

## TOWN OF BASSENDEAN

### NOTICE OF THE MEETING OF THE ACCESS AND INCLUSION COMMITTEE

Dear Committee Member

The meeting of the Town of Bassendean's Access and Inclusion Committee will be held in the Council Chamber, 48 Old Perth Road, Bassendean, on Wednesday 11 July 2018, commencing at 10.00am.

Mr Bob Jarvis  
**CHIEF EXECUTIVE OFFICER**

5 July 2018

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## AGENDA

### 1.0 DECLARATION OF OPENING/ANNOUNCEMENT OF VISITORS

#### Acknowledgement of Traditional Owners

The Town of Bassendean acknowledges the past and present traditional owners of the land on which we gather to conduct this meeting, and pays its respects to their Elders, both past and present.

### 2.0 PUBLIC QUESTION TIME AND ADDRESS BY MEMBERS OF THE PUBLIC

*Members of the public who wish to do so may ask questions and address the Committee at this point in the agenda.*

**3.0 ATTENDANCES, APOLOGIES AND APPLICATIONS FOR LEAVE OF ABSENCE**

**4.0 DEPUTATIONS**

**5.0 CONFIRMATION OF MINUTES**

**5.1 Minutes of meeting held on 16 May 2018**

**OFFICER RECOMMENDATION – ITEM 5.1**

That the minutes of the Access and Inclusion Advisory Committee meeting held on 16 May 2018, be confirmed as a true record.

**6.0 ANNOUNCEMENTS BY THE PRESIDING PERSON WITHOUT DISCUSSION**

**7.0 DECLARATIONS OF INTEREST**

**8.0 BUSINESS DEFERRED FROM PREVIOUS MEETING**

Nil.

## **9.0** **REPORTS**

### **9.1** **Access & Inclusion Plan Consultancy**

It is a legislative requirement that the Town has an Access and Inclusion Plan (AIP) to address barriers to engagement and participation in community affairs that are experienced by members of the community.

The AIP is required to be rewritten each 5 years. The Town's AIP is now due for replacement and an allocation has been referred to the budget to engage a consultant to assist the Town prepare the AIP.

A consultant's brief was circulated and quotes acquired and analysed by a panel that included the Director Community Development, Manager Seniors and Disability Services and Manager Recreation and Culture.

Following the assessment, The Include Program was deemed the successful quote.

David Ashton and others from The Include Program will be in attendance to outline the methodology they will be employing in conducting the project and to take questions from the Committee.

#### **OFFICER RECOMMENDATION – ITEM 9.1**

That the Committee notes that The Include Program has been appointed to conduct the review of the Town's Access and Inclusion Plan.

## **9.2 Seniors & Disability Services Business Unit Update**

The Manager Seniors and Disability Services provided the following update report on the Business Unit activity:

### **Home Care Packages (HCP)**

- 26 full packages levels 2-4

### **Home & Community Care (HACC)/ Commonwealth Home Support Program (CHSP)**

- HACC client communications completed
- Working with My Aged Care (MAC) portal to get our profile set up properly
- Received CHSP Service Agreement from DOH confirming 2 year (2018-2020) funding of \$2.6 million.
- A single stream of funding will then come into effect from 2020 combining CHSP with HCP
- HACC under 65s not eligible for NDIS will stay HACC funded for 2018-2019
- HACC Carers report, Disability Access and Inclusion Report and Sub contractor Report lodged.
- In the process of changing all HACC forms and daily tools to CHSP
- Reviewing services types “definitions” to ensure compliance with new programs as there are some slight variations.

### **NDIA / WANDIS / Disability Services Funded Programs**

- All participants have successfully transitioned to other providers.
- All claims are finalised
- Arrangement with Intelife to use Ashfield as a base for Wings is going extremely well.

- Department of Communities desktop audit completed for WANDIS

### **Brokerage**

- New agreements have been signed with partner organisations

### **Hyde Retirement Village**

- Held quarterly meeting held on 14 June.
- 2 vacancies.

### **Workforce Update**

- Staff rosters are being stabilised to take into account NDIS exits, new Bayswater HACC referrals/commencements.
- In house CHSP training conducted with all staff

### **OFFICER RECOMMENDATION – ITEM 9.2**

That the report on the Seniors and Disability Services Business Unit activity, be received.

## **9.3 Annual Report**

The Annual Report on the Access and Inclusion Plan activities of the Town to the Department for Communities is now lodged electronically.

The report for activity in the 2017/18 year fell due on Monday 2 July and was completed on time.

A copy of the annual report as prepared is included as an attachment to this Agenda.

### **OFFICER RECOMMENDATION – ITEM 9.3**

That Committee notes the 2017/18 DAIP Annual Report to Department for Communities was submitted by the due date.

#### **9.4 Other Committee Business**

This item is retained as a standing item and allows Committee members to raise items of importance that have not otherwise been dealt with at the meeting.

#### **OFFICER RECOMMENDATION – ITEM 9.4**

That the Other Committee Business items raised by members, be received.

#### **10.0 MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN**

Nil.

#### **11.0 ANNOUNCEMENTS OF NOTICES OF MOTION FOR THE NEXT MEETING**

#### **12.0 CONFIDENTIAL BUSINESS**

#### **13.0 CLOSURE**

The next meeting is to be held on Wednesday, 12 September 2018, commencing at 10.00am.



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

# Disability Access and Inclusion Plan (DAIP) Progress Reporting 2017- 2018

## Contact details

**Organisation:** Town of Bassendean  
**Contact person:** Graeme Haggart  
**Phone number:** 93778016  
**Email:** ghaggart@bassendean.wa.gov.au

## Outcome 1: Services and events

Number of strategies planned:	26
Strategies implemented and highly effective:	21
Strategies implemented and somewhat effective:	5
Strategies implemented but ineffective:	0
Strategies implemented but not evaluated:	0
Strategies not implemented:	0

### Strategies and achievements for Outcome 1:

1. Inclusiveness is a mandatory consideration with all Council, Executive Management Team decision making to maximise access through advertising, venue selection and support services.
2. People with disability are informed that rates payments are possible by EFT and other mechanisms enhancing accessibility to all.
3. The Town facilitates inclusion of members of the young people with disability group (WINGS) in all services delivered by the Town's Seniors and Disability Services Business Unit.
4. The Town supplements and complements transport services by encouraging community use of wheelchair accessible buses including on weekends.
5. Children's Services:
  - \* has an inclusion policy for both Long Day Care Centres o access funding for children with increased care as available; and
  - \* staff work with training and placement agencies.
6. The Town provides staff and volunteers with training to support PWDs in a welcoming and inclusive way.
7. The Town purchases suitable equipment to enhance communications with people with disabilities.
8. Leisure Courses offered by the Town:

- \* Instructors are inducted in inclusiveness and of the needs of PWD;
  - \* Volunteers are sought to support and assist people with disabilities to participate;
  - \* Brochure promotes: “people with special needs encouraged to participate” on the cover;
  - \* Courses offered include activities designed for PWD’s and be as inclusive as possible; and
  - \* Venue suitability judged against access criteria and accessible venues to be priority for community events.
9. Library Services:
- \* Accessible furniture and equipment for the Bassendean Library Services are purchased as required in the annual budget, eg, adjustable tables, illuminated magnifying glasses, large print books, audiocassettes, large print screens, e-books etc;
  - \* Wheelchairs and trolleys are available for PWD’s on request in the Library. o The Town utilises new technology as it emerges to facilitate accessibility. Internet access to be promoted to PWDs, their families and carers;
  - \* Library housebound delivery services are promoted to PWD & carers.
10. The Town provides transport for PWD’s to activities, outings and medical appointments as appropriate and promotes services through pamphlets, newsletters, Internet, social media marketing, and through community groups.
11. The Town ensures service programs are inclusive and meet legislative requirements.
12. The Town advertises public event programs widely as inclusive. To achieve this, the Town liaises with Disability Services Commission and others to ensure services are being offered to the target group.
13. The Town provides Planning and Building information sheets and information on the website.
14. The Town maintains a register and provides support for people with disabilities in the community who need assistance with waste collection and recycling bins and other such services.
15. The Town’s parking local laws provide for adequate bays for Australian Disability Parking Permit holders.
16. The Town’s Rangers monitor and enforce the parking local laws.

## **Outcome 2: Buildings and other facilities**

Number of strategies planned:	11
Strategies implemented and highly effective:	6
Strategies implemented and somewhat effective:	4
Strategies implemented but ineffective:	1
Strategies implemented but not evaluated:	0
Strategies not implemented:	0



### **Strategies and achievements for Outcome 2:**

- Planned new Council facilities meet or exceed Australian standards .
- Remedial actions on existing facilities are undertaken in accordance with Asset Management Plans.
- A bi-annual audit of publicly owned buildings and facilities is carried out to ensure the facilities remain practically accessible and comply with updated BCA standards.
- The Town encourages businesses in the Town to improve access (at their expense) to their buildings.
- The Town acknowledges compliant businesses and promotes accessible places by compiling and distributing materials in appropriate formats.
- The Town has participated in projects such as 'You're Welcome' to provide accurate information to PWD about the accessibility of council facilities, local businesses and services.
- The Town's Hyde Retirement Village (HRV) is maintained accessible.
- The Town monitors for and ensures hazard management compliance in all Town of Bassendean facilities.
- All significant public events and activities of the Town are conducted in venues that are assessed to be accessible to people with disabilities.
- The Town has an annual footpath development and renewal program that ensures footpaths meet or exceed Australian Standards requirement including the provision of tactile paving, enhanced visibility markings and island sanctuaries.
- Council officers provide submissions to review processes on Australian Standards into facilities accessibility as appropriate.

### **Outcome 3: Information**

Number of strategies planned:	10
Strategies implemented and highly effective:	10
Strategies implemented and somewhat effective:	0
Strategies implemented but ineffective:	0
Strategies implemented but not evaluated:	0
Strategies not implemented:	0

### **Strategies and achievements for Outcome 3:**

- Council's website and social media pages are reviewed for ease of access to Council information, use of graphics and other aids if needed.
- Advertising and invitations to activities and events of the Town promote that the activities and events are inclusive for people with disabilities.
- The Town advertises the availability of NRS through the Bassendean Briefings newsletter to all households.
- The Town's website only contains documents in formats to be user friendly for people with vision impairments and to contain relevant information for people with disabilities.
- Town's documents are printed in 14 point font size wherever possible.
- The Town's leisure courses and public events are advertised in clear brochures and are provided in alternate formats.

- Council service centres such as the library and customer services provide a variety of brochures and materials in hard copy and accessible digital formats.
- Information provided to households is clear and legible with contrasting colours and is also published on the website.
- The Town's corporate documents, such as the Strategic and other corporate plans, are informative and comply with disability standards.
- All Electoral Commission and Council official electoral notices and information made accessible to all.

## **Outcome 4: Level and quality of service**

Number of strategies planned:	5
Strategies implemented and highly effective:	2
Strategies implemented and somewhat effective:	3
Strategies implemented but ineffective:	0
Strategies implemented but not evaluated:	0
Strategies not implemented:	0

### **Strategies and achievements for Outcome 4:**

- All staff receives compulsory disability awareness training as part of their orientation/ professional development and are offered refresher courses every three years.
- DAIC members have assisted with the development of the disability awareness training provided to staff including recommending on relevant training providers.
- Council members and volunteers are provided the opportunity to attend disability awareness training.
- Council documents clearly articulate that people with disabilities are provided equal access to quality and the level of service.
- Customer Service and other relevant staff are provided training on assisting with accessing of NDS.

## **Outcome 5: Complaints**

Number of strategies planned:	4
Strategies implemented and highly effective:	4
Strategies implemented and somewhat effective:	0
Strategies implemented but ineffective:	0
Strategies implemented but not evaluated:	0
Strategies not implemented:	0

### **Strategies and achievements for Outcome 6:**

- The Access and Inclusion Committee includes PWD and their carers as one vehicle for Council consultations.
- Grievance procedures are advertised in various formats including on the Town's website.
- The Director Community Development convenes meetings of the AIC and refers recommendations to Council for adopting and actioning.
- Business Units of the Town adhere to the adopted complaints handling and grievance procedures which are inclusive of people with disabilities.

### **Outcome 6: Consultation**

Number of strategies planned:	8
Strategies implemented and highly effective:	6
Strategies implemented and somewhat effective:	2
Strategies implemented but ineffective:	0
Strategies implemented but not evaluated:	0
Strategies not implemented:	0

### **Strategies and achievements for Outcome 6:**

- The Town conducts postal voting of elections to maximise accessibility for PWDs.
- Council election candidate's information is provided in various formats to be accessible by PWDs.
- The Town's Community Transport and Seniors and Disability Services vehicles fleets assist PWD's to attend defined Council events/meetings.
- The Director Community Development convenes meetings of the AIC and refers recommendations to Council for adopting and actioning.
- When the DAIP is being reviewed, the Director Community Development consults with PWD's, their families, carers and organisations in the disability sector that operate in the Town.
- When undertaking community consultations, the Town ensures that the information and processes are in accessible formats are inclusive for all. This invariably means multi-faceted consultation tools are applied and ensures PWD's capacity to input into the consultation process.
- Town's staff is trained to receive feedback from PWD on required improvements to the Town's physical infrastructure and how to appropriately process the information.
- The Council's AIC continues to be a key mechanism for sourcing community comment and advice to Council. The AIC is encouraged to provide representation on the Committees of Council including those responsible for the public events program.

### **Outcome 7: Employment**

Number of strategies planned:	2
Strategies implemented and highly effective:	2
Strategies implemented and somewhat effective:	0

Strategies implemented but ineffective:	0
Strategies implemented but not evaluated:	0
Strategies not implemented:	0

### **Strategies and achievements for Outcome 7:**

- The Town ensures equal employment principles are upheld and reflected in all recruitment policies procedures and practices. An Equal Opportunity paragraph is included in all job advertisements. Recruitment & Selection Procedure is implemented which includes EEO principals.
- The Town ensures equal employment principles are upheld and reflected in all workforce development activities and is a major focus of Human Resources, the Town's Wellbeing Committee, Risk Management Committee, Grievance process, etc.

## **Agents and Contractors**

### **How you informed Agents and Contractors about your DAIP:**

Provided a copy of your agency DAIP;  
Provided a link to the DAIP on your website;  
Sent a letter;  
Referenced in a contract(s); and  
Included requirement in funding/sponsorship agreements.

### **How Agents and Contractors report progress of outcomes to you:**

Through internal annual progress reporting systems (email, meetings etc.)

### **Significant DAIP strategies undertaken by your organisation's Agents and Contractors:**

## **Challenges**

### **Challenges you experienced with strategies that were planned but not implemented:**

### **Other information about the challenges your organisation faced:**