



City of Canning Disability Access and Inclusion Plan 2017 – 2022

This plan is available in electronic format (email, website, CD) and large print upon request

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Introduction

The City of Canning recognises the value of people with disability and their right to the same opportunities as others within our community. It recognises the need for assistance and support for both people with disability and their families and works continuously to improve access to its buildings, facilities, information and services to meet their needs. The City is committed to ensuring all members of the community, including people with disability, have the same opportunities to live, work and recreate.

People with Disability in the City of Canning

The official population of City of Canning as of the 30 June 2016 is 98,367. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and carers (2015), 18.3% of Australians or one in five people, identify themselves as living with some form of disability. Based on the population estimate and these findings, it is estimated that there are approximately 18,000 people with disability living within the City's boundaries (ABS 2015).

According to the Survey of Disability, Ageing and Carers, a person has a disability if they report they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. There are many different kinds of disability, usually resulting from accidents, illness or genetic disorders. Disability may affect a person's mobility, communication or learning. It can also affect their income and participation in education, social activities and the labour force. The collection of information about people with disability is important for many reasons including the provision of appropriate services and support.

In 2015:

- Almost one in five Australians reported living with disability (18.3% or 4.3 million people).
- The majority (78.5%) of people with disability reported a physical condition, such as back problems, as their main long-term health condition. The other 21.5% reported mental and behavioural disorders.
- More than half of those with disability aged 15 to 64 years participated in the labour force (53.4%), which is considerably fewer than those without disability (83.2%).

Planning for Better Access

The Western Australia Disability Services Act (1993) requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equal access to facilities and services.¹

¹ Other legislation underpinning access and inclusion includes the Western Australian Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA), both of which make discrimination on the basis of a person's disability unlawful.

The City adopted its first Disability Access & Inclusion Plan (DAIP), the “Community Inclusion Project”, in 1995 to address the barriers within the community for people with disability.

The DAIP addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1992) (DDA) through the addition of a Key Outcome relating to the employment of people with disability.

The DAIP was reviewed annually in the years 1997 – 2016, with detailed progress reports being sent to the Disability Services Commission. These progress reports show that the City has made considerable progress towards the implementation of its first DAIP, with most of the initial objectives in its Action Plan either completed or in progress.

Progress to Date

The City of Canning’s Disability Access & Inclusion Plan (DAIP) outlines 7 key outcome areas:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Canning.
2. People with disability have the same opportunities as other people to access the buildings and other facilities in the City of Canning.
3. People with disability receive information from the City of Canning in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and quality of service from the City of Canning as other people.
5. People with disability have the same opportunities as other people to make complaints to the City of Canning.
6. People with disability have the same opportunities as other people to participate in any public consultation by the City of Canning.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the City of Canning.

Table 1 provides an overview of the City’s achievements to date:

Table 1 – Achievements against Outcomes

DAIP Outcome 1	Improved access to services
Achievement	<ul style="list-style-type: none"> • Priority Waste Collection scheme available for people who cannot take their bins to the kerbside. • Provided a wide range of support services including home help and transport, respite for families and supported accommodation.
DAIP Outcome 2	Improved access to buildings and other facilities
Achievement	<ul style="list-style-type: none"> • Commissioned the Disability Access Audit Reports for 50 Council buildings in 2014 / 2015. • Priority requests for people with disability seeking improved physical access via the installation or upgrading of footpaths. • Public toilets within the City meet high levels of accessibility. • Disability access included in the design and construct of ANZAC memorial, officially opened in November 2015. • Comprehensive access audit of Council buildings and facilities conducted • The Cannington Leisureplex opened in September 2012, with compliance to the new Building Code of Australian and the Building Premises standards for disability access. • The Riverton Leisureplex is equipped with a range of equipment designed to improve access for people with disability. • Parks and reserves upgraded with a range of access features including pathways linking facilities, dual height barbecues, lower drinking fountains and accessible picnic tables. • Liberty Swing for children and adults in wheelchairs installed on the Shelley foreshore.
DAIP Outcome 3	Improved access to information
Achievement	<ul style="list-style-type: none"> • The City's Library Services caters for people with disability with collections in alternative formats, assistive technology and flexible services such as Books on Wheels. • The City's Disability Access and Inclusion Plan is available in a range of formats. • The City's style guide incorporates the state government's guidelines for accessible information.
DAIP Outcome 4	Improved staff awareness and skills in assisting people with disabilities
Achievement	<ul style="list-style-type: none"> • Disability Awareness training for all staff given priority with at least 55 % of staff having completed the course in 2015-2016. • Staff have taken part in regular disability awareness training, including workshops tailored to meet the needs of specific groups of staff. • All staff are required a refresher every 2 years to ensure compliance with DAIP Outcome 4.
DAIP Outcome 5	Improved access for people with disabilities to complaints mechanisms
Achievement	<ul style="list-style-type: none"> • The City promotes a number of ways for people to make complaints and compliments including phone and online through the website. • The City offers a quick response to customer requests, which are logged on and activated from the LAGAN Complaints and compliments system.
DAIP Outcome 6	Access to participate in public consultation processes
Achievement	<ul style="list-style-type: none"> • The City formed the Community Advisory Group (CAG) in 2016 to represent community views on matters brought before them and provide advice to the City on issues affecting the community. • The City's online engagement hub "Your Say Canning" enables members of the community to get involved with the City, to find out about the City's projects, share ideas and engage with the views of other community members. • Venues for public forums and engagements are selected considering the accessible event guidelines. • Access to Council meetings improved for people with hearing impairments, through the installation of an audio loop system.
DAIP Outcome 7	Access to employment opportunities
Achievement	<ul style="list-style-type: none"> • Staff volunteer day event "Walk In My shoes" in conjunction with Good Samaritan Industries (GSI) (Canning Vale) in December 2015 and 2016, fostered stronger ties with GSI and develop awareness of the employment of people with disability and the benefits to all areas of Council.

Access and Inclusion Policy Statement

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

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

The City of Canning:

- Recognises that people with disability are valued members of the community who make a variety of contributions to local, social, economic and cultural life. The City believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.
- Believes that people with disability, their families and carers should be supported to remain in the community of their choice.
- Is committed to meeting the Disability Services Standards in its provision of support services to people with disability.
- Is committed to consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.
- Is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.
- Is committed to working in partnership with local community groups and businesses where possible, to facilitate the inclusion of people with disability through improved access to facilities and services in the community.
- Is committed to achieving the desired outcomes of its DAIP.
- Disability access and inclusion is the responsibility of every business unit and every staff member within the City of Canning.

Strategies to Improve Access and Inclusion

The City's DAIP identifies seven outcome areas that provide a framework for improving access and inclusion for people with disability in the City of Canning. The following strategies have been developed to address each of these outcome areas.

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by The City of Canning.

- Ensure that people with disability are not excluded from Council facilities and services due to any access barriers.
- Events organised by the City are accessible to people with disability.
- Equitable access is available to services by people with disability throughout the various functions of the Council.

- Eligible people are made aware of the City's services and facilities.
- Provide and maintain accessible paths of travel for Council facilities.
- Council staff and agents and contractors are made aware of the relevant requirements of the Disability Services Act.

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Canning.

- Council buildings and facilities meet prescribed standards for access requirements for people with disability.
- All new or redevelopment Council works provide access to people with disability.
- Adequate ACROD parking is available to meet the demands of people with disability.
- Improve access and inclusion at Council parks and reserves, playgrounds and to our river foreshores.

Outcome 3: People with disability receive information from the City of Canning in a format that will enable them to access the information as readily as other people are able to access it.

- The City's website meets contemporary good practice and enables access to timely and accurate information.
- Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.
- Improve community awareness, that Council information is available in alternative formats upon request.

Outcome 4: People with disability receive the same level and quality of service from the staff of the City of Canning as other people.

- Continued improvement of staff knowledge and skills in order to provide quality services to people with disability.
- Provide disability awareness training to staff and include in Professional Development Plans as appropriate.

Outcome 5: People with disability have the same opportunities as other people to make complaints to the City of Canning.

- Undertake complaints awareness training for staff so they can facilitate the receipt of complaints from people with a disability.
- Continue to raise awareness of the rights of customers to make complaints and of the avenues available.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the City of Canning.

- Improve community awareness and access for people with disability to the established consultation processes of Council.
- Information regarding consultation with people with disability is available in accessible formats.

- Consult a broad range of people with disability to engage with the City on access & inclusion issues.

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the City of Canning.

- Employment opportunities are available for people with disability at the City of Canning.
- Our employment practices are reviewed annually to ensure recruitment process and practices meet the requirement for the employment of people with disability.
- People with disability are not excluded from employment at the City, due to any access barriers, to provide adaptive equipment where required.
- Recruitment and advertising is reflective of the City's commitment for people with disability to obtain and maintain employment with the City of Canning.
- Promote the benefits of employment of people with disability to all business units of the City.

Implementation Plan

The Implementation Plan itemises what the City of Canning will be undertaking in 2017-2022 to improve access to its services, information and facilities for people with disabilities.

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the City of Canning.

Strategy	Task	Task Timeline	Responsibility
Develop links between the DAIP and other Council policies, plans and strategies.	<ul style="list-style-type: none"> Identify appropriate policies, strategic business plans, budget process and other relevant plans and strategies requiring alignment with the DAIP. Incorporate the objectives of the DAIP into the development of the City's strategic business plan, budgeting process and all other relevant plans, strategies and policies. 	2017 –2022	Manager Governance, Risk & Compliance All relevant Managers
Ensure that Council events are accessible to people with disabilities	<ul style="list-style-type: none"> All Council events are planned using the Accessible Events checklist. The Accessible Events checklist is to be available to staff on the City's Intranet. 	2017 –2022 Ongoing	Events Officer & Manager Information Services All other Managers.
Ensure that Council staff, agents and contractors are aware of the relevant requirements of the Disability Services Act and the DAIP.	<ul style="list-style-type: none"> Provide guidelines for agents and contractors regarding the City's DAIP and the requirements for compliance. Promote to all staff the City's policy and procedures regarding the Disability Services Act's requirements around agents and contractors (include in the induction process for new staff). 	2017 –2022	All Managers Manager Property Manager Organisational Development & Human Resources
Ensure any work undertaken by agents and contractors are consistent with the Principles and Objectives of the Disability Services Act.	<ul style="list-style-type: none"> Provide guidelines for agents and contractors regarding the Principles and Objectives of the Disability Services Act. 	2017 –2022	All Managers Manager Property

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disabilities are not excluded from Council facilities for financial reasons.	<ul style="list-style-type: none"> Provide concession admission fees, where possible, for people with disabilities and their carers including reference to the WA Companion Card. 	2017 –2022	Manager Leisure Facilities
Corporate Services			
Include in Annual Report information regarding the City’s DAIP	<ul style="list-style-type: none"> Prepare Annual Report and include section on implementation of DAIP 	2017-2022 annually	City Accountant
learning communities			
Make library technology as accessible as possible.	<ul style="list-style-type: none"> Continue to improve accessibility of technology and collection. 	2017-2022 ongoing	Manager Learning Communities
Engineering and Technical Services			
Provide and maintain accessible paths of travel.	<ul style="list-style-type: none"> Continue to provide a priority footpath service for people with disabilities. Investigate and implement ways of minimising inconvenience and danger to people with disabilities when paths and ramps are removed during works. Investigate and implement ways of ensuring footpaths access is not blocked by overgrown and overhanging branches and bushes by the City’s service vehicles, such as when building work is under way. 	2017-2022 ongoing	Manager Engineering Services Manager Community Wellbeing
Assist people with disabilities to access the waste collection service.	<ul style="list-style-type: none"> Continue to provide the priority bin collection service to eligible people. 	2017-2022 ongoing	Manager Waste Services
Communication & Marketing			
Promote awareness of City support services to eligible people.	<ul style="list-style-type: none"> Promote the City’s support services to relevant individuals and groups. 	2017-2022 Ongoing.	Manager Marketing & Communications and all relevant Managers

Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the City of Canning.

Strategy	Task	Task Timeline	Responsibility
Engineering and Technical Services			
Ensure all buildings and facilities are accessible to people with disabilities.	<ul style="list-style-type: none"> • Audit and identify access barriers to buildings and facilities. • Investigate ways of improving access to heritage buildings while maintaining their integrity. • Improve access in Council owned buildings leased to other organisations. • Schedule and prioritise any required remedial works and rectify identified barriers. 	2017 -2022 ongoing	Manager Property Services
Ensure that all new or redevelopment works provide access to people with disabilities.	<ul style="list-style-type: none"> • Seek the advice of an access consultant when planning and designing any new Council buildings. • Design all briefs to ensure that contractors: <ul style="list-style-type: none"> ○ Are made aware of the City's DAIP and its requirements. ○ Satisfy legislative responsibilities. 		Manager Engineering Services Manager Property Services
Ensure all premises and other infrastructure related to transport facilities is accessible.	<ul style="list-style-type: none"> • Continue audit of all transport related infrastructure against the DDA Transport Standard. • Liaise with the relevant State government authority to plan remedial works. • Prioritise and commence work on rectifying identified barriers. 	2017-2022 ongoing	Manager Engineering Services
Address access barriers such as difficult road crossings.	<ul style="list-style-type: none"> • Continue to work with State government departments and adjoining local authorities to identify and develop strategies to improve road safety for people with disabilities. 	2017-2022 ongoing	Manager Engineering Services
Planning & Building Services			
Ensure that all new or redevelopment works provide access to people with disabilities.	<ul style="list-style-type: none"> • Apply the Building Code of Australia, Australian Standards on Access when new work to buildings and 	Ongoing	City Building Surveyor

Strategy	Task	Task Timeline	Responsibility
	<p>facilities is undertaken.</p> <ul style="list-style-type: none"> All signage to comply with access Standards and guidelines. Ensure key regulatory staff continues to maintain an awareness of the development of the DDA Premises Standard. 		
Accessible parking to meet the demand of people with disabilities in terms of quantity and location.	<ul style="list-style-type: none"> Include the requirement for all new developments to comply with the Australian Standards with regards to the provision of disable parking bays. Impose advise notes requested by the City's building Services with regards to disable access. 	2017-2022	Manager Planning Services
Patrol and Security Services			
Accessible parking to meet the demand of people with disabilities in terms of quantity and location	<ul style="list-style-type: none"> Continue to actively patrol the use of accessible parking bays and investigate additional ways of deterring misuse of the bays. Review Local Law re Parking for people with Disabilities to ensure it meets current requirements and Standards. 	2017- 2022 ongoing	Manager Community Wellbeing & Manager Parks
Parks and Streetscape Services			
Improve access to parks, reserves, wetland viewing areas and foreshores.	<ul style="list-style-type: none"> Continue to integrate disability access and inclusion considerations into all Parks Department policies and management plans. Disability Access is to be an essential component of all improvements to parks, reserves, viewing areas and foreshores. Conduct access audits of parking areas at recreation nodes. 	2017-2022	Manager Parks
Improve access and inclusion in playgrounds.	<ul style="list-style-type: none"> Complete the access audit of the City's playgrounds. Develop a program of access upgrades to existing playgrounds. Staff to keep informed of contemporary practice in creating universal playgrounds. 	2017-2022	Manager Parks

Strategy	Task	Task Timeline	Responsibility
Recreation Services			
Promote accessibility of recreation facilities.	<ul style="list-style-type: none"> Promote availability of wheelchairs & other access equipment at Leisureplexes. Include information on the accessibility of halls, change rooms and all sport and recreation facilities on the City website. Include access and inclusion information in talks to local clubs. 	2017-2022	Manager Marketing & Communications and Manager Leisure Facilities Club Development Officer

Outcome Three: People with disabilities receive information from the City of Canning in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Task	Task Timeline	Responsibility
Corporate Services			
Improve community awareness that Council information is available in alternative formats upon request.	<ul style="list-style-type: none"> Where practical, documents are to carry a notation regarding availability in alternative formats. Advise the community via the City's. Promote the availability of AUSLAN interpreters if required, by people who have hearing impairment i.e. when conducting business with Council, attending meetings etc. 	2017-2022	Manager Marketing & Communications
Improve staff awareness of accessible information needs, how to develop accessible information and how to obtain information in other formats.	<ul style="list-style-type: none"> Make Accessible Information guidelines available on the Intranet. Develop an Accessible Information policy. Conduct Accessible Information training and include as part of the induction of new staff. 	2017-2022	Manager Organisational Development & Human Resources
Ensure that the City's website meets contemporary good practice.	<ul style="list-style-type: none"> Review website according to the W3C guidelines as outlined in the State Government Access Guidelines. Forms and applications are to be available electronically. 	2017-2022	Manager Marketing & Communications
Provide documentation regarding services,	<ul style="list-style-type: none"> Advise Council staff of the minimum requirements. 	2017-2022	Manager Marketing &

Strategy	Task	Task Timeline	Responsibility
facilities and customer feedback in an appropriate format using clear and concise language	<ul style="list-style-type: none"> Adopt State Government Guidelines for Information, Services and Facilities, and incorporate into general practice. 		Communications

Outcome Four: People with disabilities receive the same level and quality of service from the staff of the City of Canning as other people.

Strategy	Tasks	Task Timeline	Responsibility
Corporate Services			
Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.	<ul style="list-style-type: none"> Conduct survey of all staff to determine training needs & implement training programs to meet identified needs 	2017 -2022	Manager Organisational Development & Human Resources
Improve the awareness of new staff regarding disability and access issues.	<ul style="list-style-type: none"> Prepare information and plan the establishment of training in the induction of new staff. 	2017-2022	Manager Organisational Development & Human Resources
Continue staff awareness of disability and access issues.	<ul style="list-style-type: none"> Where available, provide regular information on access and inclusion in any staff newsletter and/ or intranet. 	2017-2022	Manager Marketing & Communications with Manager Human Resources

Outcome Five: People with disabilities have the same opportunities as other people to make complaints to the City of Canning.

Strategy	Tasks	Task Timeline	Responsibility
Client & Customer Service			
Ensure that current grievance mechanisms are accessible for people with disabilities.	<ul style="list-style-type: none"> Review current mechanisms for access. Develop other methods of making complaints such as web-based forms. Promote accessible complaints mechanisms to the community 	2017- 2022	Manager Customer Service
Ensure that Customer Service grievance mechanism process and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.	<ul style="list-style-type: none"> Provide customer satisfaction survey forms in alternative formats upon request. Identify alternative means of providing grievance feedback 	2017 -2022	Manager Customer Service

Strategy	Tasks	Task Timeline	Responsibility
Improve staff knowledge in order to facilitate the receipt of complaints from people with a disability.	<ul style="list-style-type: none"> Incorporate good practice in handling complaints from people with disabilities into induction and disability awareness training. 	2017 -2022	Manager Human Resources in consultation with Manager Customer Service

Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by the City of Canning

Strategy	Tasks	Task Timeline	Responsibility
Ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	<ul style="list-style-type: none"> Regularly monitor the progress of the plan and be involved in all reviews of the plan. Consult people with disabilities in a range of different consultation mediums eg focus group, interviews, surveys. 	2017-2022	Executive Manager Enriching Canning
Improve community awareness about consultation processes in place.	<ul style="list-style-type: none"> Refresh the City's community consultation processes (including methods of communicating for Town Planning Schemes etc) regarding issues of disability, access and inclusion. Where applicable, media releases are to go to both print and electronic media where possible, and is promoted on the website. 	2017-2022	Manager Marketing & Communications
Improve access for people with disabilities to the established consultative process of Council.	<ul style="list-style-type: none"> Agendas, minutes and other documents are to be available on request in alternative formats and are published on the Council's website. Investigate options for presenting questions at Council meetings in alternative formats Investigate the provision of an AUSLAN interpreter on request and promote this facility if available. 	2017-2022	Manager Governance, Risk & Compliance
Seek a range of views on disability and access issues from the local community.	<ul style="list-style-type: none"> Include appropriate questions about access and inclusion in general City surveys and consultation events. 	2017 -2022	All Managers

Outcome Seven: People with disability have the same opportunities as other people to obtain and maintain employment with the City of Canning

Strategy	Tasks	Timeline	Responsibility
Ensure employment opportunities do not restrict, hinder or discourage people with disability from applying for or being appointed to advertised vacancies at the City.	<ul style="list-style-type: none"> • Review current recruitment policies and processes to determine accessibility for people with disabilities. 	2017-2022 Ongoing	Manager Organisational Development & Human Resources
Review employment practices annually (Equal Employment Opportunity plan) to ensure recruitment process and practices meet the requirement for the employment of people with disability.	<ul style="list-style-type: none"> • Research guidelines on accessible recruitment practices. • Interviews are accessible and fair to people with disabilities. 	Annually	Manager Organisational Development & Human Resources
Ensure that people with disabilities are not excluded from employment at the City due to any access barriers, provide adaptive equipment where required.	<ul style="list-style-type: none"> • Provide for accessibility of workplaces, modify existing workplaces as required. • All new workplaces or major refurbishments are designed to provide universal access. • All workplaces to have accessible common facilities i.e. lunchrooms and toilets. 	As required	Manager Property Services/OSH Officer
Recruitment and advertising is reflective of the City's commitment for people with disability to obtain and maintain employment with the City of Canning.	<ul style="list-style-type: none"> • Develop mission statement to reflect our commitment to inclusion • Develop inclusion statement in all recruitment advertising 	Annually	Manager Organisational Development & Human Resources
Promote the employment of people with disabilities and the benefits to all areas of Council.	<ul style="list-style-type: none"> • Develop ongoing liaison with supported employment agencies to access their advice and support. • Research supports available for the employment of people with disabilities • Provide Disability Awareness Training to all staff 	Ongoing	Manager Organisational Development & Human Resources

Appendix 1- Development of the DAIP

Community Consultation Process

In 2016, the City undertook to review its DAIP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the current DAIP and subsequent progress reports to see what has been achieved and what objectives remain to be completed ;
- consultation with key City staff;
- consultation with the community;
- examination of other council documents and strategies;
- examination of the literature regarding the changing legislation;
- investigation of contemporary trends and good practice in access and inclusion;

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

The following steps were undertaken by the City of Canning:

- In November 2016 the community was advised through the local newspaper and Council's website that it was reviewing its disability access and inclusion plan and was developing a DAIP to address the barriers that people with disability and their families experience in accessing Council functions, facilities and services.
- Public consultation was conducted via the City' webpage for the public to input their responses to a number of access issue questions
- Managers and other key City staff members were consulted.
- An email survey and feedback of City staff was conducted.

Findings of the consultation

The review and consultation found that a number of the initial objectives in the DAIP had been achieved and that a revised plan was required to address access barriers. This revised DAIP reflects legislative and regulatory changes, such as striving for inclusion and access beyond the minimum compliance of the standards.

Access Barriers

The access barriers identified in the consultation process were:

- Access and inclusion of people with disability to all amenities and into all events
- Cater for disability or disorders that are not visible such as autism or Asperger's.
- Promote events and public awareness of the facilities in the community for disabled people, offer transport to attend community events.

- Improve the City's website and ensure information is current regarding building accessibility.
- Improve website accessibility design consideration of the City's website to be more visual (ie photo updates on home page) and accessing electronic or hard copy information.
- Contact Centre commended in regards to the interaction with disabled customers,
- Consider customers with hearing difficulties due to the noise vibration in the administration foyer.
- More front counter access for people in wheel chairs, check height access issue of public computers in the administration foyer for people in wheelchairs.
- Access doors - ensure all Council buildings have easy access and automatic doors (i.e. at care services, day centres and libraries), consider installation of sliding door into the admin building past the foyer and the call centre.
- Consider outreach model to engage with community members, including people with disability carers and advocates, in relation to the DAIP consultations.
- Include and involve people with disability and disability agencies in workshops focus groups or customer surveys to engage them on key consultation topics and get their feedback.
- Ensure community venues have disability access when public meetings or consultation occurs.
- Provide people with disability the opportunity to register with the City in any dealings, consultations or issues.
- Provide options for people who require assistance with brail or sign language.
- Consider setting human resources targets for the employment of people with disability. Increase employment opportunities and actively promote equality in employment for people with disability at the City of Canning.
- Consider disability service providers for some of our procurement purchases.
- Staff to undertake walking site visits around the City to understand how to improve the pedestrian/road network for the movement of people with mobility restrictions.
- Enable people with disability to have better access to the river upstream of the Kent Street Weir.
- Provide training in the design of some public features for engineers, planning and building staff in order that these matters are taken into better consideration at the early stages of development and planning (private or public).
- Consider installation of audio loops with information in administration foyer and libraries.
- Consider installation of signage with picture as well as words.
- Establishment of a dedicated officer at the City of Canning to improve disability access and inclusion.
- Make service brochures, policy and other communication documents easier to understand.
- More inclusive attitude to the strengths and needs of all its citizens, including those with disability.
- Provide community education, awareness training and better promotion showing what we are doing to build a mindset of inclusive behaviour.
- Establish a working/advisory group inclusive of younger people with disability to promote the City as a friendly place for people with disability.

- Provide more specific goals and measures in the five (5) year action plan to evaluate annual progress and provide certainty to user groups with regards to specific projects.
- Riverton Leisureplex – review the design of the ramps and stairs to the pool deck for levels of accessibility.
- Ensure public toilets within the City meet high levels of accessibility.
- Better education of people with disability to make them aware of the services offered by the City of Canning.

These barriers informed the development of strategies in the DAIP. Timelines for the completion of strategies have been designated in recognition of the expressed priorities to overcome these access barriers.

The identified strategies can be broadly addressed as follows;

- Develop better access and inclusion to the City's programs, services and events.
- Continue to develop better access to the City's buildings and facilities.
- Continue to provide staff awareness and skills training regarding disability & access in order to improve customer services at the City.
- Provide better awareness and information regarding disability access.
- Provide opportunities for people with disability to take part in public consultation processes with the City.

Appendix 2 - Responsibility for Implementing the DAIP

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

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

Communicating the plan to staff and people with disability

A copy of the DAIP 2017—2022 will be submitted to the Disability Services Commission following endorsement by Council in 2017. Once the DAIP is endorsed by the Disability Services Commission, it will be promoted to the community by the following methods:

- A copy will be placed on the City's website.
- A notice will be placed in the local newspapers regarding the 2017-2022 DAIP.
Notification to staff via intranet and email.
- Hard copies available at the City's administration building and libraries.
- Copies of the plan made available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette CD, or by email.

As plans are amended, both staff and the community will be advised of the availability of updated plans, using the above methods.

Appendix 3 - Review and Evaluation Mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIP. The City's DAIP will be reviewed at least every five (5) years, in accordance with the Disability Services Act. A copy of the amended plan will be lodged with the Disability Services Commission.

Reporting on the DAIP

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

- progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the desired outcomes; and
- the strategies used to inform its agents and contractors of its DAIP – (standard clause in all conditions of contract referencing the key legislative requirements for contractors to implement the City's DAIP and to report on access activities to support that implementation).

The City of Canning welcomes your feedback at any time. If you would like to comment on the Disability Access and Inclusion Plan or make suggestions for the improvement of access and inclusion, please contact the City directly by one of the following methods:

Mail:

City of Canning
Locked Bag 80
WELSHPOOL WA 6986

Phone: (08) 1300 422 664

Fax: (08) 9458 2353

Email: customer@canning.wa.gov.au

Web: www.canning.wa.gov.au