

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 September 2015, commencing at 10.00am.

Mr Bob Jarvis
CHIEF EXECUTIVE OFFICER

4 September 2015

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 ATTENDANCES, APOLOGIES AND APPLICATIONS FOR LEAVE OF ABSENCE

3.0 DEPUTATIONS

4.0 CONFIRMATION OF MINUTES

4.1 Minutes of meetings held on 10 June 2015

OFFICER RECOMMENDATION – ITEM 4.1

That the minutes of the Access and Inclusion Advisory Committee meeting held on 10 June 2015, be confirmed as a true record.

5.0 ANNOUNCEMENTS BY THE PRESIDING PERSON WITHOUT DISCUSSION

6.0 DECLARATIONS OF INTEREST

7.0 BUSINESS DEFERRED FROM PREVIOUS MEETING

8.0 REPORTS

8.1 DAIP Action Plan Implementation

An updated DAIP Action Plan was included with the Agenda.

New comments are highlighted to make them easy to identify.

OFFICER RECOMMENDATION – ITEM 8.1

That the DAIP Action Plan Implementation Update report, be received

8.2 DAIP Annual Report to DSC

As reported last time, the Annual Report was compiled and submitted by the due date, being 3 July 2015. While it was intended to submit it to the Commission electronically, the system had fatal errors and the option was unavailable this year. The Annual Report on the DAIP Implementation and significant projects undertaken in the 2014/15 reporting period is attached (Attachment 2) as submitted.

OFFICER RECOMMENDATION – ITEM 8.2

That the DAIP Annual Report to the Disability Services Commission be retrospectively ratified.

8.3 Seniors & Disability Services Business Unit Update

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

HR

- The Business Unit has been in recruitment mode in recent times. Four new team members are due to commence in the near term (two male and two female).

CACP/CDC Transition

- 9 HCP remain to be filled.
- The Town is progressively implementing the new system and recently sent out the first month's statements. As expected, the Business Unit has had to respond to queries and explain the way the subsidy and their contribution work etc. It is quite complex, but the statement is a requirement and must be provided.
- As expected the administrative and financial burden is significant and increasing. The Service is managing without additional administrative staff for now. The process for invoicing clients

and providing statements as well as tracking the process is complex and time consuming.

- The Aged Care on line Claims System is up and running after almost 2 years of lodging paper claims and that's a welcomed relief!

HACC

- HACC guidelines and fees are currently under review and should be out by December. There will also be greater clarity around the interface with HCP as it is quite a burred line at present.

HRV

- The issue of security continues to be cause for concern amongst some residents. There being no fence at the front of the facility, vehicles are vulnerable to being vandalised at night and people wandering around the grounds are not uncommon.
- After consultation with Asset Services, additional lighting has been installed at the front of each block. Bollard lighting around the grounds have been checked and 2 additional lights fitted at the rear of the complex near the gazebo for added security.

BROKERAGE

- Although we are happy to develop and grow this new income stream, it has also been time consuming dealing with other providers particularly when some are quite difficult to deal with. It's been a learning curve and in future we will steer away from certain providers, where values are not aligned. On the plus side it's been pleasing to have the income and to be able to provide service continuity for clients.

OFFICER RECOMMENDATION – ITEM 8.3

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

8.4 Informal Meeting with Bayswater DAIC

As proposed, the Town through the DAIC hosted an informal meeting with the City of Bayswater DAIC on Wednesday 29 July 2015.

The purpose of the meeting was to become familiar with the different approaches taken to addressing access barriers in the respective communities, significant projects conducted and get to know the individuals on the respective Committees.

Good attendance was achieved by both Committees to the meeting.

Feedback received was most complimentary and the offer for a follow-up meeting hosted by Bayswater will be pursued.

A project of note undertaken recently by Bayswater is promoting for the installation of Gopher charging stations in businesses such as coffee shops.

OFFICER RECOMMENDATION – ITEM 8.4

That the report on the informal meeting with the City of Bayswater Disability Access and Inclusion Committee be received.

8.5 Budget Outcomes

Funding for the installation of the accessible path across Collier Road at Dyer Road has been approved in the adopted 2015/16 budget. This long sought after path will facilitate access to the “Lunch Bar” at the intersection for TADWA patrons.

OFFICER RECOMMENDATION – ITEM 8.5

That the report on budget outcomes be received

8.6 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 8.6

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

9.0 MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN

10.0 ANNOUNCEMENTS OF NOTICES OF MOTION FOR THE NEXT MEETING

11.0 CONFIDENTIAL BUSINESS

12.0 CLOSURE

This is the last meeting of this Committee prior to the Ordinary Council Elections to be conducted Saturday 17 October 2015. In accordance with the Local Government Act 1995, terms of all Committees of Council lapse with the date of the Ordinary Elections and new Committees are subsequently appointed by the incoming Council.

Given the DAIC is a defined responsibility of LG under the Disability Services Act 2005, there is no question as to the ongoing function of the DAIC and members are therefore invited to confirm their nomination to continue as a member of the Committee and complete the attached Nomination Form.

The next meeting is scheduled to be held on Wednesday, 2 December 2015, 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 investigating use of new digital strategies
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

No.	STRATEGIES	TIME FRAME	STATUS
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 Planned training in 4th quarter
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	Budget planning cycle	Good levels of equipment are provided and maintained.

No.	STRATEGIES	TIME FRAME	STATUS
	magnifying glasses, large print books, audiocassettes, large print screens etc. Wheelchairs and trolleys to be available for PWD's on request.		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	Increased awareness of services is an ongoing programme; 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	Ongoing	Arrangement provided with waste management

No.	STRATEGIES	TIME FRAME	STATUS
	and recycling bins and other such services.		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. Practical accessibility audit undertaken for remedial work. Program of remedial work developed and works budgeted and scheduled</p> <p>Facility accessibility audit conducted</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	Updated lists & Brochures	Business as usual

	STRATEGIES	TIMEFRAME	STATUS
	materials in appropriate formats.		
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 Count Me In 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 Grounds lighting upgrades achieved
2.5	Ensure hazard management compliance for all Town of Bassendean facilities.	Ongoing	Business as usual. All units have been fitted with small fire extinguishers and blankets in the kitchen.
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	Continue annual program of remedial works to ensure that all	Remedial work subject	Program of remedial works developed

	STRATEGIES	TIMEFRAME	STATUS
	<p>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>	to audit, priority & budget	and works budgeted and scheduled BCA compliance met
2.9	<p>Council to be aware of and provide submissions into the review processes associated with Australian Standards to ensure input into changes to facilities accessibility.</p>	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</p>

	STRATEGIES	TIMEFRAME	STATUS
			disabilities (eg parking, accessibility to site, facilities ToB now subscribes to NRS
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
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	Ongoing	Being met

	STRATEGIES	TIMEFRAME	STATUS
	such as the Strategic and other corporate plans are informative and comply with disability standards.		
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	Training scheduled for 4th quarter. Planning commenced
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 being planned
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	Ongoing	The DAIC continues

	STRATEGIES	TIMEFRAME	STATUS
	be a key mechanism for sourcing community comment and advice. The DAIC is encouraged to provide representation to public events and meetings of Council.		to be the principle advisory source to Council and Committees

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.

Attachment 2

Disability Access and Inclusion Plan (DAIP) Progress Report

Under the Disability Services Act 1993 (amended 2004), the Minister for Disability Services is required to table a report in Parliament each year on the progress of Disability Access and Inclusion Plans (DAIPs) in Western Australia.

In collaboration with public authorities, the DAIP Progress reporting template has been amended and public authorities will now have the option of completing an online progress report. The option to submit the progress report in hardcopy will still be available to those public authorities who wish to do so.

The information provided by public authorities will inform this report for 2014–2015 and show how DAIP strategies have been progressed to meet the desired outcomes as required in the Act. This includes services to the public delivered by agents and contractors as specified in the Disability Service Regulations.

Agents, Contractors, funded and sponsored agencies can include non-government and not-for-profit organisations and businesses that undertake work on behalf of a public authority involving interaction with the community. Contracted employees should not be considered as contractors for this report.

While many strategies supporting DAIP outcomes have an ongoing effect, strategies should be reported as being completed in 2014–2015 if they were implemented as intended during the year.

In addition to compliance with the Act, the DAIP progress report helps identify best practice and showcases innovative ideas that assist the development of resources and information-sharing.

A copy of the 2014–2015 progress reporting template and online help guide is available at <http://www.disability.wa.gov.au/business-and-government1/business-and-government/disability-access-and-inclusion-plans/daip-progress-reporting/>.

Please submit the DAIP progress report by Friday 3 July 2015

Post: Access and Inclusion Branch
Disability Services Commission
PO Box 441
West Perth WA 6872

Email: access@dsc.wa.gov.au

Please contact Brett Daniells on 6104 9551 or brett.daniells@dsc.wa.gov.au or Sue Henson on 9426 9353 or susan.henson@dsc.wa.gov.au who will be happy to assist.

Disability Access and Inclusion Plan (DAIP) Progress Report 2014–2015

Name of public authority: Town of Bassendean

Name of contact person: Graeme Haggart

Phone number: 93778000

Email: ghaggart@bassendean.wa.gov.au

Please complete and forward to the Disability Services Commission by 3 July 2015

1. For 2014–2015, please indicate in each of the outcome areas of your DAIP:

	Number of strategies/ initiatives planned (Strategies/ initiatives planned whether implemented or not).	Strategies/ initiatives completed	Overall how effective have your completed strategies/initiatives been in enhancing access and inclusion on a scale of 1-4? Please rate each completed strategy / initiatives using the rating scale below.																
Outcome 1	26	26	3	3	3	2	3	3	2	3	3	2	3	3	2	3	3	3	3
			3	3	3	3	3	3	2	3	3								
<ul style="list-style-type: none"> • Inclusiveness is a mandatory consideration with all Council, Executive Management Team decision making to maximise access through advertising, venue selection and support services. • People with disability are informed that rates payments are possible by EFT and other mechanisms enhancing accessibility to all. • 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. • The Town supplements and complements transport services by encouraging community use of wheelchair accessible buses including on weekends. • Children’s Services: <ul style="list-style-type: none"> ○ has an inclusion policy for both Long Day Care Centres ○ access funding for children with increased care as available. ○ staff work with training and placement agencies. • The Town provides staff and volunteers with training to support PWDs in a welcoming and inclusive way • The Town purchases suitable equipment to enhance communications with people with disabilities. 																			

- 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.
 - Venue suitability judged against access criteria and accessible venues to be priority for community events.
- Library Services:
 - Accessible furniture and equipment for the Bassendean Library Services are purchased as required in the annual budget, e.g., 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.
 - 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.
- 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.
- The Town ensures service programs are inclusive and meet legislative requirements.
- 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.
- The Town provides Planning and Building information sheets and information on the website.
- 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.
- The Town’s parking local laws provide for adequate bays for Australian Disability Parking Permit holders.
- The Town’s Rangers monitor and enforce the parking local laws.

Outcome 2	11	11	3	2	3	2	2	2	3	3	3	3	4						
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- 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 participates 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

<p>are assessed to be accessible to people with disabilities.</p> <ul style="list-style-type: none"> • 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	10	10	3	3	3	3	3	3	3	3	3	3			
<ul style="list-style-type: none"> • 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 • The Town’s website only contains documents in HTML format wherever possible so as 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	5	5	3	2	3	2	2								
<ul style="list-style-type: none"> • 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	4	4	3	3	3	3									
<ul style="list-style-type: none"> • 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	8	8	3	3	2	3	3	3	2	3					
<ul style="list-style-type: none"> • The Town conducts postal voting of elections to maximise accessibility for PWDs. • Council election candidate’s information is provided in various formats to be 															

- Ensured events organised by the Department are accessible for people with disability.
- Commit to annual monitoring of the DAIP to ensure implementation and satisfactory outcomes.

2. For 2014–2015, how have you informed Agents and Contractors about our DAIP? (Please tick)

Provided a copy of your agency DAIP	✓
Provided a link to the DAIP on your website	✓
Sent a letter	✓
Referenced in a contract(s)	✓
Referenced in a contract variation(s)	
Included requirement in funding/sponsorship agreements	✓
Other (please describe)	

3. How do Agents or Contractors report progress of outcomes to you? (Please tick)

Through internal annual progress reporting systems (email, meetings etc.)	✓
Completing a contractor progress reporting template	
Did not report (please explain)	

4. Please provide a description of any significant DAIP initiatives undertaken by your organisation in 2014–2015.

- Initiatives undertaken by your organisation to enhance access and inclusion.
- As a project of the Centenary of ANZAC, the Town relocated the War Memorial to within newly created Town Centre Gardens within the BIC Reserve. The previously inaccessible Memorial is now fully accessible and compliant. The ANZAC ceremony was by far the largest seen in the Town with more than 3,000 people attending, many with ambulation limitations. There are constant visitors to the Memorial with wheelchairs in and around the Memorial are common.
 - The Bassendean Inclusive Community Program was completed in the current year. A concluding project of the Program was for tactile footballs to be provided to the Swans Districts Football Club. After receiving feedback from some parents of participants with disability, that they were looking to access some adaptive equipment (tactile footballs for people with sensory disability) for the club's "All Abilities" program, the Town approached TADWA for assistance. TADWA developed the prototype then made up the tactile footballs that were delivered to the Club earlier this year.
 - Ongoing adaptations to the way we provide leisure and recreational activities for people with disability accessing our services. These include strategies that encourage and support them to actively do more for themselves with the right level of support for the individual. E.g. we no longer serve people while they remain seated at meal time, we have a buffet style arrangement where clients

Initiatives undertaken by your organisation's agent and contractors to enhance access and inclusion (if applicable).

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5. What challenges did you experience with strategies not completed? (Please tick):

Budgetary constraints (please explain)	<input checked="" type="checkbox"/>
Due to financial limitations, the Town does not have a dedicated Inclusion Officer to take the lead and inclusion initiatives and projects are shared amongst existing roles. This limits the potential for greater innovations.	
Lack of support / input and feedback from the community (please explain)	<input type="checkbox"/>
Difficulties with contractor or agent input (please explain)	<input type="checkbox"/>
Difficulties coordinating strategies/initiatives (please explain)	<input checked="" type="checkbox"/>
The Town has achieved significant strides in promoting an inclusive welcoming community within the limitations of its resources. Better coordination would be achieved with the funding of a dedicated Inclusion Officer.	
Other (please explain):	<input type="checkbox"/>

6. How would you rate your overall satisfaction with the quality of service provided to your organisation by the Access and Inclusion branch (please tick)

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Sure
Satisfaction with quality of service provided	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>