



Town of Claremont



DISABILITY ACCESS AND INCLUSION PLAN

2007 - 2011

This Plan is available in alternative formats on request.

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Acknowledgements

The Town of Claremont acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

2.0 Background

The Town of Claremont – Functions, facilities and services provided.

The Town of Claremont is the local government authority for the beautiful, leafy, riverside suburbs of Claremont and parts of neighbouring Swanbourne. It is situated nine kilometres from the city of Perth, capital of Western Australia.

Claremont is an historic colonial town bordered by the suburbs of Cottesloe, Nedlands, Mt Claremont and Peppermint Grove, and is delineated on its southern boundary by the picturesque shores of the Swan River.

Claremont is predominantly a residential area and illustrates a relatively minor influence of other land use activities. Small industrial and commercial activity complements a diverse mix of residential development including some of the most exclusive property development in Western Australia.

Industries in the Town are cafés, entertainment and retail. The largest industry could be said to be its education establishments. Within the Council's boundary we have seven schools of which three have boarding facilities.

We are also home to the University of Western Australia's Claremont Campus, the Royal Agricultural Society's Showgrounds and the Claremont Football Club.

The area is well served by a number of beautiful parks. The riverside parklands are developed to encourage the passive enjoyment of one of the most attractive parts of the metropolitan area.

A variety of sporting activities are catered for, including lawn bowls, football, tennis, cricket and water sports. The Town provides a heated swimming pool, golf course and a fascinating museum.

Claremont also houses an extensive library facility adjacent to the lovely Claremont Park.

Tourist attractions within the Town include the Claremont Museum; Claremont Railway Station including a restored signal cabin which was completed in 1992; Bay View Terrace shopping precinct which is undergoing major townscape developments; Freshwater Bay; Lake Claremont; Heritage Trail; War Memorial; Remembrance Sensory Garden; and the Heritage Precinct. Nestled beside a quiet bay on the river is the Claremont Yacht Club which was established in 1905.

Leadership

Local Government carries a responsibility both legally and morally to lead by example with regard to providing Access and Inclusion to all its buildings, services and events.

Services to the Community: provision and maintenance of footpaths, playing areas, parks, gardens, reserves and facilities for sporting and community groups; public library and information services; senior citizen services; health education; home support services; citizenship ceremonies; youth services and community events.

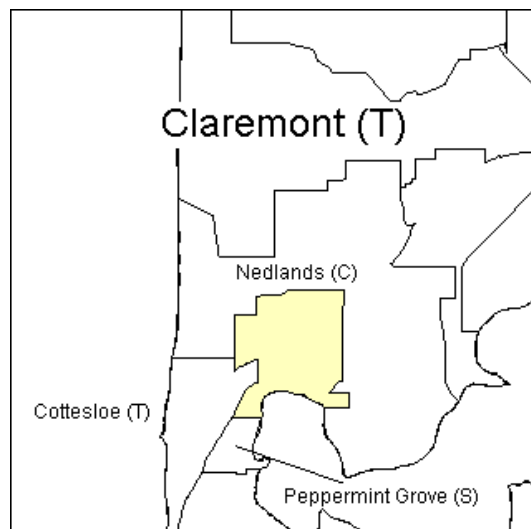
Regulatory Services: planning of road systems, sub-divisions and town planning schemes; building approvals for construction, additions or alterations to buildings; environmental health services and ranger services, including dog control; and the development, maintenance and control of parking.

General Administration: the provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licences.

Processes of Government: ordinary and special Local Government and committee meetings; Council meetings and election of Council Members and community consultations.

People with Disabilities in the Town of Claremont

This profile shows estimates of the number of people with disabilities in the Town of Claremont, as well as the number of Disability Services Commission (the Commission) service users and the number of people receiving from Centrelink, a Disability Support Pension (DSP) and/or Carer Allowance (CA) for their children.



The data contained in the following tables are 'Small Area Estimates of Disability' produced by the Australian Bureau of Statistics for the National Disability Administrators. The estimates are based on the most recent data from the Survey of Disability Ageing and Carers (SDAC).

In these tables, **Total persons with disabilities** includes persons with profound, severe, moderate and mild core activity limitations, as well as those with schooling or employment restrictions and disabilities with no restriction or limitation. **Total population** is based on June 2003 Estimated Resident Population counts produced by the Australian Bureau of Statistics, adjusted to comply with SDAC scope restrictions.

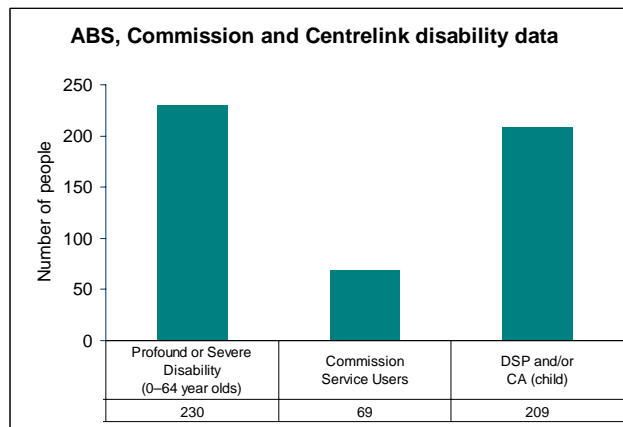


Table 5: Persons with disabilities by disability group(a), by sex and age group, 2003

Disability group	All ages			Total aged 0–64
	Males	Females	Persons	
Sensory	308	279	587	238
Intellectual	135	90	225	125(b)
Physical	504	757	1,261	671
Psychological	92	108	200	111(b)
Head injury, stroke or brain damage	58	45	103	57(b)
Total persons with disabilities	798	1,015	1,813	1,005
Total population	3,849	4,508	8,357	6,840

(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	64	42	132	238
Physical	103	156	412	671	591
Total persons with disabilities	240	230	535	1,005	810
Total population	2,602	1,922	2,316	6,840	1,516

(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.

The Town of Claremont seeks to ensure that the services of the municipality are accessible to people with disabilities, and where possible will influence other service providers within the community to ensure those services are also accessible to people with disabilities.

Planning for Better Access

It is a requirement of the Disability Services Act (1993) that all Local Governments develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which they will ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations to become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for Action Plans.

Progress since 1995

The Town of Claremont is committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services. Towards this goal the Town adopted its first Disability Service Plan (DSP) in 1995 and second DSP in 2001 to address the barriers within the community for people with disabilities. The DSP addressed its statutory requirements under the WA Disability Services Act (1993).

Since the adoption of the initial DSP, the Town has implemented many initiatives and made significant progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings of the 1995 DSP and 2001 DSP.

3.0 Access and Inclusion Policy Statement

The Town of Claremont is committed to ensuring that the community is an accessible and inclusive community for people with disabilities, their families and carers.

We interpret an accessible and inclusive community as one in which people with a disability can access and are welcomed to participate in all Local Government functions, facilities and services (both in-house and contracted) in the same manner and with the same rights and responsibilities as other members of the community.

The Town of Claremont recognises that people with disabilities are valued and contributing members of the community who make a variety of contributions to local social, economic and cultural life. The Town 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.

We believe that people with disabilities, their families and carers should be supported to remain in the community of their choice.

The Town of Claremont is committed to consulting with people with disabilities, their families and carers and, where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

We are committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities through improved access to information, services and facilities in the community.

The Town of Claremont is committed to achieving the six desired outcomes of its DAIP. These are:

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

4.0 Development of the Disability Access and Inclusion Plan

Responsibility for the Planning Process

The Town's Community Services Coordinator in close liaison with the broader community and those with professional knowledge of disability issues has been appointed to oversee the development, implementation, review and evaluation of the plan.

Community Consultation Process

In 2006, the Town undertook to review its DSP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the initial DSP and subsequent review reports to see what has been achieved and what still needs work;
- examination of other Town documents and strategies;
- investigation of contemporary trends and good practice in access and inclusion;
- consultation with key staff; and key members of the community.

The Disability Services Act Regulations (2004) set out the minimum consultation requirements for public authorities in relation to DAIPs. Local Governments 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. Other mechanisms may also be used.

The community was advised through the local newspapers and the Town's website to provide input into the development of the plan by:

- **Personal Contacts:** Town employees made contact with a number of people with disabilities whom they knew through their work in the community to discuss the barriers they experience in accessing services and activities.

Findings of the Consultation

The review and consultation found that most of the initial objectives in the first and subsequent DSP had been achieved and that a new plan was required, to ensure currency and relevance. However, due to budgetary constraints a number of the initiatives are ongoing and will be included in the new DAIP. The new plan should not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. It must also keep abreast of legislative and regulatory changes.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Action Plan.

Access Barriers

While the review and consultation noted a great deal of achievement in improving access it also identified a range of barriers that require redress. These access barriers include:

- Town policy to guide and inform access and inclusion activities may not reflect contemporary values and practice.
- Events may not always be held in a manner and location that best facilitates the participation of people with disabilities.
- Processes of the Town may not be as accessible as possible.
- Suitable parking for people with disabilities may not be meeting the needs of this growing demographic.
- Elements of the Town's website may require improvement to best meet the needs of people with disabilities.
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disabilities.
- People with disabilities may not be aware of consultation opportunities with the Town.
- The Town's Museum and Town Hall require refurbishment in order to address the requirements identified in the respective Access Audits of these buildings.

The identification of these barriers formed the basis for the development of strategies in the DAIP. The barriers have been prioritised in order of importance, which assists setting timeframes for the completion of strategies to overcome those access barriers.

Responsibility for Implementing the DAIP

It is a requirement of the Disability Services Act that a public authority 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 the Town. Some actions in the Implementation Plan will apply to all areas of the Town while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.

Review and Evaluation Mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The Town's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Monitoring and Reviewing

The Disability Access committee will meet as required to review progress on the implementation of the strategies identified in the DAIP. The minutes of these meetings will be presented to the Council for noting.

The review of the Town's DAIP will be included in the DAIP 2011-2015 which will be submitted to the Disability Services Commission in 2011. The report will outline what has been achieved under the Town's DAIP 2007-2011.

The committee will prepare a report each year on the implementation of the DAIP. A status report will be provided to Council for formal endorsement.

Evaluation

Reports on the DAIP implementation process will be presented to Council for endorsement.

Once a year, in the Annual Report, the Town will provide advice to the community regarding the implementation of the DAIP and seek feedback, through its Community Satisfaction survey, on the effectiveness of the strategies. This will inform them of further implementation of the plan to be undertaken.

A notice about the consultation process will be placed in the Local Community newspaper and in the Town's newsletter, posted on the Town's website, and circulated to disability service providers.

In seeking feedback the Town will also seek to identify additional barriers that were not identified in the initial consultation.

The Town will use some of the consultation processes used during the initial consultations including: questionnaires, meetings with people with disabilities and disability organisation phone-ins.

Town employees will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

Implementation Plans will be amended based on the feedback received and copies of the amended Implementation Plan, once endorsed by Council, will be available to the community in alternative formats.

Reporting on the DAIP

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

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

- progress towards the desired outcomes of its DAIP;
- progress of its agents and contractors towards meeting the six desired outcomes;
- the strategies used to inform its agents and contractors of its DAIP.

5.0 STRATEGIES TO IMPROVE ACCESS AND INCLUSION

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the Town of Claremont will undertake from 2007-2011 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities in the Town of Claremont.

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.

Strategy	Timeline
Establish a Disability Access Committee to guide the implementation of DAIP activities.	November 2008
Ensure that people with disabilities are provided with an opportunity to comment on access to services.	November 2008
Monitor the Town's Access and Inclusion policy to ensure it reflects contemporary values and practices and supports equitable access to services by people with disabilities throughout the various functions of the Council.	October 2008
Make the library technology as accessible as possible.	April 2009
Develop links between the DAIP and other Town plans and strategies.	June 2009
Ensure that events are organised so that they are accessible to people with disabilities.	Ongoing
Ensure that Town staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	September 2008

Outcome 2:

People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.

Strategy	Timeline
Ensure that the Access Audits for the Museum and the Town Hall are addressed and strategies set in place to ensure that recommended modifications are carried out in a methodical and timely manner.	June 2009
Ensure that all Council operated buildings and facilities are physically accessible to people with disabilities.	June 2011
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	September 2008
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	July 2009
Ensure that all Town infrastructure related to transport facilities are accessible.	July 2009
Advocate to local businesses the requirements for and benefits flowing from the provision of accessible venues.	December 2008 (Funding to be applied for in 08/09 Budget)
Ensure that parks and reserves are accessible, including access to viewing areas.	June 2009
Increase the number of accessible playgrounds	June 2009

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.

Strategy	Timeline
Improve community awareness that Town information is available in alternative formats upon request.	January 2009
Improve staff awareness of accessible information needs and how to obtain information in other formats.	September 2008
Investigate and facilitate the use of interpreters to improve the availability of Council meetings to people with a hearing impairment.	October 2008
Ensure that the Town's website meets contemporary good practice.	September 2008
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.	October 2008

Outcome 4:

People with disabilities 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.

Strategy	Timeline
Improve employee awareness of disability and access issues and improve skills to provide a good service to people with disabilities.	September 2008
Develop information package. Apply for funds.	October 2008
Improve the awareness of new employees and new Councillors about disability and access issues.	December 2008

Outcome 5:

People with disabilities have the same opportunities as other people to make complaints to a public authority.

Strategy	Timeline
Ensure that current grievance mechanisms are accessible for people with disabilities.	September 2008
Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.	December 2008
Improve staff knowledge so they can receive complaints from people with a disability.	September 2008

Outcome 6:

People with disabilities have the same opportunities as other people to participate in public consultation by a public authority.

Strategy	Timeline
Improve community awareness about consultation processes in place.	November 2008
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	December 2008
Improve access for people with disabilities to the established consultative processes of the Town.	October 2008
Seek a broad range of views on disability and access issues from the local community.	October 2008

6.0 PROGRESS SINCE 1995

1. Existing functions, facilities and services are adapted to meet the needs of people with disabilities.

The Town's library collections have been expanded to include a range of alternative format resources such as talking books and DVDs as well as adult literacy collections. Signage inside the libraries has been improved.

2. Access to buildings and facilities has been improved.

- Improved access to the Administration building has been facilitated, including the installation of a lift, modifications to the front entrance.
- People in wheelchairs are now able to access the Council Chambers.
- One of the public toilets in the library foyer is unisex and accessible to wheelchair users.
- An audit of footpaths is being conducted and a program of upgrades to footpaths throughout the Town is under way. Consultation with people with disabilities has enabled prioritisation and scheduling of key routes and areas.
- All playground facilities are being assessed to provide improved access and suitability for people with disabilities.
- Claremont Pool has installed a unisex accessible change room for use by people with disabilities. This change room has accessible showers and toilets.
- A hoist has been installed at the Pool which enables people with mobility disabilities to gain access to the water in a dignified manner.

3. Information about functions, facilities and services is provided in formats which meet the communication needs of people with disabilities.

- Information was made available in alternative formats on request.

4. Staff awareness of the needs of people with disabilities and skills in delivering services is improved.

- All Town employees received disability related training specific to their area as well as a general overview of access issues for all members of the community.

- 5. Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision making processes.**
- Information about planning processes, electoral processes, Council meetings, and complaints processes was provided in clear and precise language and made available in alternative formats upon request.
 - Municipal election voting is now via a postal system. People with disabilities are encouraged to seek voting strategies to suit their requirements eg large print, Braille etc.

Town of Claremont

Disability Access and Inclusion Plan

Implementation Plan 2007 – 2011

7.0 Implementation Plan

The Implementation Plan itemises what the Town of Claremont will do to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented using a table to outline:

- individual tasks being undertaken;
- a timeline for completion of the individual tasks;
- the officer position or section of the Town with responsibility for completing the individual tasks; and
- the broad strategy that the individual tasks are supporting.

As outlined in the Town of Claremont's DAIP, many of the broad strategies will not be completed in 2007-2008; however, individual tasks to support the achievement of those strategies may well be undertaken in part or whole through the Implementation Plan.

Broad strategies that will not be achieved in 2007-2008 will be supported by tasks outlined in future implementation plans.

This Plan is available in alternative formats on request.

This Plan will be posted on Council's website, advertised in our in house publication 'Town Talk' and a notice placed in our local newspapers advising residents of its availability.

Strategy	Task	Task Timeline	Responsibility	Estimated Cost/ Financial Year
Establish a Disability Access Committee to assist with the implementation of DAIP activities.	<ul style="list-style-type: none"> •Draft a proposal (including terms of reference, meeting schedule, membership) for Council to endorse the establishment of a Disability Access Committee. •Publicise the Disability Access Committee and call for community members to participate. 	November 2008	Community Services Coordinator.	Staffing resources will be required.
Ensure that people with disabilities are provided with an opportunity to comment on access to services.	<ul style="list-style-type: none"> •Ensure that all Council surveys are Designed to allow all members of the Community to participate. •Evaluators to include a mechanism to assist people with disabilities to comment on services in future reviews of services. 	November 2008 November 2008 and ongoing	Chief Executive Officer.	No additional cost. Council's surveying consultants have been informed of the requirement for next survey
Monitor the Town's Access and Inclusion policy to ensure it reflects contemporary values and practices and supports equitable access to services by people with disabilities throughout the various functions of the Council.	<ul style="list-style-type: none"> •Research, and adopt into the policy, the State Government Access Guidelines for Information, Services and Facilities as part of the policy. •Policy will be drafted and forwarded to the Council for endorsement. •Research and adopt into the policy the Australian Language Services Policy. 	January 2009 October 2008 October 2008	Community Services Coordinator.	Staffing resources will be required.

Strategy	Task	Task Timeline	Responsibility	Estimated Cost/ Financial Year
Make the library technology as accessible as possible.	<ul style="list-style-type: none"> •Continue to improve accessibility of technology and collection. 	April 2009	Manager Library Services.	No additional cost.
Develop links between the DAIP and other Town plans and strategies.	<ul style="list-style-type: none"> •Identify appropriate strategic business planning documents, budget processes and all other relevant plans and strategies requiring alignment with the DAIP. •Incorporate the objectives of the DAIP into Town's strategic business planning, budgeting processes and all other relevant plans and strategies (for completion by June 2008). 	June 2009	Chief Executive Officer. All managers.	No additional cost. The planning template has been amended to include reference to DAIP requirements.
Ensure that events are organised so that they are accessible to people with disabilities.	<ul style="list-style-type: none"> •Ensure all events are planned using the Accessible Events checklist. •Make the Accessible Events checklist available to staff on the Town's Intranet. 	October 2008	Community Services Coordinator. Emergency Management Group.	Staff resources will be required.
Ensure that Town staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	<ul style="list-style-type: none"> •Promote the Town's policy and procedures regarding the Disability Services Act's requirements around agents and contractors through the newsletter and the induction process for new employees. 	October 2008	All managers, especially Contracts Manager.	Policy documents and terms of engagement will be amended to make clear DAIP requirements

Strategy	Task	Task Timeline	Responsibility	Estimated Cost/ Financial Year
<p>Ensure that all buildings and facilities are physically accessible to people with disabilities.</p>	<ul style="list-style-type: none"> •Audit and identify access barriers to buildings and facilities using the Access Resource Kit checklists and Disability Access Consultants. •Identify access complaints to support audit results. •Investigate ways of improving access to heritage buildings while maintaining integrity. •Prioritise and make submission to Council to commence work on rectifying identified barriers. 	<p>November 2008</p> <p>November 2008</p> <p>December 2008</p> <p>February 2009</p>	<p>Community Services Coordinator. Building Surveyor; EMCOM; Respective Managers.</p>	<p>Pool Upgrade Master Plan incorporates Disability Access (due May 2008)</p> <p>Audit and identify barriers to facilities in Nov 2008 at an estimated cost of \$30,000</p> <p>Prioritise and make submission to commence work on rectifying identified barriers in facilities in Feb 2009</p> <p>Disability Access Audit Claremont Museum: April 2005 –</p> <p>2007/08 - \$2,000 2008/09 - \$10,000 2009/10 - \$2,000 2010/11 - \$1,000</p> <p>Disability Access Audit Claremont Town Hall: February 2007 –</p> <p>2007/08 - \$6,000 2008/09 - \$15,000 2009/10 - \$1,000 2010/11 - \$4,000</p>

Strategy	Task	Task Timeline	Responsibility	Estimated Cost/ Financial Year
Ensure that all new or redevelopment works provide access to people with disabilities.	<ul style="list-style-type: none"> •Implement procedures to enable the Building Surveyor to review proposals for redevelopment and new work projects. •Apply the Building Code of Australia, Australian Standards on Access (mandatory and recommended) and the Advisory Notes on Access to Premises prepared by the Human Rights and Equal Rights Commission when new work to buildings and facilities is undertaken. •Ensure key employees maintain an awareness of the development of the DDA Premises Standard through means such as the Human Rights and Equal Opportunity Commission's email updates. •Include appropriate specifications in tender documents. 	<p>October 2008</p> <p>September 2008</p>	<p>Executive Manager Regulatory Services.</p> <p>Contracts Manager.</p>	<p>Include appropriate specifications in tender documents by July 2008</p>
Ensure that accessible parking bays meet the requirements of people with disabilities in terms of quantity and location.	<ul style="list-style-type: none"> •Undertake an audit of accessible parking and implement a program to rectify any non compliance. •Consider the need for additional bays at some locations. 	<p>October 2008</p> <p>July 2009</p>	<p>Executive Manager Regulatory Services.</p> <p>Manager Engineering Design</p>	<p>In private car parks it is the Executive Manager Regulatory Services but if it is in council car parks it is Manager Engineering Design audit by Sept 2008 at an estimated cost of \$10,000 and implement a program to rectify non compliance by March 2010, consider the need for additional bays by Nov 2008</p>

Strategy	Task	Task Timeline	Responsibility	Estimated Cost/ Financial Year
Ensure that all Town owned premises and other infrastructure related to transport facilities are accessible.	<ul style="list-style-type: none"> •Audit all transport infrastructures against the DDA Transport Standard. •Liaise with the relevant State Government authority to ensure co-ordinated planning of remedial works. •Prioritise and make submission to Council to commence work on rectifying identified barriers •Participate in Western Suburbs Access and Mobility Mapping Project. 	<p>Nov 2008</p> <p>July 2009</p> <p>July 2009</p>	Director Infrastructure.	Audit all transport infrastructures by Nov 2008 at an estimated cost of \$40,000. Prioritise and make submission to Council to commence work on rectifying identified barriers by April 2010 at an estimated cost of \$700,000.
Advocate to local businesses and tourist venues the requirements for and benefits flowing from provision of accessible venues.	<ul style="list-style-type: none"> •Investigate means of providing advice and assistance to improve access. •Promote to business the economic benefit being accessible. •Develop information for businesses on access/universal design. •Make access information available on the Town's website. <p>Budget Application Access Awards</p>	December 2008	Community Services Coordinator.	Staffing resources required.
Ensure that parks and reserves are accessible, including wetland viewing areas.	<ul style="list-style-type: none"> •Conduct audit of parks and reserves. •Investigate ways of providing access, such as boardwalks and accessible viewing platforms. •Develop and implement a program of progressive upgrading. 	<p>September 2008</p> <p>October 2008</p> <p>December 2008</p>	Director Infrastructure.	Audit by September 2008 at an estimated cost of \$30,000. Investigate ways of providing access by March 2009 at an estimated cost of \$20,000. Develop and Implement a program of progressive upgrading by April 2011 at an estimated cost of \$1,500,000

Strategy	Task	Task Timeline	Responsibility	Estimated Cost/ Financial Year
Increase the number of accessible playgrounds.	<ul style="list-style-type: none"> •Playground access to include the construction of accessible and inclusive playgrounds. •Develop a program of access upgrades to take place on existing playgrounds. •Keep abreast of contemporary practice in creating universal playgrounds. 	September 2008 June 2009	Director Infrastructure.	By March 2009 at an estimated cost of \$75,000. Develop a program of access upgrades to take place on existing playgrounds by April 2011 at an estimated cost of \$750,000
Ensure that public toilets meet the associated accessibility standards.	<ul style="list-style-type: none"> •Conduct audit of all public toilets and add to Infrastructure program. •Implement a program of upgrading to ensure there is a unisex accessible facility at each location. 	Nov 2008 June 2011	Community Services Coordinator; Director Infrastructure.	Audit \$10,000 Estimated cost of \$450,000
Improve community awareness that Town information can be made available in alternative formats upon request.	<ul style="list-style-type: none"> •Ensure all documents carry a notation regarding availability in alternative formats. •Advise the community via the local newspaper, Information Radio, and disability group newsletters that other formats are available. 	September 2008 November 2008	Community Services Coordinator.	Staffing resources will be required.
Improve employee awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> •Develop an Accessible Information policy. •Make the State Government Access Guidelines for Information, Services and Facilities available on the intranet. •Conduct Accessible Information training and include as part of the induction of new employees. 	March 2009 June 2009 September 2008	Community Services Coordinator. Co-ordinator Human Resources & Risk Management (CHRRM)	Staffing resources will be required

Strategy	Task	Task Timeline	Responsibility	Estimated Cost/ Financial Year
Ensure that the Town's website meets contemporary good practice.	<ul style="list-style-type: none"> •Redevelop website according to the W3C Web Content Accessibility guidelines as outlined in the State Government Access Guidelines. •Ensure that forms and applications are available electronically. 	September 2008 September 2008	Executive Manager Corporate and Governance	Staffing resources required
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.	<ul style="list-style-type: none"> •Advise employees of the minimum requirements. •Develop an audit plan, to identify resident and business related information for people with disabilities who live and/or work in the Town. •Adopt State Government Guidelines for Information, Services and Facilities, and incorporate into general practice. 	September 2008 September 2008 October 2008	Chief Executive Officer; Community Services Coordinator.	No additional cost. Publications from the Town will be available in various formats.
Improve employee 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 Disability Awareness training for all staff. •Provide training on Deafness Awareness and the use of AUSLAN Interpreters. 	September 2007 November 2008	Community Services Coordinator.	\$5,000 (grant funded) \$4,000
Improve the awareness of new employees and new Councillors about disability and access issues.	<ul style="list-style-type: none"> •Prepare information and plan the establishment of training in the induction of new employees and new Councillors (for rollout by June 2009). 	December 2008	Chief Executive Officer. CHRRM	\$5,000pa

Strategy	Task	Task Timeline	Responsibility	Estimated Cost/ Financial Year
Further generate and sustain employee awareness of disability and access issues.	<ul style="list-style-type: none"> •Provide regular information on access and inclusion in memos. •Develop and implement an employee recognition program for good practice in access and inclusion. 	September 2008 November 2008	Community Services Co-ordinator CHRRM	\$1,000pa
Ensure that current grievance mechanisms are accessible for people with disabilities.	<ul style="list-style-type: none"> •Review current mechanisms for access. Consult with people with disabilities and other expert advice. •Develop other methods of making complaints such as web-based forms. •Promote accessible complaints mechanisms to the community. 	September 2008 September 2008 September 2008	Community Services Co-ordinator	Staffing resources
Ensure that 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 grievance mechanism process and outcome satisfaction survey forms in alternative formats upon request. •Undertake research to identify alternative means of providing grievance feedback. 	September 2008 September 2008	Chief Executive Officer. Community Services Co-ordinator	No additional cost. Alternative formats will be available.
Improve employee knowledge so they can facilitate the receipt of complaints 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. 	September 2008	CHRRM	Staffing resources

Strategy	Task	Task Timeline	Responsibility	Estimated Cost/ Financial Year
<p>Improve community awareness about consultation processes in place.</p>	<ul style="list-style-type: none"> •Promote the existence, role and activities of the Town's Disability Access Committee to the community. •Disability Access Committee to be consulted and provided with opportunities to comment on disability services and plans. •Conduct a review of the Town's community consultation processes (including methods of communicating for Town Planning Schemes) regarding issues of disability, access and inclusion. •Ensure that media releases go to both print and electronic media, including Information Radio and key disability groups and are promoted on the website. 	<p>Ongoing</p> <p>Ongoing</p> <p>November 2008</p> <p>September 2008</p>	<p>Community Services Coordinator.</p>	<p>Staff resources will be required</p>
<p>Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.</p>	<ul style="list-style-type: none"> •Disability Access Committee to 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. •Develop a register of experienced persons to provide comment on access and inclusion issues on request, who may not be members of the Disability Access Committee. 	<p>Ongoing</p> <p>Ongoing</p> <p>December 2008</p>	<p>Community Services Coordinator.</p>	<p>Staff resources will be required.</p>

Strategy	Task	Task Timeline	Responsibility	Estimated Cost/ Financial Year
Develop improved access for people with disabilities to the established consultative process of the Town.	<ul style="list-style-type: none"> •Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Town's website. •Investigate options for presenting questions at Council meetings in alternative formats. •Research feasibility of installing an audio loop in Council Chambers (by March 2008) •Provide an AUSLAN interpreter on request and promote this facility. 	<p>October 2008</p> <p>October 2008</p> <p>December 2008</p> <p>December 2008</p>	Executive Manager Corporate and Governance	<p>\$10,000</p> <p>On request \$500 per session</p>
Seek a broad 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 surveys and consultation events. •Disability Access Committee to actively pursue the views of people with disabilities on a wide range of issues. 	<p>September 2008</p> <p>March 2009</p>	All senior staff and Disability Access Committee.	Staffing resources

ends