

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 5 July 2017, commencing at 10.00am.

Mr Bob Jarvis
CHIEF EXECUTIVE OFFICER

30 June 2017

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 10 May 2017

OFFICER RECOMMENDATION – ITEM 5.1

That the minutes of the Access and Inclusion Advisory Committee meeting held on 10 May 2017, 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

Ordinarily, the agenda would be accompanied by a report detailing the DAIP actioned implemented since the previous meeting. There are no new implementation initiatives since the last meeting.

OFFICER RECOMMENDATION – ITEM 9.1

That the Committee notes that a DAIP Action Plan Implementation Update report was not provided as there is no known new implementation initiatives commenced since the last meeting.

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

- Workforce has been relatively stable in recent times: One carer having resigned in June, however, we have one returning from parental leave.

Home Care Packages (HCP)

- We are at 29 packages all up. The referrals are not coming through as it appears the Department is not releasing places. We may no longer be capped but if there are no packages allocated to clients we can't take them.

Home And Community Care (HACC)

- We received a letter re outcome of the 2016/2017 HACC Growth Funding Application. We were successful in receiving \$26,456 recurrent for HGM and \$9,333 non-recurrent for capital equipment.
- The reduction of \$148,579 due to NDIS, however, means our overall Annual Funding Level for 2017/2018 is \$1,538,947 compared to this year's \$1,636,513. Almost two thirds of the funds given over to NDIS are lost from day centre.

NDIS

- We have made an internal decision to provide services to NDIS funded participants only through Brokerage or directly if they are managing their own funds. The decision was not just financial, it was made in the wake with the NDIS's announcement regarding quality audit requirements which are extremely onerous and will be costly to comply with.

Hyde Retirement Village

- One unit remains vacant

Brokerage

- This arm of the business unit is growing exponentially and will continue to do so as we work with NDIS funded participants under this arrangement in partnerships with other organisations.

New Client Management Software

- We will go completely live and stand alone with TRACCS commencing 1 July and CareAssist decommissioned. It will be retained for historical reference only.
- The Mobile Time and Attendance (MTA) has been rolled out to most of the staff and this week they will be allocated the phones to start using. We will use paper rosters for the first few weeks as back up until everyone is confident with the electronic format.

OFFICER RECOMMENDATION – ITEM 9.2

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

9.3 Annual Report

As reported to the last meeting, the Annual Report to the Disability Services Commission is now made electronically.

The report for activity in the 2016/17 year fell due on Friday 30 June.

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

OFFICER RECOMMENDATION – ITEM 9.3

That the 2016/17 DAIP Annual Report to Disability Services Commission be received.

9.4 The National Disability Insurance Scheme in WA Conversation

At the last meeting, the Committee considered attending a two-day National Disability Insurance Scheme in WA Conversation event to be hosted by the Disability Services Commission in partnership with the Disability Coalition. The conversation was held on Friday, 9 June and Saturday, 10 June 2017.

Additional ideas and comments were encouraged from those unable to attend to broaden the conversation.

This time is listed to allow feedback from attendees.

OFFICER RECOMMENDATION – ITEM 9.4

That the information on the National Disability Insurance Scheme in WA Conversation be received.

9.5 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 9.5

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 to be held on Wednesday, 5 July 2017, commencing at 10.00am.

Attachment 1

2016/17 DAIP Annual Report to DSC

Contact details

Organisation: Town of Bassendean
Contact person: Graeme Haggart
Phone number: 93778016
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Outcome 1: Services and events

Total number of strategies planned: 26
Number that were highly effective: 21
Number that were somewhat effective: 5
Number that were ineffective: 0
Number that were not evaluated: 0
Number that were not implemented: 0

Achievements for Outcome 1:

- 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: o has an inclusion policy for both Long Day Care Centres o access funding for children with increased care as available. o 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:
 - o Instructors are inducted in inclusiveness and of the needs of PWD

- o Volunteers are sought to support and assist people with disabilities to participate.
- o Brochure promotes: “people with special needs encouraged to participate” on the cover.
- o Courses offered include activities designed for PWD’s and be as inclusive as possible.
- o Venue suitability judged against access criteria and accessible venues to be priority for community events.
- Library Services:
 - o 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.
 - o 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.
 - o 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: Buildings and other facilities

Total number of strategies planned:	11
Number that were highly effective:	6
Number that were somewhat effective:	4
Number that were ineffective:	1
Number that were not evaluated:	0

Number that were not implemented: 0

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

Total number of strategies planned: 10
Number that were highly effective: 10
Number that were somewhat effective: 0
Number that were ineffective: 0
Number that were not evaluated: 0
Number that were not implemented: 0

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

Total number of strategies planned:	5
Number that were highly effective:	2
Number that were somewhat effective:	3
Number that were ineffective:	0
Number that were not evaluated:	0
Number that were not implemented:	0

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

Total number of strategies planned:	4
Number that were highly effective:	4
Number that were somewhat effective:	0
Number that were ineffective:	0
Number that were not evaluated:	0
Number that were not implemented:	0

Achievements for Outcome 5:

- 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

Total number of strategies planned:	8
Number that were highly effective:	6
Number that were somewhat effective:	2
Number that were ineffective:	0
Number that were not evaluated:	0
Number that were not implemented:	0

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

Total number of strategies planned:	2
Number that were highly effective:	2
Number that were somewhat effective:	0
Number that were ineffective:	0
Number that were not evaluated:	0
Number that were not implemented:	0

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),
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: