

TOWN OF BASSENDEAN
NOTICE OF MEETING OF THE
ACCESS AND INCLUSION ADVISORY COMMITTEE

Dear Committee Member

A meeting of the Access and Inclusion Advisory Committee will be held in the Council Chamber, 48 Old Perth Road, Bassendean, on Wednesday 9 March 2016, commencing at 10.00am.

Mr Bob Jarvis
CHIEF EXECUTIVE OFFICER

4 March 2016

A G E N D A

1.0 DECLARATION OF OPENING/ANNOUNCEMENT OF VISITORS

Acknowledgement of Country

The Town of Bassendean acknowledges the Nyoongar People as the traditional custodians 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 2 December 2015

OFFICER RECOMMENDATION – ITEM 6.1

That the minutes of the Access and Inclusion Advisory Committee meeting held on 2 December 2015, 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

9.0 REPORTS

9.1 DAIP Action Plan Implementation

An updated DAIP Action Plan was included with the Agenda as an attachment (Appendix 1).

New comments are highlighted to make them easy to identify.

OFFICER RECOMMENDATION – ITEM 9.1

That the DAIP Action Plan Implementation Update report, be received.

9.2 Seniors & Disability Services Business Unit Update

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

WORKFORCE UPDATE

- Two new Support Workers have commenced this year.
- Two officers have completed their 3 months' probation. Both are doing very well.
- The SDS Administrative burden has doubled over time since the Aged Care Reforms have come in resulting in an overload for the Admin Assistant and a flow on effect for other office staff. I completed a review of the position against the workload and approval has been given to appoint a second Admin Assistant on a fixed term contract to the end of the financial year. The position has now received council approval and will be included in the staffing compliment for budgeting purposes for the new financial year.
- A team building event is being held on 11/3/16.

HOME CARE PACKAGES

- We are continuing to find it difficult to fill all our 28 packages. Over the January/February period we have lost 3 clients and commenced 3 new clients.
- We are now generating invoices electronically through Care-Assist. This is a huge breakthrough.
- We are still waiting the outcome of the application for ACAR (Aged Care Approvals Round) application to deliver level 3 packages.

HOME AND COMMUNITY CARE

- Still no announcement re GFA which has been delayed pending the tender for HACCC services in the NDIA trial sites by Disability Services Commission. Unfortunately, because we are not in the trial sites, we are not permitted to apply for funding.
- Referrals are starting to dry up as HACCC change its focus to short term re-enablement focus so we have ramped up our marketing and networking activities.

HYDE RETIREMENT VILLAGE

- Asset Services had prepared a proposal re potential installation of solar panels as requested at the AGM. All residents were provided with a copy and voting form to which 24 units responded (23 yes and 1 no) and it was left up to the Committee to make a decision.
- The Quarterly meeting was held on 18/2/16 and the Committee considered the residents' vote and decided unanimously to go ahead with the installation. I will submit approval to Council to access the Trust account to pay for the installation.

BROKERAGE

- We have commenced two more Brokerage clients one with a new provider – Avevo (formally Perth Home Care Service). We now have agreements with Juniper, Avevo, KinCare, Brightwater and Catholic Homes.
- We have revised our fees and flyers and have been circulating to disability and aged care organisations to promote our private services.

PROMOTIONAL ACTIVITIES

- We have been working with Library staff on cross promotion between our two Business Units. We have produced SDS Bookmarks for their Housebound Clients, set up an SDS display in the library foyer and will have our services advertised on their website.
- We will be advertising the Library's Broadband for Seniors Program in our SDS newsletter.
- We held an SDS information stall at the Shopping centre in January and will be doing this on a regular basis. We are also looking at other shopping centres in the future.

OFFICER RECOMMENDATION – ITEM 9.2

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

9.3 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 9.3

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

10.0 MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN

11.0 ANNOUNCEMENTS OF NOTICES OF MOTION FOR THE NEXT MEETING

12.0 **CONFIDENTIAL BUSINESS**

13.0 **CLOSURE**

The next meeting is scheduled to be held on
Wednesday, 6 July 2016, commencing at 10.00am.

Attachment 1

**DAIP 2012 – 2017 ACTION PLAN
STRATEGIES IDENTIFIED TO OVERCOME BARRIERS
AND DEVELOP OPPORTUNITIES**

Outcome 1 People with disabilities will have the same access to services of and any events organised, by a public authority

No.	STRATEGIES	TIME FRAME	STATUS
1.1	Council, Corporate Management Team meetings and other planning sessions are to consider the needs of people with disability (PWD) to maximise access through advertising, venue selection and support services	Ongoing	Inclusiveness a mandatory consideration with all decision making
1.2	PWD to be informed that alternative arrangements can be made for the payments of rates, e.g., Visa Card, electronic banking etc. Officers to investigate alternative payment methods that enhance accessibility for all.	Ongoing	EFT provided & used by 70%. New methods assessed as emerge. ToB developing a digital strategy and building a new interactive website and use of social media platforms.
1.3	Facilitate inclusion of members of the WINGS group in all SDS services	Ongoing	Business as usual
1.4	Supplement and complement transport services, encourage community use of wheelchair accessible bus including on weekends.	Ongoing	Business as usual

1.5	Children's Services has an inclusion policy for both Out of School Care and Long Day Care	Ongoing	OSC no longer offered. Policy in place for Long Day Care
1.6	Special Needs Support Scheme funding is accessed from Special Resource Unit for Children with Special Needs when 1 to 1 care is required.	Ongoing	Acquired on an as required basis. Children currently in care with support workers
1.7	Staff work with Eastern Region Metropolitan Supplementary Services Team in Midland on training and placement programs.	Ongoing	SUPPS and other support agencies
1.8	Ensure staff and volunteers are trained to support PWD in a welcoming and inclusive way	Ongoing	Business as Usual Staff Training for new employees conducted in February 2016.
1.9	Purchase suitable equipment or modify to enhance communication with people with disabilities.	Ongoing	Updated as become available
1.10	Course providers to be made aware of disability access and awareness. Provide specific support, such as volunteers, to assist people with disabilities to participate. Brochure promotes: "people with special needs encouraged to participate" on the cover.	Ongoing	Business as Usual
1.11	Courses offered include activities designed for PWD's and be as inclusive as possible. Venue suitability judged against access criteria and accessible venues to be priority for community events. Course instructors' recruitment to include awareness of the needs of PWD.	Ongoing	Ongoing. In conjunction with S&DS where appropriate

1.12	Accessible furniture and equipment for the Bassendean Library Services to be purchased as required in the annual budget, eg, adjustable tables, illuminated magnifying glasses, large print books, audiocassettes, large print screens etc. Wheelchairs and trolleys to be available for PWD's on request.	Budget planning cycle	Good levels of equipment are provided and maintained. This is ongoing
1.13	Utilise new technology as it emerges to facilitate accessibility. Internet access to be promoted to PWDs, their families and carers. Library housebound delivery service to be promoted to PWD & carers.	Ongoing	Awareness of services is an ongoing program; Increased use of technology will continue to improve access.
1.14	Provide transport for PWD's to activities, outings and medical appointments as appropriate and promote services through pamphlets, newsletters, Internet, marketing, and through community groups.	Ongoing within Business planning cycle	Ongoing where available and appropriate
1.15	Ensure programs are inclusive and meet legislative requirements.	Ongoing	Business as usual
1.16	Advertise programs widely and include clause on the inclusion of PWD's. Liaise with other groups, Disability Services Commission, Local Area Co-ordinators and Leisure Services to ensure services are being offered to the target group.	Ongoing	Business as Usual
1.17	Provide Planning and Building information sheets and information on the website.	Ongoing	Info sheets and policies accessible on the website

1.18	Identify people with disabilities in the community who need assistance with waste collection and recycling bins and other such services.	Ongoing	Arrangement provided with waste management contractor
1.19	Ensure parking local laws provide adequate bays for Australian Disability Parking Permit holders and penalties for misuse of bays.	Ongoing	Business as usual
1.20	Monitor and enforce the parking local laws.	Ongoing	Business as usual
1.21	Provide individualised attention to residents with disabilities if appropriate	Ongoing	As appropriate

Outcome 2: People with disabilities will have the same opportunity as others to access Buildings and Facilities of the public authority

	STRATEGIES	TIMEFRAME	STATUS
2.1	<p>Planned new Council facilities are to meet or exceed Australian standards. Civic Centre refurbishment.</p> <p>Remedial action to be undertaken on existing facilities in accordance with revised remedial works plan.</p> <p>Conduct bi-annual audits of publicly owned buildings and facilities and carry out remedial works to ensure the facilities are practically accessible.</p>	Remedial works determined by audit and allocated budget	<p>Compliance to BCA mandatory.</p> <p>Practical accessibility audit undertaken for remedial work.</p> <p>Program of remedial work developed and works budgeted and scheduled</p>
2.2	Encourage and acknowledge businesses in the Town to improve access (at their expense) to their buildings. To promote accessible places in the Town of Bassendean by compiling and distributing materials in appropriate formats.	Updated lists & Brochures	Business as usual

	STRATEGIES	TIMEFRAME	STATUS
2.3	Implement special projects such as 'You're Welcome' to provide accurate information to PWD about the accessibility of council facilities, local businesses and services.	Ongoing	Implemented Bassendean Inclusive Communities Project funded by DSC Local Government Council Inclusion Grant
2.4	Hyde Retirement Village (HRV) access maintenance to be replaced as needed. Additional handrails to be located around HRV as required.	Remedial work subject to audit, priority & budget	Done
2.5	Ensure hazard management compliance for all Town of Bassendean facilities.	Ongoing	Business as usual.
2.6	All significant events of the Town to be conducted in venues that are accessible to people with disabilities. e.g. Australia Day Fireworks and other events, Leisure Courses, etc.	Ongoing	Accessibility considered as part of event planning. Venue choice considered as part of the planning for the Town's programs and projects
2.7	Ensure compliance with the Building Code of Australia (BCA) as amended for all new buildings and significant alterations/ additions.	Ongoing	Compliance to BCA mandatory.

2.8	<p>Continue annual program of remedial works to ensure that all Council buildings and facilities are continuously upgraded to provide access in keeping with the updated provisions of the BCA and the relevant Australian Standards.</p> <p>Ensure new works meets or exceeds disability access standards.</p> <p>Continue annual footpath renewal program that meets or exceeds Standards requirements</p>	Remedial work subject to audit, priority & budget	Program of remedial works developed and works budgeted and scheduled BCA compliance met
2.9	Council to be aware of and provide submissions into the review processes associated with Australian Standards to ensure input into changes to facilities accessibility.	Ongoing	Submissions made when aware of the consultation

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

	STRATEGIES	TIMEFRAME	STATUS
3.1	<p>Council website to be reviewed for ease of access to Council information, use of graphics and other aids if needed.</p> <p>Advertising of events and invitations that are inclusive for people with disabilities</p> <p>Advertising of TTY availability</p>	Ongoing	<p>The library website is upgraded monthly and improves with each upgrade</p> <p>All major event planning provides information on accessibility.</p> <p>Provision made to cater for people with disabilities (eg parking, accessibility to site, facilities</p> <p>ToB now subscribes to NRS</p>

	STRATEGIES	TIMEFRAME	STATUS
3.2	Website to be user friendly for people with vision impairments and to contain relevant information for people with disabilities.	Ongoing	Documents in HTML format wherever possible Town designing a new more interactive website
3.3	TTY to be used as required and advertised to the community through the Bassendean Briefings.	Ongoing	ToB now subscribes to NRS
3.4	14 point font size to be used wherever possible.	Ongoing	Where ever possible
3.5	Leisure courses and public events to be advertised in clear brochures and provided in alternate formats.	Ongoing	Leisure courses and public events advertised through different methods. No alternative formats (eg print) currently available.
3.6	Council facilities such as the library and customer services to include a variety of materials in varied formats e.g. Large print, audio tapes, video & DVD's,	Ongoing	The library provides information in a wide variety of formats and can respond to individual requests for another format
3.7	Advertise and use TTY and appropriate IT tools when required. Ensure all information formats meet or exceed disability standards.	Ongoing	Town now subscribes to NRS and promotes the same.
3.8	Information provided to households to be clear and legible with contrasting colours and published on the website. Internet access to be promoted to PWD, their families and their carers	Ongoing	Being met
3.9	The Town's corporate documents such as the Strategic and other corporate plans are informative and comply with disability standards.	Ongoing	Being met

	STRATEGIES	TIMEFRAME	STATUS
3.10	All Electoral Commission and Council official electoral notices and information to be accessible to all.	Ongoing	In accordance with WAEC policy

Outcome 4 People with disabilities will receive the same level and quality of service from the staff of Bassendean as other people receive from the staff of that public authority

	STRATEGIES	TIMEFRAME	STATUS
4.1	All staff to receive compulsory disability awareness training as part of their orientation/professional development. Refresher courses to be conducted every three years	Ongoing	Staff Training for new employees conducted in February 2016.
4.2	DAIC members will assist with the development of a training package and recommend other relevant organisations	Ongoing	DAIC maintained informed on staff training program
4.3	Council members and volunteers to be given the opportunity to attend disability awareness training	Ongoing	New Councillor induction process
4.4	Commitment to all members of the local community in Council documents ensuring clear understanding that people with disabilities are included	Ongoing	Being met
4.5	Training for TTY and other appropriate tools for Customer Service and other relevant staff	Ongoing	Town now subscribes to NRS.

Outcome 5 People with disabilities will have the same opportunities as other people to make complaints to a public authority.

	STRATEGIES	TIMEFRAME	STATUS
5.1	The Disability Access and Inclusion Committee is to include PWD and their carers as one vehicle for Council consultations.	Ongoing- within election cycle	DAIC included PWD, carers and reps of industry groups
5.2	Grievance procedures to be advertised in various avenues including internet (Town's website) and Bassendean Briefings.	Ongoing	No further action taken.
5.3	The DCD to convene meetings of the DAIC and implement recommendations.	Ongoing	Quarterly meetings convened
5.4	Business Units to adhere to the Town Complaint Handling Manual and grievance procedures which are inclusive of people with disabilities.	Ongoing	Action includes new External Grievance Procedure currently being developed by the Wellbeing Committee

Outcome 6 People with disabilities will have the same opportunities as other people to participate in any public consultation by a public authority.

	STRATEGIES	TIMEFRAME	STATUS
6.1	Election advertising is to offer assistance for PWD to cast votes in the election. Postal voting to be used to maximise vote from PWDs. The internet to be accessible by PWD.	Ongoing- within election cycle	Postal voting used for all Council elections.
6.2	Community Transport and Seniors and Disability Services to assist PWD to access transport services if required to attend defined Council events/meetings	Ongoing	Community transport available to attend Town activities and medical appointments.

	STRATEGIES	TIMEFRAME	STATUS
			Other transport opportunities such as to special events/ meetings etc considered on a case by case basis.
6.3	The DCD to convene meetings of the DAIC and implement recommendations.	Ongoing	Quarterly meetings conducted
6.4	The DCD will conduct consultations through the DAIC with PWD's, their families, carers and disability organisations to provide an update on the implementation of the DAIP. This will include feedback on how well strategies are overcoming barriers and providing opportunities for people with disabilities to access services and facilities and fully participate in community life.	Quarterly and ongoing	Encouraging approach by DCD for DAIC members to be informed on barriers experienced by PWD's and to advocate on their behalf at the DAIC.
6.5	When undertaking community consultations, the Town will ensure that the information and processes are in accessible format to ensure the consultations are inclusive for all.	Ongoing	Multifaceted consultation tools apply routinely and include web-based, accessible public meetings, etc.
6.6	Officers are to ensure that community consultation mechanisms allow PWD's capacity to input into the consultation process.	Quarterly and Ongoing	Multifaceted consultation tools apply routinely and include web-based, accessible public meetings, etc.
6.7	PWD to provide feedback to Town's staff on required improvements to the Town's physical infrastructure and HRV if required.	Determined by audit priority and allocated budget	Consulted as a matter of practice for all planned new infrastructure

6.8	The Council’s DAIC will continue to be a key mechanism for sourcing community comment and advice. The DAIC is encouraged to provide representation to public events and meetings of Council.	Ongoing	The DAIC continues to be the principle advisory source to Council and Committees
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Outcome 7 People with disability have the same opportunities as other people to obtain and maintain employment.

	STRATEGIES	TIMEFRAME	STATUS
7.1	Ensure equal employment principles are upheld and reflected in all recruitment policies procedures and practices	ongoing	Equal Opportunity paragraph included in all job advertisements. Recruitment & Selection Procedure implemented which includes EEO principals.
7.2	Ensure equal employment principles are upheld and reflected in all workforce development activities	ongoing	Business as usual.