisms reviewed and maintained to ensure accessible</i></p> <ul style="list-style-type: none"> • City has introduced a "Live Chat" program via the City of Melville website, enabling people to provide complaints and feedback online. The Live Chat program received positive feedback from customers who are deaf & hard of hearing. • A complaint to the City of Melville may be lodged in writing, in person, online (website, Melville Talks and social media), by email and by telephone (National TTY/Speech Relay/translation services are available). <p><i>Staff provided with training and support to respond to complaints and feedback on access and inclusion</i></p> <ul style="list-style-type: none"> • Customer Service Level Three training is available to all staff (includes access and inclusion in customer service, dementia awareness and how to use National Relay Service). • City's Social Justice Advocate (Access and Inclusion) provided support to staff across the organisation on access and inclusion feedback and complaints (eg: damaged footpaths; swimming pool access; replacement of tactile paving). • The City's Marketing Coordinator and Digital Communications Advisor attended Digital Accessibility Training, increasing capacity to respond to complaints and feedback provided via the City's webpage.

Outcome 6: Consultation

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 6: 'People with disability have the same opportunities as other people to participate in any public consultation by a public authority'.

Total number of strategies planned (whether implemented or not):	2
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Out of those strategies, how many were:

Implemented and highly effective?	1
Implemented and somewhat effective?	1
Implemented but ineffective?	Click or tap here to enter text.
Implemented but not yet evaluated?	Click or tap here to enter text.
Not implemented?	Click or tap here to enter text.

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

What did your organisation achieve this year in support of Outcome 6?
<p>Click or tap here to enter text.</p> <p><i>Consultation on strategic issues regarding disability access and inclusion</i></p> <ul style="list-style-type: none"> The City continued to facilitate the Access Advisory Panel on a quarterly basis. Panel representatives are local community members who are wheelchair users, older people, people who are deaf or hard of hearing, people with Alzheimer's and dementia, people with autism, and people who are vision impaired. Panel members provided feedback and recommendations on the following projects: park upgrades; Bridge Club facilities; Mixed-use Development (Apartments and restaurants); Tompkins Park Sports Hub upgrade and a Aged Care facility in Applecross. The City was recognised for best practice for the Access Advisory Panel in the American Association of Retired People The City's community engagement website, Melville Talks, meets WCAG 2.0 accessibility guidelines. Melville Talks sought feedback from community members on upgrades to facilities (eg: Mt Pleasant Bowling Club Site; Bullcreek/Leeming Play Space; Temporary Library for Civic Square Library Redevelopment). The Melville Talks website also includes a webpage and discussion forum on Accessibility and Inclusion - content and information is regularly updated with latest news and initiatives (eg: LoveFest exhibition for people with dementia and their families, Access Advisory Panel). Community members provide feedback and comment on Melville Talks discussion forums. <p><i>Range of consultation techniques employed</i></p> <ul style="list-style-type: none"> The City employed a variety of consultation methods across different technologies to meet

community needs. These included:

- Online (Melville Talks website). Melville Talks webpage includes “Topic Talks” pages on different areas (eg: access and inclusion, security, planning) to seek feedback from community and facilitate community discussion.
- In person - Community Reference Group, who meet in accessible venues (eg: Civic Centre)
- Random sampling of community members for Community Reference Group (captures representative sample of people with disability).
- Community E-Newsletters (eg: AIM E-Newsletter invites feedback from community).
- Access Advisory Panel (panel of community members who meet quarterly to provide access and inclusion feedback)
- Consultation documents are available in accessible and alternative formats on request.

Outcome 7: Employment

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 7: 'People with disability have the same opportunities as other people to obtain and maintain employment with a public authority'.

Total number of strategies planned (whether implemented or not):	2
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Out of those strategies, how many were:

Implemented and highly effective?	2
Implemented and somewhat effective?	Click or tap here to enter text.
Implemented but ineffective?	Click or tap here to enter text.
Implemented but not yet evaluated?	Click or tap here to enter text.
Not implemented?	Click or tap here to enter text.

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

What did your organisation achieve this year in support of Outcome 7?
<p>Click or tap here to enter text.</p> <p><i>Equal Opportunity Recruitment Practices</i></p> <ul style="list-style-type: none"> • City of Melville Workforce Plan promotes employment, work experience opportunities and internal education to support people with disability • A brochure titled “Inclusive Careers @ Melville” (promoting the City’s inclusive employment opportunities and diverse workforce) was promoted at the Melville Chamber of Commerce Business Expo in May 2018. • The City’s procurement process was amended to ensure that 5% of staff training providers are agencies which employ people with a disability or Aboriginal people • Staff Recruitment training addressed Access and Inclusion <p><i>Promotion of work experience and employment opportunities for people with disability</i></p> <ul style="list-style-type: none"> • The City has continued to offer 1 x traineeship role annually for a person with a disability (recruitment in October annually). • City of Melville has MOU with Murdoch and Curtin Universities, to facilitate internships for people from diverse backgrounds over the summer university break. • All City job vacancies are emailed to a network of Disability Employment Service (DES) providers. • Staff met with DES Providers (Bizlink and Forrest Personnel) to discuss employment opportunities • Job advertisements encourage people of diverse backgrounds to apply

Agents and contractors

Agents and contractors must comply with your organisation's DAIP when undertaking work involving interaction with the community. Please tell us how you have supported agents and contractors in 2017-2018. (Contract employees should not be considered as contractors for this report.)

For 2017–2018, how have you informed agents and contractors about your DAIP? (Please tick)

Provided a copy of your agency DAIP	<input type="checkbox"/>
Provided a link to the DAIP on your website	<input checked="" type="checkbox"/>
Sent a letter	<input type="checkbox"/>
Referenced in a contract(s)	<input type="checkbox"/>
Referenced in a contract variation(s)	<input type="checkbox"/>
Included requirement in funding/sponsorship agreements	<input type="checkbox"/>
Other (please describe) Click or tap here to enter text. Request for Tenders and Quotes documents request that respondents provide details of how they will support the DAIP.	

How do agents and contractors report progress of outcomes to you? (Please tick)

Through internal annual progress reporting systems (email, meetings etc.)	<input checked="" type="checkbox"/>
Completing a contractor progress reporting template	<input type="checkbox"/>
Did not report (please explain) Click or tap here to enter text.	

Please provide a description of any significant DAIP strategies undertaken by your organisation's agents and contractors in 2017–2018.

Click or tap here to enter text.

Melville Recreation Centre AH Bracks Refurbishment (Contract CO13/18)

- Contractor ensured that temporary accessible footpaths installed around building site.
- Addition of small concrete ramps/wedges to the front of temporary reception room and room that houses temporary AH Bracks library.
- Construction Contractor ensured accessible car bay retained on building site.
- Architect modified ramp in dining room facility (frequently used by groups with older people), to make it more accessible.

Challenges

What challenges did you experience with strategies that were planned but not implemented? (Please tick)

Budgetary constraints (please explain)	<input type="checkbox"/>
Click or tap here to enter text.	
Lack of support / input and feedback from the community (please explain)	<input type="checkbox"/>
Click or tap here to enter text.	
Difficulties with contractor or agent input (please explain)	<input type="checkbox"/>
Click or tap here to enter text. <ul style="list-style-type: none"> Requesting detailed DAIP plans and progress reporting from Agents/Contractors often increases the contract price. 	
Difficulties coordinating strategies/initiatives (please explain)	<input type="checkbox"/>
Click or tap here to enter text. <ul style="list-style-type: none"> Staff changeover and absence in Social Justice Advocate role (responsible for Access and Inclusion) has resulted in limited resources to fully implement access initiatives to a desired potential Some staff have received AUSLAN training - however requests for AUSLAN are rare, and maintaining the skill is difficult. Lack of space at smaller library building has created a challenge in regards to installation of some accessible features (eg: wider book shelving isles) Some Disability Employment Service providers have provided limited support for their clients placed in the organisation (eg: assistance to the client in transitioning to the workplace). It can be more effective to liaise directly with schools/TAFES/Unis rather than Disability Employment Service providers. Some buildings with ageing facilities are compliant with the building code yet present a accessibility risk. 	
Other (please explain):	<input type="checkbox"/>
Click or tap here to enter text.	

If you would like to provide more information about the challenges your organisation faced, please do so below.

Click or tap here to enter text.

Feedback

How would you rate your overall satisfaction with the quality of service provided by the Communities Access and Inclusion team? (Please tick)

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Not sure
Satisfaction with quality of service provided	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments or feedback about the Access and Inclusion team?

Click or tap here to enter text. Attendance by Communities Access and Inclusion staff at Local Government Access and Inclusion Network enables good communication of information from State Government.

What factors influenced your decision to report via this document instead of the online reporting system? (Please tick)

Not sure how to use the online reporting system	<input type="checkbox"/>
Did not have access to a reliable computer or internet connection	<input type="checkbox"/>
Not sure how to share an online report with colleagues	<input checked="" type="checkbox"/>
Wanted to adjust the format of the report	<input type="checkbox"/>
Prefer to use pen and paper	<input type="checkbox"/>
Other (please describe) Click or tap here to enter text.	