



TOWN *of* BASSENDEAN

DISABILITY

ACCESS & INCLUSION

PLAN

(DAIP)

This Plan is available in alternative formats for people with disabilities. These include large print, audio, and electronic formats and are available from Council upon request by a person with a disability or their carer.

June 2007

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AMENDMENT STATUS

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KEY TO ABBREVIATIONS

ABS	Australian Bureau of Statistics
BCA	Building Code of Australia
CMT	Corporate Management Team
CEO	Chief Executive Officer
Council	Mayor and Councillors of the Town of Bassendean
DAIC	Disability Access & Inclusion Committee
DAIP	Disability Access & Inclusion Plan
DCD	Director Community Development
DCS	Director Corporate Services
DSC	Disability Services Commission
EA	Executive Assistant
HACC	Home and Community Care Programme
HRO	Human Resource Officer
HRV	Hyde Retirement Village
ISO	Information Services Officer
MCh Serv	Manager Children's Services
MCCS	Manager Client & Corporate Support
MDS	Manager Development Services
MHES	Manager Health & Environmental Services
MLIS	Manager Library & Information Services
MLS	Manager Leisure Services
MRS	Manager Ranger Services
MSDS	Manager Seniors & Disability Services
MYS	Manager Youth Services
PBS	Principal Building Surveyor
PWD	People With Disabilities
TADWA	Technology Assisting Disability WA
TOB	Town of Bassendean
TPS 10	Town Planning Scheme 10
TTY	Teletypewriter
V& CTC	Volunteer & Community Transport Coordinator
WALGA	WA Local Government Association
WAMI	WA Music Industry Awards
WITW	Wind in the Willows Child Care Centre

Introduction

The Town of Bassendean includes the suburbs of Bassendean, Eden Hill and Ashfield featuring suburban style homes served by 97 kilometres of roads and 65 kilometres of footpaths. In addition the Town includes a significant area of developed general industrial land including Tonkin Park. The total land area is 11 square kilometres and the Town has a population of 14, 325 people (WALGA/Council Statistics 2004 - 2005).

Located 10 kilometres from Perth, with its river boundary, railway and freeway access, Bassendean is a comfortable and convenient location in which to live, work, shop and recreate. Council is proud of the “village” atmosphere of the Town with its strong community spirit and through its corporate and strategic plans, Vision 2030 Community Plan, other plans and policies seeks to conserve, develop and enhance these essential qualities. In these documents the Town recognises the importance of working in a partnership with community members, seeks to encourage active community participation and respond to the community’s changing needs by the provision of high quality and equitable services.

The year 2007 and beyond, sees Bassendean facing the challenge of maintaining its character, while encouraging, ongoing development sensitive to the needs of all residents. As a result of Council’s commitment to sensitively meeting the needs of all residents, workers, volunteers and visitors in the Town, this Disability Access & Inclusion Plan (DAIP) has been adopted. It will be regularly reviewed to ensure people with disabilities, their families and carers within the Town of Bassendean also have the opportunity to achieve their desired quality of life and have access to the facilities, functions, events and services offered to the community.

Consultation: The ongoing development of the DAIP is the result of regular community consultations enabling public comment and feedback, in particular from people with disabilities and their carers. A key mechanism for community

comment and advice was Council's Disability Access and Inclusion Committee. The DAIP was distributed to a number of other key stakeholders in the local community including people with disabilities, carers/ family members, local area coordinators and others including internal and external customers of Council.

The DAIP process has been advertised inviting public comment in the Bassendean Briefings in May-June 2007, the Eastern Suburbs Reporter in May 2007 and the Town's intranet. It is Council's intention to ensure that the DAIP has broad support from the members of the community for whom it is intended. To achieve that, the DAIP will be available in alternative formats and lodged on the Town's website.

The purpose of the DAIP is to ensure that people with disabilities, in the same way as other members of the community, can readily and easily access information, facilities, events and services provided by the Council and participate fully in Council's consultative processes.

Demographic Background

Disability Defined

A disability is any continuing condition that restricts everyday activities. The Town of Bassendean's understanding of disability is provided by the Disability Services Act (1993) with amendments in 2004. The Act defines disability as a condition that:

- is attributable to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent; and
- may or may not be episodic in nature.

Disabilities can result in a person having a substantially reduced capacity for communication, social interaction, learning or mobility and a need for continuing support services in daily life. Some disabilities, such as epilepsy, are hidden, while others, such as cerebral palsy, may be visible.

With the assistance of appropriate aids and services, the impairments experienced by many people with a disability may be overcome.

According to the Disability Services Commission (DSC), the main categories of disability in Western Australia are physical, sensory, psychiatric and intellectual. A physical disability is the most common (73 per cent), followed by intellectual/behavioural (17 per cent) and sensory (10 per cent). Many people with disabilities have multiple disabilities.

People With Disabilities In the Community

The 2003 Survey of Disability, Ageing and Carers (SDAC) estimates that one in five Australians (3,958,300 or 20%) had a disability. This rate was the same

for males and females. The rate of disability increased with age, reaching 92% for those aged 90 years and over. The age-standardised disability rates for total males, females and persons showed little change between 1998 and 2003 and the pattern across age groups was very similar in these two years.

Between 2006 and 2026, the number of people with disabilities in Western Australia is expected to increase by more than 210,000 due mainly to our ageing population. The proportion of the State's population consisting of people aged under 65 with a disability is expected to remain steady. People may have a disability at any age, but the likelihood increases as people get older. The number of older Western Australians with disabilities will increase substantially as the 'baby boomers' move into aged groups in which disability will be more prevalent, In fact, there is expected to be an overall increase of 115.7 per cent over 20 years.

The proportion of males with disabilities is consistently greater than females.

In Western Australia:

- intellectual disability is more common in males than females;
- for every female with autism, there are six males;
- the proportion of males with quadriplegia is three times that of females.
- 20.6% of the population - or 405,500 people - have a disability;
- one in three people know someone with a disability, whether as a family member, friend, or workmate;
- 15.3% of the total population (308,900) have a core activity restriction (that is a restriction in communication, mobility or self care)
- 5.9% of the total population (115,800) have profound or severe core activity restrictions and need help or supervision with one or more of the tasks associated with daily living;

- 246,800 West Australians are carers for people with disabilities and provide day-to-day support for family or friends with disabilities (that's 12.6% of the Western Australian population);
- 95% of people with disabilities live in the community, either independently or with family or friends;
- 74% of Western Australians with a disability live in the metropolitan area and 26% live in rural areas;
- The informal network of family and friends provides 70% of all assistance required by people with disabilities.

The following tables relate to the Town of Bassendean and were compiled by the Australian Bureau of Statistics for the National Disability Administrators. Estimates are based on the 2003 Survey of Disability, Aging and Carers.

Table 1: Total persons with disabilities and total population, 2003

								Persons (all ages)		
0-14	15-24	25-34	35-44	45-54	55-64	Total aged 0-64	65 and over	Male	Female	
Total persons with disabilities										
220	172	250	356	477	532	2,007	1,039	1,503	1,542	3,045
Total population										
2,555	1,749	2,001	2,208	1,969	1,376	11,858	1,901	6,760	6,999	13,759

Table 2: Persons with disabilities by level of core activity limitation, by sex, 2003

Level of core activity limitation	Males	Females	Persons
Profound or Severe	346	443	789
Moderate	289	340	629
Mild	460	427	887
Total persons with core activity limitation(a), all ages	1,095	1,210	2,305
Total persons with disabilities, all ages	1,503	1,542	3,045
Total population, all ages	6,760	6,999	13,759

(a) Total persons with core activity limitation includes only persons with profound, severe, moderate and mild core activity limitations.

Table 3: Persons with disabilities by level of core activity limitation, by age group, 2003

Level of core activity limitation	0–14	15–24	25–34	35–44	45–54	55–64	Total aged 0–64	65 and over
Profound or Severe	110	35	46	68	95	99	453	336
Moderate	* 10	16	28	71	124	146	395	234
Mild	26	37	54	79	132	173	501	386
Total persons with core activity limitation(a)	146	88	128	218	351	418	1,349	956
Total persons with disabilities	220	172	250	356	477	532	2,007	1,039
Total population	2,555	1,749	2,001	2,208	1,969	1,376	11,858	1,901

(a) Total persons with core activity limitation includes only persons with profound, severe, moderate and mild core activity limitations.

Table 4: Persons with disabilities by area of core activity limitation and area of restriction(a), by sex, 2003

Area of core activity limitation	Males	Females	Persons
Self care	338	441	779
Mobility	419	574	993
Communication	149	77	226
Area of restriction	Males	Females	Persons
Schooling, ages 5–20 years	110	64	174
Employment, ages 15–64 years	636	573	1,209

(a) People are counted in more than one area of core activity limitation or restriction if they had disabilities which limited or restricted a range of activities.

Table 5: Persons with disabilities by disability group(a), by sex and age group, 2003

Disability group	All ages			Total aged 0–64
	Males	Females	Persons	
Sensory	541	371	912	452
Intellectual	257	147	404	266(b)
Physical	973	1,120	2,093	1,323
Psychological	183	189	372	245(b)
Head injury, stroke or brain damage	115	70	185	122(b)
Total persons with disabilities	1,503	1,542	3,045	2,007
Total population	6,760	6,999	13,759	11,858

(a) People are counted in more than one disability group if they had multiple disabilities which belonged to more than one group. As a result, the sum of the component items will not equate to the total persons with disabilities.

(b) The number of people aged 0–64 years with an intellectual disability, a psychological disability, or a head injury, stroke or brain damage are approximate estimates which assume that the age distribution of total persons with disabilities is the same as the age distribution for each of these disability groups.

Table 6: Persons with disabilities by disability group(a)(b), by age group, 2003

Disability group	0–24	25–44	45–64	Total aged 0–64	65 and over
Sensory	119	103	230	452	454
Physical	156	391	776	1,323	766
Total persons with disabilities	392	606	1,009	2,007	1,039
Total population	4,304	4,209	3,345	11,858	1,901

(a) People are counted in more than one disability group if they had multiple disabilities which belonged to more than one group. As a result, the sum of the component items will not equate to the total persons with disabilities.

(b) Estimates of the number of persons with disabilities by disability group by age group are not available for the intellectual, psychological or head injury, stroke or brain damage disability groups.

Table 7: Persons with disabilities by type of assistance needed(a), 2003

Assistance needed(b)	All persons
Accommodation support(c), ages 15 years and over	1,120
Transport, ages 15 years and over	717
Personal/health care, all ages	1,431

(a) People are counted in more than one assistance need group if they needed assistance with more than one task.

(b) A person is considered to need assistance whether or not assistance is actually received.

(c) Accommodation support includes people who needed assistance with housework, meal preparation and property maintenance.

Disability Access & Inclusion Policy

Philosophical Statement

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

People with disabilities have the same basic human rights as other members of society and are entitled to exercise those basic human rights. All individuals have the inherent right to be respected for their human worth and dignity. People with disabilities have the same rights as other members of society to receive services, information and access to Council's functions, facilities, events, services and processes and be fully involved in consultation processes.

This policy forms the basis of understanding and implementation of the Disability Access & Inclusion Plan. The DAIP is intended to influence and ultimately compliment the Town of Bassendean's corporate documents including the Vision 2030 Community Plan.

Policy Aim

The purpose of the Town's Disability Access and Inclusion Policy is to provide guidelines to:

1. Ensure that people with disabilities have full and unrestricted access to Council's facilities, functions and services;
2. Ensure people with a disability can participate fully in Council processes, functions and events; and

3. Encourage broader services provided within the Town cater for the needs of people with disabilities and their carers.

Policy Principles

1. Council recognises that people with disabilities have the same rights to services that assist them in achieving their quality of life and provide them with opportunities to fulfil their individual potential.
2. Council will ensure that no person who lives, works or visits the Town of Bassendean is denied access to any existing or future Council facility or service on the grounds of disability. Council endorses that the concept of universal design which ensures that all members of the community have equal access to facilities, buildings and services.
3. Council will encourage all agencies and organisations operating within the Town to maximise the accessibility of their facilities, programmes and services.
4. Contractors and agents and Council will have guidelines to optimise the accessibility and availability of programmes and services for people with disabilities.
5. People with disabilities within the Town of Bassendean will have the same opportunities as other residents to participate in public consultation, grievance mechanisms, decision making processes and the general democratic processes of Council.
6. Where possible and relevant Council will provide flexible services which complement an individual's own abilities and the support provided by their family, carers and the broader community.

7. Council will provide the necessary ongoing training for staff, volunteers and Councillors to ensure understanding and empathy for people with a disability, their family and carers.
8. People with disabilities will be afforded the same access to employment and accommodation in line with the principles of the Western Australian Disability Services Act (1993) amended 2004, the Equal Opportunity Act (1988) and the Federal Disability Discrimination Act (1992).
9. Council will ensure that information about Council meetings, consultations, functions, facilities and services is provided in clear and concise language and is available in alternative formats upon request by people with disabilities.

Achievements by the Town under the Disability Services Plan

A number of notable recent achievements by the DAIC for people with disabilities and their carers include:

- The planning of a community forum for local business proprietors on the legislative requirements for and benefits of accessible facilities, premises and employment for people with disabilities
- A disability specific focus group contributed to the Town's Vision 2030 Community Plan
- An accessibility audit was conducted for the Town's new memorial library during design and construction. The result is a very inclusive facility for all community members with above standard access for people with disabilities.
- Advocacy to ensure that targeted Council facilities are budgeted each financial year to increase accessible community facilities.
- Advocacy for the retention of the Multi- Purpose Taxis.
- Assistance with the development of effective personal evacuation plans for local residents should a major local emergency occur.
- Ongoing reviewing of the Disability Services Plan so that it is compliant with the revised legislative requirements of the Disability Services Act as amended in 2004.
- Consultants to Perth Transport Authority on access requirements for the new Bassendean Railway Station.
- Awareness training for Council staff inclusive of Asset Services to ensure facilities maintenance to be above access standards.

Disability Access & Inclusion Plan Arrangements

Legislative Requirements

The Western Australian Disability Services Act (1993) was amended in December 2004, and requires public authorities to develop and implement Disability Access and Inclusion Plans (DAIPs), building on the Disability Services Plans previously developed.

To comply with the Act, local governments have been required to:

- * develop a Disability Access and Inclusion Plan (DAIP) which furthers the principles and objectives of the Act and meets the six standards in Schedule 2 of the Disability Services Regulations 2004;
- * take all practicable measures to ensure that the plan is implemented by the authority, its officers, employees, and relevant agents and contractors;
- * review the plan at least every five years;
- * report to the Disability Services Commission by 31 July each year about their progress in achieving the six desired DAIP outcomes;
- * detail in their annual report the implementation of the Plan.

Delegated Responsibility and Consultative Processes

The Council officer with delegated responsibility for the DAIP is the Chief Executive Officer (CEO) who may on-delegate functional tasks to the Director Community Development (DCD). Individual officers are responsible for specific components of the plan. The DCD will be responsible for monitoring the implementation and ongoing review of the strategies identified in the plan and reporting on the yearly achievements in the Town's Annual Report.

The Manager Seniors & Disability Services (SDS) will support the DCD in this role. The Manager has responsibility for HACC and CACP programs for people with disabilities and frail aged people. Changes to the DAIP shall be received and approved by Council prior to release. Council shall be regularly informed of the Plan's development and implementation.

The Town of Bassendean is committed to consult with people with disabilities, their families and carers as well as disability organisations, to ensure that barriers to access are addressed appropriately. The Town of Bassendean is committed to a partnering approach to the delivery of programmes and services, including those programmes and services tailored to meet the needs of people with disabilities, their families and carers. The DCD shall be responsible for convening quarterly meetings of the Town's Disability Access and Inclusion Committee comprising key stakeholders to obtain feedback and suggestions on the DAIP. The DCD shall keep the stakeholders informed on the development, implementation and monitoring of the DAIP.

Council Functions, Facilities and Services (in house and contracted)

The Town of Bassendean provides the following:

Services to the community including:

Community services: childcare, vacation and out of school care, programmes for young people (including social and skills training, recreational activities), transport assistance, day respite, in-home care, residential services (self care accommodation being Hyde Retirement Village).

Recreational facilities and leisure programmes: active and passive grounds and buildings, sporting programmes, leisure courses, central and mobile library and information service, large print and talking books, videos, internet access etc.

Services to property including:

Verge mowing, street trees, public parks and gardens, rubbish collection (weekly and twice year bulk pickups including green waste), recycling, construction and maintenance of roads and footpaths, street and carpark sweeping, drainage, and street lighting.

Regulatory Services including:

Town Planning Services: Planning control, development approval, planning and development advice, sub-division and town planning schemes.

Building Services: Building licences, inspections, building advice, swimming pool inspections.

Ranger Services: Animal control, parking control, dog licensing, fire break inspections, abandon vehicle removal, complaint handling, parks and reserves monitoring.

Health Services: Food safety programs, enforces legislation for pest control, infectious diseases control, health complaint investigation, pollution control, microwave testing and food analysis approving and inspecting public buildings.

Waste management: Weekly 240 litre rubbish bin collection, fortnightly 240 litre recycling bin collection, annual tree pruning and junk collection, provision of tip passes, sale of compost bins, waste collection at public events and two hazardous waste drop off at Council's Depot, one in June and one in December each year. Council also distributes a Waste & Recycling Guide

each year detailing all of the waste management services it provides plus other useful information on what to do with those unwanted items.

Engineering services: Planning for roads and footpaths, planning for drainage.

General administration services including:

Access to information: Internet, Bassendean Briefings, Annual Report, rates and planning information, information to new residents, general community information, complaints mechanism and payment of rates. Administration of Freedom of Information process.

Governance processes including:

Civic ceremonies: Special events, citizen ceremonies, community awards and official openings.

Community consultation: Public meetings, annual electors' meeting, workshops, forums, surveys and questionnaires.

Decision making process: Access to Council meetings and minutes, deputations to Committee meetings, community representation on advisory and management committees, access to Councillors and staff, administration of electoral process.

Disability Access & Inclusion Plan Outcomes

A framework of six (6) outcomes has been provided under the legislation that must be considered by public authorities when planning improved access for people with disabilities. These outcomes are listed below.

- Outcome 1 People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.
- Outcome 2 People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.
- Outcome 3 People with disabilities receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.
- Outcome 4 People with disabilities receive the same level and quality of services from the staff of a public authority as other people receive from the staff of that public authority.
- Outcome 5 People with disabilities have the same opportunities as other people to make complaints to a public authority.
- Outcome 6 People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.

Strategies Identified to Overcome Barriers and Develop Opportunities

People with disabilities will:

Outcome 1 Have the same access to services of and any events organised, by a public authority

Strategies	Responsible Team	Timeframe
Council, Corporate Management Team meetings & other planning sessions are to consider the needs of PWD to maximise access through advertising, venue selection and support services	CEO	Ongoing
People with disabilities to be informed that alternative arrangements can be made for the payments of rates, e.g., Visa Card, electronic banking etc. Officers to investigate alternative payment methods that enhances accessibility for all.	DCS	Ongoing
Support WINGS group on Fridays by staff and volunteers for assistance. To supplement and complement transport services, encourage community use of wheelchair accessible bus including on weekends.	MSDS/ VCTC	Ongoing
Children's Services has an inclusion policy for both Out of School Care and Long Day Care. Special Needs Support Scheme funding is accessed from RUCSN when 1 to 1 care is required. Staff work with Eastern Region Metropolitan SUPS team in Midland on training and placement programs.	M Ch Serv	Ongoing
Ensure staff and volunteers are trained to support PWD in a welcoming and inclusive way Purchase suitable equipment or modify using TADWA assistance to enhance communication with people	DCS Managers &	Ongoing

with disabilities.		
<p>Course providers to be made aware of disability access and awareness. Provide specific support, such as volunteers, to assist people with disabilities to participate. Brochure promotes: "people with special needs encouraged to participate" on the cover.</p> <p>Courses offered include activities designed for PWD's and be as inclusive as possible. Venue suitability judged against access criteria & accessible venues to be priority for community events. Course instructors recruitment to include awareness of the needs of PWD.</p>	<p>Managers</p> <p>MLS</p>	<p>Ongoing</p> <p>Ongoing</p>
<p>Accessible furniture and equipment for the Bassendean Library Services to be purchased as required in the annual budget, e.g., adjustable tables, illuminated magnifying glasses, large print books, audiocassettes, large print screens etc. Wheelchairs and trolleys to be available for PWD's on request.</p> <p>Internet access to be promoted to PWDs, their families and their carers. Library housebound delivery service to be promoted to PWD and their carers.</p>	<p>MLIS</p> <p>ML&IS</p>	<p>Budget Planning Cycle</p> <p>Ongoing</p>
<p>Provide transport for PWD's to activities, outings and medical appointments as appropriate.</p> <p>Promote services through pamphlets, newsletters, Internet, marketing, and through community groups.</p>	<p>MSDS, V&CT C</p>	<p>Ongoing Business Planning Cycle</p>
<p>Ensure programs are inclusive and meet legislative requirements.</p> <p>Advertise programs widely and include clause on the inclusion of PWD's. Liaise with other groups, Disability Services Commission, Local Area Co-ordinators and Leisure Services to ensure services are being offered to the target group.</p>	<p>MSDS, DCD, MLS</p>	<p>Ongoing</p>
<p>Provide Planning and Building information sheets and information on the website.</p>	<p>MDS</p>	<p>Ongoing</p>
<p>Identify people with disabilities in the community who need assistance with</p>	<p>MCS /MHES</p>	<p>Ongoing</p>

waste collection and recycling bins and other such services. Personalise services to cater for PWD's if appropriate.		
Ensure parking local laws provide adequate disability bays and penalties for misuse of bays. Monitor and enforce the parking local laws. Provide individualised attention to residents with disabilities if appropriate	MRS	Ongoing

Ensure compliance with the Building Code of Australia (BCA - as amended) for all new buildings and significant alterations/additions.	PBS	Ongoing specified within project briefs
People with disabilities to be informed that alternative arrangements for removal of rubbish can be made upon request	Health & Environmental Services	Ongoing programme -in place since 1985
Continue annual program of remedial works to ensure that all Council buildings and facilities are continuously upgraded to provide access in keeping with the updated provisions of the BCA and the relevant Australian Standards. Ensure new works exceed disability access standards. Continue annual footpath renewal program that complies with Standards requirements	Asset Services CEO Asset Services	Remedial works determined by audit, priority & allocated budget
Council to maintain knowledge of the review processes of adopted Australian Standards and ensure that submissions are made seeking changes to the Standards to make facilities practically accessible.	Council & DAIC	Ongoing

Outcome 3 Will receive information in a format that will enable them to access the information as readily as other people are able to access it.

Strategies	Responsible Team	Timeframe
Council website to be reviewed for ease of access to Council information, use of graphics and other aids if needed. Advertising of events and invitations that are inclusive for people with disabilities Advertising of TTY availability	ISO	Ongoing
Website to be user friendly for people with vision impairments and to contain relevant information for people with disabilities. TTY to be used as required and advertised to the community through the Bassendean Briefings.	ISO MCCS	Ongoing
14 pt font size to be used wherever possible. Information to be provided to the public including people with disabilities and their carers/families.	CEO & Managers	Ongoing
Leisure courses and public events to be advertised in clear brochures and provided in alternate formats.	MLS	Ongoing
Council facilities such as the library & customer services to include a variety of materials in various formats e.g. Large print, audio tapes, video, DVD's, etc.	MLIS & MCCS	Ongoing
Advertise & use TTY and appropriate IT tools when required. Ensure all information formats meet disability standards.	CEO & Managers	Ongoing
Information provided to households to be clear and legible with contrasting colours and published on the website. Internet access to be promoted to PWD, their families and their carers	ISO/EA	Ongoing
The Town's corporate documents such as the Strategic and other corporate Plans, are informative and comply to disability standards.	CEO	Ongoing
All Council electoral material to be accessible to all.	CEO	Ongoing

Outcome 4 Receive the same level and quality of service from the staff of Bassendean as other people receive from the staff of that public authority

Strategies	Responsible Team	Timeframe
All staff to receive compulsory disability awareness training as part of their orientation/professional development. Refresher courses to be conducted every three years	DCS Managers/HRO	Ongoing
DAIC members will assist with the development of a training package and recommend other relevant organisations	DCD & MSDS	Ongoing
Council members and volunteers to be given the opportunity to attend disability awareness training	CEO & Managers	Ongoing
Commitment to all members of the local community in Council documents ensuring clear understanding that people with disabilities are included, as stated in the Vision 2030 Community Plan	CEO & Managers	Ongoing
Training for TTY and other appropriate tools for Customer Service and other relevant staff	HR & ISO	Ongoing

Outcome 5 Have the same opportunities as other people to make complaints to a public authority.

Strategies	Responsible Team	Timeframe
<p>The Disability Access & Inclusion Committee is to include PWD and their carers as one vehicle for Council consultations.</p> <p>Grievance procedures to be advertised in various avenues including internet (Town's website) and Bassendean Briefings.</p>	<p>CEO/ EA</p> <p>DCD /MSDS</p> <p>CEO</p>	<p>Ongoing- within election cycle</p> <p>Ongoing</p>
<p>The DCD to convene meetings of the DAIC and implement recommendations.</p> <p>Business Units to adhere to the Town Complaint Handling Manual and grievance procedures which are inclusive of people with disabilities.</p>	<p>DCD Managers</p> <p>CEO, Directors</p>	<p>Ongoing</p> <p>Ongoing</p>

Outcome 6 Have the same opportunities as other people to participate in any public consultation by a public authority.

Strategies	Responsible Team	Timeframe
Election advertising is to offer assistance for PWD to cast votes in the election. Postal voting to be used to maximise vote from PWDs. The internet to be accessible by PWD.	CEO/ EA DCD /MSDS	Ongoing- within election cycle Ongoing
Community Transport & S&DS to assist PWD to access transport services if required to attend defined Council events/meetings	MSDS/ CVCT	Ongoing
<p>The DCD to convene meetings of the DAIC and implement recommendations.</p> <p>The Director Community Development will conduct consultations through the Disability Access & Inclusion Committee with people with disabilities, their families, carers and disability organisations to provide an update on the implementation of the DAIP. This will include feedback on how well strategies are overcoming barriers and providing opportunities for people with disabilities to access services and facilities and fully participate in community life.</p>	DCD/ SDS Manager DCD	Ongoing Quarterly & ongoing
<p>When undertaking community consultations, the Town will ensure that the information and processes are in accessible format to ensure the consultations are inclusive for all.</p> <p>DAIC to have a representative attend the public events meetings of Council. Officers are to ensure that community consultation mechanisms allow pwd's capacity to input into the consultation process.</p>	Managers DCD CMT	Ongoing Quarterly & Ongoing

<p>PWD to provide feedback to Town's staff on required improvements to the Town's physical infrastructure and HRV if required.</p> <p>DAIC to be main avenue for consultation.</p>	<p>M Asset Services DAIC, CEO & DCD</p>	<p>Determined by audit priority & allocated budget Ongoing</p>
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Review and Evaluation Mechanisms

Review and Monitoring

The Director Community Development will prepare an Evaluation Report annually in August/September on the implementation of the Disability Access & Inclusion Plan to be published in the Town's Annual Report. The DAIP will be checked annually following the Evaluation Report to incorporate changes and to note achievements and new initiatives. A comprehensive review of the DAIP will be conducted by Council every five (5) years.

Evaluation

The Director Community Development will conduct consultations through the Disability Access & Inclusion Committee with people with disabilities, their families, carers and disability organisations to provide an update on the implementation of the plan and to receive feedback on how well strategies are overcoming barriers and providing opportunities for people with disabilities to access services and facilities, and fully participate in community life.

In seeking feedback, the DCD and Manager SDS, with the Disability Access and Inclusion Committee, will also seek to identify any additional barriers and opportunities that were not identified in the initial consultation and will amend the DAIP as required.

Where appropriate, Council will use a number of consultative processes to gain feedback from people with disabilities including questionnaires, forums and requests for formal submission (both oral and written). People and organisations that take part in any consultations will be kept informed about the planning process.

The Town of Bassendean will undertake full access audits on a five yearly basis of all Council buildings and facilities, footpaths and kerbs, and establish priorities for improvements in consultation with community groups

representing people with disabilities. The Town of Bassendean will incorporate in its Capital Works Program the findings of the access audit for Council consideration.

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.

Amend Plans

An annual review of the DAIP is required and Council will report to the DSC by 31 July each year about the progress made in achieving the six desired DAIP outcomes. This includes progress made by any of the Council's agents and contractors in achieving the desired DAIP outcomes and the strategies used to inform agents and contractors about the plan. Any updates on the DAIP will be available to the community once endorsed by Council.

Communication of Plan to Staff and People with Disabilities

Disability Access & Inclusion Committee meetings will be a forum for people with disabilities, their carers and representatives from relevant organisations to receive information and discuss the plan. When the plan is amended people with disabilities from the Disability Access and Inclusion Committee and on the Town's mailing list will directly receive information on the key features through the mail.

Information on the DAIP will be published in the Council's newsletters and Website and further publicity will be sought through the local newspapers such as the Eastern Suburbs Reporter.

The Town of Bassendean will, through the planning and building process, encourage residents, private developers and local business to consider the needs of people with disabilities.

Each year as the DAIP is amended, key staff will be provided with a copy of the updated Plan.